



NORTHAMPTON COUNTY

Household Hazardous Waste (HHW) Collection Event | October 1st

Instruction Steps for Eventbrite Online Pre-Registration | Event Registration FAQ

INSTRUCTION STEPS FOR EVENTBRITE ONLINE PRE-REGISTRATION October 1st Household Hazardous Waste Collection Event

IMPORTANT DATES

- ⚠ REGISTRATION OPENS ON SEPTEMBER 1, 2022 AT 8:00AM.
Prior to Sept. 1st, you can view event details and have a reminder of the event electronically sent to you.
- ⚠ REGISTRATION WILL CLOSE ON SEPTEMBER 26, 2022 AT 12:00PM, OR WHEN ALL TIMESLOTS ARE FILLED.

HOW DO I REGISTER FOR THE HOUSEHOLD HAZARDOUS WASTE (HHW) COLLECTION EVENT?

REGISTRATION STEPS

STEP 1 Create a user account on [Eventbrite](#). If you already have an account on Eventbrite, *skip to STEP 2.*

STEP 2 **Option 1:** Click on this [REGISTRATION LINK](#)
Or copy & paste this link to your web browser:
<https://northamptoncountypa-hhwevent-oct1.eventbrite.com>

Option 2: Log onto Eventbrite, search for "Household Hazardous Waste Collection Event, Northampton County, PA"



← Look for this event image and click on it.

STEP 3 Read the information on the Eventbrite landing page, scroll down to view the event flyer.

STEP 4 (On or after 8:00AM on September 1, 2022) click on "**REGISTER**".

STEP 5 Select your preferred time slot. From the dropdown box, choose "**1**". (change from "0") You may only select 1 timeslot per household. Your selection will be listed under "Order Summary."

If you complete registration with more than one appointment, or multiple appointments are found with the same contact information, duplicates will be deleted.

STEP 6 Click on "**REGISTER**"



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REGISTRATION STEPS *continued*

- STEP 7** Complete the **Contact Information** fields (required).
The information entered must match the proof of residency. You will be asked to produce a valid driver's license or current utility bill at Check-in on October 1st.
- First Name, Last Name
Email Address
- If you want to receive email notification about future (County) HHW events:*
Leave box checked *Keep me updated on more events and news from this event organizer*
If you do not want email notification uncheck
- If you want to receive email notification about nearby events:*
Leave box checked *Send me emails about the best events happening nearby or online.*
If you do not want email notification uncheck
- Home Phone Number
Home Address (City, State, Zip)
Indicate what materials you will be bringing (*check all that apply*)
Will you be bringing material for *more than one* household? (Yes or No)
If yes, how many households? (Check the appropriate number: 1, 2, 3 or 4)
Have you attended a Household Hazardous Waste Collection Event before? (Yes or No)
How did you hear about the Collection Event? (*Check all that apply*)
County, Municipality, Social Media, Family/ Friend/ Neighbor, Newspaper/Publication Ad
Provide the publication source by typing the name(s) into the box.
(i.e. The Key, Blue Valley Times, Slate Belt Town Topics, Express Times, etc.)

STEP 8 Accept Northampton County's Terms and Conditions

STEP 9 Accept Eventbrite's Terms & Services

STEP 10 When fields are completed click on "**REGISTER**"

You will see the message "*Thanks for your order!*" With an order number displayed. You have completed your registration and your appointment has been scheduled.

After a successful registration, you will receive a confirmation email from Eventbrite with a .pdf ticket attachment. You can print this ticket and present to staff at event check-in on October 1st, or you can show your confirmation email from your smart phone.

Your confirmation email will be issued almost immediately after registering, if you do not receive an email from Eventbrite, check your spam or junk email folders. The email will be sent from: noreply@order.eventbrite.com

You can also log out and back into Eventbrite, go to "Tickets" on the top toolbar, and view your current and past listing of tickets.

If you do not see your 2022 HHW event tickets listed, you did not complete your order/registration.



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EVENT REGISTRATION

Frequently Asked Questions

WHAT EMAILS YOU WILL RECEIVE FROM EVENTBRITE:

Confirmation Email- issued after you successfully registered, will have Drop-Off Guidelines and Instructions, you can also view this information at www.northamptoncounty.org.

Reminder email- will be automatically sent to attendees 48 hours before the event. The reminder will be issued to the email used for registration.

Eventbrite may automatically send a number of different emails to attendees. While some emails can be disabled by attendees using [Email Preferences](#) (under Account Settings), others cannot since they provide important information about orders and registrations.

WHY DO I NEED A TICKET?

Pre-registration is a permit-required condition necessary to hold a county-wide event. A ticket verifies that you have an appointment and is required to enter the collection event site.

HOW CAN I ACCESS MY REGISTRATION?

After your completed order, you will receive an order confirmation email. You can also view your registration by logging into Eventbrite with the email address used to register and selecting "Tickets" on the top toolbar.

WHAT IF I DIDN'T GET A CONFIRMATION EMAIL?

If you did not complete your registration, you will not receive a confirmation email. Check your spam or junk email folder before attempting to reregister. The confirmation will be sent from:

noreply@order.eventbrite.com.

WHY DID I GET A NOTICE SAYING MY APPOINTMENT WAS CANCELLED?

The system will identify and 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 an appointment. The original appointment made will be kept, the duplicated attempt(s) will be cancelled.

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 your Eventbrite account. 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. You must go into Eventbrite and update the attendee information with the new name, address, phone number and edit responses to the Order Form. However, the email address cannot be changed, you will need to print the event ticket or forward the confirmation email your fill-in for check-in at the event. The 48-hour advance reminder will be sent to the original registered email.



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FAQ *continued*

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. Then go to "Tickets". Click the on the event to select your order. Click "Edit" on the individual ticket and update or make changes where needed. "Save" your changes.

CAN I SHOW UP WITHOUT AN APPOINTMENT AND TELL STAFF I DIDN'T KNOW I HAD TO PRE-REGISTER OR CAN I REGISTER ON-SITE?

You will be turned away without an appointment. Registration will not be available on the day of the event.

CAN MY APPOINTMENT TIME BE CHANGED?

Appointment times are in high demand and 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 and start the process over by re-registering. Duplicate appoints will be cancelled, leaving the original (unwanted) appointment.

I AM UNABLE TO OPEN AND PRINT MY TICKET.

If you cannot find your confirmation email, log into you Eventbrite account and *request a copy* be resent to you. If you do not have access to a printer, you can open *confirmation email* on your smartphone and show staff at check-in.

I ACCIDENTALLY HIT THE CANCEL BUTTON. IS THERE ANY WAY FOR ME TO GET MY ORDER BACK?

The system does not allow cancelled orders to be reinstated. You will need to go back in and register again for a timeslot.

SOMEONE SENT ME THEIR TICKET CONFIRMATION TO USE. WILL IT WORK?

No. Each event ticket can only be used once at a specified appointment. Tickets show the contact information of the person registered, which is matched by staff to a valid driver's license or current utility bill. Attempting to check-in with a shared or borrowed ticket will result in being turned away.