

1 ELECTRONIC COMMENCEMENT TICKETS TROUBLE SHOOTING GUIDE

Make sure you follow the [step-by-step guide](#) to claim your tickets.

Problem	Possible Solution
I cannot login to utdgraduationtickets.com because I do not remember/do not know my NetID and Password.	<ul style="list-style-type: none">a. Make sure you submitted an RSVP that indicates you will be attending commencement.<ul style="list-style-type: none">➤ Login to Galaxy➤ Select Self Service➤ Select Student Center➤ In your Student Center Select 'My Academics'➤ On the 'My Academics' page select 'View my graduation Status'b. Please contact the Help Desk for assistance at 972-883-2911 if you cannot log in.
I think the wrong Commencement Ceremony is available when I login.	<ul style="list-style-type: none">a. Make sure the correct Ceremony is available once you login.<ul style="list-style-type: none">i. If you are a double major student, you will be participating in the Ceremony of your Primary Major.ii. If you are a double degree student that applied for both degrees in the same term, you will only be allowed to participate under one of the degrees.<ul style="list-style-type: none">➤ Please check the Commencement RSVP confirmation email you receive to confirm you are participating in the correct ceremony. If you would like to change the degree you are participating with, please email graduation@utdallas.edu.
I am having difficulty retrieving my tickets after I login and select my ceremony.	<ul style="list-style-type: none">a. Some smart phones are not properly configured to support the electronic ticketing website. It is recommended to use a PC to print your tickets.b. Update your web browser to the latest version.c. Update your JAVA to the latest version.d. Clear your cache and browsing history and start the process over from the beginning.
I have claimed my tickets, but I am having trouble printing them.	<ul style="list-style-type: none">a. Print your tickets by selecting the "My Tickets" link at the top green banner after you login to utdgraduationtickets.com.b. Print your tickets from the reservation confirmation email you received when you claimed your tickets.

Important Information:

1. A confirmation email will be sent to your UT Dallas email account with a link to retrieve the printable tickets.
2. Each ticket barcode is linked to a specific student when claimed. If you claim your tickets on behalf of another student (i.e. your friend or classmate), and those tickets are scanned at the Commencement Ceremony, our records will indicate that YOU have attended the ceremony and may prevent you from attending any future ceremonies.

Visit the [Graduation and Commencement Website](#) for additional information.

3. Be sure your printer ink is switched to full. Your guest tickets will not scan at the venue if the ink setting is set to low.

If you are still having problems collecting your tickets, please contact graduation@utdallas.edu.