



Season Ticket Online Renewal Guide and Procedures

Why renew online?

It's Convenient! - www.bluehens.com is open 24 hrs a day, 7 days a week, 365 days a year, and is always ready to take your order.

It's Easy! - Visit www.bluehens.com and click on the "Ticket Info" link and follow the steps for renewing online.

Instant Confirmation! - 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 processed successfully.

It's worry free! - Ordering online eliminates the worry of your application getting lost in the mail and the need to call and check on your order.

Save \$2.00 on order fees! – By ordering online you pay an \$8.00 order fee instead of \$10.00. That's a savings of \$2.00 back in your pocket.

How do I begin to renew my tickets online?

- Visit www.bluehens.com, the official site of University of Delaware Athletics.
- Click on the "Ticket Info" link located to the left, then click on "UD Online Ticketing Center".
- Click on "Season Renewals".

How do I sign in to my account?

- 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.
- You will need to verify your account information here first. Please make 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.***