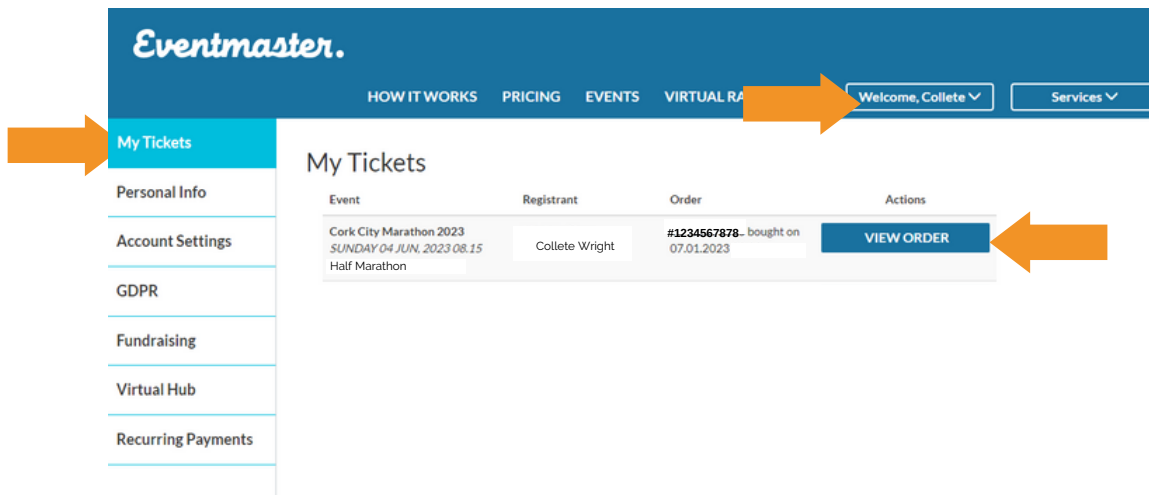


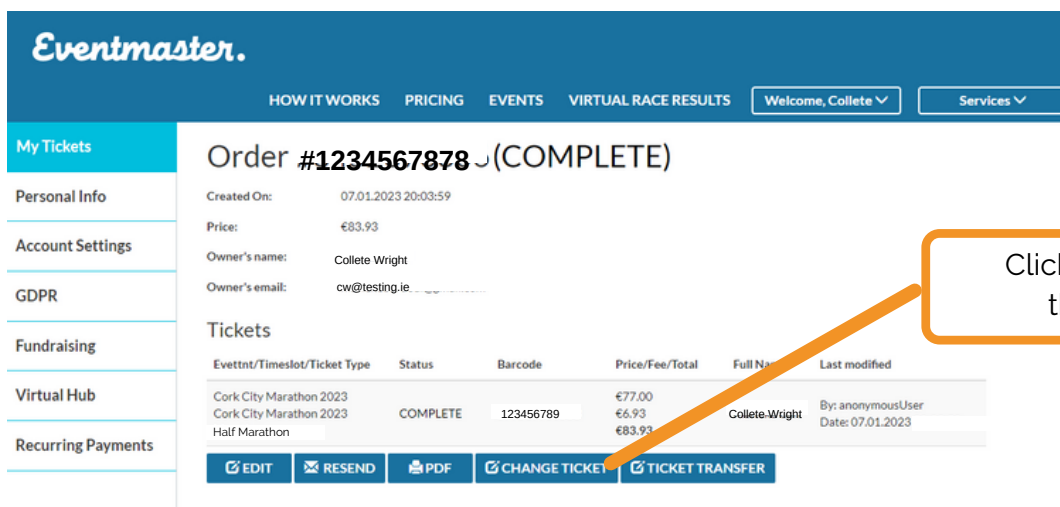
## How to Change Ticket Types

Event organisers have the option to enable changing ticket types, meaning participants have the option to log in and manage their own booking by changing their ticket to an alternative option.

- 1 Login to your Eventmaster organiser account [HERE](#)
- 2 Go to Welcome > My Tickets and find the order you wish to change. Click on View Order once you have found the order.



- 3 From here you can change the ticket type in the order.



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- 4 After you click on Change Ticket you can change to a different date/timeslot available or change the ticket type (eg. Childs entry changed to Adult).

The screenshot shows the 'Ticket Edit' interface. On the left is a navigation menu with options: My Tickets, Personal Info, Account Settings, GDPR, Fundraising, Virtual Hub, and Recurring Payments. The main content area displays ticket details: Barcode (123456789), Event (Cork City Marathon 2023), Timeslot (Cork City Marathon 2023), Customer Name (Collete Wright), Current Ticket Type (6 MILES), Ticket Price (€18.00), and Ticket Fee (€1.00). Under 'Change Ticket Type', a dropdown menu is open for 'New Ticket Type', showing 'MARATHON (€75.00)'. Below this, a note states: 'Changing of the ticket type will cancel current ticket and issue new one with selected ticket type.' The 'Price Difference' is shown as €57.00. At the bottom, there are two buttons: 'CARD PAYMENT' and 'RETURN TO THE ORDER'. An orange callout box with a white border and an arrow pointing to the dropdown menu contains the text: 'Click here to go back to the order with no changes'.

If there is a negative price difference please note that this will not be refunded.

If the new ticket is more expensive, please click on card payment and enter in your payment details to complete the transaction. Once paid or when you click on 'Issue New Ticket' (if there is no price difference) you will automatically be sent your new ticket and your old ticket will be cancelled.