The Ohio State Department of Athletics is once again giving Men’s Basketball full season ticket holders the opportunity to move or upgrade their seats. Starting with the 2014-15 season, the seat upgrade process will utilize the new Ohio State Basketball Virtual Venue™. As in past years, the seat selection process is completely optional for public full season ticket holders. If you are satisfied with the seat location you currently have, you do not have to complete this process. Or, if during the online seat selection you are unable to find available inventory that is more desirable, simply click cancel and you will keep the same seats you currently have.

The Ohio State Basketball Virtual Venue™ will provide you with the ability to view and select the best available seats according to your individual preferences directly from your computer. It will also allow you to view available seating any time after your appointment day and time until September 10, 2014. Access to the Seat Selection process will be provided via My Ohio State Buckeyes Account. We encourage you to take a few moments to read through this instruction manual so you can familiarize yourself with the new Seat Selection Process. If you feel uneasy about using the Ohio State Basketball Virtual Venue™, please feel free to contact the Ohio State Athletic Ticket Office by email to seatselection@osu.edu or by phone at 1-800-GOBUCKS. As always, all potential seating assignments are subject to ticket availability.

Please note: If you indicated during the ordering period that you require wheelchair accessible seating for the upcoming season and are interested in participating in the seat selection process, please contact the Ohio State Athletic Ticket Office by phone at 1-800-GOBUCKS during your seat selection window for appropriate seating assignments.

Let’s Get Started!
To log in to your Ohio State Buckeyes Account, visit [www.ohiostatebuckeyes.com/tickets](http://www.ohiostatebuckeyes.com/tickets) and click on “MANAGE YOUR OHIO STATE BUCKEYES ACCOUNT”.

Log in using your account number and password. If you have forgotten your password, click on the “Forgot Your Password” link and a temporary one will be sent to the email in your ticket office account.
To begin the seat selection process, click "Select Your Seats" on the left hand side.
Select the seats you would like to move for the 2014-2015 Men’s Basketball season by checking the box next to your seats. Seats not eligible for the seat selection process (PSL seats or unpaid seats) will not appear in this screen. Click ‘continue’ at the bottom when you’re ready to proceed.

Please Note: The price you have already paid is listed on this screen. Seats at multiple price levels will be available for selection during the process. If you select more expensive seats, you will be prompted for payment at the end of the seat selection process. If you select less expensive seats, the difference will be credited to your card by the Athletic Ticket Office within 3 business days.
Once you’ve clicked continue, you will be taken to the Ohio State Basketball Virtual Venue™ that indicates available sections for you to select. The navigator tab on the upper left will allow you to select different overhead views of the Schottenstein Center. Green sections have seats available for you to select and red sections have no seat availability.

Hovering over each section will activate a small window that contains section information including the number of seats available in that section. Click on a section you are interested in to view specific seat availability within that section.
Once you have selected a section, any seats that are green are available for you to select. Your current seats are shown in purple for your reference. Please Note: other customers will be looking for seats at the same time you are, so available inventory may change quickly.

The “Zoom & Pan” tool is provided above to zoom in and out of the section you have selected. You may also move to an adjacent section by clicking the left or right arrows next to the section number. Clicking a seat will open a window providing 360 degree view. To look around, simply hold down the mouse over the view and drag.

Guidelines for selecting and holding seats:
If your selection doesn’t follow these guidelines, the system will not allow you to select seats.
• You may only select as many seats as you currently own; you cannot add or remove seats through this process.
• You must add each seat to your cart individually
• You cannot leave single seats
• If you require wheelchair accessible seating, please contact the Ohio State Athletic Ticket Office via phone at 1-800-GOBUCKS during your seat selection window to choose appropriate seating.

As a reminder, the seat selection process is completely optional for public season ticket holders. If you do not find any inventory that is more desirable, you may simply “log out” at this point and you will keep the same seats you currently have.
To Select and Hold your Seats:

1. From within the seating window, click “ADD to cart”. The seats you have selected will turn yellow.
2. If you wish to change your seats, click on a selected seat and click “REMOVE from cart” from within the seating window.
3. Once you have selected your seats, click the “Checkout” tab in the upper right corner to view the selected seats in your cart.
4. Verify your seat selection and click “HOLD Seats”

**IMPORTANT:** Your seats have not been held for you until you click “HOLD seats” and proceed to the next screen! Seats will be released from your cart after 10 minutes.
You’re almost done! Review your new seat information and click “CONTINUE”
This page gives you one last chance to review your seat selection. Click ‘accept’ to complete your seat selection. Once you have confirmed and finalized your seat selection, you will not be able to change your seat location. If you wish to select different seats, select “change seats” to go back to the Ohio State Basketball Virtual Venue.™
You will be prompted to enter your Ohio State Buckeyes Account password (the same one you used in step 1 to log in to your ticket account) as confirmation that you are selecting these seats. **Once you’ve entered your password as confirmation, your old seat location will be released for other fans to select as part of the seat selection process.**

Then click "proceed to checkout".
Select how you would like your basketball season tickets delivered from the drop down box. Click “Continue” once you have selected the appropriate delivery method.
Verify your chosen seats one last time, agree to the terms of use by checking the box, and click "Purchase Tickets" to complete your seat selection. If the seats you selected are more expensive than those you originally ordered, you will be prompted to submit payment at this step as well. If you have selected less expensive seats, the difference will be credited to your card by the Athletic Ticket Office within 3 business days. Once you click "Purchase Tickets", your seat selection is complete!

You will receive a confirmation page as well as a confirmation email after you have clicked "Purchase Tickets". Please retain these for your records.
The People. The Tradition. The Excellence.