

HOW TO BULK RESEND TICKETS

It's good practice to resend the confirmation email to all guests before the start of an event. The confirmation email includes details of the event as well as access to the tickets purchased. Providing this to guests helps ensure a smooth start of your event.

Bulk Resend Confirmation Email:

- 1) Navigate to the event that you need to edit details for.
- 2) Select **Order List** under the **Box Office Tools**
- 3) Select **Bulk Resend Email**.
- 4) Select **Confirm**.
- 5) You will notice a green banner appear, confirming the action is completed.

The screenshots illustrate the following steps:

- Event Details:** Shows event information for "Penatzer vs. Test Volleyball" on 09/25/2024 at HomeTown Stadium.
- Box Office Tools:** The "Order List" option is selected under the "Box Office Tools" section.
- Order List:** The "Bulk Resend Email" button is highlighted in the top right corner of the Order List page.
- Confirmation:** A dialog box asks "Are you sure you want to send 5 email confirmations?" with a "Confirm" button.
- Success:** A green banner at the top of the Order List page states "Receipt e-mail has been re-sent to (5) Orders".



Pro Tip: Fans can also easily access their tickets on the Fan App, Google Wallet, or events.hometownticketing.com