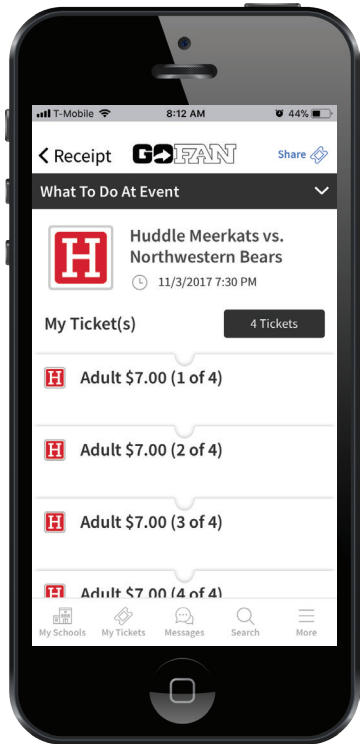
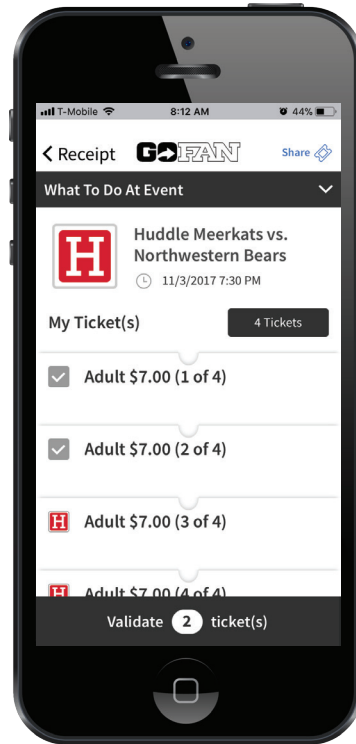


# MOBILE ONLY SOLUTION



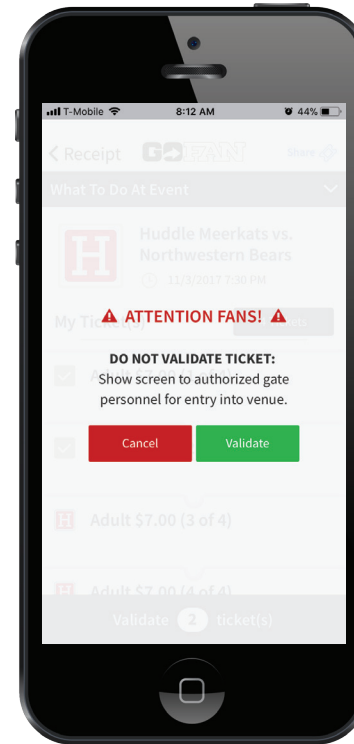
1

FANS PRESENT  
TICKETS AT GATE



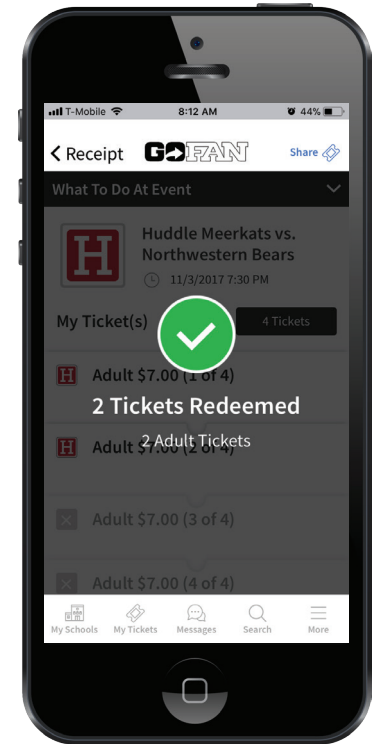
2

SELECT TICKETS OR  
PRESS **4 TICKETS**  
TO REDEEM ALL



3

PRESS  
"ENTER EVENT"  
TO VALIDATE



4

FANS ENJOY  
GAME



# MOBILE ONLY SOLUTION FAQs

## 1 WHAT IF A FAN CAN'T LOG IN TO THEIR GOFAN ACCOUNT?

The fastest solution is to access their tickets through their email. Fans can also recover and reset the password through the app without losing tickets.

## 2 WHAT IF NO TICKETS DISPLAY ON A FAN'S GOFAN APP?

First check to be sure the fan is logged in to the account linked with the purchased tickets. Did the fan transfer tickets to another fan? Were they already redeemed? If a ticket has been redeemed already, the fan must purchase a new event admission ticket.

## 3 HOW CAN FANS TRANSFER TICKETS?

Fans can forward the GoFan ticket confirmation email and advise the recipient to click "View Tickets" to redeem the quantities they need.

## 4 WHAT IF OUR SCHOOL NEEDS ADDITIONAL HELP?

GoFan Support (678-679-7676 and [info@gofan.co](mailto:info@gofan.co)) is available from 8:00 a.m. (EST) to 8:00 p.m. (EST) Monday - Thursday and 8:00 a.m. (EST) to 10:00 p.m. (EST) on Fridays.