

Q: What is the price for the football MUSS?

A: A student MUSS membership is \$50. Each MUSS member is allowed to register up to TWO nonstudent guests for an additional \$235 per guest.

Q: When can I register for The MUSS?

A: Football MUSS registration will begin on Friday, March 31, at noon. Registration will be done through your Utah Tickets account. For more details, look at "How do I register for The MUSS?"

Q. Who can register for The MUSS?

A: You must be a current University of Utah student to register for The MUSS. This means only students who are admitted to and/or enrolled at the university can register. You must also be planning on taking classes during the Fall 2017 Semester. If you register for The MUSS as a student, but are not attending classes during Fall Semester, you will be dropped from The MUSS, and no refunds are given. If you will not be attending classes during the fall, you must have a student register you as a nonstudent guest.

Q: How do I register for The MUSS?

A: All MUSS registration will be done online. You will log in to your ticket account and click "Buy Tickets." Select "MUSS tickets," and you will then have the option to select one, two or three tickets (two tickets indicates you are registering one nonstudent guest; three tickets indicates you are registering two nonstudent guests). You will then enter your credit card information to pay for your tickets. After that information is captured, you will be redirected to another webpage where you will be required to enter your T-shirt size and the T-shirt sizes of your guests, if applicable. You will also enter your group name, if applicable.

You MUST log in using your CIS email address! If you use a different email, you will not be allowed to register for The MUSS. The CIS email is in this format:

u0123456@utah.edu

Q: What do I need to do prior to registration?

A: Prior to MUSS registration, we suggest you go online and make sure you know your login info for your ticket account. The login page is located here:

<https://www8.ticketingcentral.com/Portal/login.aspx?cust=smithstix&skinTheme=utah&ProxyFarmRedirect=true>

You must enter your CIS email address to log in. It must be entered in this format:

u0123456@utah.edu

If you don't know your ticket account password, click "Forgot Password or User ID" and instructions will be sent to your CIS email.

Q: If I was in The MUSS last year, do I have a Utah Tickets account already?

A: You will already have an account in the system, but you will need to make sure you know your login info (and if you created a ticket account using an email address other than your CIS address, that account is no longer valid and you need to create a new account and log in with your CIS email).

To log in to your existing account, use this link:

<https://www8.ticketingcentral.com/Portal/login.aspx?cust=smithstix&skinTheme=utah&ProxyFarmRedirect=true>

Your CIS email login should look like: u0123456@utah.edu.

Q: How do you determine my seats?

A: Seating is based on how early you register: the sooner you register, the better seats you will receive.

Group seating will be based on the average registration time of your group (see more about groups below). If your entire group registers as early as possible, you will have a better chance of good seats. If a member of your group registers late, it will push your entire group back in the seating chart.

If you register **TWO** guests, you will automatically be placed in the upper bowl, which begins at row 26. Registering one guest will NOT automatically put you in the upper bowl; your seats will be determined solely on your registration time.

Q: I want to sit next to my spouse, friend, sibling, etc. who is also a U student. Is there a way to group our seats next to each other?

A: During the registration process, there will be an opportunity for you to enter your group name. After you enter your credit card information, you will be redirected to another webpage where you will enter your group name.

Group names must be a minimum of 8 characters and a maximum of 20 (spaces count as a character). Each group name must also contain at least one number and one symbol. In order to guarantee that all members of your group are seated together, all members must enter the group name the exact same way, including capitalized letters and symbols.

*Please note: be careful when copying and pasting a group name into the form. This can sometimes add a space to the end of your group name, which will be counted as a character and can cause you to not be seated with the rest of your group. All symbols, characters and spaces must be entered the exact same way to be seated together.

See "How do you determine my seats?" for more on group seating.

Q: I have a very large group of friends who want to sit together; are we allowed to do so?

A: For groups of 30 or more, we offer a "block seating" option. This means your timestamp, and the timestamp of the members in your group, will not affect your seats. Your group will be seated together in the upper bowl section of The MUSS; exact location is TBD, but it will most likely be in the lower to middle section of the upper bowl.

Your group must have a minimum of 30 people and a maximum of 80 (including nonstudent guests). You must send your group name to muss@alumni.utah.edu by March 30 at 5 p.m. Everyone in your group will need to register and pay for The MUSS by April 30. All members of your group also need to enter your group name in their ticket profile; see "I want to sit next to my spouse..." for more on how to enter your group name.

By requesting a block seating group, you agree to adhere to all MUSS policies and procedures. You also agree to have your group present at each home football game and/or make sure all of the tickets in your group are being used for each home football game.

Q: How do I register a guest with my membership? Are there any drawbacks?

A: During the registration process, there will be an option to choose one, two or three tickets: two tickets means you are registering a student plus one nonstudent guest. Three tickets means you are registering a student and two nonstudent guests. Each guest membership is \$235, which includes the

\$50 MUSS fee and tickets for each home football game. (The guest ticket price is set by the Utah ticket office).

NOTE: If you register **TWO** guests with your membership, you will automatically be seated in the upper bowl, which begins at row 26. Registering one nonstudent guest will NOT automatically push you into the upper bowl; your seats will be determined solely on your registration time.

Q: I am a U student now, but I won't be during Fall Semester. Can I register for The MUSS?

A: You can be registered for The MUSS, but you must have a student register you as a nonstudent guest. If you register as a student, but are not attending classes during Fall Semester, you will be dropped from The MUSS, and no refunds are given.

Q: How do I receive my MUSS tickets and T-shirt?

A: Ticket distribution will take place at the end of August. Exact dates/times and location are TBD. No tickets will be mailed.

Q: When will I find out where my seats are located?

A: You will not receive your seating assignment until the week of ticket distribution. No seat assignments will be announced prior to ticket distribution.

Q: How do I pay for my MUSS membership?

A: During the registration process, you will be required to enter your credit card information. If you do not enter this information, your MUSS membership will not be processed and you will lose your timestamp.