



## Frequently Asked Questions

**Q: As a student, how can I obtain tickets?**

A: Student tickets are available online at [umterps.com/student](http://umterps.com/student). Here you will find a link to request tickets, information for first time users as well as the student ticket policy and distribution schedules for football and men's basketball.

**Q: How do I know when I need to register for a ticket?**

A: A reminder email will be sent out prior to the start of a request period. You can also print out the complete distribution schedule found at [umterps.com/student](http://umterps.com/student) and post it in your room.

**Q: What do I use to log in?**

A: The first time you use the system you will need to register your account. You will need your UID number and email address. When you register you will be prompted to create a password, which you will use in the future to log in.

**Q: I entered my UID correctly, but the website says that my UID cannot be validated?**

A: Student tickets are available for current, activity-fee paying UMCP students ONLY. Check your status with the Office of the Registrar in the Mitchell Building by calling 301-314-9000. It can take up to 24 hours for status changes to be reflected in the student ticket system.

**Q: Where is the student entrance?**

A: Football: the student and student guest entrance at Capital One Field at Byrd Stadium is located on the north side at Gate D & E, across from Ellicott Hall. Basketball: The student entrance at XFINITY Center is located at Gate F, across from the Research Green House.

**Q: Do Loyalty points carry over from year to year or to different seasons?**

A: Loyalty points are sport specific and do not carry over from one academic year to the next.

**Q: How do I obtain tickets for sports other than football or basketball?**

A: Students just show their valid student ID to gain admittance to regular season ticketed Olympic sports.