

2010 Football Season Information

Online Renewal Instructions

Where do I start?

- Visit www.bluehens.com, the official site of University of Delaware Athletics and click on the "Ticket Info" link located to the left, then click on "UD Online Ticketing Center."
- Next, click on "Season Renewals" and, if you have not already registered an e-mail address and password online, please click "Register Now" and enter your "Customer Number" and "PIN" when prompted.
- If you have already registered your account online, please sign in with your e-mail address and password under "Already Registered". You should automatically be taken to the "Renewal Applications" page.
- New online customers will be taken to the "Please Register" page after activating your account using your customer number and PIN number.
- Verify your account information here. Be sure you enter an e-mail address and password (required in order to log in to the system in the future). Please verify your address and phone numbers and make any necessary changes. Click on "Next Step" and verify all the information once again before choosing "Yes".

How do I access my online application/invoice?

- Click on "New Application" and follow these steps to complete your order:
- Verify that all the renewal information is correct.
- Click on "Add To Cart" taking you to the Shopping Cart page.
- Click on "Check Out" taking you to the Payment Information page.
- Choose the credit card type; enter the card number, expiration date, and card verification number. Agree and accept the terms and conditions of the sale by clicking a check in the box. Click on "Submit Payment" and wait for the confirmation of the sale.
- If you do not see a confirmation page of your renewal or if you do not receive confirmation by e-mail shortly after completing the process, your order was not completed. Please call the Season Ticket Office immediately at (302) 831-2257.

Don't forget ordering online is easy and convenient. You can renew online 24 hours a day, 7 days a week at www.bluehens.com. And in addition to online confirmation, within minutes of submitting your order you'll be notified by e-mail that your order has been received and process. Ordering online is worry