

Eventbrite Registration: User Instructions

For Creating a Household Hazardous Waste Drop-Off Event Appointment

Note: You must have *or* create a user account on Eventbrite before registering for an appointment

IMPORTANT DATES

- ❖ **SEPTEMBER 4**
(9/4/2025) Online Registration OPENS at 8:00AM.
Registration CLOSES on Sept. 29, at 12:00PM, or when all timeslots are filled.
- ❖ **OCTOBER 4**
(10/4/2025) Household Hazardous Waste (HHW) Collection Event, *rain or shine*.

Click on this **REGISTRATION LINK** to be directed to the Eventbrite event registration webpage, *or* copy & paste the link into web browser: <https://norcopa-hhwevent-oct4.eventbrite.com>

REGISTRATION INSTRUCTIONS

STEP 1 Option 1: Click on the **REGISTRATION LINK** which will take you to the Eventbrite landing page.

Option 2: Log into Eventbrite with your Username and Password, then search for:
"Household Hazardous Waste Collection Event, Northampton County, PA"



← Event image

STEP 2 READ the information on the Eventbrite landing page, scroll down to view the event flyer.

STEP 3 CLICK ON the "REGISTER" box.

You will not see the option to "Register" (orange box) until September 4 at 8am. Prior to September 4, you can opt to have a reminder emailed to you by selecting "Remind me"

On Sale Sept 4 at 8:00 AM



STEP 4 SELECT your preferred time slot. You may **only** select one timeslot per household. From the dropdown, CHOOSE "1". (change from "0". Your selection will be under "Order Summary").

If you complete registration with more than one appointment time, or multiple appointments are found with the same contact information, duplicates will be deleted & only the original time will be kept. Review your order before completing your registration.

STEP 5 CLICK ON "REGISTER"



REGISTRATION STEPS *continued*

- STEP 6** ENTER your information into the CONTACT INFORMATION Fields (required).
The information entered must match your proof of residency. You will be asked to produce a valid driver's license or current utility bill at event check-in on September 30.
- FIELDS (required):**
- ❖ First Name, Last Name
 - ❖ Email Address
- If you want to receive email notification about future (County-sponsored) HHW events:
- Leave box the checked ☒ *Keep me updated on more events & news from this event organizer*
 - If not, "uncheck" by clicking the box so that the box is empty ☐
- If you want to receive email notification about nearby events:
- Leave box the checked ☒ *Send me emails about the best events happening nearby or online.*
 - If not, "uncheck" by clicking the box so that the box is empty ☐
- ❖ Home Phone Number
 - ❖ Home Address (City, State, Zip)
 - ❖ How did you hear about the collection event? (*Check all that apply*)
 - ↳ If you select *Newspaper/Publication Ad* as a source, type the name of the publication(s) into the text box. (*i.e. The Key, Blue Valley Times, Slate Belt Town Topics, Express Times, etc.*)
- STEP 7** Accept Northampton County's Terms & Conditions by clicking/checking in the box (☒)
- STEP 8** Accept Eventbrite's Terms & Services by clicking/checking in the box (☒)
- STEP 9** When fields are completed click on "REGISTER"

You will see the message "Thanks for your order!," with an order number displayed, this means you have completed your registration & your appointment has been scheduled.

CONFIRMATION EMAIL & TICKET ATTACHMENT

For a valid appointment you must complete your transaction. You will see the words "Thank you for your Order," after successfully registering. A confirmation email from Eventbrite with a .pdf ticket attachment will be issued to the registered email address. You can print this ticket & present to staff at event check-in on October 4, or you can show staff your confirmation email at check-in. Proof of residency, matching confirmation information, is required at check-in.

PLEASE NOTE: Depending on the day & time you register, there may be a delay in receiving your confirmation email, as long as you saw the words "Thank you for your Order" with an order number, you are registered. Please do not re-register or schedule more than one appointment.

TROUBLE SHOOTING:

- ❖ A confirmation email will be issued almost immediately after registering, if you do not receive an email from Eventbrite, check your spam/junk folder. The email will be sent from: noreply@order.eventbrite.com
- ❖ You can also refresh or log out & back into Eventbrite, go to "Tickets" on the top toolbar & view your current & past listing of tickets. If you do not see your 2025 HHW event ticket listed, you did not complete your order/registration.



FREQUENTLY ASKED QUESTIONS (FAQ)

REGISTRATION IS FULL, NOW WHAT? Registration is on a first come, first served basis. However, appointments may be voluntarily cancelled, or deleted if there is a duplicate or a registered address is not within Northampton County, check back for availability if you are unable to secure an initial timeslot.

I ACCIDENTALLY HIT THE CANCEL BUTTON. IS THERE ANY WAY FOR ME TO GET MY ORDER BACK? Eventbrite does not allow cancelled orders to be reinstated. You will need to start the process over.

WHAT IF I DON'T HAVE A PRINTER TO PRINT MY TICKET? A confirmation ticket can be shown from a smart phone upon check-in, please have your email & proof of residency, ready to show staff when asked.

HOW CAN I ACCESS MY REGISTRATION INFORMATION? After completing your order, you'll receive a confirmation email with details you entered along with event information & instructions. You can also view your registration by logging into Eventbrite, with the email address used to register & selecting "Tickets" on the top toolbar, you will see the 2025 Household Hazardous Waste Drop-Off Event listed.

WHAT IF I DIDN'T GET A CONFIRMATION EMAIL? If you didn't complete your registration, you will not receive a confirmation email. First, check your spam/junk email folder before attempting to reregister. The confirmation will be sent from: noreply@order.eventbrite.com. If you do not see your confirmation email there, log into your Eventbrite account, click on "Tickets" on the top of the page, if you registered successfully, you will see the 2025 HHW event listed under "Orders", click on the event & you can print your tickets.

WHY DID I GET A NOTIFICATION SAYING MY APPOINTMENT WAS CANCELLED OR DELETED? The system will identify & delete duplicate tickets with either the same name, address and/or email. Please make sure that if you did not already sign-up for an appointment, or that someone from your household hasn't already registered. The original appointment made will be kept, duplicated attempt(s) will be cancelled. If the registered address is not within Northampton County, your appointment will be deleted.

I CAN NO LONGER KEEP MY APPOINTMENT. IS THAT A PROBLEM? Please cancel your appointment through Eventbrite, as soon as possible so someone else can participate.

HOW TO CANCEL: Log into Eventbrite. Go to "Tickets." Select your order, choose "Cancel Order." Then "Yes, cancel this order". "Save" changes if prompted. You will receive an email confirming your cancellation.

INSTEAD OF CANCELLING MY APPOINTMENT, CAN I GIVE MY SPOT TO SOMEONE ELSE? Yes, as long as it is another Northampton County resident. You must log into Eventbrite & update the *attendee information* with the new name, address, phone number & edit responses to the Order Form. However, the email address cannot be changed, you will need to print the revised event confirmation ticket or forward the confirmation & 48-hour reminder emails to the new attendee. The information printed on the ticket or in the email presented at check-in **must** match the attendee checking-in on the event day. *Please Note: Attempting to check-in with a shared or borrowed ticket will result in being turned away.*

HOW DO I EDIT THE INFORMATION I REGISTERED WITH ON MY ORDER FORM? *You will not be able to edit the email address you registered with.* Log into your Eventbrite account. Go to "Tickets". Click the on the event to select your order. Click "Edit" on the individual ticket & update or make changes where needed. "Save" your changes.

CAN MY APPOINTMENT TIME BE CHANGED? Appointment times are in high demand & cannot be changed. If you cannot make your appointment, please log into Eventbrite to *cancel* – so that slot can be available to someone else. If you see an available opening for a time you would rather have, you **must** first *cancel* your original appointment & start the process over by re-registering. Duplicate appoints will be deleted, leaving the original (unwanted) appointment.