

## Eventbrite Frequently Asked Questions

### How do I register in Eventbrite?

Click on the Eventbrite invitation link.

1. Select your preferred time slot.
2. From the dropdown box, chose if you want 1 or 2 tickets. Each person must have a ticket to obtain a vaccine. You may only select up to 2 tickets per registration and email.
3. For each ticket, enter the name of the person as it appears on their ID. Make sure that you have entered **different names on each ticket** and when complete, press *Register*.
4. Then select *View Tickets and* click on the order.
5. **Make sure all information is accurate.** If it is not accurate, select edit and make necessary changes.
6. When finished, select *Print Tickets*. This will create a document that will need to be saved and then sent to a printer. If you cannot print, you can pull up Eventbrite on your smart phone and show your ticket.

### Why do I need a ticket?

The ticket verifies that you have an appointment and is required to enter the vaccination site. If you do not meet the eligibility criteria, the ticket will not gain you access to get a vaccine.

### How can I access my registration?

When you have completed your order, you should receive an order confirmation email. You can also view your registration by logging into Eventbrite with the email address used to register and selecting "Tickets."

### Why did I get a notice saying my appointment was cancelled?

- The system identifies and deletes tickets with the same name. Please make sure that if you selected two tickets that the tickets have different names, or they will be cancelled.
- You may have accidentally purchased two tickets and the duplicate was cancelled.
- If you have signed up for an event that you are not eligible, your ticket may be cancelled (e.g., you sign up for a second dose clinic, but have not received the first).

### I accidently entered my name into both tickets. Is that a problem?

You need to go in and change a name on one of the tickets, as the system will cancel duplicate appointments automatically.

1. Log into your Eventbrite account. Then go to *Tickets*.  
The order will always be associated with the email address you entered during registration. If you made a typo in entering your email, changing the email address on your ticket will **not** make it show in the Eventbrite App. In this situation, you'll need to use the order confirmation sent to your email address.
2. Click the name of the event to select your order.
3. Click "Edit".
4. Click "Edit" on the individual ticket and change the name.

### **I have friends that want to get the vaccine. Can I share the link?**

**Do NOT share the link.** Invitations to register for open appointments are being sent to those on the waiting list in the order that they signed up. If you share the link and bypass the waiting list for others, you risk losing your own slot to get vaccinated.

### **I know that people are sharing the link they received. Who should I notify?**

Please let the event organizers know [Info.SLCEvents@filhealth.gov](mailto:Info.SLCEvents@filhealth.gov) and provide details including the name(s) of the sender and recipients, if you know them. Your identity will not be shared.

### **Can I give my spot to someone else?**

Yes. You must go into Eventbrite and [update the attendee information](#) with the new name.

### **How do I change the name on my ticket?**

1. Log into your Eventbrite account. Then go to Tickets.  
The order will always be associated with the email address you entered during registration. If you made a typo, changing the email address on your ticket will not make it show in the Eventbrite App. In this situation, you'll need to use the order confirmation sent to your email address.
2. Click the name of the event to select your order.
3. Click "Edit".
4. Click "Edit" on the individual ticket and change the name.

### **Can my appointment time be changed?**

Appointment times are in high demand and cannot be changed. If you cannot make your appointment, please log into Eventbrite to cancel – so that slot can be available to someone else.

### **I need to cancel my appointment**

Please cancel your ticket as soon as possible and not later than 24 hours prior to the appointment so that others can take advantage of the opening.

To cancel tickets to an event before the event starts. Go to "Tickets," select your order and choose "Cancel Order".

1. **Go to your order.** [Log in](#) to your Eventbrite account, then click your order on the Tickets page.
2. **Choose "Cancel Order".** Select "Cancel Order" (next to your order details). Then choose "Yes, cancel this order".
3. **Check for an email from Eventbrite.** The attendee and event organizer receive an email to confirm cancellation.

### **Can you reset my password?**

We are not able to reset your account password. Eventbrite should give you the option when you first try to login.

1. Go to [eventbrite.com/reset-password](https://eventbrite.com/reset-password) and enter your email address. Then click "Send email". If you receive a message saying the email address isn't recognized, it means an account hasn't been created with the email address you entered or the email was misspelled when it was created. Sign up if you'd like to create an account on Eventbrite.

2. Open the email with the subject line, "Reset your Eventbrite password". Then click "Set a new password".  
If you received a password reset email but didn't request it, please disregard the email. The email we send is required to reset the password and is only sent to the email address on your account.
3. Create a new password.  
Passwords must be at least 8 characters long and are case sensitive. We don't require special characters. Strong passwords typically contain upper and lowercase letters and at least 1 number.
4. Enter your new password and click "Reset password".

### **I cannot find the St. Lucie Vaccine events in Eventbrite?**

The events hosted by Florida Department of Health in St. Lucie are not available in public searches. Since we have a waiting list, as appointments become available invitations are shared with those who are next on the list.

There have also been events that have been 'cloned' or 'spoofed' on Eventbrite because they were posted publicly. This has created more confusion and frustration for everyone. To stay informed about events happening in St. Lucie, you can sign up for alerts here [www.stlucieco.gov/alerts](http://www.stlucieco.gov/alerts). To sign up for the waiting list, please complete [this form](#) which can be found at <http://stlucie.floridahealth.gov>.

### **I am unable to open and print ticket, can you resend a printable copy or tell me what I can use as proof for my appointment?**

If you are unable to print the ticket, you can:

- Load and use the Eventbrite app on a smart phone to show your ticket at the site
- Open the email on your phone and show your ticket for scanning.
- Or you can log into you Eventbrite account and request a copy be sent to you.

### **I accidentally hit the cancel button. Is there any way for me to get it back?**

The system does not allow cancelled orders to be reinstated. You will need to go back in and select another time slot to 're-purchase' a ticket.

### **Someone sent me their ticket confirmation to use. Will it work?**

No. Each event ticket can only be used once. Anyone else using the same ticket will be rejected. Each ticket must be unique and in the name of the person receiving the vaccine.