



# CRESTVIEW ATHLETICS

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## How to Access your Redeemable Ticket/Pass in PayK12

1. Log in by going to (<https://secure.payk12.com/pages/login.html>). If you already have an account and need a password reset, please click on the link above, and click **Forgot Password**.
2. If you are having difficulty resetting your password, please reach out to the school's main contact, or reach out to ([support@payk12.com](mailto:support@payk12.com)).
3. Once logged in your account, click on the **Hello** dropdown in the top right, then select **My Account**.
4. Click on **Tickets and Renewals**.
5. After, look for the corresponding ticket/pass and click **Get Ticket** (for individual tickets) or **Get Pass** (for a season ticket/pass).
6. Click on **Digital Version** to view the ticket/pass there or **Email** to have the ticket/pass be sent to the email on file. No QR codes are accepted, please do **NOT** download your ticket.
7. If it's a season ticket/pass, you will choose the corresponding event by clicking **Find your Event** and have the event staff **Mark as Redeemed** for that event.
8. If it's an individual ticket, you will have the event staff click **Mark as Redeemed**.
9. Patrons attending the event will have to present the ticket on an electronic device, such as a mobile phone.
10. The redeem option is done by event staff only, just make sure to have it pulled up for the staff to view the day of the event.
11. Picture below for reference.

### Redeem tickets with a button click ×

Digital tickets will show a "Mark as Redeemed" button. The attendee must present their digital ticket at the event for admittance. At the event, an event staff member will click the button on each attendee's ticket to admit them. The attendees receives their digital ticket via email after purchasing a ticket online.

These tickets will not contain a barcode.

