

# Registering, Canceling or Changing A Name on Eventbrite

Once you decide which event you want to attend on the WorkSafe website and click on the red tab that says “Eventbrite” at the bottom, it will take you to a registration page.

You will then see a page like this. If you want to see the full agenda before you register scroll to the bottom of this page. If you want to register, type in the number 1 in each of the areas you wish to register (in this example there is a workshop and a luncheon) and click on the green button that says, “Register”.

**Note:** Please register one person at a time. This will help us to have name tags for all those in attendance.

The screenshot shows a web browser window displaying an Eventbrite registration page. The page title is "WorkSafe Regional Workshop Tickets, Prince Albert - Eventbrite". The event details are: Tuesday, 19 November 2013 from 8:00 AM to 4:30 PM (CST) in Prince Albert, SK. The page features a "Ticket Information" table with two rows: "WorkSafe Regional WorkShop - Sessions" and "Worksafe Regiona WorkShop - Lunch", both priced at "Free" and scheduled for "13 Nov 2013". The "QUANTITY" column for both rows has a dropdown menu with "0" selected. A red arrow points to a green "Register" button. Other elements include a "Save This Event" button, a "When & Where" section with a map of Prince Albert Inn (3680 2 Avenue West), and a "Who's Going" section with a "Connect with Facebook" button. The browser's address bar shows the URL: http://www.eventbrite.ca/event/1407498053?ref=ebtribereg.

Ticket Information	TYPE	END	Free	QUANTITY
WorkSafe Regional WorkShop - Sessions	13 Nov 2013	Free	0	
Worksafe Regiona WorkShop - Lunch	13 Nov 2013	Free	0	

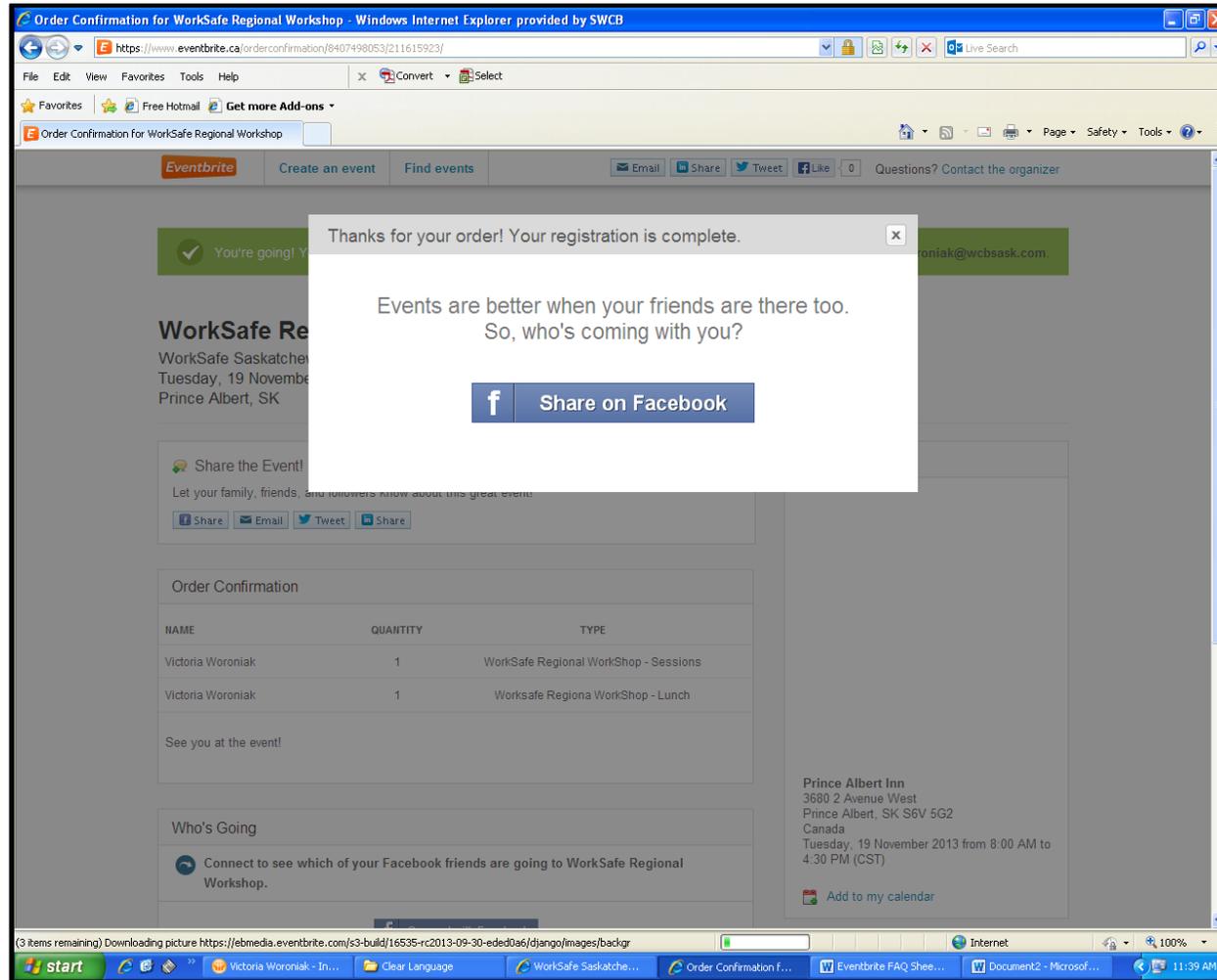
The next page that will come up will show you what you chose and will ask you for all your registration information. Fill in the required fields and then hit the green **“Complete Registration”** button.

The screenshot shows a web browser window with the Eventbrite registration page. The page title is "Eventbrite - WorkSafe Regional Workshop - Windows Internet Explorer provided by SWCB". The URL in the address bar is "https://www.eventbrite.ca/register?orderid=212250770769%client\_token=Sec45e6ff4214030b2ab354b0854a7ec&eid=8407498053". The page content includes:

- Eventbrite logo and navigation links: "Create an event", "Find events", "Email", "Share", "Tweet", "Like", "Questions? Contact the organizer".
- Event details: "Worksafe Regiona WorkShop - Lunch", "1", "Canada", "Tuesday, 19 November 2013 from 8:00 AM to 4:30 PM (CST)", "Add to my calendar".
- Registration Information: A yellow box with a timer "10:38" and text: "Please complete registration within 15:00 minutes. After 15:00 minutes, the reservation we're holding will be released to others." A red asterisk indicates a required field.
- Your Information: "Have you used Eventbrite before? Sign In To Your Account". Fields for "First Name: \*", "Last Name: \*", and "Email Address: \*".
- Organizer: "WorkSafe Saskatchewan", "Contact the Organizer", "View organizer profile", "48 upcoming events on Eventbrite", "6 past events on Eventbrite".
- A green "Complete Registration" button is highlighted with a red oval and a red arrow pointing to it from the left.

At the bottom of the page, there is a footer with the Eventbrite logo, "Use Eventbrite for event ticketing and online event registration", "©2013 Eventbrite About Terms Privacy Help Centre", "Already registered? Get your tickets", and "Questions? Contact the organizer". The Windows taskbar at the bottom shows the start button, several open applications, and the system clock showing "11:37 AM".

If you have completed the registration correctly, you will see this screen.

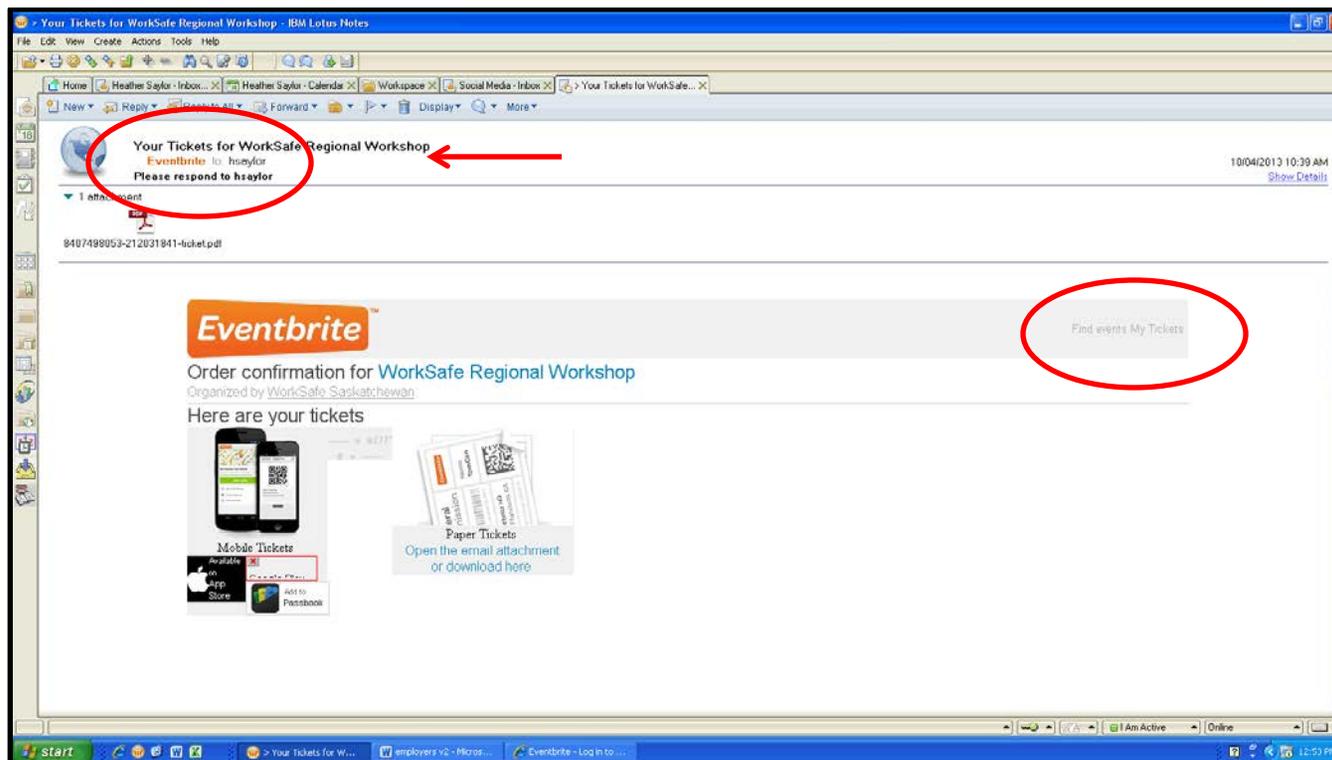


# Cancelling a registration

- Easily cancel a registration to an event
- Confirmation is automatically sent to you and the organizer

**Note:** If someone else originally placed the registration for you, only they will be able to cancel your registration. Contact them, and they can follow the instructions below to cancel.

To cancel your registration, you can use the confirmation email sent to you. To login use the email address you used to register for the event. (If you did not create a password when you registered for the event--don't worry! You can easily create one from the login page.)



Once you're logged in, click My Tickets at the top of the page, if it's not already selected, and then find the name of the event you're registered for.

Now click View Order. (If you don't see the event, you might need to click All Orders under Current Orders.)

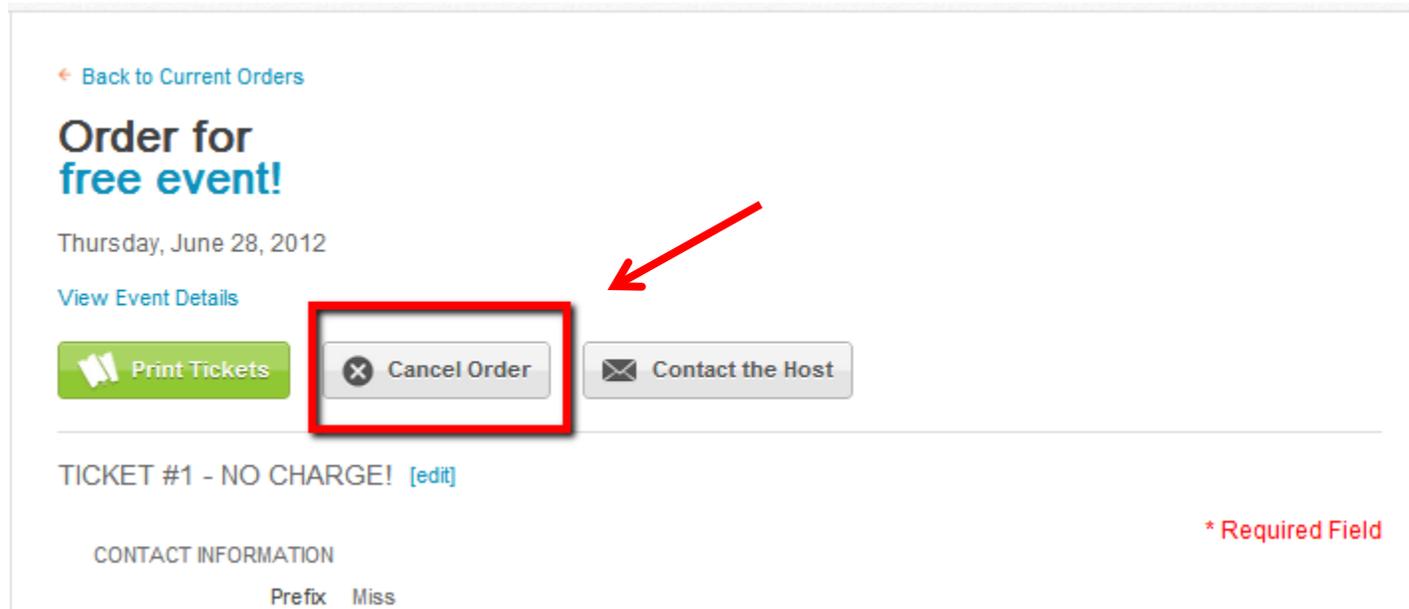
The screenshot shows a website's navigation bar with the following elements:

- A counter on the left displaying "61,703,802".
- Navigation links: "Create Event", "My Events", "My Profile", and "My Tickets". The "My Tickets" link is circled in red, and a red arrow points to it from the right.
- A search bar on the right with the placeholder text "Search for (e.g. festivals, tech)".

Below the navigation bar, the page content includes:

- A section header "Current Orders" with the subtext "Select an order to print tickets, request a refund, or contact the organiser."
- A teal-colored event card on the left with the text "Thursday, 28 June @ 1:00 PM free event!". At the bottom right of this card, a "View Order →" button is highlighted with a red border, and a red arrow points to it from the right.
- A white card on the right titled "Create an Event" with the text "Set up your own awesome event in a few easy and simple steps!". Below this text is a "Get Started" button, with a red arrow pointing to it from the left.

Click the Cancel Order button under the View Event Details link.



← [Back to Current Orders](#)

## Order for free event!

Thursday, June 28, 2012

[View Event Details](#)

[Print Tickets](#) [Cancel Order](#) [Contact the Host](#)

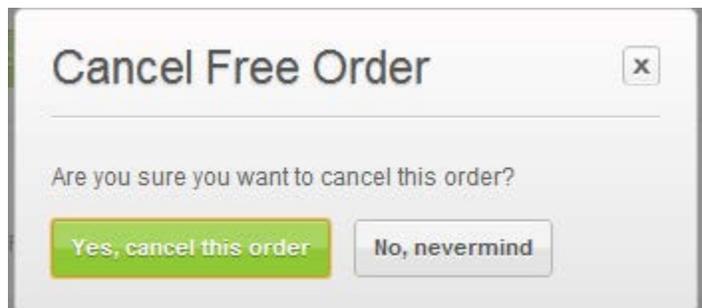
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TICKET #1 - NO CHARGE! [\[edit\]](#)

CONTACT INFORMATION \* Required Field

Prefix Miss

Click Yes, cancel this order to cancel your registration.



Cancel Free Order x

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Are you sure you want to cancel this order?

[Yes, cancel this order](#) [No, nevermind](#)

Once you've canceled your registration, an email confirmation will automatically be sent to the organizer of the event and to you, for your records. To see an example of this email notification, check out the image below.



Hello Yassmin,

Your order for the event free event! was successfully canceled through Eventbrite.

FREE ORDER CANCELED

**Event Name:** free event!

**Organizer:** A Great Event Organizer!

**Order Number:** 90487326

If you have any questions about the order cancellation or the event, please contact the event host: [A Great Event Organizer!](#)

Thank you for using Eventbrite!

Cheers,

A stylized orange signature of the word "Eventbrite" in a cursive font.

The Eventbrite Team

**That's it! You've successfully canceled your registration and notified the organizer of the event.**

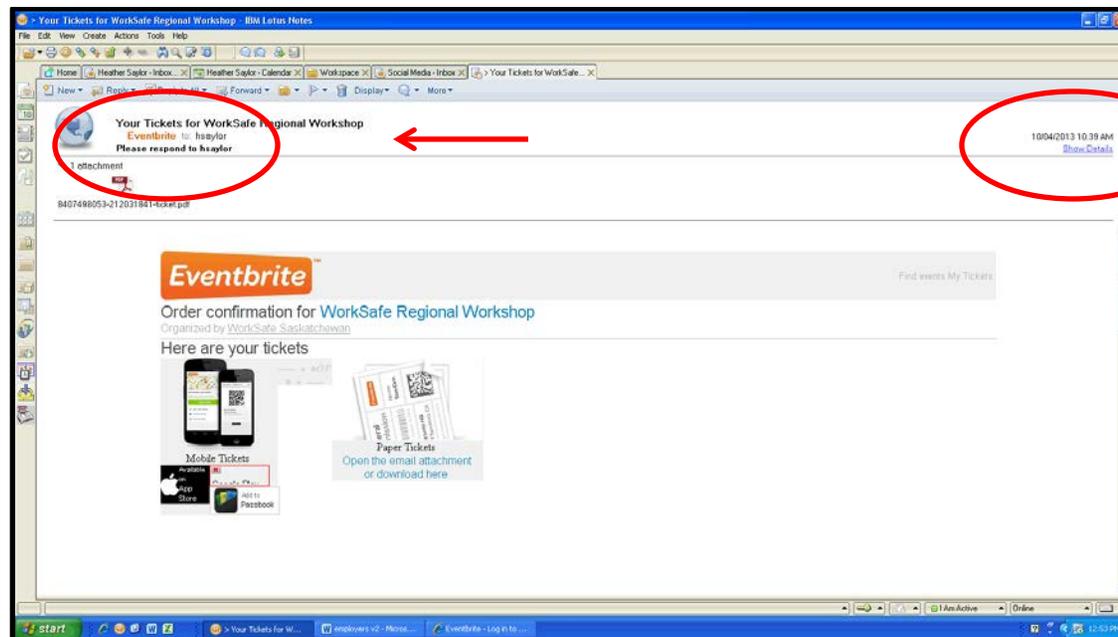
# Changing a name on a registration

## *Change the info on your order or ticket*

- Change the name on a ticket or registration
- Update information you provided at registration
- Transfer a ticket to someone else

**Note:** If someone else originally placed the registration for you, only they will be able to cancel your registration. Contact them, and they can follow the instructions below to cancel.

To cancel your registration, you can use the confirmation email sent to you. To login use the email address you used to register for the event. (If you did not create a password when you registered for the event--don't worry! You can easily create one from the login page.)



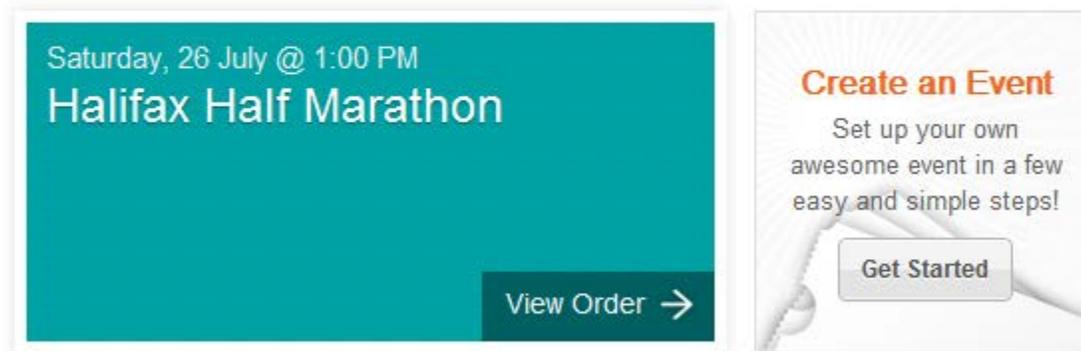
Once you've logged in, click on the **My Tickets** tab at the top of the screen.

[Create an event](#)   [My Events](#)   [My Profile](#)   **[My Tickets](#)**   [My Contacts](#)

Click on **View Order** below your event name to display the information collected during registration.

## Current Orders

Select an order to print tickets, request a refund, or contact the organizer.



The screenshot displays the 'Current Orders' section. On the left, there is a teal card for an order: 'Saturday, 26 July @ 1:00 PM' and 'Halifax Half Marathon'. A dark teal button with the text 'View Order →' is located at the bottom right of this card. To the right of the order card is a promotional box with a white background and a hand icon. The text in the promotion reads: 'Create an Event' in orange, followed by 'Set up your own awesome event in a few easy and simple steps!' and a 'Get Started' button.

Here, you can edit any of the information on your order! If you want to "transfer" your tickets to someone else, just change the name. Click the [Edit](#) link to update the information and [Save](#) to save the changes.

[← Back to Current Orders](#)

## Order for Halifax Half Marathon

Saturday, 26 July 2014  
Guysborough NS

[View Event Details](#)



TICKET #1 - EARLY BIRD

### CONTACT INFORMATION

\* Required Field

First Name \*

Last Name \*

Email

Send confirmation email to new attendee

**Remember** to click the "send confirmation email to the new attendee so they get the tickets and confirmation."

### HOME ADDRESS

Address \*

Address 2 \*

City \*

Province \*

Postcode \*

Country \*

### OTHER INFORMATION

NOTE: The information below corresponds with the ticket buyer only and if updated will only reflect in the ticket buyer's record, not each attendee's record.

Please accept this disclaimer in order to register for the event.  I agree to the above waiver

If you registered for multiple people and want to update their information, simply scroll down the page to their ticket. Once, you enter the required information make sure to click [Save](#) to save the changes.

[← Back to Current Orders](#)

## Order for Halifax Half Marathon

Saturday, 26 July 2014  
Guysborough NS

[View Event Details](#)

[Print Tickets](#) [Cancel Order](#) [Contact the Host](#)

### TICKET #1 - EARLY BIRD

\* Required Field

#### CONTACT INFORMATION

First Name \*   
Last Name \*   
Email   
 Send confirmation email to new attendee

#### HOME ADDRESS

Address \*   
Address 2 \*   
City \*   
Province \*   
Postcode \*   
Country \*

#### OTHER INFORMATION

Please accept this disclaimer in order to register for the event.  I agree to the above waiver

[Save](#)

### TICKET #2 - EARLY BIRD [\[edit\]](#)

\* Required Field

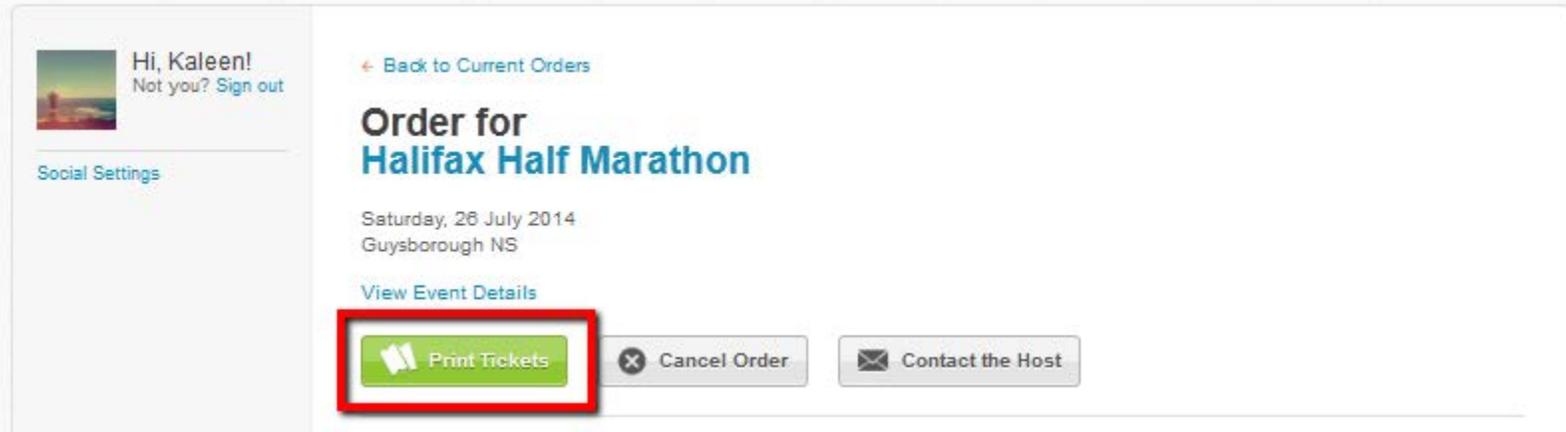
#### CONTACT INFORMATION

First Name \*   
Last Name \*



**Note:** If you don't see an **Edit** link, it means that the event organizer has disabled an attendee's ability to change the information on ticket orders. If you're unable to make changes, you can send a message to the event organizer by clicking the Contact the Organizer button under the View Event Details link.

Once the update has been made, click on the Print button to re-print the ticket(s) with the modified name!



Hi, Kaleen!  
Not you? [Sign out](#)

[Back to Current Orders](#)

## Order for Halifax Half Marathon

Saturday, 26 July 2014  
Guysborough NS

[View Event Details](#)

[Print Tickets](#) [Cancel Order](#) [Contact the Host](#)