

E-Ticket Transfers - How to Send E-Tickets to Other People

Article Id: 379

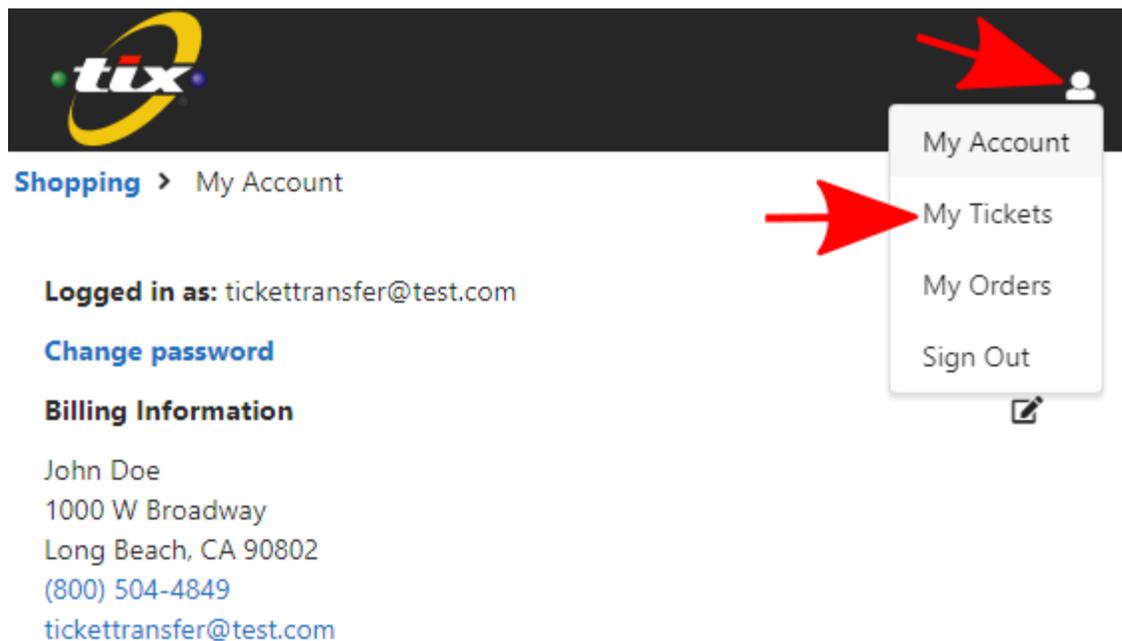
Customers can transfer tickets to other attendees, making it easy for them to share tickets with friends or send tickets to others if the customer cannot attend the event.

Tickets can only be transferred if the order meets the following criteria:

- The organization hosting the event allows ticket transfers
- The order containing the tickets is set to E-Ticket/Print at Home
- The purchaser has a Tix account (*the transfer recipient will be able to set up a Tix account during the transfer process if they do not already have one*)

How to Transfer E-Tickets

To transfer tickets, visit your online ticket sales page, click the profile icon in the top menu, and log in. You can also click the transfer tickets link located in your Order Confirmation email. Once you're logged in, click the profile menu icon in the top right corner of the page and select **My Tickets**.



All tickets you've purchased using your customer account will be shown. Tickets that are eligible to be transferred will display a **Transfer Selected Tickets** button with checkboxes next to each ticket. To transfer tickets, check the box next to the tickets you'd like to transfer and select **Transfer Selected Tickets**.



Shopping > My Tickets

Upcoming

Past



Sample Event #02 - Reserved Seating

Friday, January 5, 2024 at 12:00am

Tix Theatre

123 Alphabet Lane Long Beach CA 90813

Order #34406912

Delivery Method: E-Ticket/Print at Home

Section: FLOOR RIGHT

<input checked="" type="checkbox"/>	Row	Seat	Ticket Type	Status
<input checked="" type="checkbox"/>	B	10	Adult	Unscanned
<input checked="" type="checkbox"/>	B	8	Adult	Unscanned

Enter the name and email address for the recipient of the tickets and click **Transfer Tickets**.

Enter Recipient Information



First Name *

Kevin

Last Name *

Johnson

Email Address *

kevinjohnson@gmail.com

Confirm Email Address *

kevinjohnson@gmail.com

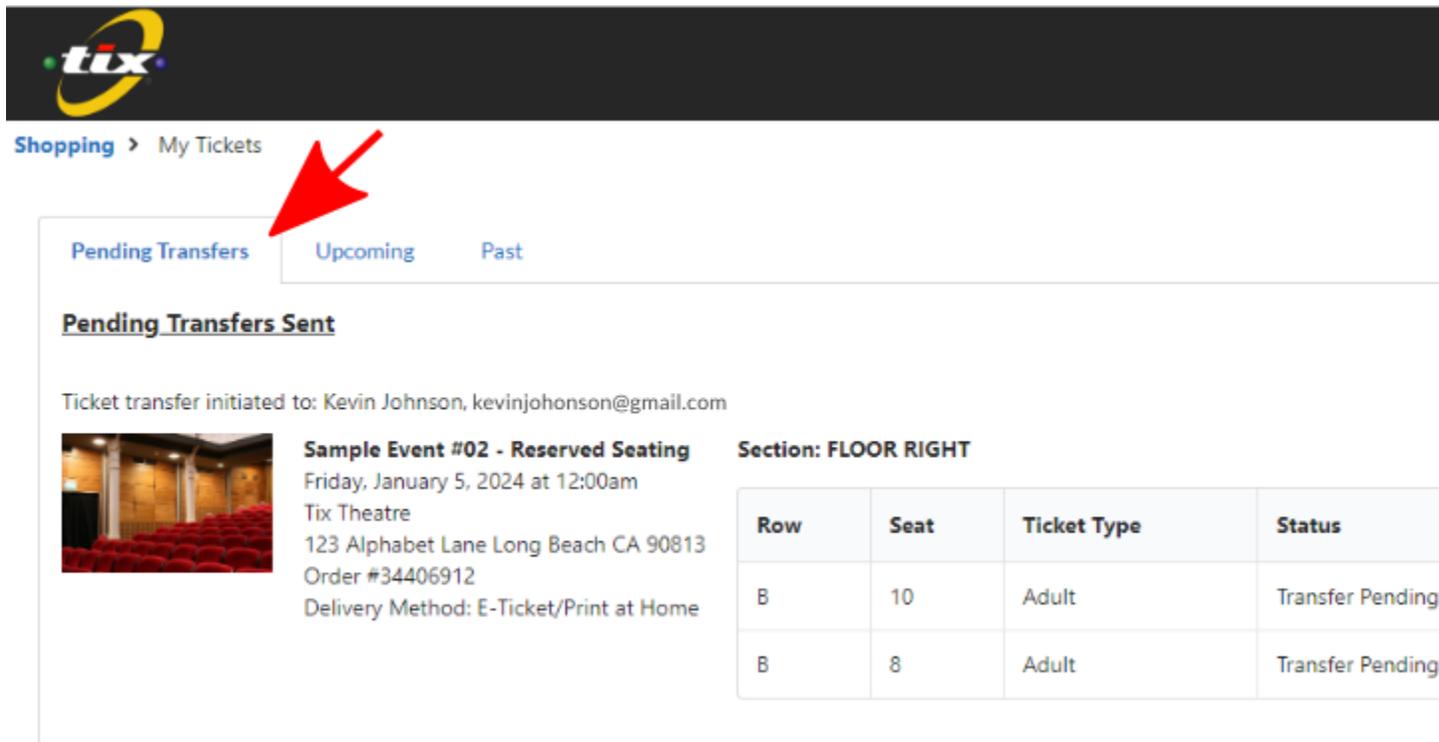
Transfer Tickets



Section: FLOOR RIGHT, Seats: 2

Row	Seat	Ticket Type
B	10	Adult
B	8	Adult

An email will be sent to the recipient prompting them to accept the ticket transfer. Any tickets that are pending being transferred will be listed under the **Pending Transfers** tab within your My Tickets page.



tix

Shopping > My Tickets

Pending Transfers Upcoming Past

Pending Transfers Sent

Ticket transfer initiated to: Kevin Johnson, kevinjohanson@gmail.com



Sample Event #02 - Reserved Seating
Friday, January 5, 2024 at 12:00am
Tix Theatre
123 Alphabet Lane Long Beach CA 90813
Order #34406912
Delivery Method: E-Ticket/Print at Home

Section: FLOOR RIGHT

Row	Seat	Ticket Type	Status
B	10	Adult	Transfer Pending
B	8	Adult	Transfer Pending

When the customer accepts the ticket transfer, they will be prompted to log into their Tix account. If they do not have a Tix account, the customer can create a Tix account by clicking the **Create Account** link below the login fields.

Once the customer has logged into their Tix account or has created their new Tix account, the ticket transfer will be completed.

Cancel a Pending Transfer

If you need to cancel a pending transfer, click the **Cancel Pending Transfer** button next to the tickets on the **My Tickets** page. The recipient will also be able to cancel the transfer from within the transfer email they were sent.

[Less](#)