

Creating your event: Order Confirmation and Order Form

Once someone buys a ticket, they will be shown an order confirmation page. It's helpful to include some basic information, including event accessibility, timings, and an email so people can ask questions.

You should then also put this information on the email confirmation that people will receive.

To edit this page, on your event dashboard go to the left bar and click 'Order Options' and then click 'Order Confirmation'. Then you can add details to the the confirmation webpage and the email confirmation in the boxes below. Make sure to use the XR email you used for the account and public enquiries, in the 'Default 'Reply-To' Email Address' box.

Once you have added the text you want, click 'Save' at the bottom right-hand of the screen.

The screenshot shows the Eventbrite dashboard interface. On the left is a sidebar with a navigation menu. The main content area is titled 'Order Confirmation' and contains two sections: 'Customise Webpage' and 'Customise Email'.

eventbrite Preview Your Event Publish More Local support

Order Confirmation
View and edit the order confirmation page that attendees see after placing their order

Customise Webpage
After registering for your event, attendees will see an onscreen message until they navigate away from the page. Add special instructions or other useful information here, but also add important information in the Customise Email section so the attendee can access it later.

Message For Order Confirmation Page (No Html Tags Allowed)

Again include the pickup information, such as time and location, how much luggage is allowed, an email address to answer questions and anything else you think they might need to know.

Customise Email
Your attendees will also receive an email after registration, confirming their order. Add important instructions or other useful information here so attendees can access it at any time.

Default 'Reply-To' Email Address
xrlocalgroupdevelopment@gmail.com

Order form

You can choose to ask more questions during the order, such as phone numbers. Eventbrite automatically collects full names, and email addresses, this can not be turned off. We recommend keeping the settings standard as you are unlikely to need to collect more than names and emails: do not collect more data than you need to. However, you may want to change the settings so it collects information on each attendee, as if a rebel books two tickets, then you only have the information for that one rebel. By collecting for each attendee you can easily track attendees on the day of the event. This will also mean you can email important updates to all attendees and not just to the person who made the booking.

To change this setting, you need to click 'Order Options' on the left hand side bar, then click 'Order Form'. Then under "Collect information from" click 'Each attendee' and then click 'Save' on the bottom right.

< Events

Draft ▾

(your LG or city)
coach to the big one!

Fri, 21 Apr 2023 15:00
[Preview your event](#)

✓ Basic Info

✓ Details

✓ Tickets

4 Publish

Dashboard

Order Options ▾

Payments & Tax ▾

Marketing ▾

Manage Attendees ▾

Order Form

Manage the information you collect from attendees during checkout.

Collect information from

Buyer only

Each attendee

Collect attendee information on the following tickets

☒ Ticket to the big one

What do you need to know about your attendees?

We collect first name, surname and email by default.

Details	Include	Required
Prefix (Mr, Mrs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Suffix	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>
Birthday	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>
Home phone	<input type="checkbox"/>	<input type="checkbox"/>

Discard

Save