

How to send an update email and how to access your attendee list

Sometimes you may need to send an update about your event, such as changes to the time or place. There is also an automatic 2-day reminder email that Eventbrite sets up to remind people about the event.

To send an update email to your ticket holders, you need to go to the Event Dashboard (as described on the previous page), and on the left-hand side-bar, click 'Manage Attendees', which will open a new menu on the page, then click 'Emails to Attendees' in the left sidebar.

To send a new email click the orange 'Create New Attendee Email' button on the right side of the screen.

Basic Info ✓
Details ✓
Tickets ✓
Publish ✓

Dashboard
Order Options
Payments & Tax
Marketing
Manage Attendees
Orders
Add Attendees
Emails to Attendees
Attendee List
Name Badges
Check-in

Emails to Attendees

Schedule and send emails to attendees with critical event reminders or updates.

The Email to Attendees tool should only be used to send your attendees service or transactional information about their upcoming event (e.g., event updates, parking info, online event links) and is governed by Eventbrite's Terms of Service. Marketing or promotional emails about future events should be sent using the [Email Campaigns](#) tool.

Create New Attendee Email

| Subject Of Email | Recipients | DATE | Quick Links |
|--|------------|---------------------|---|
| Reminder for (your LG or city) coach to the big one! | 2 | 2 days before event | Edit Delete |

[Learn more about emails to attendees](#)

Recommended apps

[See all](#) →

- Gift Up!**
The simplest way to sell gift cards onli...
- Mailchimp**
Keep Eventbrite and Mailchimp in sync
- HubSpot**
Sync and track leads from your events
- Tixel**
Easy, secure ticket resale for your atte...

This will then open a new page where you enter the name of your group; your reply to an email address; and the subject title of your email. To send to all ticket holders, select 'All Attendees' in the 'To' drop-down menu. Then you can add your text in the large text box labelled 'Message'.

The screenshot displays a web interface for event management. On the left is a sidebar with a navigation menu including: Home, Calendar, Document, Alert, Bar Chart, Building, Gear, Dashboard, Order Options, Payments & Tax, Marketing, and Manage Attendees. The main content area shows an event titled "(your LG or city) coach to the big one!" scheduled for Friday, April 21, 2023, at 15:00. Below the event details are four status indicators: Basic Info, Details, Tickets, and Publish, all marked with checkmarks. The right side of the interface is a form for composing an email. It includes fields for "Name" (XR (insert your LG name)), "Reply-To Email" (xrlocalgroupdevelopment@gmail.com), "To" (All Attendees (2)), and "Subject" (Message to attendees of (your LG or city) coach to the big one!). A rich text editor for the "Message" body contains the text "A Message from XR (insert your LG name);". At the bottom of the form, there is a checked checkbox labeled "Include event details and a link to print tickets".

Once you're happy with your email, you can send a test to your own email, to make sure you are happy with how the email looks, or for someone else to proofread the email. Enter your email (or your proofreaders email) in the 'Send Test Message To' text box and click 'Send Test'. Then you can review if the email looks good.

Then you can either schedule the email for a specific day and time, or send the email straight away. Once ready click 'Send Now' to send the email straight away or 'Save' if you choose to schedule the email.

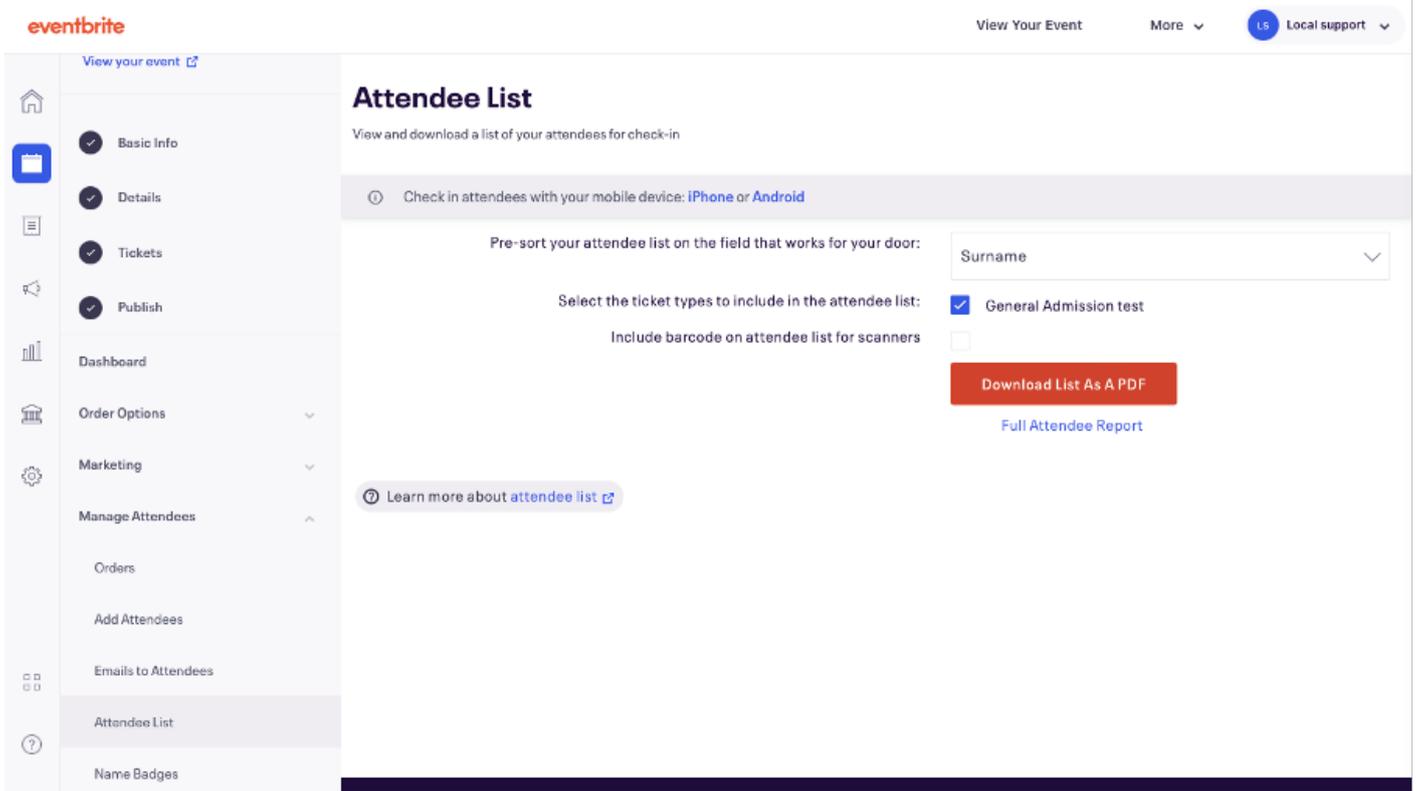
The email must be about the event onnly, with no other updates or email shout-outs.

The screenshot displays the Eventbrite interface for an event titled "(your LG or city) coach to the big one!". The event is scheduled for Friday, 21 April 2023 at 15:00. The left sidebar contains navigation options: Basic Info, Details, Tickets, and Publish, all of which are checked. Below these are sections for Dashboard, Order Options, Payments & Tax, Marketing, and Manage Attendees. The main content area shows a checkbox for "Include event details and a link to print tickets" which is checked. There is a "Send Test Message To" field with the email address "xrlocalgroupdevelopment@gmail.com" and a "Send Test" button. Under "Send Email:", the "Now" option is selected. There are also fields for scheduling the email to be sent at a specific time or a certain number of days, hours, and minutes before the event starts. A disclaimer is present, stating that the email campaign is transactional. At the bottom, there are "Send Now" and "Cancel" buttons, and a link to "Learn more about emails to attendees".

How to access your attendee list

Accessing your attendee list can make it easier on the day to track who has and hasn't turned up, and to an extra layer of security so that only people who are meant to be there are at the event. This can be done by ticking people's names off against the list as they arrive at the event. There are also options to use your phones to check people into the event with an app, but on paper is a simple way to keep track.

To download the attendee list, on your Event Dashboard, go to the left sidebar, click 'Manage Attendees' then click 'Attendee List'. This will then take you to a new page and give the option to 'Download List as a PDF" button, click this and it will open a new tab with your attendee list.



Your attendee list should look something like the image below, which you can then print off or save. Remember to safely shred or dispose of this list once you are done with it. Only people who have signed the [XR Volunteer Agreement](#) and need to see this information should have access to this list.

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

Friday, 21 April 2023 at 15:00 (BST)
Birmingham International Railway Station - Exhibition Way - Birmingham B40 1PA - United Kingdom

| | Surname | First Name | Qty | Ticket Type | Payment Status |
|--------------------------|---------|------------|-----|------------------------|---|
| <input type="checkbox"/> | NAME | TEST | 1 | General Admission test | Free Order Order 537762912347-5786477589 |
| <input type="checkbox"/> | Name | Made up | 1 | General Admission test | Free Order Order 537762912347-5786513099 |