

**VIRGINIA TECH CARILION COURT** AT CASSELL COLISEUM

# *How-To' Guide*

FOR ONLINE SEAT SELECTIONS



**2018-19 MEN'S & WOMEN'S BASKETBALL**  
**SEAT SELECTION BEGINS LATE AUGUST 2018**



# IMPORTANT NOTES AND REMINDERS

**This online process puts the confirmation/selection of season tickets directly in the hands of Hokie Club members and season ticket holders. To expedite your selection, please review these important notes and reminders:**

- During your priority selection time you will only be able to select/improve seats that fall within the priority limits based on your contribution to the Hokie Scholarship Fund. Specific limits can be found by consulting the 2018 Hokie Scholarship Fund Benefits Chart.
- All patrons will receive notification of their selection time when they will have an opportunity to select seats either (1) through the online selection process or (2) via the phone with a Hokie Club/Athletics Ticket Office representative.
- Season tickets exceeding priority limits will be selected apart from in-priority seat locations after all other seats are chosen as detailed in your selection letter.
- Customers wishing to group seat with others need to coordinate selections with the appointment time of the lowest ranked person within your group; and, at that time, each group member can log into the online system and choose your seats based on availability.  
**NOTE:** Since all seats will be reconfirmed/selected online, each person in the group will need access to a separate computer when coordinating the location of your seats to simultaneously make your selections.
- Each group member can log in at their assigned time and check the availability of seats; and has the opportunity to make their selections at that point should they then wish to forgo their group seating.  
**NOTE:** Seats cannot be held in the system to wait for a lower ranked customer to log in and select their tickets.
- **Customers will not be allowed to choose a seat location that strands a single seat.** For example, if a block of three seats remains in a row you will not be able to select two of them thereby stranding a single seat. This maximizes seating capacity in Cassell Coliseum and limits the number of unsellable single tickets.
- The Athletics Ticket Office reserves the right to move your seats one to the left or right to avoid stranding single tickets or odd numbers of seats in a row. However, this will not be utilized to move seats off an aisle or if it disturbs a block of seats "stacked" back-to-back on two rows.
- A patron who misses their appointment by more than 30 minutes and/or fails to complete their order, will receive an email from the seating system as a reminder. If the patron still has not selected by the next business day after their appointment time has passed, a seating representative will select for them. In re-seating years, the representative will select the best available seats based on the patron's contribution to the Hokie Scholarship Fund for the current year. In non-re-seating years, the representative will re-confirm the patron's seats from the previous season as long as they have met the total per seat donation required for the seats. For new customers, the best available seats based on the patron's contribution to the Hokie Scholarship Fund will be selected. This will exclude you if your 2018 order form indicated you wished to group seat with others.
- Parking is available for qualifying members based upon their Hokie Scholarship Fund point priority ranking as of June 30, 2018 and automatically assigned (based on availability) for you to the corresponding lot following the seat confirmation/selection process. Parking lot assignments will be a coordinated effort between the Hokie Club and Athletics Ticket Office.
- If you need assistance making your selection via the phone with a seating representative **please notify the Hokie Club at 540-231-6618 no later than two business days before your appointment** with a number where you can be reached during your appointment time.
- Season ticket holders will retain their seats in subsequent years by maintaining the per seat donation to the Hokie Scholarship Fund required for the seats selected. Keep in mind that between football and basketball, you are only responsible for the highest of the two donations if you have seats for both. Should a member become inactive, seats will need to be reselected during your selection time as the prior seats will be released and available in the system.  
**NOTE:** There is no per seat donation requirement for women's basketball.

**Visit**  
**[www.CassellColiseumSeating.com](http://www.CassellColiseumSeating.com)**

## Americans with Disabilities Act (ADA) Seating & Parking

- Patrons occupying ADA locations must send the appropriate documentation annually in order to retain these seats.  
**NOTE:** Customers not meeting this requirement will have their seats moved from the ADA location to the best available seats based upon their Hokie Scholarship Fund point priority ranking.
- All ADA non-wheelchair customers can select up to four seats together in an ADA location and are limited to the quantity ordered by the order deadline.
- Non-wheelchair customers qualifying for ADA seating will have the ability to select available ADA seats within Cassell Coliseum. If the patron qualifies by point priority for a better seat than available ADA seats, then they may select that location.  
**NOTE:** Due to limited wheelchair-accessible seating in Cassell Coliseum, ADA wheelchair customers can only select two seats (one wheelchair and one companion) together. Any additional seats would be selected in non-ADA seats unless there is appropriate documentation indicating the need for two wheelchair ADA seats in one account.
- There are a limited number of ADA parking spaces adjacent to Cassell Coliseum in Lot 1 for ADA patrons on a game-by-game basis.  
**NOTE:** All ADA patrons will be required to display the appropriate DMV hangtag indicating ADA parking is necessary before being granted admittance into Lot 1.

# THE ONLINE SELECTION PROCESS STEP-BY-STEP:

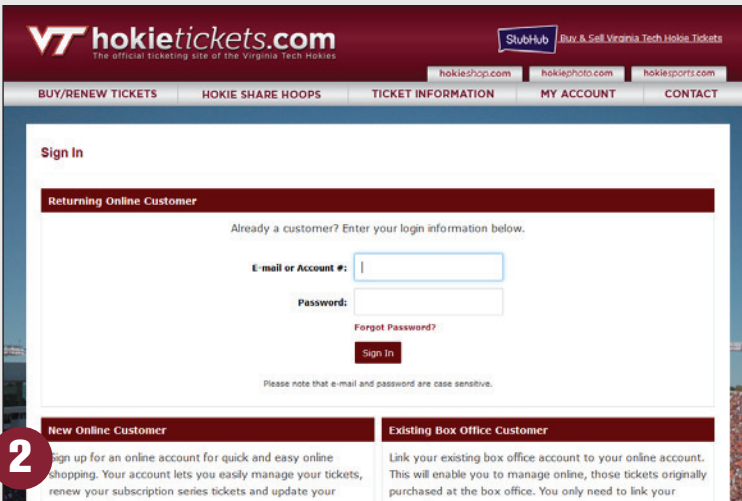
Carefully read the guidelines in this guide regarding the selection process. Knowing how the system works will help make your seat selections easier. Familiarize yourself with these easy steps to confirm/choose your own seating for Hokies basketball.

## 1. Start Here!

Go to [www.CassellColiseumSeating.com](http://www.CassellColiseumSeating.com).

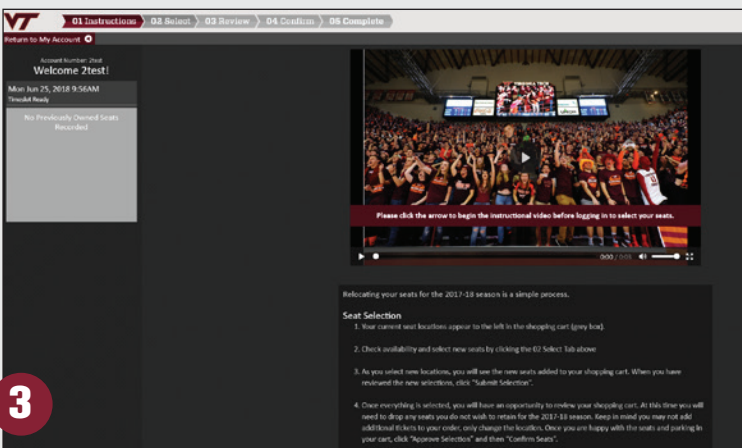
## 2. Log In

Login using your Virginia Tech customer number and your previously selected password. Once logged in, click the My Account link, and Access the “2018 Ballena Seat Selection Site Link..



## 3. Watch the Instructional Video

Take a minute to watch the instructional video explaining the online selection process. This video will show how to monitor the selection process and make your selections quickly when your appointment time arrives.

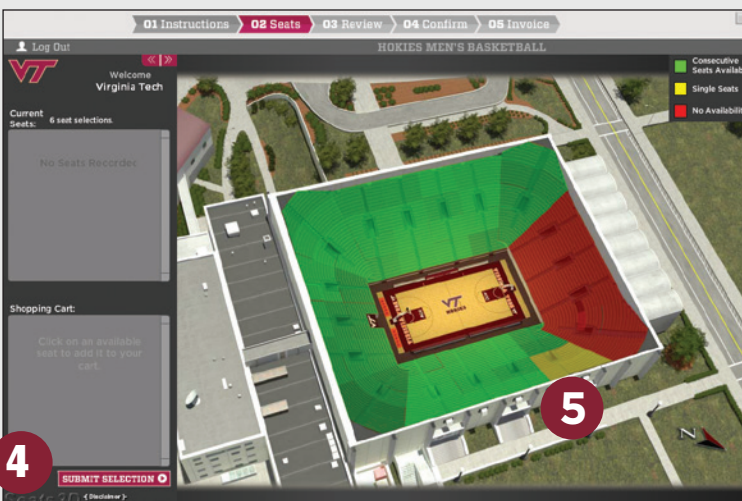


## 4. Find Your Cart

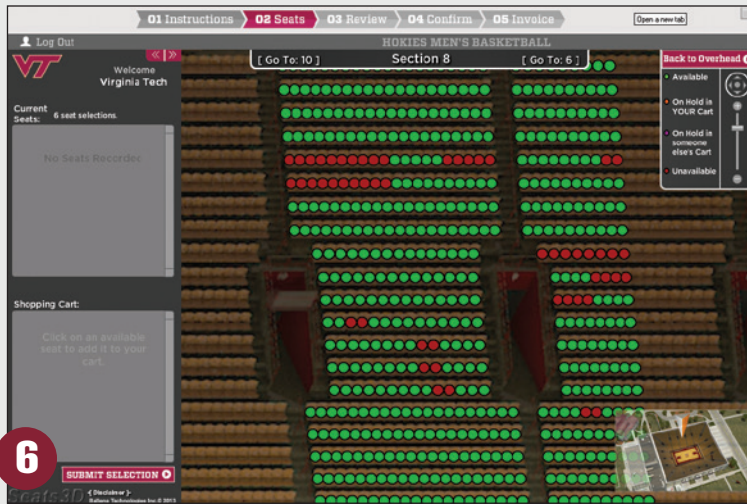
Your “Shopping Cart” for seats will appear on each subsequent page. **NOTE:** Parking is available for qualifying members based upon their Hokie Scholarship Fund point priority ranking as of June 30, 2018 and automatically assigned (based on availability) for you to the corresponding lot following the seat confirmation/selection process. Parking lot assignments will be a coordinated effort between the Hokie Club and Athletics Ticket Office.

## 5. Go to the Map

When you have watched the video, checked out your “Shopping Cart,” and reviewed the documentation, click the “02 Select” tab at the top of the page to access an interactive map of Cassell Coliseum.





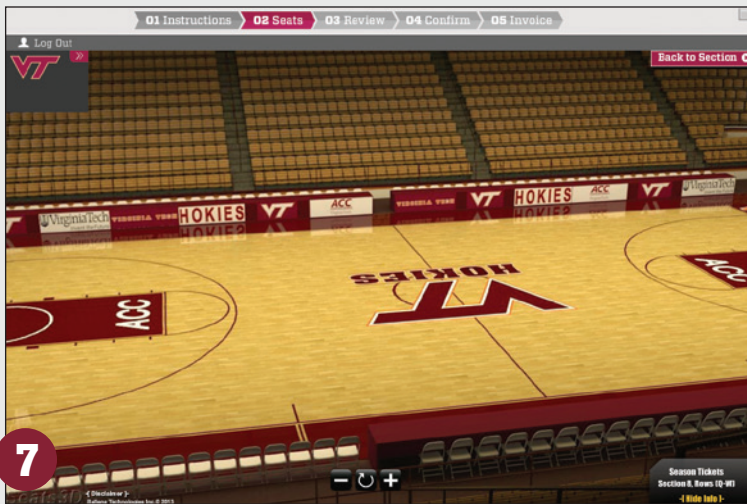


## 6. Zoom in for Details

From the interactive map, you can click on a seating area to narrow the map's presentation. You can see adjoining sections by clicking on the "Go To" buttons at the top of the section image. You can return to the overhead view of the arena by clicking on the "Back to Overhead" link at the top right of the section image.

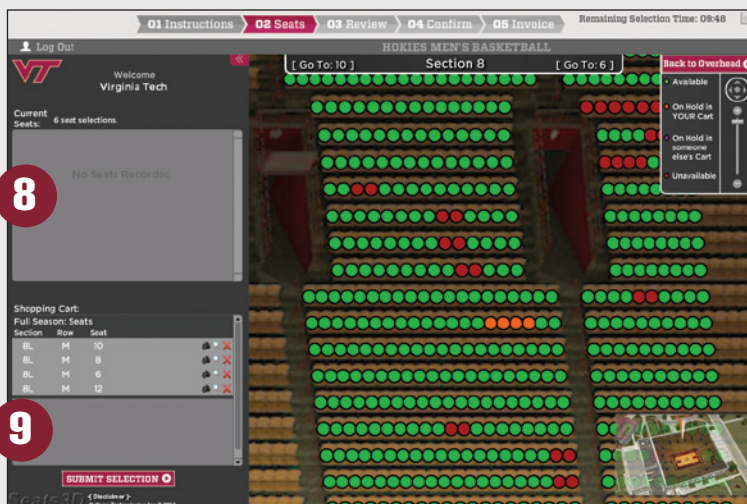
## 7. Check Out the View

You can see panoramic seat views by clicking on the "Seat View" icon in the appropriate areas. This will provide a view of the section from the chosen range of rows. You can return to the section by clicking on the "Back to Section" link at the top of the seat image.



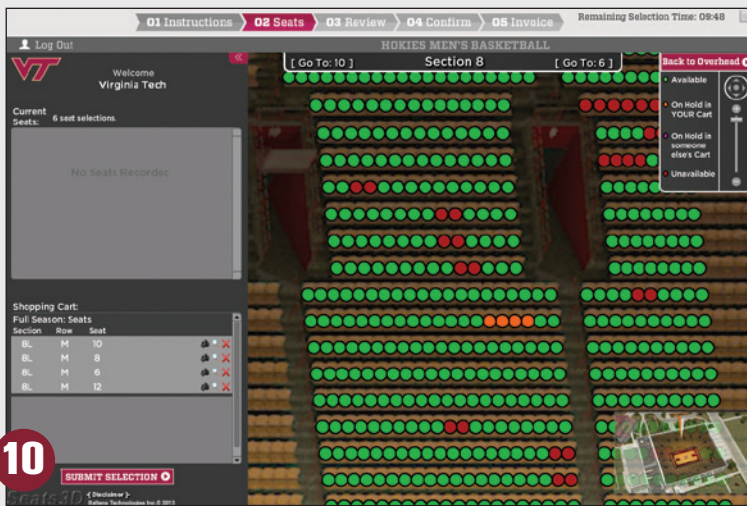
## 8. Find Your Seats

The section detail shows you all seats in a section. Green dots represent available seats. Red dots represent seats that are unavailable. When you select seats, the dots will turn blue.



## 9. Make Your Selection

Your "Shopping Cart" for Seats appears at the left side of the screen along with your appointment time. When your appointment time begins you will be prompted to begin your selections for the upcoming season. 2018 is a reseating year. During reseating years all individuals must select seats. In non-reseating years, if you are happy with your seats from last year, you do not have to re-select them. They will be renewed automatically. Keep in mind that if you downgraded your Hokie Scholarship Fund Club membership and no longer meet the per seat requirement for the seats you had, you will need to select new seats as your old ones have been dropped. To select your seats, click on the "Seats" tab at the top of the screen. Click on any available green dots to have the seats added to your cart. On the confirmation screen you will have the option to review your selections for seats, and make any adjustments you wish.



## 10. Finalize Your Selection

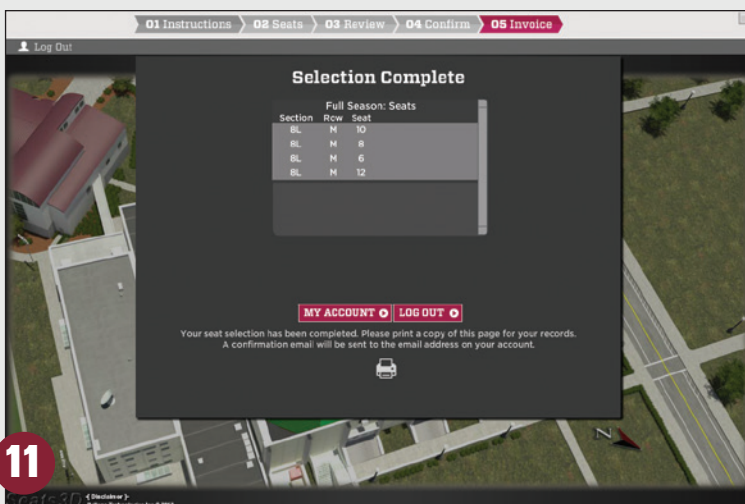
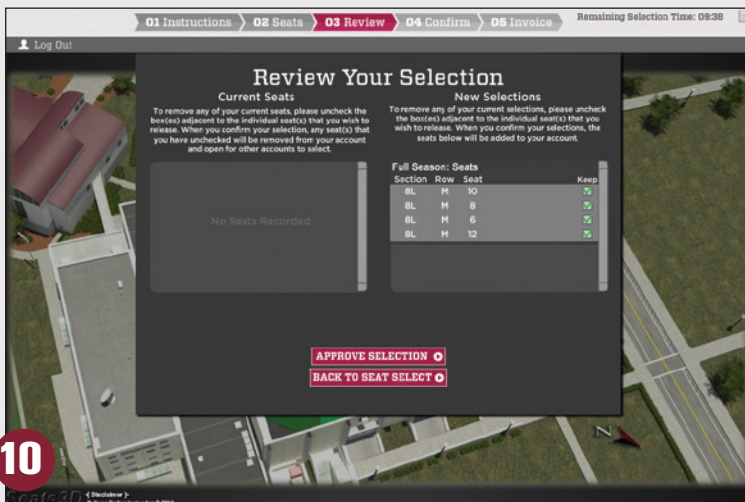
Once your shopping cart is “full”, finalize your selection by clicking “Submit Selection”. This will prompt you through a series of confirmation screens. For customers renewing seats from last year for the upcoming season, you will see those selected items in your cart on the first screen. You may continue to the next confirmation screen. During non-reseating years, renewing customers wishing to change seat locations will see (1) last year's seat location, (2) the new seats you have selected for the upcoming season, on the first screen. At this point you will have to choose a final seat location. To release the unwanted seats click on the red “X” next to the assignment on the confirmation screen. Those seats will then be immediately released for others to select. Once you have finalized which selections you wish to retain for the upcoming season, you may continue to the next confirmation screen. For new customers ordering tickets for the first time, you will see the seat location you selected for the upcoming season. You may continue to the next confirmation screen. On the final confirmation screen all customers will “Approve Selection”.

**NOTE: Once you click “Approve Selections” of an item, SELECTION IS FINAL.**

You will have an opportunity to print out your seat selections at this time for your records. Individuals that are group seating should only submit a selection when they are ready to finalize an item.

## 11. You're All Done!

If the ticket cost, or donation required for the seats you selected is less than or equal to your contribution to the Hokie Scholarship Fund, your selection process is done. However, if the amount you have paid for tickets, and/or your contribution falls below the total required for the seats you have selected, you will be transferred to the appropriate site for payment.



**You are encouraged to become familiar and comfortable with this website!**

Hokie Scholarship Fund members and season ticket holders are encouraged to become familiar and comfortable with this website and its functions. All seat selections will be chosen/confirmed online and actual appointments will run from 9 a.m., to 4 p.m., on select weekdays beginning in late August. Reviewing the steps and reminders in this brochure and website will make the online selection process more user-friendly and a better overall experience for you.

**Visit [www.CassellColiseumSeating.com](http://www.CassellColiseumSeating.com)**