

The following message was sent on 4/25 to all CAS graduates who accepted our invitation to participate in this year's Baccalaureate ceremonies on Tuesday, 5/14.

Please note: some of the links that were included in the email have been disengaged in the below copy. If you are a participating graduate, we encourage you to refer to the email as it was sent to your NYU email address in order to fully engage with the content.

Subject: It's here! CAS Baccalaureate – When and How Will I Get My Tickets?

Dear Graduates,

Thank you for confirming your participation at this year's CAS Baccalaureate Ceremony! We are 19 days away from the big day, and want to provide you with some updates and key information.

You will need to read this email in its entirety.

Ticket Distribution

All tickets will be distributed via the MSG App on or about May 7th (one week prior to the ceremony). You will be able to access and manage your tickets in two ways:

1. MSG App ([Download Here](#)).
2. Visit the MSG Ticketmaster Account Manager website at <https://am.ticketmaster.com/msg>

Login credentials for the MSG App/Ticketmaster Account Manager website will be the Ticketmaster account associated with your NYU NetID (netID@nyu.edu). As a reminder, you were instructed to set up a Ticketmaster account using your NYU NetID as part of the registration process. If you have not yet set up your account, **now** is the time to do it. Once the tickets are sent there, **we have no way of retrieving or redirecting those tickets**. The only way for you to access them will be to log in to the MSG app using your Ticketmaster credentials to claim them. You were instructed to take a screenshot of your Ticketmaster account information while registering, so please reference that screenshot if you are uncertain about your account details.

Your tickets are specific to the ceremony that you registered for. **There can be no ticket swaps moving forward**. Your moment of individual recognition will occur during the ceremony you signed up for, so it's important that you attend the correct one.

Guest Tickets

All tickets (student and guest) will be sent to your NYU NetID (netID@nyu.edu) account via the MSG App. You must transfer them to your guests' accounts. Guests will also need to download the MSG App or access the tickets via the Account Manager website, so please make sure you share these instructions with them right away.

Important: All students need their own ticket. You must retain one (1) ticket of your allotment for yourself in order to enter the venue. **All guest seating is general admission, so it does not matter which ticket you keep for yourself, so long as you keep one. The numbers on the tickets are meaningless – they are merely a way for the venue to count the number of seats.** *Also, note that every person who enters the venue (2 years and older) must present a ticket.*

Please refer to [this instructional video](#) produced by Ticketmaster on how to transfer tickets. It is recommended that you transfer tickets to your guests using the MSG App or Account Manager before adding your own ticket to your Apple or Google Wallet. **Screenshots will absolutely not work for entry**, so it is your responsibility to make sure your guests know how to access their tickets via the MSG App or their phone wallet when entering the venue.

Please transfer your guest tickets as soon as you receive your full allotment so that you will have peace of mind knowing your guests have everything they need to enter Radio City Music Hall. **Do not wait until the last minute to transfer your tickets**, as it will be harder to troubleshoot the closer we are to the ceremony. And definitely don't wait until you get to Radio City Music Hall. To put it bluntly: 6,000 people will be attempting to log on to the RCMH free wifi, and you do not want your guests to end up on the street because the ticket transfer won't go through.

Ticket Troubleshooting

If you are unable to access your tickets, here are a few suggestions we would advise for troubleshooting:

1. Try logging out then logging back in.
2. Make sure you are logging into Account Manager or the MSG App. Tickets will not appear on the Ticketmaster app or on the public-facing Ticketmaster.com
3. Ensure that you are logging in with your NYU NetID. If you took a screenshot of your registration form, please also double check that to make sure there were no typos in your email address.

The Ticket Lottery Is Happening!

We are very happy to announce that we will be able to hold a ticket lottery for your ceremony! Students who are in need of one additional in-person guest ticket should submit their lottery entry here by the deadline of **Wednesday, May 1st, at 11:59 PM**. Winners will be notified by Friday, May 3rd, via email.

As we've said all semester, grads are also encouraged to invite as many guests as they would like to join our CAS celebration via the livestream that will be hosted on our CAS homepage on Tuesday, May 14th.

Zero Tolerance Policy for Ticket Resale

You have been instructed all semester that resale of these free tickets is absolutely prohibited. Students who break University rules and attempt to take advantage of their fellow graduates by registering to receive and then attempting to sell free Baccalaureate tickets **WILL** have their ticket reservations **CANCELED** (both for themselves and their in person guests); they will not be allowed to participate in the ceremony, and they will be subject to further University disciplinary actions. CAS has a ZERO TOLERANCE policy on this unscrupulous behavior. It's just not fair.

Rather than supporting this bad behavior by purchasing these tickets, graduates who become aware of any attempt to profit by selling tickets to fellow students should notify us right away. Then, the tickets previously requested by the perpetrator will be immediately put into the pool of free tickets to be made available through our free and fair lottery system.

It's here! Your moment to shine! Congratulations!