

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

Demo Congress - Party Pass

Ticket Id: 2016000001481845954725

Ticket type: E-Ticket

Payment status: **Paid**

Price: €65.00

353 Demo Congress - Party Pass - [15-12-2016 23:32 - 01-01-2017 0:00]

Date	Amount	Final payment	Status	Created by	Actions
16-12-2016 12:52	€65.00	Yes	Active	registration	<button>Cancel payment</button>
Total paid	€65.00				

Close **Resend ticket**

Self service

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

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

DIZID [Support](#) [Language](#)

[Events overview](#) [Ticket overview](#)

January 2017

Dance Classics - January Party

The best dance classics party in Amsterdam in 2017.

[Hotel Arena - Amsterdam](#)

Dance Classics - New Years edition [21-01-2017 22:00 - 22-01-2017 6:00]

Offer	Price	Ends on	Actions
Dance Classics - New Years edition	€10.00	01-01-2017 0:00	Add to cart

February 2017

Dance Classics - February Party

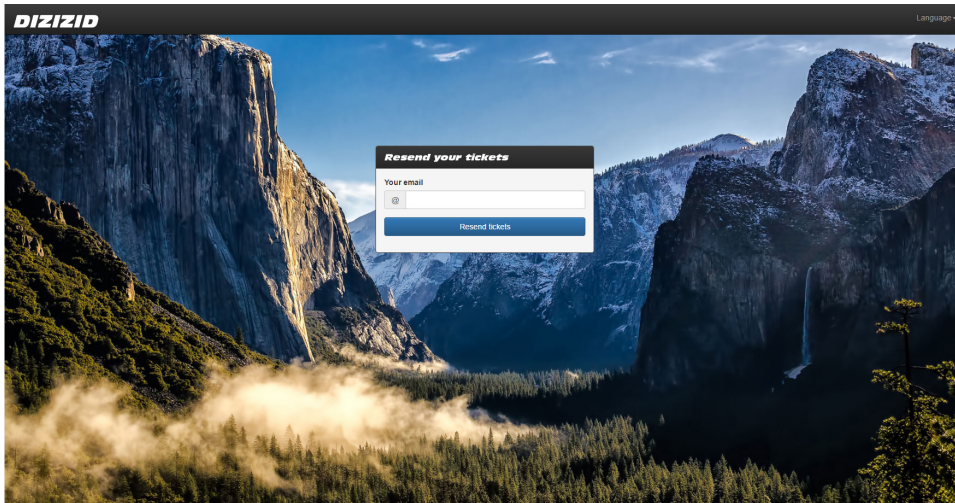
The best dance classics party in Amsterdam in 2017.

[Hotel Arena - Amsterdam](#)

Dance Classics - Happy edition [18-02-2017 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



The screenshot shows a website interface with a dark header containing the logo "DIZIZIO" on the left and a "Language" dropdown menu on the right. The main background is a scenic photograph of a mountain valley with a waterfall and mist. Overlaid in the center is a white modal box titled "Resend your tickets". Inside the modal, there is a label "Your email" above a text input field. Below the input field is a blue button labeled "Resend tickets".

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