



Example Account Not Matched Page Text

Sorry, we couldn't find your account. Your account details are linked with the University but don't match our records.

Not enrolled yet?

You can't log in with your University credentials until you're enrolled. To purchase tickets or wristbands, register for a temporary guest account. This account will later be merged with your University account upon enrollment.

Just enrolled?

It may take up to X hours to process updates, affecting your ability to log in with your University credentials. In the meantime, if you need to buy tickets or wristbands, X.

Please contact X to resolve this issue.

Already have a guest account?

If you've created a guest account and still see this message, you're using the wrong login details. Use the email address from your guest account as the username until we merge your student and guest accounts.