How do I resend a ticket

Events admin module

If someone claims they did not receive their ticket for whatever reason, you can quickly resend the ticket to the person by looking up the person in the member management section.

- 1. Login to the admin module
- 2. Go to Member management
- 3. Search for the member by using the available search criteria
- 4. Double click on the user or click on the details button
- 5. Go to the tickets tab on the member details
- 6. Click on the "Resend ticket" button for each individual ticket you want to resend

DIZIZID											
Sales	Membe	Demo Congress - Party Pass ×								×	
Clearing dashboard		Ticket Id	Ticket Id 20160000001481845954725								
Clearing Management	Personal de	Ticket type	Ticket type E-Ticket								
Locations		Payment status Paid									
Manage locations		Price 665.00									
Members	555 Demo Congress - Party Pass - [15-12-2016 23:32 - 01-01-2017 0:00]										
Manage members											
Events		Date	Am	ount Final pa	yment	Status	Created by	Actions		- 60	
Manage events		16-12-2016 12:52	€65.	00 Yes		Active	registration	Cancel payme	nt		
Anage offers		Total paid	€65.	00							
T Manage fields	Contact in							Close	Resend tick	et	
Events reporting	Ticket Id	_	Ticket type	Payment status	Event	_	_		Price	Created	Actions
Guest list	20160000001	481845954725	E-Ticket	Paid	Demo Congress	s - Party Pa	35		€65.00	16/12/2016 0:52	Details
Manage guest lists	20150000017	262523608966	Reservation		ASF 2016 - Pre	+ accomod	ation		€111.50	01/10/2015 12:57	Details Register payment
Manage invitations	20150000030	202174700007	Guestlist	Free	Presale: ASF 2	016 - Saturo	lay Party [Only valid ir	ı bikini]		03/09/2015 10:56	Details
Vouchers	20150000001	439808554844	E-Ticket	Paid	Early bird: ASF	2016 - Satu	rday Party [Only valid	in bikini]	€50.00	17/08/2015 12:49	Details
Manage vouchers	20150000007	182691305081	E-Ticket	Paid	Presale: ASF 2	016 - Saturo	ay Party [Only valid in	ı bikini]	€50.00	26/07/2015 21:32	Details

Self service

Customers can also use the self service resend option on our website: https://www.dizizid.com/support-tickets.html .

1. Within the webshop press the "Support" link in the right hand corner

DIZIZID						- چ	Support	Language +			
			Ever	ts overview STicket overview							
	January 2017										
	Dance Classics - January Party										
	The best dance classic The best dance classic P hotel Arena - Amsterdam	s party in Amsterdam	n 2017.								
	Dance Classics - New Years edition	017 22:00 - 22-01-2017 6:00]									
	Offer	Price	Ends on	Actions							
	Dance Classics - New Years edition	0 €10.00	01-01-2017 0:00	Transformed Add to cart							
					J						
	Pepruary 2017			Party							
	Concerning of the set of the										
	Dance Classics - Happy edition		[18-02-20	017 22:00 - 19-02-2017 6:00]							

2. Click on one of the "ticket resend self service page" links on the support page

3. Fill in their email address



4. Press resend and all tickets for upcoming events will be sent to the customer