

Online Season Ticket Renewal Instructions:

Online renewal tip: Clear browser/internet history before renewing online.

Step 1: Go to eTicketHawaii.com and **sign in** to your account.

- **Returning Online Customer:** If you have previously activated your online season ticket account, login with your account number and password.
- **Season Ticket Holders - ETH Account Activation:** If you have never activated your online season ticket account, click on **[Link Your Account]** and enter your customer number and PIN. Complete your registration and submit.

Step 2: Click on **[Season Renewals and H-Club Membership Snapshot]** located in the green submenu at the top of the page

Step 3: Click on the **[2020 Football Season Renewal - New Application]** in the "Applications" box

Step 4: If you are not requesting any changes to your seats, continue to **Step 5**.

To request a seat relocation and/or additional seats or to cancel/edit a portion of your seats, use the options in the "Additional Item" section of your renewal:

- **Seat Relocation and/or Additional Seat(s) Requests:**

Click on **[RELOCATION/ADD'L SEATS - Please click here to make requests for seat relocation and/or request additional seats.]**

Representatives will begin calls in early-April to discuss your requested seat options

- **Edit/Cancel seat(s):**

Click on **[EDIT SEATS - Please click here to make requests for seat reduction (please state which seats to release) and/or request for ticket type change (non-premium areas)].**

At checkout you will be paying for your current order. Any applicable refunds will be processed in 3-5 business days once requested changes have been made.

Step 5: Select to pay in full or with the 4-Part Payment Plan and click **[Add to Cart]**

Step 6: In your shopping cart click **[CHECKOUT]**

Step 7: An email confirmation will be sent to the email in your account.

For customer support, please contact the UH Ticket Office at (808)956-4482. Customer support for etickethawaii.com is available Monday - Friday 9:00 a.m. to 5:00 p.m. HST (closed on state holidays).