

Graduation Additional Tickets Purchasing: Troubleshooting

Problem: You click on the link and get this message:



Online Store



404 - Page Not Found

Return to the homepage and start again?

University of Cumbria Head Office, Fusehill Street, Carlisle, CA1 2HH
Telephone: 01228 616234

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Reason: It is likely you have clicked the link before the date and time specified in the email sent on Monday 26 June.

Solution: Check the email(s) and try again at the specified date and time.

Problem: You enter your passcode and surname and get this message:

Please enter your details below

Enter the passcode emailed to you on Monday 26 June*

Required

Enter your surname/last name (in capital letters)*

Required

If you receive an error message check you have entered your details in the correct format (see above).

If you need any assistance please email ceremonies@cumbria.ac.uk.

Next

Reason: The information you have entered does not match that on your student record.

Solution: Check you have copied and pasted the passcode emailed to you from ceremonies@cumbria.ac.uk and your surname is in capitals and the surname you have registered at the University. If in doubt, check your ICON record.

Problem: You receive this message:



The screenshot shows a login interface with a red header bar containing a red 'X' icon and the word 'Login'. Below the header, a red-bordered box contains the message: 'Login attempt failed, please try again or use the [forgotten password](#).' Underneath, there are two input fields: 'Email Address' with the value 'tim.testceremony@cumbria.ac.uk' and 'Password' which is empty. At the bottom left, there is a link '▶ [Forgotten password](#)' and at the bottom right, there is a green 'Login' button with a right-pointing arrow.

Reason: The password/email you have entered does not match.

Solution: Use the forgotten password link and then go back to the email sent on 26th June and click on the booking link.

Problem: You receive the message below

This item is out of stock - please choose another

Reason: Tickets have sold out.

Solution: If these are Main Venue tickets, you could try purchasing Live Video Link tickets when they go on sale. See email sent on 26 June for details.

Problem: You see this:



Reason: The Store is very busy due to the high demand for tickets.

Solution: Be patient. Do not 'refresh'. You may wish to try an alternative device (eg mobile phone) should you encounter any difficulties.