

UH Ticket Transfer Instructions

We suggest you print this page for easier reference to instructions.

Ticket transfers are facilitated via eTicketHawaii.com, the official online ticket website for the University of Hawaii (at Manoa) Athletics Department.

Please be aware that all ticket transfers must be completed four (4) hours prior to the beginning of the event.

Getting Started

To begin using the University of Hawaii's ticket(s) transfer service, you will first need to visit HawaiiAthletics.com.

1. Click on the "Transfer" button under "Online Tickets".
2. Click on the "Transfer Tickets" button. You will be redirected to eTicketHawaii.com, the official online ticket website for the University of Hawaii (at Manoa) Athletics Department.
3. On this page:
 - If you have your account # and know your password simply sign in.
 - Or if you have forgotten your password click the link "Forgot Password", enter the email address on your season ticket(s) account and it will be sent to you.
 - Or if you are a season ticket holder and have never activated your online account click the link "Link Your Account", located in the box, on the bottom right-hand side of the page. You will need your customer/account number and PIN to activate your account. Click here or go to <http://www.hawaiiathletics.com/tickets-pin.html> for your PIN information. Enter the required information and activate your account.
4. Once you have logged in/activated your account you will then click on the link titled "**My Account**", located on the left-hand side of the screen. Then click the link "Transfer Tickets or Cancel Transfers".
5. You will then see a list of the ticket(s) available to transfer. Click the link titled "Transfer" below the ticket(s) you would like to transfer.
6. Then select the seat(s) you want to transfer, carefully type in the recipients information and their email address, pay the non-refundable transfer order charge of \$2.00 or opt to have the recipient pay it and then click submit.

You have now transferred your ticket(s). The recipient will receive an email letting them know that you have transferred ticket(s) to them and they may accept or reject them. You will be sent an email notice of their acceptance or rejection.

If the ticket(s) is accepted your ticket(s) is cancelled and the barcode is rendered useless. If you attempt to use your cancelled ticket(s) for admittance to the game after they have been transferred, your ticket(s) privileges will be revoked.

How to cancel a transferred ticket(s):

A ticket(s) transfer can only be cancelled prior to the recipient accepting the ticket(s) or after the recipient rejects the transfer.

- To cancel the transfer, complete steps 1 - 4 of Getting Started (above). You will then see a list of your available ticket(s).
- Select the link titled "Cancel Transfer" below the ticket(s) of which you would like to cancel.
- Then check the box labeled "Ticket Information" and then click submit. You will be routed back to the page with a list of your ticket(s) and given a message stating the ticket(s) transfer has been cancelled.

After a ticket(s) transfer transaction has been cancelled or rejected you may transfer the ticket(s) to another person or you may retain your ticket(s) and use them for the game.

The Recipient

The person, to whom you transferred the tickets, will receive an email that has an active link in the body of the message. They will click on the link and enter the email address where the ticket sharing was received.

Next, if they have an account they will be able to log on using their account information, if not they will need to create a new account by clicking on register new and entering their information. They will select a delivery method; if you have opted to have them pay the \$5.00 order charged they will be asked for credit card information.

After the credit card is processed and they received a confirmation page, they have completed the acceptance portion of the ticket transfer process.