ELECTRONIC COMMENCEMENT TICKETS TROUBLE SHOOTING GUIDE

Make sure you follow the step-by-step guide to claim your tickets.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
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| I cannot login to utdgraduationtickets.com because I do not remember/do not know my NetID and Password. | a. Make sure you submitted an RSVP that indicates you will be attending commencement.  
  ➢ Login to Galaxy  
  ➢ Select Self Service  
  ➢ Select Student Center  
  ➢ In your Student Center Select 'My Academics'  
  ➢ On the 'My Academics' page select 'View my graduation Status'  
  b. Please contact the Help Desk for assistance at 972-883-2911 if you cannot log in. |
| I selected my ceremony but it will not let me claim my tickets.       | a. Make sure you are selecting the correct Ceremony once you login.  
  i. If you are a double major student, you will be participating in the Ceremony of your Primary Major.  
  ii. If you are a double degree student that applied for both degrees in the same term, you will only be allowed to participate under one of the degrees.  
  ➢ Please make sure you selected ‘Will Attend’ under the correct degree. If you would like to change the degree you are participating with you will need to email graduation@utdallas.edu.  
  iii. For MGMT or ENCS students, make sure you are selecting the correct ceremony for your major.  
  ➢ http://www.utdallas.edu/registrar/graduation/commencement-schedule/  
  Click on the appropriate link for your ceremony |
| I am having difficulty retrieving my tickets after I login and select my ceremony. | a. Some smart phones are not properly configured to support the electronic ticketing website. It is recommended to use a PC to pick-up your tickets.  
  b. Update your web browser to the latest version.  
  c. Update your JAVA to the latest version.  
  d. Clear your cache and browsing history and start the process over from the beginning. |

Important Information:

1. A confirmation email will be sent to your UT Dallas email account with a link to retrieve the printable tickets.
2. Each ticket barcode is linked to a specific student when claimed. If you claim your tickets on behalf of another student (i.e. your friend or classmate) and those tickets are scanned at the Commencement Ceremony, our records will indicate that YOU have attended the ceremony and may prevent you from any future.
3. Be sure your printer ink is switched to full. Your guest tickets will not scan at the venue if the ink setting is set to low.

If you are still having problems collecting your tickets, please contact graduation@utdallas.edu.

Visit the Graduation and Commencement Website for additional Information.