

Ticketpros Complimentary Ticketing process

Ticketpros is an event ticketing company, as per the norm, you have to register (once off) to make use of their services to buy or redeem tickets for various events.

Past Exhibitors benefit from this service as you do not have to re-register each year, you can use your username and password, year-on-year and for the different expos that uses this system.

Once the complimentary portal is opened, exhibitors receive an automated email prompting them to redeem their tickets, you then need to use your previously allocated username and password to enter the system to do this allocation.

If you have forgotten your username and password you can make use of the “Forgot password” option and follow the onscreen process.

New Exhibitors will receive two emails, the first with your username and password and the second email with your complimentary ticket allocation. Please follow instructions as per these emails to redeem your tickets.

You can manage your ticket allocation by clicking on this link: <http://hmecomps.ticketpros.co.za/>

Sample Emails & Screensgrabs

- **1st Email – New Exhibitors**

HOMEMAKERS Expo Complimentary Tickets ▷ Inbox x ✕ 🖨 🔗

HOMEMAKERS Expo <tickets@homemakers-sa.co.za> 1:49 PM (5 minutes ago) ☆ ↶ ⋮
to me ▾

Dear Hillary Bayman

Johannesburg HOMEMAKERS Expo has created an account for you on the Ticketpro Complimentary tickets website, if you have any queries please feel free to contact them on 0861114663 or expo@homemakers-sa.co.za.

Please take note:

- By definition an "Allocation" of tickets is a set of tickets reserved in your name. You still need to "Redeem" these tickets in order to collect them.
- You may also allocate tickets, from your allocation, to any other person at any given time.
- Once you have allocated tickets to a person, these tickets are reserved for that person.
- Once you have allocated tickets, that allocation may not be withdrawn, the onus is on that person to redeem, collect or reallocate those tickets.
- You will be required to supply the name, surname, email address and mobile number of anyone who you wish to allocate tickets to.
- The "Redemption" of tickets, is the process whereby you confirm that you will in fact be using the tickets, and effectively changes a ticket from "Allocated" to "Redeemed"
- A redeemed ticket will never be release back for sale to the general public.
- The Redemption period for tickets opens fourteen days prior to the expo.
- You will receive regular updates on the status of your tickets.
- Johannesburg HOMEMAKERS Expo will also receive a report on your usage of these tickets, and the relevant attendance.
- You may now proceed to <http://hmecomps.ticketpros.co.za/> to manage your allocation.

Your logon details are as follows:

Username: hillarybayman@gmail.com
Password: H6iffcq

Kindest Regards
Ticketpro

2nd Email – New Exhibitor and Past Exhibitors

HOMEMAKERS Expo <tickets@homemakers-sa.co.za>
to me ▾

1:50 PM (22 minutes ago) ☆ ↶ ⋮

Dear Hillary Bayman

Johannesburg HOMEMAKERS Expo has made an allocation of Complimentary tickets to you on Thu, 10 January 2019, if you have any queries please feel free to contact them on 0861114663 or expo@homemakers-sa.co.za.

Past Exhibitors can use your email and password allocated to you last year, to log in and redeem your tickets. If you have forgotten your password please make use of the "Forgot Password" link and follow the onscreen process. Please note that the email from your contact has been used to allocate your tickets.

You may now proceed to <http://hmemcomps.ticketpros.co.za/> to manage your ticket allocations.

New Exhibitors will receive two emails. The first email will reflect your username and password and the second email will reflect your complimentary ticket allocation. Please follow instructions as per these emails to redeem or allocate your tickets.

Tickets

Event	Event date	Available tickets
Johannesburg HOMEMAKERS Expo Ticketpro Dome 2019 (Complimentary)	Thu, 28 Feb 2019 @ 10:00	20 tickets

Kindest Regards
Ticketpro

Ticketpros Website Process

Enter Email & Password

as per your email received. Should you have forgotten your password. Select "Forgot Password" option. A new email password will be sent to your email address.

Please note: The email address is the address reflected on your Homemakers Expo contract.

HOMEMAKERSexpo

HOME

HOMEMAKERS EXPO LOGIN >

HOMEMAKERS Expo complimentary tickets

2019/01/10 01:32:55 PM
News Feed
No news to display
[Read more](#)

ticketpro

You may login using your details from any TicketPro Complimentary Ticket portal

Email address

Password

[Forgot Password](#)

HOW TO REDEEM TICKETS

Your Complimentary Tickets "Dashboard"

- Click ACTIONS
- Click REDEEM Tickets

How to Allocate tickets will follow further down in this guide.

DASHBOARD >

COMPLIMENTARY TICKETS

Welcome to the HOMEMAKERS Expo complimentary tickets portal. Your expo tickets will appear below. You can easily allocate those tickets to other people or redeem them for yourself.

[ALLOCATE TICKETS](#) > [REDEEM TICKETS](#) >

My events

Online tickets will be open for redemption up until the last day of the expo (3 March 2019 - 18:00). Complimentary tickets must be redeemed prior to the last hour of the show, failing which, they will be released to the general public.

Expo	Event date	Status	Redeemed	Reallocated	Available	Remaining	
Johannesburg HOMEMAKERS Expo Complimentary Ticketpro Dome 2019	Thu, 28 Feb 2019 @ 10:00	Open	0 tickets	0 of 20 tickets	20 tickets	51 days	ACTIONS

Your name and email will appear. Using the triangle arrow, select how many tickets you want to redeem from your allocation.

- Click SAVE
- Click NEXT

DASHBOARD > REDEEM TICKETS

You have 20 tickets

0 ticket selected

Event: [Johannesburg HOMEMAKERS Expo](#) Venues: [Ticketpro Dome 2019](#)

Filtering results

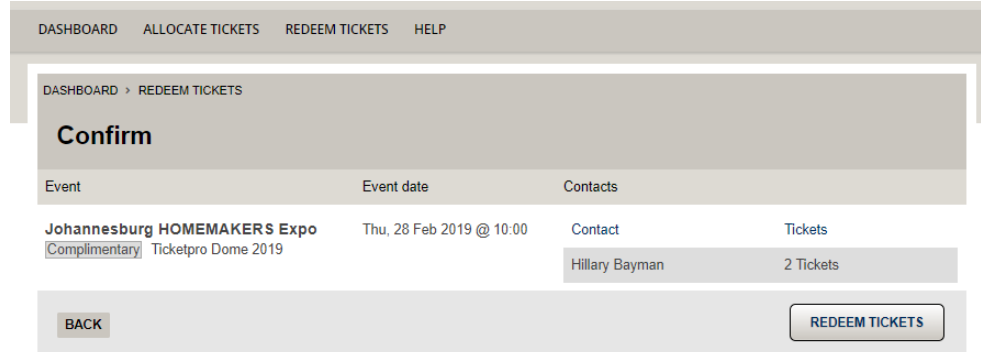
[Johannesburg HOMEMAKERS Expo Complimentary](#) Ticketpro Dome 2019 - Thu, 28 Feb 2019 @ 10:00 Tickets available **20** [REDEEM](#)

Hillary Bayman (hillarybayman@gmail.com) Qty:

Sub total 0 Tickets selected

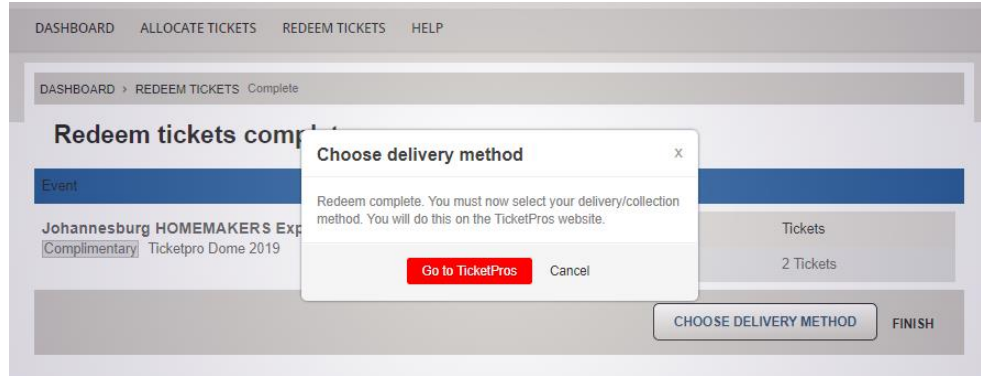
Confirmation page displays, check details then click on:

- **Click REDEEM TICKETS**



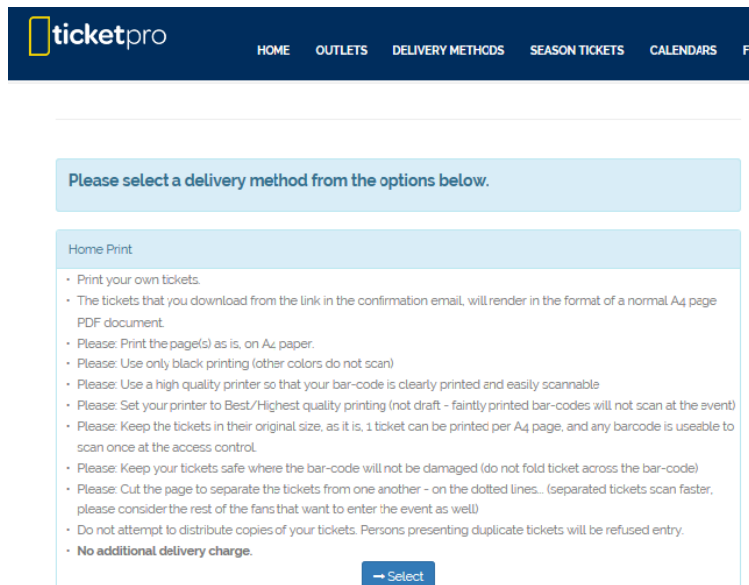
Redeem tickets complete. Choose delivery method (this will take you to the Ticketpro page)

- **Click Go to Ticketpros**



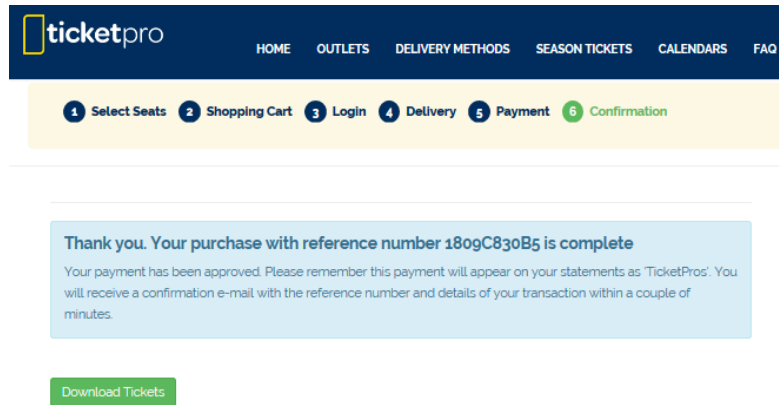
Click on:

Select

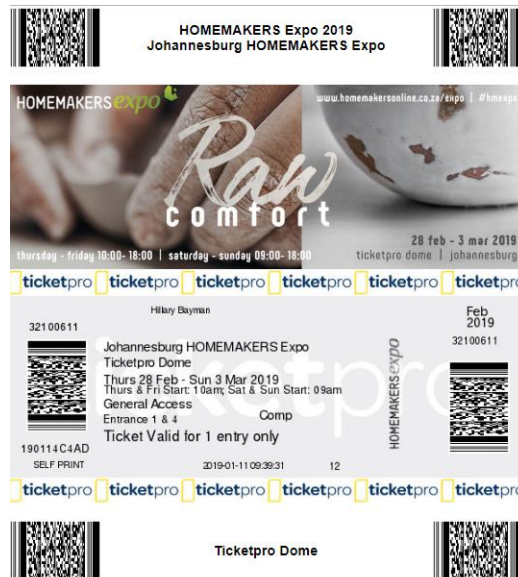


SUCCESS!!

Click *DOWNLOAD TICKETS*



Our complimentary tickets will look like this...



Once you see the tickets appear on your screen you can print!

You will also receive a confirmation Ticket Redemption email with a link for you to print later.

Ticket Redemption - 190114C096 [Inbox x](#)

Ticketpro <noreply@ticketpros.co.za>
to me ▾

9:41 AM (2 minutes ago) ☆

Dear Hillary Bayman

Thank you for redeeming your tickets from TicketPro.
The transaction reference number is "190114C096".

You have not selected a method for collecting your tickets. Please [visit this link](#) to select a collection method.

You redeemed tickets for:

Venue	Event	Date & Time	Category	Quantity
Ticketpro Dome	HOMEMAKERS Expo 2019 - Johannesburg HOMEMAKERS Expo	Thursday, 28 February 2019 @ 10:00AM	Complimentary	2

To see more detail such as the row and seat numbers [click here](#).

Regards,

TicketPro (Pty) Ltd

HOW TO ALLOCATE TICKETS

Your Complimentary Tickets "Dashboard"

- Click **ACTIONS**
- Click **ALLOCATE Tickets**

DASHBOARD > TICKETS > CONTACT SEARCH

Search Contacts

CREATE CONTACT

First Name Last Name Cell Email Company/Group

Cindy Cousins 0781274945 clc.cousins@gmail.com

Search

Filtering results (Top 100 Records Shown) Clear search

For an allocation to work, all contacts must have both a valid email AND Cell Phone number

Name	Cell	Email	Preferred contact	Allocation
Cindy Cousins	0781274945	clc.cousins@gmail.com	☑	SELECT

BACK

Note, if you have previously allocated tickets. Your contact might be in the system already, search for contact by entering the email address then click on Search.

If not found...

- Click **CREATE CONTACT**
- Click **SELECT** to allocate tickets to your contact

Enter contact's information.

Click **SAVE**

DASHBOARD > ALLOCATE TICKETS > CONTACT SEARCH > CREATE CONTACT

New Contact

Contact Information

First name

Last name

Cell number

Email address

[Back](#)

System will show how many tickets you have available to allocate.

Client's name will appear, choose quantity of tickets you want to allocate by clicking on up arrow.

- Click **SAVE**
- Click **NEXT**

DASHBOARD > ALLOCATE TICKETS

You have 16 tickets

0 ticket selected

Event: Johannesburg HOMEMAKERS Expo Venues: Ticketpro Dome 2019

Filtering results

Johannesburg HOMEMAKERS Expo Tickets available **16**
Complimentary Ticketpro Dome 2019 - Thu, 28 Feb 2019 @ 10:00

Cindy Cousins (clc.cousins@gmail.com)

Qty

Sub total

0 Tickets selected

0 ticket selected

Client's name will appear with tickets you have allocated to him, to confirm.

- Click **ALLOCATE TICKETS**

System will show allocation complete.

DASHBOARD > ALLOCATE TICKETS

Confirm

Event	Event date	Contacts	Tickets
Johannesburg HOMEMAKERS Expo <small>Complimentary Ticketpro Dome 2019</small>	Thu, 28 Feb 2019 @ 10:00	Contact Cindy Cousins	2 Tickets

System will show Allocation for tickets are complete.

Click on **FINISH**

System will send the emails to your recipients and then take you back to the Home Page to Allocate or Redeem any remaining tickets.

DASHBOARD > ALLOCATE TICKETS Complete

Allocate tickets complete

Event	Event date	Contacts				
Johannesburg HOMEMAKERS Expo Complimentary Ticketpro Dome 2019	Thu, 28 Feb 2019 @ 10:00	<table border="1"> <thead> <tr> <th>Contact</th> <th>Tickets</th> </tr> </thead> <tbody> <tr> <td>Cindy Cousins</td> <td>2 Tickets</td> </tr> </tbody> </table>	Contact	Tickets	Cindy Cousins	2 Tickets
Contact	Tickets					
Cindy Cousins	2 Tickets					

FINISH

WHAT HAPPENS NEXT?

- Once the client's info has been loaded and tickets have successfully been allocated. The **Ticketpro Complimentary Tickets Website** portal, will automatically send 2 (two) emails to your client/s.
- 1st email - your client will be notified of the **Ticketpro Complimentary Tickets Website** and how to proceed to manage/distribute/print your complimentary ticket allocation. This email will also include their own Username and Password login details to access their tickets.
- They will use their own access login details (received via email) to login to the Ticketpros Complimentary Ticket Portal and redeem/print or allocate tickets you sent them.
- Please send your client's this step-by-step guide/document to ensure they follow the correct procedure