

HOW TO RESEND TICKETS

Digital tickets and passes can be resent to the ticket holder by email or through text message within the Virtual Box Office.

Resending Tickets or Passes:

- 1) Navigate to the event the tickets passes were acquired from
- 2) Select **Order List** within the **Box Office Tools**
- 3) Select **Order Details** for the associated order you wish to resend
- 4) Below the order details, you will select **Re-send receipt email** or **Send tickets by text**. The tickets will be sent to the email address or phone number provided in the order details. The email address and phone number can be updated by selecting **Edit** in the highlighted area if needed, prior to sending tickets.

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Box Office Tools

[Order List](#)
[Guest List](#)
[Event Reports](#)
[Start Check-In](#)
[Create Order](#)

1-3 of 3 orders

Order #	Time	Name	E-mail	Phone	Sales Account	Status	
12394	10/01/2024 12:53 PM	Cassie Penatzer	cassie.penatzer@hometownticketing.com	8048835119	Default	Complete	Order Details
12393	10/01/2024 12:53 PM	Deacon Penatzer	deac.pen@gmail.com	8048835119	Default	Complete	Order Details
11397	04/02/2024 9:42 AM	Elise Oggero	elise.oggero@hometownticketing.com		Default	Complete	Order Details

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Order #12394

[Return To Order List](#)

Order #

12394

Time

10/01/2024 12:53:50 PM EDT

Customer

Cassie Penatzer

Address

, OH

E-mail

cassie.penatzer@hometownticketing.com [Edit](#)

Phone

8048835119 [Edit](#)

Payment Info

Comp: Box Office

Sales Account

Default

Transaction ID

Status

Complete

Customer message

None

Items

Qty	Description	Unit Price	Total Price
1	General Admission	\$0.00	\$0.00
1	General Admission	\$0.00	\$0.00
1	General Admission	\$0.00	\$0.00
1	General Admission	\$0.00	\$0.00
			Grand total \$0.00

No products listed for this order.

Tickets

[Download all tickets](#)
[Re-send receipt e-mail](#)
[Send tickets by text](#)

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✕ Void entire order



Pro Tip: If you know the **Order Number**, you can quickly search and find that order by selecting the **Reports** tab at the top and choosing **Order List**, then type the Order Number in the search bar.