



2014 Seat Selection Instruction Manual

SCHOTTENSTEIN CENTER

MEN'S BASKETBALL





BRUTUS



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!

STEP 1

MY OHIO STATE BUCKEYES ACCOUNT LOG IN

The screenshot shows a web browser window with the URL <https://oss.ticketmaster.com/aps/buckeyes/EN/account/home>. The page features a red navigation bar with the Ohio State logo and links for MEN'S SPORTS, WOMEN'S SPORTS, ATHLETICS, FACILITIES, RECRUITS, SHOP NOW, TICKETS, and DONATE. Below the navigation bar, the page is titled "My Ohio State University AccountManager" and includes a "powered by ticketmaster" logo. The main content area is titled "Ohio State Buckeyes Account Manager" and lists features such as renewing season tickets, managing all tickets, editing account information, forwarding tickets, and posting tickets for sale. It also provides a link to buy individual game tickets and information about the Buckeyes Ticket Exchange. A login section titled "My Ohio State Buckeyes Account Login" contains a form with fields for "Account ID" and "Password", a "continue" button, a "Forgot Your Password?" link, and a "Remember me" checkbox. The footer includes links for "Terms of Use" and "Privacy Policy" and a copyright notice for 2014.

To log in to your Ohio State Buckeyes Account, visit 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.

STEP 2

MY OHIO STATE BUCKEYES ACCOUNT HOME PAGE

The screenshot shows the Ohio State University AccountManager home page. The page has a red header with the Ohio State logo and navigation links: MEN'S SPORTS, WOMEN'S SPORTS, ATHLETICS, FACILITIES, RECRUITS, SHOP NOW, TICKETS, and DONATE. Below the header, the page title is "Ohio State University AccountManager" with "powered by ticketmaster®" and navigation links: home | faq | contact us | view cart | log out. The main content area is divided into several sections:

- Hello, Brutus Buckeye**: You are currently in Account 36. [edit my profile](#)
- Need Help?**: [Watch our AccountManager tour](#), [FAQ](#)
- Your Invoice**: [New Invoices](#) | [Completed Invoice](#). There are no outstanding invoices on your account. If you wish to view your invoice history please click on the link above.
- Ticket & Plan Purchases**: [BUY TICKETS](#) (Buy full and/or mini-season plans or single-game tickets), [TICKETMASTER.COM](#) (Search Ticketmaster for all your ticket needs).
- SEASON TICKET HOLDER POST FOR SALE TUTORIAL**
- Select Your Seats**: Click "Select Your Seats" below to browse available seats and choose your men's basketball seat location! [Select Your Seats](#) (highlighted with a red circle)
- Address Book**: [add a contact](#)

At the bottom of the page, there are links for [Terms of Use](#) and [Privacy Policy](#), and a copyright notice: © 2014 Ticketmaster. All rights reserved.

To begin the seat selection process, click "**Select Your Seats**" on the left hand side.

STEP 3

SEAT SELECTION PAGE

The screenshot shows a web browser window displaying the "My Ohio State Buckeyes Account" page. The page features a red navigation bar with the Ohio State logo and links for MEN'S SPORTS, WOMEN'S SPORTS, ATHLETICS, FACILITIES, RECRUITS, SHOP NOW, TICKETS, and DONATE. Below the navigation bar, the page title is "My Ohio State Buckeyes Account" with a "powered by ticketmaster" logo. A welcome message reads "Welcome Brutus Buckeye" and "You are currently in Account 36 owned by Brutus Buckeye". The main content area is titled "Seat Selection Process" and includes a "SELECT SEATS TO ASSIGN" section. A "Your current seats" table lists the following item:

Item	Seats	Price	Seat Status
<input checked="" type="checkbox"/> 2014-15 Men's Basketball Full Season	Section 303 Row U Seat 10, 11 Season Ticket Public	US \$379.00 x 2 (US \$18.95 avg. per ticket)	Currently Available view eligible upgrade items

A "continue" button is located at the bottom right of the table. A "Quick Links" sidebar on the left contains links for "home", "account settings", and "manage my tickets".

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.

STEP 4

SEAT AVAILABILITY

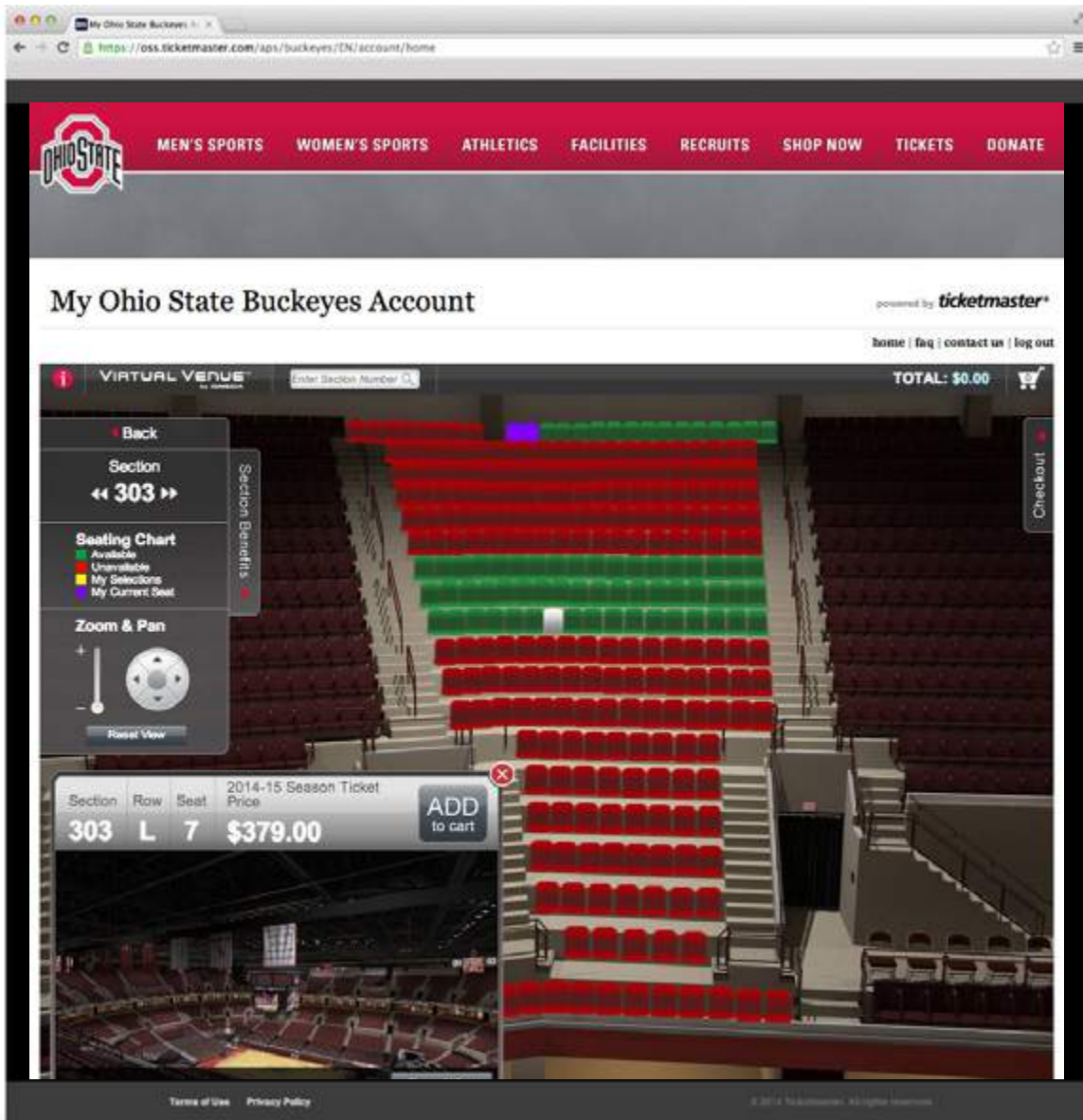


Once you've clicked continue, you will be taken to the Ohio State Basketball Virtual Venue™ that indicates available sections for you to select. The navigator tab on the upper left will allow you to select different overhead views of the Schottenstein Center. Green sections have seats available for you 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.

STEP 5

CHOOSE AN AVAILABLE SEAT LOCATION



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.

STEP 6

CONFIRM YOUR SEAT LOCATION

The screenshot displays the 'My Ohio State Buckeyes Account' page on the Ticketmaster website. The page features a navigation bar with links for MEN'S SPORTS, WOMEN'S SPORTS, ATHLETICS, FACILITIES, RECRUITS, SHOP NOW, TICKETS, and DONATE. Below the navigation bar, the account name 'My Ohio State Buckeyes Account' is displayed, along with the Ticketmaster logo and a 'powered by' tag. The main content area is titled 'VIRTUAL VENUE' and shows a 3D rendering of a stadium seating chart. A 'CHECKOUT' button is visible in the upper right corner. A table lists the current seats selected: Section 303, Row L, Seat 7 and 8, both priced at \$379.00. A 'HOLD Seats' button is prominently displayed. A 'Price Total' of \$758.00 is shown. A 'Zoom & Pan' control is visible on the left side of the seating chart. A 'Seating Chart' legend indicates 'Available' (green), 'Unavailable' (red), 'My Selections' (yellow), and 'My Current Seat' (purple). A 'REMOVE from cart' button is visible next to the selected seats. The page footer includes copyright information for IOMEDIA Inc. and a privacy policy link.

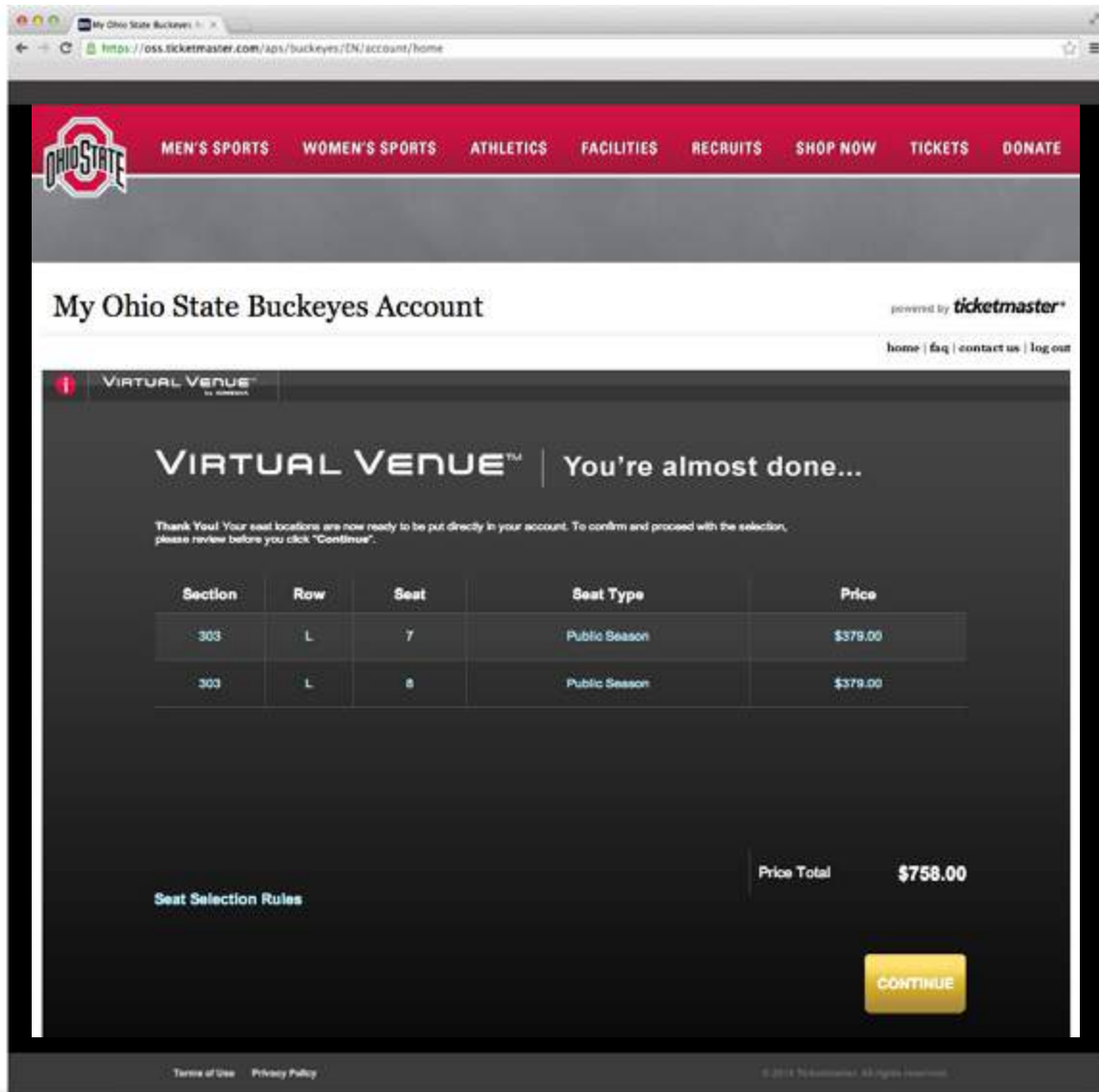
To Select and Hold your Seats:

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.

STEP 7

CONFIRM YOUR SEAT LOCATION



You're almost done! Review your new seat information and click "CONTINUE"

STEP 8

ACCEPT YOUR SEAT SELECTION

The screenshot shows the 'My Ohio State Buckeyes Account' page on Ticketmaster. The page is titled 'Seat Selection Process' and features a 'REVIEW YOUR SEAT SELECTION' section. A warning message states: 'Your additional items will be released in 2:00 minutes.' Below this, a 'REVIEW YOUR SEAT SELECTION' box contains a table comparing 'Current Seats' and 'New Seats'. The 'Current Seats' table shows two tickets for the 2014-15 Mens Basketball Full Season, Section 303, Row U, Seats 10, 11, at a total cost of US \$379.00 x 2 (US \$18.95 avg. per ticket). The 'New Seats' table shows two tickets for the same season, Section 303, Row L, Seats 7, 8, at a total cost of US \$379.00 x 2 (US \$18.95 avg. per ticket). A 'change seats' link is provided below the 'New Seats' table. Below the seat selection review is a 'Cost Summary' section with the following details:

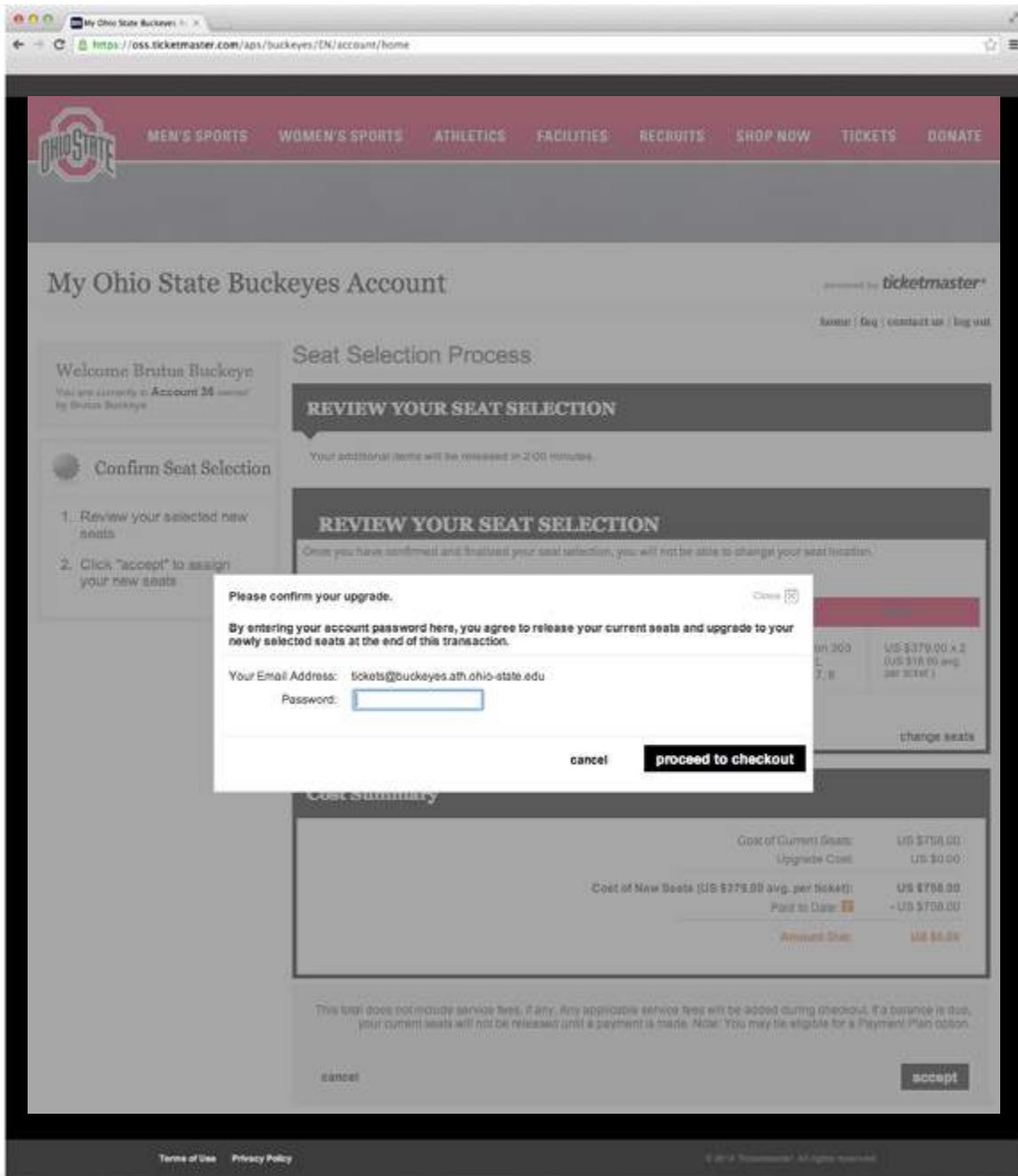
Item	Amount
Cost of Current Seats:	US \$758.00
Upgrade Cost:	US \$0.00
Cost of New Seats (US \$379.00 avg. per ticket):	US \$758.00
Paid to Date:	-US \$758.00
Amount Due:	US \$0.00

At the bottom of the 'Cost Summary' section, there is a note: 'This total does not include service fees, if any. Any applicable service fees will be added during checkout. If a balance is due, your current seats will not be released until a payment is made. Note: You may be eligible for a Payment Plan option.' Below the note are 'cancel' and 'accept' buttons.

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.™*

STEP 9

RE-ENTER PASSWORD FOR CONFIRMATION

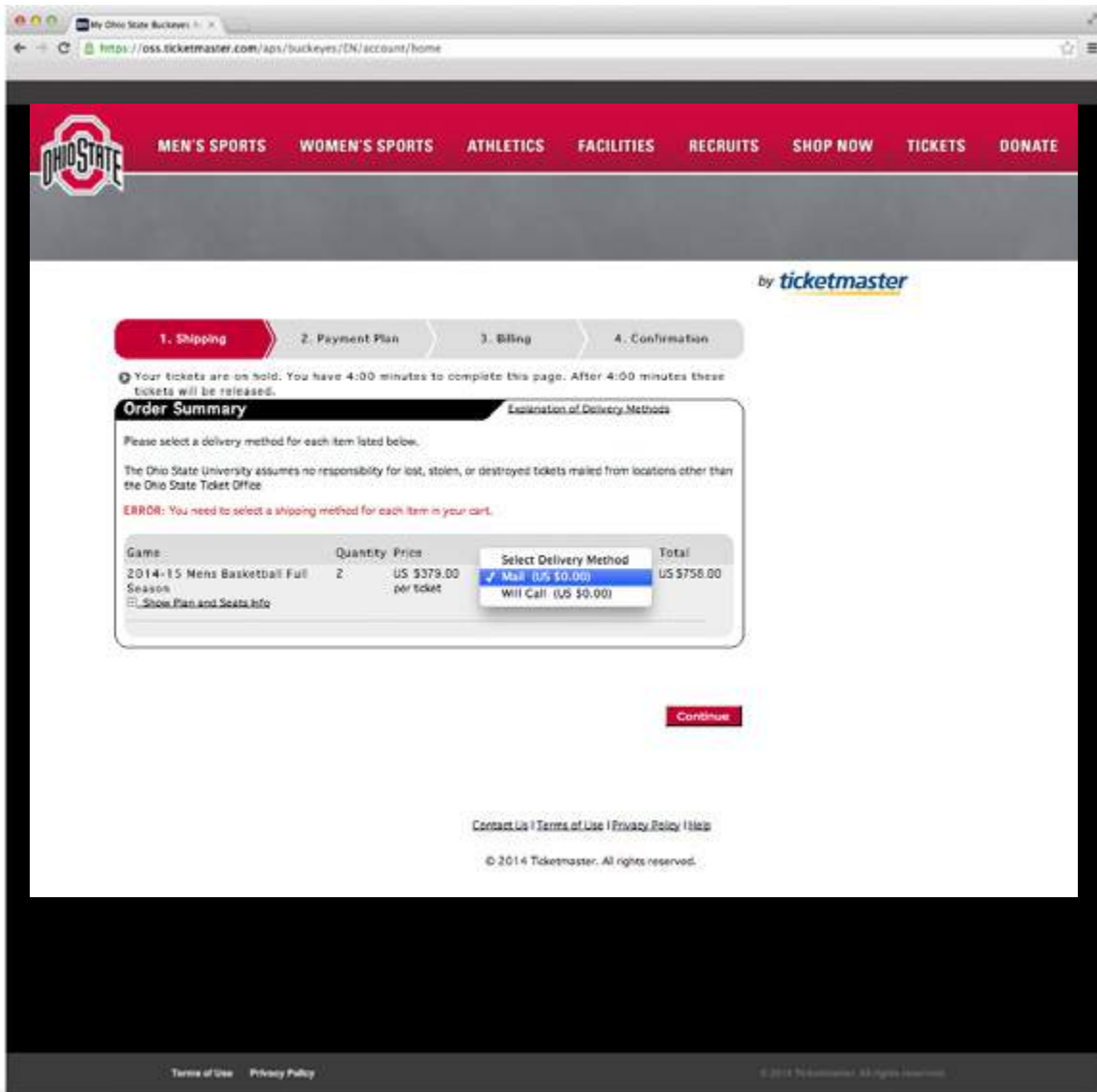


You will be prompted to enter your Ohio State Buckeyes Account password (the same one you used in step 1 to log in to your ticket account) as confirmation that you are selecting these seats. **Once you've entered your password as confirmation, your old seat location will be released for other fans to select as part of the seat selection process.**

Then click **"proceed to checkout"**.

STEP 10

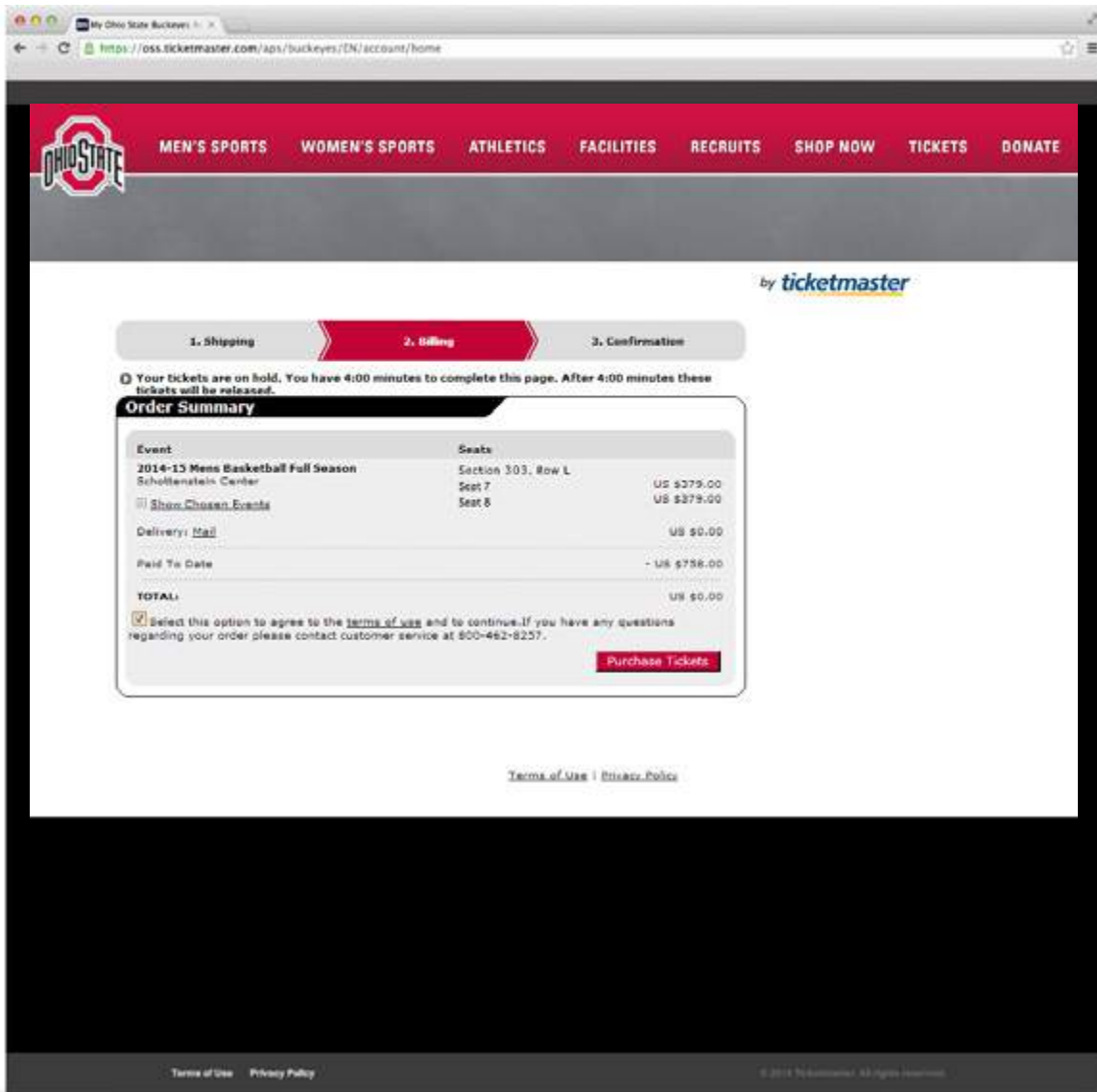
SELECT DELIVERY METHOD



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.

STEP 11

COMPLETE YOUR SEAT SELECTION PURCHASE



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.





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