What do I need to prepare before moving?

☐ ## Review the Account Migration Guide online

If you have any questions, feel free to **contact Client Services** before moving

contactus@ticketleap.com
(877) 849-5347

Read Our Guide Here

☐ ## Check and update your contact information if needed

The email address under Settings --> Contact will be the primary login for your account after moving.

In addition, this is the email address where notifications that the move has finished will go.

If you have multiple organizations currently under the same email address, you will need to move them to use different ones.

HINT: if you use gmail, you can use *+something* after your email name, and that will be seen as different email addresses in TicketLeap, but they will all still go to the same Gmail account.

For example:
• myname+TLOrgShows@gmail.com
• myname+TLOrgClasses@gmail.com

☐ ## Download and store reports

• If you are moving while selling an active event, you'll want to download any reports you'll need for those events.
• If you need historical data for financial reporting (for example, for yearly reports or taxes), you'll want to download those as well.

☐ ## Get a list of your users

Your users will not be moved during the migration, which means you'll need to add them in. Having a list with names and email addresses will make that easier.

☐ ## Grab screenshots of any reserved seating charts

If you have any seating charts built on TicketLeap, you'll need to take a picture of each one, since these will not be automatically transferred to your new account. You'll need to manually rebuild them on our updated platform.

Luckily, TicketLeap's new and improved reserved seating feature makes it easy to rebuild your seating charts. You can even upload the screenshots you took and build right on top of them!

☐ ## Check and prepare to move your Event Listings

Our new Event Listings are beautiful, but different. For example, you'll need a 1920 x 1080 pixel header image (or any 16:9 landscape image), instead of the vertical images you currently use.

☐ ## Prepare for Onsite Sales

You'll need our new apps, TicketLeap Sell & TicketLeap Scan, to use at the door. In addition, if you want to take credit cards payments on site, go ahead and contact Client Services now to order your Stripe M2 card reader.
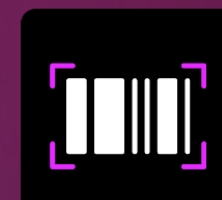
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TicketLeap Sell

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GET IT ON **Google Play**

TicketLeap Sell

TicketLeap Scan