



WILMINGTON BLUE ROCKS

CAROLINA LEAGUE CHAMPIONS 1994, 1996, 1998 & 1999

Dear Blue Rocks Season Seat Member,

Enclosed please find your Season Tickets for the 2019 Season!

Your Personal On-line Account

Every Season Seat Member is accompanied with an on-line account. With your account you can:

- *Print individual event tickets* to distribute them personally
- *Transfer tickets* to another individual

There is no charge for TicketReturn account owners to check account information, transfer tickets or print individual tickets. For assistance with any of these services, contact the Wilmington Blue Rocks Ticket Department at (302) 888-2583, Ticket Return Customer Support at www.TicketReturn.com, or call 1-866-MY TICKET.

1st Time Users

- STEP 1 Visit www.bluerocks.com, select “Blue Rocks Ticket Options,” and select “Season Seats.” On the bottom of the page, click on the **2019 Season Seat Member Account Access** Option. This will direct you to www.ticketreturn.com.
- STEP 2 Click on **Sign In**
- STEP 3 Click on **Help Me Find My Account**
- STEP 4 This will prompt you to enter your Name, City, State or Email address if an Individual Account, enter Corporate Name, State or Email for Corporate account. (select Individual or Corporate at the top).
- STEP 5 This screen returns all accounts matching your search criteria. Click the button to the left of the account you wish to access. New accounts will say ‘no User ID set up’.
- STEP 6 Next, you will be asked to enter part of the barcode number off of your tickets
- STEP 7 Your account information will be displayed (this is the default page every time you access your online account). You must create a new User ID and password, select a security question and enter your answer.



ADVANCED - A AFFILIATE OF THE KANSAS CITY ROYALS

801 Shipyard Drive, Wilmington, DE 19801 • 302-888-2015 • Fax 302-888-2032 • www.bluerocks.com



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- STEP 8 The next time you log in just click **Sign In** and then enter the User ID you created in step 7
- STEP 9 When finished, Sign out of your account

Online Account Manager – Returning Users*

- STEP 1 Visit www.bluerocks.com, select “Blue Rocks Ticket Options,” and select “Season Seats.” On the bottom of the page, click on the 2019 Season Seat Member Account Access Option. This will direct you to www.ticketreturn.com.
- STEP 2 Click on **Sign In** and enter your User ID and password

*Returning Users who forget their User ID and Password can select the Help Me Find My Account option. They will repeat Steps 1-5 of the New User instructions, but will be prompted with their security question instead of entering a barcode number.

Printing Tickets

Tickets can be printed and presented at an event just as you would with an original ticket. When you print a ticket, only one copy will be valid. Tickets contain a bar code and only the first ticket scanned by the card reader at the event will be accepted.

- STEP 1 Log in to TicketReturn.
- STEP 2 Click **Your Tickets** to open the Your Tickets page. Then, click **Print Tickets**.
- STEP 3 Events for which you own tickets are listed. Check the events for tickets you want to print. Check **Select All** to check all events. Click **Next** to continue.
- STEP 4 Tickets owned for selected events that are eligible for printing are listed. Check the tickets you want to print. Check **Select All** to check all tickets. Click **Print** to continue.
- STEP 5 The selected tickets appear in your web browser. Click **Print Tickets** to send output to the printer. After printing, click **Your Account** to return to the Your Tickets page.



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Transferring Tickets

If you cannot use a ticket for an event, you may transfer it to someone free of charge using TicketReturn.com Box Office. It is important to note that if you transfer a ticket to someone else, your ticket is no longer valid. Do not try to use a ticket or season card that has been transferred.

NOTE: You cannot transfer a ticket that has a status of "Card Pending" or "Balance Due."

- STEP 1 Log in to TicketReturn.
- STEP 2 Click **Your Tickets** to open the Your Tickets page. Then, click **Transfer Tickets**.
- STEP 3 Events for which you own tickets are listed. Check the events for tickets you want to transfer. Check **Select All** to check all events. Click **Next** to continue.
- STEP 4 Tickets owned for selected events that are eligible for transfer are listed. Check the tickets you want to transfer. Check **Select All** to check all tickets. Click **Next** to continue.
- STEP 5 On the next page, you indicate to whom the tickets will be transferred. You can select a recent recipient, or you can enter the email of the recipient in the **Email Address** box. You can only transfer tickets to one recipient at a time. NOTE: The transferee does not need an existing TicketReturn account.
- STEP 6 Do one of the following:
- If you selected a recent recipient, skip to the next step.
 - If you entered an email address and a TicketReturn account was NOT found for the recipient, a page prompting for more information about the recipient appears. Enter the information and click **Next**.
 - If you entered an email address and a TicketReturn account WAS found for the recipient, the TicketReturn account holder is listed and selected. Click **Next**.
- STEP 7 The next page confirms your transfer. If the information is correct, click **Transfer Tickets**.
- STEP 8 The next page notifies you that the transfer is complete. The transferee is now notified by email that tickets have been transferred to him/her. Click **Transfer More Tickets** to complete the transfer procedure again. Or, click **Your Tickets** to return to the My Tickets page.

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If you have any additional questions, comments or concerns, please do not hesitate to reach out to a member of your Wilmington Blue Rocks Ticket Team!

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