2012-2013 Men’s Basketball Online Student Ticket Distribution

Below are detailed instructions for the 2012-2013 Online Men’s Basketball Student Ticket Distribution. Follow the instructions below to log into your student ticket account, request tickets and print tickets at home.

Logging into Your Account

• Open your web browser and go to www.GoHeels.com
• Click the “Ticket Center” link in the top right corner. You will be redirected to a new site entirely devoted to UNC Ticketing.
• Click “Student Tickets” in the middle right of your screen, or on the navigation bar on the far left.

If you have already registered your account using your PID and student PIN, you will need to use “Option 1” and sign in with your PID and password you previously created.

If this is your first year using the online ticketing system, use “Option 2” and click “Register.” Enter your PID number along with your designated online Student PIN and click “Activate.” Enter your personal information and create a password unique to your account (Please refrain from using any special characters in your password such as, !@#$%^&*, as they may prevent you from gaining access to your account in the future). Click on “Next Step” at the bottom of the page. Double check your personal information, and if all information is correct, click “Yes” at the bottom of the page. In the future when you log into your account you will use “Option 1” and enter your PID and the password you created, and click “Sign In”, to access your account. If you cannot remember your password, click on the “Forgot Password” link and enter the e-mail address you used to set up the account last year. Your password will be e-mailed to you.

Requesting Student Tickets within the Lottery

Once logged into your student ticket account, you can register for the games you would like to attend. Registration will begin 10 days prior to the game and only last 2 ½ days (see the distribution timeline below for all dates and cut-offs).

• To request a ticket for a game, click on the name of the game.
• A preloaded default quantity of “2” will be in the request quantity box, click “Add to Cart.” Next, enter the appropriate Word Verification characters and click “Continue.” By doing this you are telling the CAA you have interest in coming to the game.
• Once you have registered, be sure to complete the distribution process and click “Check Out.”
• On the next page once again verify your e-mail address, check the box to agree with the “Terms and Conditions” and click “Submit.” There is no charge for Student Tickets.
• Be sure to fully complete the previous steps to ensure your request has been processed.
• Upon completion of your online order, you will receive an e-mail confirming your request. If you do not receive a confirmation email in your inbox, be sure to check your spam filter and junk mail folders first, and then contact the ticket office. The ticket office phones are on Monday through Friday between 8:30 am and 4:30 pm or you can email studenttickets@uncaa.unc.edu (Keep in mind this email address is only monitored during the day, so any email sent at night will be answered the next business day).
• If you are having trouble with the online student ticket distribution, you must contact the ticket office prior to the sign-up deadline in order to be entered in the distribution.

You will be notified via e-mail if you are or are not randomly selected from the lottery for a game that you requested (based on the distribution timeline). If you are randomly selected, your ticket will be attached to the “winner” email in .pdf format.

PLEASE REMEMBER-

• By going through this process, you are entered into the Student Ticket Lottery for the selected game.
• You will be notified via e-mail approximately 5 days prior to the game if you have been randomly selected to obtain tickets to that game (see Distribution Timeline for actual dates and deadlines).
• The order in which students request tickets has no bearing on who is randomly selected to receive tickets. There is no advantage to being the first, nor is there a disadvantage to being the last student to request tickets.
• Entering the lottery process does NOT guarantee a ticket to any game
2012-13 Basketball Season

Entry with Print at Home Tickets
All Student Seating is GENERAL ADMISSION and will be completely random. There will be no seat assignments on your tickets. Students will be assigned an entry phase in which to enter the Dean Smith Center. Students may enter after their assigned time but never before. There is a no saving seats policy with general admission entry. Students who wish to sit together must enter at the same time phase (See Group Seating below). The phase and time of entry, along with student seat locations will be printed on your .pdf ticket printout. Entry Times are as follows:

Phase 1 - 1.5 hours prior to tip-off
Phase 2 - 1 hour prior to tip-off
Phase 3 - 30 minutes prior to tip-off

**** The Duke distribution will remain a graduate priority distribution, with one ticket per winning student and 5 phases of entry. ****

**** All students will enter the Dean Smith Center through Gate C. ****

PLEASE NOTE- All unused tickets become VOID at GAME TIME.

If you have a Phase 1 ticket and Phase 2 has started entering the Smith Center, you will need to get in the back of the Phase 2 line. If you have a Phase 2 ticket and Phase 3 has started entering the Smith Center, you will need to get in the back of the Phase 3 line. The phase number on your ticket only has priority during that phase.

Students entering the Dean Smith Center while lower level and riser seating is still available, will enter through one of two sets of doors at Entry C (Student Entrance). As students enter they will choose one of two bracelets (based on availability), one giving them access to riser seats or one giving them access to lower level seating.

Tickets issued through the "student ticket lottery system" are non-transferrable (except when transferred to another full-time, fees-paying UNC student) and are not eligible for resale. Any prohibited transfer, barter, or resale of these tickets is strictly prohibited, will be considered a violation of University policy, and will render the tickets void. Offender(s) of this policy shall be subject to additional sanctions as determined in the University's sole discretion including, but not limited to, revocation of all ticket privileges.

Carolina Fever
The top 150 members of Carolina Fever who sign up for the lottery will win two tickets to the designated lottery basketball game (Note: This is different for Duke)
* Tickets received by the top 150 will be Phase 1 and distributed through the UNC Ticket Office online email distribution system
* Duke: The top 150 members will receive one ticket to the Duke Basketball game. The top 150 is not restricted to just seniors.
* After the top 150, the remaining portion of 50% of Phase 1 tickets will be distributed in point order to those students who randomly won the selected game’s lottery
  * Duke: As currently done, seniors will receive precedence for all remaining tickets outside of the top 150.
* All ties, within the top 150 and top 50% of phase 1 will be determined by a random tie breaker from the UNC Athletic Department

Riser Seating will be on a first come, first serve basis. If you would like Riser seating and it is still available at the time of your designated phase entry, you will receive a bracelet as you enter the Dean Smith Center that will grant you admission into the Riser Section.

Group Seating can be acquired by students with valid tickets and UNC OneCards entering the Dean Smith Center at the same time. Students wishing to sit in a group or with friends will all have to enter at the same designated time phase. There will be no saving seats. The group will be permitted to enter at the designated time of the highest phase of all the group members (example: Student A is assigned Phase 1 and Student B is assigned Phase 3, Student A can go in at the designated time of Phase 3 with Student B, but Student B cannot enter with Student A at the designate time for Phase 1).

Entry via Stand-By Line
If you are not randomly selected to receive tickets in the student lottery, you will have a second opportunity to gain admission to the games. At game time, all unused tickets obtained through the student ticket lottery become invalid and the available seats will be filled by students in the Stand-By Line. Admission will be based strictly on availability and students will be required to show their valid UNC OneCard to gain entry (NO EXCEPTIONS). Students may enter the Stand-By line anytime between 1 ½ hours prior to tip-off and game time. Line up can begin no earlier than 1 ½ hours prior to tip-off on the day of the game.
Games without a Distribution
Tickets for all non-distribution games will be available at the UNC Athletic Ticket office starting 3 hours prior to tip-off on a first-come first-served basis. Tickets will be based solely on availability. All seating for non-distribution games will be General Admission. Students will be allowed to enter the Dean Smith center through Entry C starting an hour and a half before tip-off. The games that will not require a distribution are as follows:

- 11/9/12 Gardner-Webb
- 11/11/12 Florida Atlantic
- 12/1/12 Alabama-Birmingham
- 12/8/12 East Tennessee State
- 12/15/12 East Carolina
- 12/22/12 McNeese State
- 12/29/12 UNLV

Basketball Student Distribution Timeline:

<table>
<thead>
<tr>
<th>Opponent</th>
<th>Game Date</th>
<th>Sign Up Start Date</th>
<th>Sign Up Deadline</th>
<th>Winner Email with Tickets/Loser Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gardner-Webb</td>
<td>11/9/2012</td>
<td>No Distribution</td>
<td>No Distribution</td>
<td>No Distribution</td>
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<tr>
<td>Florida Atlantic</td>
<td>11/11/2012</td>
<td>No Distribution</td>
<td>No Distribution</td>
<td>No Distribution</td>
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<tr>
<td>Alabama-Birmingham</td>
<td>12/1/2012</td>
<td>No Distribution</td>
<td>No Distribution</td>
<td>No Distribution</td>
</tr>
<tr>
<td>East Tennessee State</td>
<td>12/8/2012</td>
<td>No Distribution</td>
<td>No Distribution</td>
<td>No Distribution</td>
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<tr>
<td>East Carolina</td>
<td>12/15/2012</td>
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<td>No Distribution</td>
<td>No Distribution</td>
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<tr>
<td>McNeese State</td>
<td>12/22/2012</td>
<td>No Distribution</td>
<td>No Distribution</td>
<td>No Distribution</td>
</tr>
<tr>
<td>UNLV</td>
<td>12/29/2012</td>
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<td>No Distribution</td>
<td>No Distribution</td>
</tr>
<tr>
<td>Miami</td>
<td>1/10/2013</td>
<td>1/13 @ 10:00 am</td>
<td>1/13 @ 11:59 pm</td>
<td>1/4/2013</td>
</tr>
<tr>
<td>Maryland</td>
<td>1/19/2013</td>
<td>1/13 @ 10:00 am</td>
<td>1/13 @ 11:59 pm</td>
<td>1/4/2013</td>
</tr>
<tr>
<td>Georgia Tech</td>
<td>1/23/2013</td>
<td>1/14 @ 10:00 am</td>
<td>1/16 @ 11:59 pm</td>
<td>1/7/2013</td>
</tr>
<tr>
<td>Virginia Tech</td>
<td>2/2/2013</td>
<td>2/24 @ 10:00 am</td>
<td>2/26 @ 11:59 pm</td>
<td>2/28/2013</td>
</tr>
<tr>
<td>Wake Forest</td>
<td>2/5/2013</td>
<td>2/27 @ 10:00 am</td>
<td>2/29 @ 11:59 pm</td>
<td>3/0/2013</td>
</tr>
<tr>
<td>Virginia</td>
<td>2/16/2013</td>
<td>2/7 @ 10:00 am</td>
<td>2/9 @ 11:59 pm</td>
<td>2/11/2013</td>
</tr>
<tr>
<td>NC State</td>
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<td>2/14 @ 10:00 am</td>
<td>2/16 @ 11:59 pm</td>
<td>2/18/2013</td>
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<td>2/22 @ 10:00 am</td>
<td>2/24 @ 11:59 pm</td>
<td>2/25/2013</td>
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<tr>
<td>Duke</td>
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<td>2/28 @ 10:00 am</td>
<td>3/2 @ 11:59 pm</td>
<td>3/4/2013</td>
</tr>
</tbody>
</table>

*Lottery sign up for the first game for the 2012-13 Men’s Basketball Season will begin January 1st 2013 at 10:00 am. There is no advantage to being the first person to sign up, nor disadvantage to being the last. Please note for the 2012-2013 Men’s Basketball season you only have 2½ days to sign up for each distribution.

*Be sure to follow the @UNCStudentTix Twitter account, with up to date student distribution deadlines, as well as real time updates on ticket availability from the student gate (Entry C) of the Dean Smith Center on game day.

*The Exhibition game will not require a Student Ticket Distribution. Admittance will be granted with a valid UNC OneCard at Entry C at the Dean E. Smith Center starting 1½ hours prior to tip off.

Men’s Basketball Student Guest Pass
The Ticket Office is able to offer full-time, athletic fee paying students the opportunity to purchase student guest passes to select Men's Basketball games. Student guest passes are on sale now through your student ticket account. Tickets will be available for select games based on availability. Student guest passes range in price from $25 to $50, based on the game and the seat location. The tickets will have seat assignments. Students will be able to receive one student ticket and buy as many student guest passes as they would like. In order to complete your order, you must request one student ticket and purchase at least one student guest pass. If you try to only...
request one student ticket, you will receive an error message saying “You must purchase at least 2 tickets,” the 2 tickets include your free student ticket. Because the purchase of a ticket includes a free student ticket, the student will be taken out of the general lottery for games which they have purchased tickets. All tickets will be distributed on a first come, first serve basis and are all based on availability.