

Admission Information for OSSAA Football Playoffs in the Non-Championship Rounds

All non-championship rounds of the 2021 OSSAA Football Playoffs will utilize the GoFan Electronic Ticket process as the primary admissions option. With the pandemic event causing concerns in the number of “hand-to-hand” contacts for ticket takers/sellers and the success of last year’s digital ticketing, OSSAA has elected to use e-tickets primarily in all playoff rounds in football. OSSAA understands that the internet connections throughout the state are not identical in strength of service. OSSAA certainly understands that not all school patrons/fans will have the same phone capabilities. As with any new process, there is an expectation that there will be “bumps in the road” as we implement this process and protocol to all OSSAA member school sites and the non-member school-sites we use during the five-week playoff cycle. Hopefully, the information below can clarify concerns and questions regarding admission prices that have come up already to our staff and member school administrators.

1. **I have used GoFan before at my regular season football games, is the OSSAA process with GoFan different?:** If you have used the GoFan process during the regular season, you should follow the same process to purchase admissions to your phone.
2. **Is there a surcharge from GoFan?** Yes, non-championship football contests will see a total GoFan admission price of \$8.35...\$7 for the OSSAA ticket plus the \$1.35 service fee.
3. **When and where are the admissions available to purchase with GoFan?:** The admissions for each round should go “live” on GoFan to purchase at noon on Tuesday of each playoff week. The link to GoFan can be found on our website.
4. **What if I have an issue with my phone/ticket at the entry of the stadium? Is there support available to get me in the game?:** The fastest way to the GoFan support team is through the support ticket link, <http://schoolsupport.gofan.co/>. GoFan also has an emergency phone line, but it is not as rapid as the support ticket system, that number is **770-910-3695**. Lastly, there is GoFan support email address with is as follows: support@gofan.co. (Game management can be another source for help at the entry gate with technology issues.)
5. **I do not have a smart phone to purchase or display GoFan admissions. Can I still gain entry to the event?:** Yes, there is a cash admissions option. All cash sales on-site in non-championship rounds will be \$10 per admission.
6. **Can I print out a GoFan admission on my home computer/device?:** No, a printed option is not available.
7. **I have experienced delays at a site when pulling up my admissions on my smart phone, what can I do?:** At times, your phone will connect automatically to the nearest WIFI, which may be the school site which may not have sufficient bandwidth to manage all the ticket requests in a brief period. Try disconnecting from WIFI in your settings and using your cell provider to load your admissions to your phone. ***Best practice is to download your admission to your phone prior to arriving at the stadium.***
8. **Is my OSSAA playoff pass still accepted with the use of digital ticketing?:** Yes, the OSSAA playoff pass is accepted at all rounds of the football playoffs.
9. **Does my three-year old need an admission to enter the event?:** Only school-age children and above need an admission to enter.