

## **Decatur Bulldog Boosters Memberships Are Going Digital for 2021-2022!**

Sign up for your DBB membership and get your All Sports Mobile Passes online. You can access those passes on your devices for game admittance with our partner, GoFan. We are going “cardless” for the All Sports Mobile Passes, saving money, staff time, the environment and adding easy game admittance convenience for everyone.

Simply follow the instructions below, starting with clicking the “GoFan” link. On GoFan, you will select your membership level (the number of included tickets per level is in the description). Once you purchase your level, you have access to all of your tickets on your devices – either your smart phone(s), by searching GoFan from your computer or on the GoFan app.

**To provide tickets for events to family members, log into the GoFan app using the same username and password used to purchase the membership. Each family member will access one ticket for each game admittance. It may be helpful to read through the instructions, the FAQs and watch the video for more information.**

To purchase your new 2021-22 DBB Membership, get your All Sports Mobile Passes, your new free Decatur Bulldog Spirit flag (qualifying levels) is fast and easy and takes just minutes!

If you need assistance, GoFan has very helpful customer service and you can also reach DBB Membership at [Membership@decaturbulldogboosters.org](mailto:Membership@decaturbulldogboosters.org).

It is not necessary to use your old Decatur Bulldog Boosters user name and password (if you have one), you can use any user name and password you like for your account in GoFan.

Make sure to note your user name and password, as you will need it to set up your mobile phone app and set up the app on family member devices as well. See: *“Setting up Go Fan app and family members for game admittance.”*

## **How to purchase your Decatur Bulldog Boosters 2021-22 Membership, get your All Sports Mobile Passes and free Bulldog Spirit Flag!**

**Purchasing online:** Go to Decatur the Bulldog Boosters: <https://decaturbulldogboosters.org/>

1. Click “Join DBB.”
2. Click GoFan link. This will take you to the GoFan website, the provided vendor of Decatur and Renfroe Athletics All Sports Mobile Passes for game admittance.
3. Select the membership level you want. Note: Membership levels and benefits are listed below the selections.
4. Click “Get One Ticket” in the bottom black bar. **Note: This is purchase of your whole membership, inclusive of all the tickets shown in the description. Your confirmation will verify this.**
5. Next, you will be taken to the “Review and Buy” page where you will need to add information before checking out.
6. Once you have entered all the required information you can scroll down to the bottom of the page and click “Buy Now.”

7. You will be taken to a new screen where you will need to create an account or log into your GoFan account to purchase.
8. Lastly, once you have entered your credit card info. you will be the owner of your passes!
9. Go to “How to Access Tickets” for instructions on game admittance.
10. If a Bulldog Spirit Flag is included in your membership level, it will be delivered to the address on file as soon as possible!

### **Purchasing via the GoFan app:**

11. If you already have a GoFan account, go to your app and search “Decatur Bulldog Boosters.”
12. If you do not already have the GoFan app, search “GoFan” in Apple Store and download the app.
13. Search your school or booster club.
14. Select the membership level you want. Note: Membership levels and benefits are listed below the selections.
15. Click “Get One Ticket” in the bottom black bar. *Note: This is purchase of your whole membership, inclusive of all the tickets shown in the description. Your confirmation will verify this.*
16. Next, you will be taken to the “Review and Buy” page where you will need to add information before checking out.
17. Once you have entered all the required information you can scroll down to the bottom of the page and click “Buy Now.”
18. You will be taken to a new screen where you will need to create an account or log into your GoFan account to purchase.
19. Lastly, once you have entered your credit card info you will be the owner of your passes!
20. Got to “How to Access Tickets” for instructions on accessing for game admittance.
21. If a Bulldog Spirit Flag is included in your membership level, it will be delivered to the address on file as soon as possible!

### **How to Access Your Tickets**

- Download the GoFan app (Apple) or go to GoFan.co on your phone web browser.
- Login with your GoFan account email and password used during purchase.
- Click “My Tickets” section in the GoFan app

### **Setting up Go Fan app and family members for game admittance**

NOTE: Mobile Passes can only be accessed by logging in with the email and password used during your purchase of the pass(es).

If you wish to access individual passes by using multiple GoFan accounts to login to the app, please purchase. Family passes must be accessed in the GoFan app by using the email address and password that was used during purchase.

### **MOBILE PASSES FAQ**

**Can I transfer my mobile pass?**

No, Mobile passes cannot be transferred. The only way for someone to access your passes are to log into your GoFan account.

**An event I wanted to attend with my mobile pass was cancelled, can I get a refund?**

No, you will not get a refund. A mobile pass is not connected with events so if an event is cancelled you will not be refunded.

**I accidentally entered the wrong information before checkout. Can I change that?**

Unfortunately, we cannot change that information. The school will need to make note of the error for their records.

**Video: How Mobile Passes Work:**

<https://www.youtube.com/watch?v=Df5DOiOKfY4>