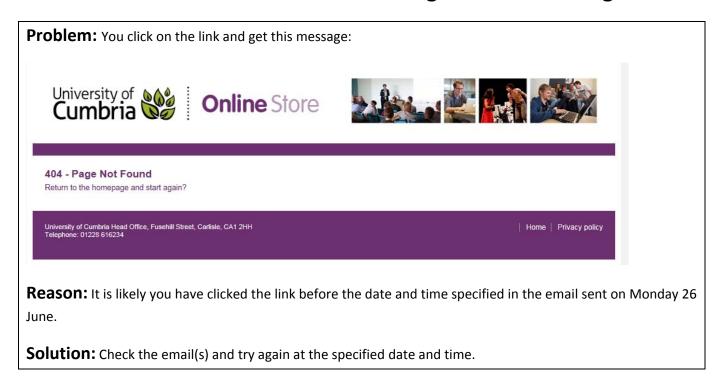
Graduation Additional Tickets Purchasing: Troubleshooting



olem: You enter your	passcode and surname and get this message:
Please enter you	r details below
Enter the passcode em	ailed to you on Monday 26 June*
	Required
nter your surname/las	t name (in capital letters)*
	Required
f you receive an error me	essage check you have entered your details in the correct format (see above).
f you need any assistant	e please email ceremonies@cumbria.ac.uk.
	Next D
ason: The informat	on you have entered does not match that on your student record.
ution: Check you h	ave copied and pasted the passcode emailed to you from
monies@cumbria.ad	c.uk and your surname is in capitals and the surname you have registered at the
ersity. If in doubt, cl	neck your ICON record.

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.