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Why do I need to personalize my tickets?

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Event organizers increasingly choose to have their tickets personalized.

Personalization per ticket is important for different reasons:

1. To prevent the resale of tickets on the black market.
2. Being able to reach every visitor in case of an emergency situation (e.g. suddenly rising bad weather).
3. To optimize security at the event by being able to identify everyone.

After you have ordered the tickets through the ticketshop, you will receive a confirmation email with a button to personalize your tickets.

On the personalization page you have to fill in the details of each visitor who will visit the

event. The data of the visitors can still be filled in until the day of the event.

After all tickets within the order have been placed by name, you can complete your order by clicking on "finalize order". You can download the order immediately after this and your tickets will be sent by e-mail. Please note: after this step, name changes are only possible via Ticket Transfer if this is enabled for the event in question.

During personalization, all tickets must be personalized with a unique email address and mobile number (if requested).

It is possible to personalize tickets up to 2 hours before the start of the event unless otherwise indicated.