

HOW TO UPDATE NAMES ON TICKETS

If there are multiple tickets in an order, it is possible to update the name on the individual tickets. Keep in mind this will not change the name on an already-sent PDF ticket, but will update in the Fan App, and will update the PDF Tickets if the Confirmation Email is re-sent.

Updating Names on Tickets -

- 1) Navigate to the order for the tickets that need to be updated by visiting the **Order List**
- 2) Once you've found the order, click into the **Order Details**
- 3) Scroll to the bottom under **Tickets**
- 4) Click **Edit** next to the first and last name on the individual tickets and make updates as needed, be sure to click **Update** to save the changes
- 5) If you wish, you can resend the tickets by clicking **Re-send receipt email**

1 **Box Office Tools**

Order List Guest List Event Reports Start Check-In Create Order

5 **Tickets**

Download all tickets Re-send receipt e-mail Send tickets by text

Ticket ID	Description	First Name	Last Name	Phone	Actions
764450547345	Training Event 1 - Hobbs Football Fall 24 HTT Stadium 11/02/2024 10:30 AM EDT General Admission	Training Edit	Test Update Cancel Edit		Void ticket
735280753984	Training Event 1 - Hobbs Football Fall 24 HTT Stadium 11/02/2024 10:30 AM EDT General Admission	Training Edit	Test Edit	Edit	Void ticket
383052155545	Training Event 1 - Hobbs Football Fall 24 HTT Stadium 11/02/2024 10:30 AM EDT General Admission	Training Edit	Test Edit	Edit	Void ticket

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Pro Tip: Whichever name is listed per individual ticket is also what will appear in the Guest List, and the Find Tickets feature in the Gate App!