



Print-At-Home Tickets: Instructional Guide

What are Print-At-Home Tickets?

Print-At-Home is an electronic delivery method by which your tickets or items are emailed directly to you immediately after your purchase. You will receive two emails after your purchase; the first will be your Print-At-Home email with your tickets attached, the second will be your order confirmation email (does not include tickets).

Benefits

- Avoid waiting in “Will Call” lines to pick up your tickets.
- Prevent your tickets from getting lost in the mail.
- You can print or reprint your tickets anytime prior to an event if they are misplaced.

Special Notes

If you are using any spam filters and want to ensure that you receive the email containing your tickets, please add our email, tickets@scarletknights.com, to your approved spam filter list. Each Print-At-Home ticket will arrive as an attachment in the email. Please set your email to accept attachments.

Adobe Acrobat Reader version 4 or higher is required to use the Print-At-Home feature. A free copy of the software can be downloaded at www.adobe.com.



Order home basketball tickets online at www.scarletknights.com

Choose to print your tickets at home



You will receive an email to print your tickets at home *instead of receiving in the mail or picking up at will call.*

Print your tickets in color or black and white on standard 8.5x11-inch plain white paper on your home printer. *Each ticket should be treated like any other valid ticket.*



Bring your ticket to the game! Rutgers Athletics scans all tickets at the gates of the Louis Brown Athletic Center (RAC) using the barcode on each ticket. Print-At-Home tickets are individually barcoded allowing one scan per entry so any attempts to duplicate, alter or sell any copies of the Print-At-Home ticket may result in admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.

LOUIS BROWN ATHLETIC CENTER - THE RAC
83 Rockefeller Rd, Piscataway, NJ 08854
Toll-Free 1-866-445-GORU (4678)
Hours: Fall/Winter M-F 8:30AM-5PM
and Spring/Summer, 8:30AM - 4:30PM
tickets@scarletknights.com





Print-At-Home FAQ

What is a Print-At-Home ticket?

Print-At-Home is an electronic delivery method by which your tickets or items are emailed directly to you immediately after your purchase. You will receive two emails after your purchase; the first will be your Print-At-Home email with your tickets attached, the second will be your order confirmation email (does not include tickets).

Q

Why use Print-At-Home tickets?

A

1) Avoid waiting in "Will Call" lines to pick up your tickets.
2) Prevent your tickets from getting lost in the mail.

3) You can print or reprint your tickets anytime prior to an event if they are misplaced.

Q

How do Print-At-Home tickets work?

A

The ticket that is emailed to you is a valid ticket. Make sure you protect it like you would any other ticket. Each ticket contains a unique barcode that is scanned at the event. If any cop-

ies are made of the ticket, only the first scan of the barcode will be allowed entry. If a unique barcode has already been scanned, the attendant will be alerted and entry will not be permitted.

Q

What software/hardware do I need?

A

1) You will need Adobe® Acrobat® Reader® version 4 or higher. A free copy of the software can be downloaded at www.adobe.com.

2) Any ink-jet or laser printer (black & white or color) with a resolution of 300 dpi or greater. *Note: Please print your tickets on 8.5" x 11" size plain white paper.*

Q

Why haven't I received my Print-At-Home tickets?

A

1) Make sure you have used the correct email address.
2) Check your junk mail folder.
3) Make sure that your spam guard and

junk mail settings allow you to receive emails with attachments.

4) Add our email address to your list of trusted email addresses — tickets@scarletknights.com.

Q

What if my tickets did not print correctly?

A

1) Open the attachment that came with your email.
2) Save the attachment to your computer.

3) Try to print your tickets again.

Q

Who do I contact if I still need assistance?

A

Please contact the Rutgers Ticket Office Monday – Friday between the hours of 8:30am and 5pm EST (Fall/Winter) and between 8:30am-4:30pm

(Spring/Summer) toll free at 866-445-GORU (4678) and by email tickets@scarletknights.com for further assistance.

LOUIS BROWN ATHLETIC CENTER - THE RAC
83 Rockefeller Rd, Piscataway, NJ 08854
Toll-Free 1-866-445-GORU (4678)
Hours: Fall/Winter M-F 8:30AM-5PM
and Spring/Summer, 8:30AM - 4:30PM
tickets@scarletknights.com

