Ticket Advance – “How To” Guide for Internet Users

If you are not able to attend a game, but have already reserved your student ticket you can pass it to another student, or send it back to the MUSS (MUSS@alumni.utah.edu) so we can keep our student section packed and get as many students as possible to each home game.

Step 1: Log into your account on the athletic ticket office website (“My Account”) at this link: https://www.nmnathletics.com/tickets/MyAccount.dbml?&DB_OEM_ID=1400&KEY=

Step 2: Click on “Utah Tickets  Ticket Advance”

Step 3: Click on the magnifying glass for the event that you’d like to have transferred to another student or back to the MUSS.

Step 4: Select the exact seats you would like to transfer to another student or to the MUSS and then click “Confirm Advance”.

Step 5: Type in their email address in the blank box and click on the “send e-mail now” button OR write down the ticket advance claim code to pass along to the party that will be receiving the ticket advance.
***Please Note – if the student no longer wants to advance tickets after they have been submitted into the advance, they can go into their account under Utah Tickets → ticket advance, click on the magnifying glass for the specific seats that are eligible for the advance, and then click on “remove from advance”.

IF THE ADVANCED TICKETS HAVE ALREADY BEEN CLAIMED, THE TICKETS CAN NOT BE RECLAIMED BY THE ORIGINAL PARTY UNLESS THERE IS A 2ND ADVANCE FROM THE RECIPIENT TO THE ORIGINAL STUDENT.

Step 6: Once the student or the MUSS has received the claim code – they must sign into THEIR account on the Utah Tickets athletic website and redeem the tickets by clicking “Tickets → Ticket Advance”. Then they will enter the claim number in the blank box on the top of the page and click the red “Submit Claim Check”.

Step 7: After the claim has been submitted, they will select the student delivery option. Finally, click the green button to confirm your tickets.

Step 8: The recipient will receive the order confirmation that they can save for their records. Also, both the issuer and the recipient will receive an email stating that the ticket(s) have been claimed.