




2011 ONLINE RENEWAL INSTRUCTIONS

1. Log onto: 
2. Click :  *This button can be found under the Tickets tab
3. Click:  *This will open the online ticketing site in a new window.

IF YOU HAVE RENEWED YOUR SEASON TICKETS ONLINE IN THE PAST:

4. Sign in with your EMAIL and PASSWORD.
NOTE: If you have forgotten your password, you may click the “Forgot Password?” link, enter your email and your password will be sent to you. Now skip to step 7.

IF YOU HAVE NOT RENEWED YOUR SEASON TICKETS ONLINE IN THE PAST:

5. You should have received an email with your Customer # and PIN. If not, please call the Athletic Ticket Office at 713-GO-COOGS (462-6647) for this info. Click the “Register Now” link at the bottom.
6. Enter your Customer # and PIN and click ACTIVATE. This will take you to a page to create your account. After entering all the necessary information, go on to Step 7.
7. Click the link for “2011 Football Application.”
8. You will see your renewable items from the previous season. If you would like to renew the items from last season, simply click Add Cart. If you would like to add additional seats for the 2011 season, you may add them under the additional items section. NOTE: If your seats require a donation, the donation may be included online by clicking the box to the left of the Cougar Pride Donation and then entering the amount in the box on the right.
9. At the bottom of the page you will select “Full Payment” or “Renewal Bill Plan”. If you select the Renewal Bill Plan option, you will be charged 1/3 of the balance during the check out process. If you are paying by credit card you will **automatically** be charged the remaining balance in two separate installments on **June 5th and July 5th**. Should the credit card on file not process on either of these dates, you will be contacted. If you selected the bill plan and are paying by e.Check, you will need to **login** to your account on or after **June 5th and July 5th** and re-enter your bank account information to process payment. Tickets will not be mailed until the balance is paid in full.
10. After adding your application to the cart, you should select a delivery method and then you are ready to check out.
11. The payment screen will allow you to pay with a credit card or e.Check. e.Check will transfer funds from your checking account. Once you have entered your payment information, click the Submit Payment button. Only click once, as clicking multiple times could submit duplicate payments.
12. Once your payment has been processed you will receive a confirmation screen. You should print this screen for your records. You should also receive an email confirmation of your transaction.

If you have any problems or questions, please give us a call at 713-GO-COOGS (462-6647)