

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	Cancel payment
Total paid		€65.00			

Close Resend ticket

Ticket Id	Ticket type	Payment status	Event	Price	Created	Actions
2016000001481845954725	E-Ticket	Paid	Demo Congress - Party Pass	€65.00	16/12/2016 0:52	Details
20150000017262523608966	Reservation	Partially paid	ASF 2016 - Pre + accomodation	€111.50	01/10/2015 12:57	Details Register payment
20150000030202174700007	Guestlist	Free	Presale: ASF 2016 - Saturday Party [Only valid in bikini]		03/09/2015 10:56	Details
2015000001439808554844	E-Ticket	Paid	Early bird: ASF 2016 - Saturday Party [Only valid in bikini]	€50.00	17/08/2015 12:49	Details
20150000007182691305081	E-Ticket	Paid	Presale: ASF 2016 - Saturday Party [Only valid in 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.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

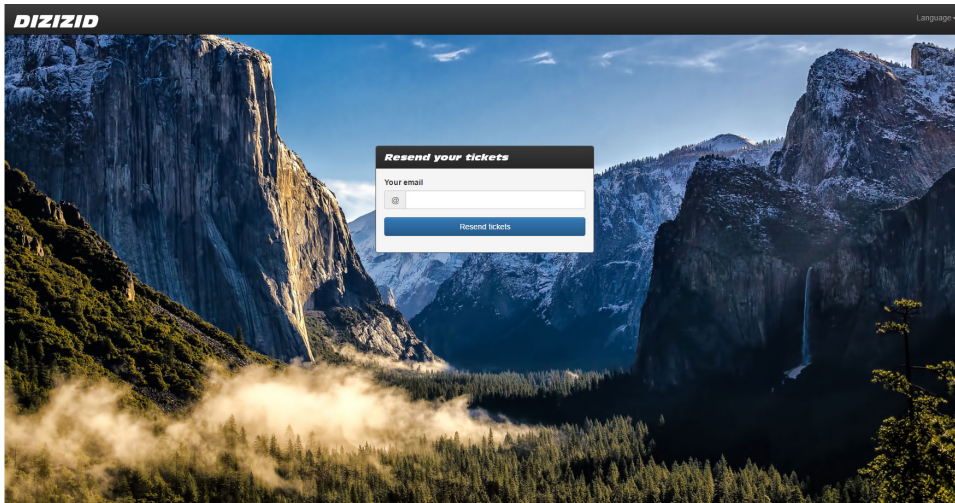
The best dance classics party in Amsterdam in 2017.

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



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