

Southern Miss Digital Ticketing Frequently Asked Questions:

How does digital ticket delivery work?

Students will receive an email to their USM email with a link to download the commencement tickets.

1. Forward the link to **ONE GUEST/FAMILY MEMBER**.
2. While on your guest's smartphone, your guest will click the link for the event and will then be prompted to add the tickets to their Apple Wallet or Google Pay Wallet.

What if my guests arrive to the venue at different times?

We recommend that since only one of your guests will have the digital tickets on their phone that your group meet in an area until all parties arrive and walk in together.

How do I ensure that my guests can access the tickets on commencement day?

We HIGHLY recommend that your guest (who you forwarded the original link to) adds **all tickets** to their Apple Wallet or Google Pay Wallet prior to commencement day. This will prevent them from having to deal with connectivity issues at the door as the tickets will be stored in their digital wallet.

Can I have multiple tickets on my smartphone for entry?

Yes! We recommend that your guests enter the coliseum together, and one cellular device has all tickets on one smartphone. Your guest will simply swipe to pull up the tickets individually and scan.

What if I don't need all 8 of my tickets? Can I transfer some of my tickets to another student?

Unfortunately, you cannot perform a partial transfer. Should you provide a student with the link to download your tickets, **you would be transferring ALL 8 of your tickets**. We recommend that students who need additional tickets request them from a student who is *not* participating in the ceremony.

Can I print out the QR code and use for admission?

No. Mobile tickets must be scanned off a smartphone for entry.

Who can I contact if I need assistance with digital ticket delivery?

You can contact us at graduation@usm.edu.