

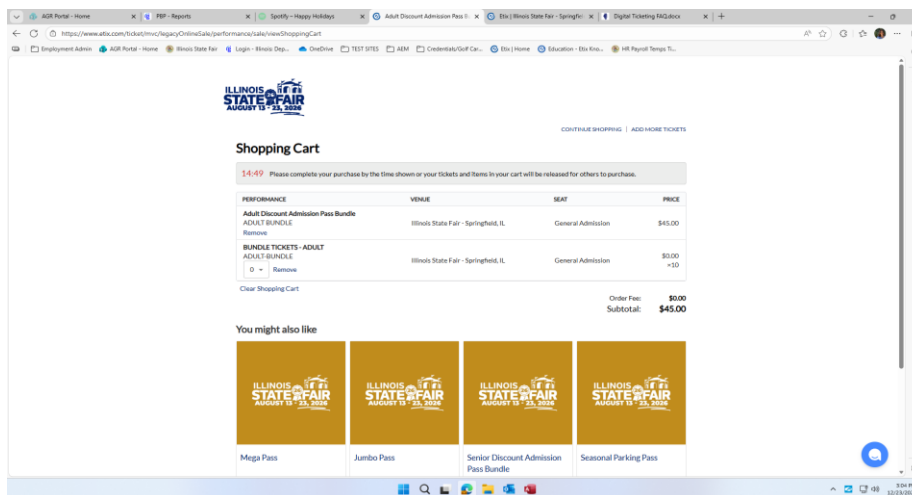
## Illinois State Fair

### Digital Ticketing FAQ

Last Updated – January 2026

Q: I purchased an Admission Book Bundle; how do I scan the different tickets?

A: When you purchase an Admission Book Bundle, the Bundle will show up in your cart as below. **Do not click remove or change the quantity on the Bundle Tickets.** This will ensure you receive 11 separate scannable tickets. You can then add each individual ticket to your digital wallet or print out at home.



Q: What do I do if I do not have smart phone capable of receiving email?

A: Tickets can be printed from your home computer and presented at the gate upon arrival.

Q: What do I do if I do not have an email address?

A: If you don't have an email address, you can create a free account from companies such as Google. Or you can wait until the Fair begins and purchase at the gate.

Q: What do I do if I do not have access to a printer?

A: You can present the tickets on your mobile phone from your email or save them to your digital wallet.

Q: Will physical tickets still be available or will they all be digital/online?

A: Everything will be processed digitally.

Q: Can you resend my confirmation email?

A: Yes. The Illinois State Fair will have the ability to look up purchases made and resend to the email address on file at the time of the original purchase. You also have the ability to look up your purchases through this link:

Q: Do I have to purchase my tickets online in advance?

A: No, you do not have to purchase tickets in advance. Tickets will also be available for purchase at the Gate(s).

Q: Can I still buy admission tickets at the entrances?

A: Yes! Cash or card will be accepted at the gates.

Q: My payment was made but I did not get a confirmation email?

A: Please ensure you check your spam or junk folders. If you still cannot locate your confirmation email, you can contact the Illinois State Fair Office and we can look up your order and resend to the email address on file. You also have the ability to look up your purchases through this link:

Q: How can I send a ticket to someone else?

A: There are several options available. You can print your tickets at home, forward your tickets via email, take a screenshot of the tickets, or transfer from your e-wallet.

Q: Can I transfer a screen shot of a ticket to someone else?

A: Yes.

