

How to Create a Custom Registration Message

1. Create your message

Go to Event Espresso → Messages → Default Message Templates
Scroll down to find **Ticket Notice** and click **Create Custom**

The screenshot displays the 'Event Espresso - Default Message Templates' interface. The left sidebar contains navigation options such as Dashboard, Event Espresso, Events, Registrations, Transactions, Management, Messages, Pricing, Registration Form, Venues, Add-ons, Barcode Scanner, People Admin, App Customization, Promotions, Settings, General Settings, Calendar, Payment Methods, Extras, and Help & Support. The main content area shows a list of message templates under the 'Default Message Templates' tab. The list includes columns for Message Type, Messenger, and Description. A red arrow points to the 'Default Message Templates' tab, and another red arrow points to the 'Ticket Notice' row. A blue arrow points down from the top section to the bottom section. A red arrow points to the 'Create Custom' button for the 'Ticket Notice' row.

Message Type	Messenger	Description	
Payment Received	Email (id:1) Recipients: Edit Event Admin Edit Primary Registrant	This message type is used for all payment notification messages that go out including any manual payments entered by an event administrator.	Create Custom
Refund Issued	Email (id:2) Recipients: Edit Event Admin Edit Primary Registrant	This message type is used for all payment notification messages that go out for refunds.	Create Custom
Registration Approved	Email (id:3) Recipients: Edit Event Admin Edit Primary Registrant Edit Registrant	This message type is for messages sent to attendees when their registration is approved.	Create Custom
Not Approved Registration	Email (id:4) Recipients: Edit Event Admin Edit Primary Registrant Edit Registrant	This message type is for messages sent to registrants when their registration is set to the not approved status.	Create Custom
Registration Pending Payment	Email (id:5) Recipients: Edit Event Admin Edit Primary Registrant	This message type is used for recipients who have Pending Payment registration status.	Create Custom
Receipt	Html (id:13) Recipients: Edit Purchaser	The receipt message type is triggered via a url on the thank you page and via at url generated by the [RECEIPT_URL] shortcode.	Create Custom
Invoice	Html (id:14) Recipients: Edit Purchaser	The invoice message type is triggered via a url on the thank you page and via at url generated by the [INVOICE_URL] or [INVOICE_LINK] shortcode.	Create Custom
Ticket	Html (id:15) Recipients: Edit Registrant	The ticket message type is used for generating and displaying tickets. The templates are triggered by url path.	Create Custom
Ticket Notice	Email (id:16) Recipients: Edit Primary Registrant Edit Registrant	This message type is for messages sent to attendees when they have tickets available	Create Custom
Registration Promoted From Wait List Notification	Email (id:100) Recipients: Edit Registrant	Triggered when an attendee is promoted from a wait list and has the option to finalize their registration for an event.	Create Custom
Registration Demoted To Wait List Notification	Email (id:101) Recipients: Edit Registrant	Triggered when an attendee is automatically or manually demoted to a wait list.	Create Custom
Registration Added To Wait List Notification	Email (id:102) Recipients: Edit Registrant	Triggered when an attendee signs up for a wait list.	Create Custom

2. Give your template a meaningful name (such as event name, date, your initials)

Scroll down to the [EVENT_LIST] section and add your content **below** the horizontal line.

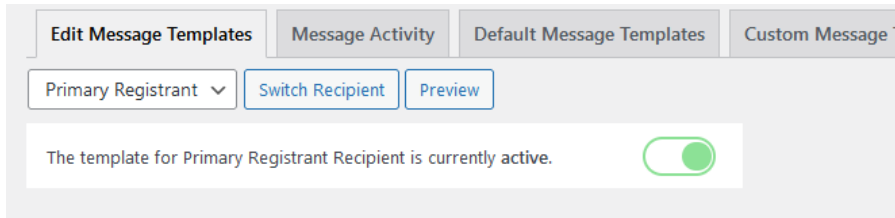
- ➔ Remember to use the “paste as text” button if you are copying text from Word.
- ➔ Leave all other text and shortcodes as is!

Send yourself a test message when you are done editing.
Don't forget to save!

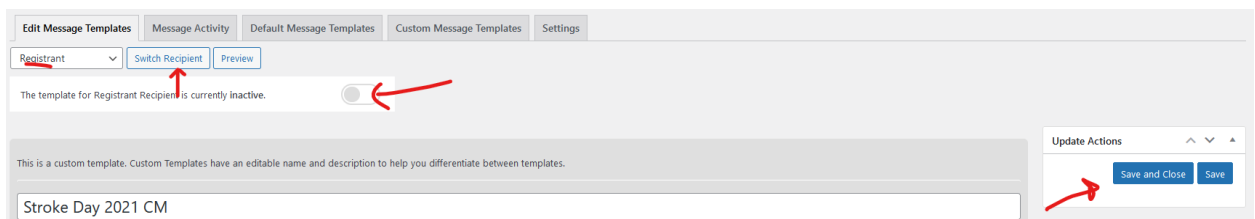
3. Make sure you are only sending messages to the **PRIMARY REGISTRANT**

Event Espresso turns on both ticket messages by default when a custom message is created. We only want the Primary Registrant message to be sent.

Primary Registrant message is active:



Choose **Registrant**, click **Switch Recipient**, and turn the slider off. Click Save and Close.



4. Attach the message to the event

Open your event and scroll down to **Notifications**

Choose the **Email** tab

Select your custom message from the dropdown list beside **Ticket Notice**.

Save your event.

