

FAQs

Q: Who is Leap? What's happening?

A: ShowClix is already part of Leap Event Technology. We're updating our name to better align with our parent company brand, but your events, tickets, and account will continue to work exactly the same.

Q: Where can I learn more about this change?

A: Read the official announcement [in this article](#) to learn more about our transition to Leap Event Technology.

Q: Do I need to take any action?

A: No action is required. We'll automatically redirect the ShowClix admin login to the new Leap admin login, and your event listings and organization pages will also redirect to their new locations on **leapevents.com**. Everything else will remain the same.

Q: Will I need to make updates to my website?

A: Links to ticket purchase pages will be automatically redirected to the new domain. We'll maintain this for at least a year to ensure you've got time to make adjustments.

Q: Will anything change with my account, invoices, or payments?

A: No changes! Your account, billing details, and payment info will stay exactly the same. The only difference you'll see is our new Leap Event Technology branding on invoices and emails going forward.

DOMAIN CHANGE

Q: What's changing?

A: We're updating the web address you use to access your account. Moving forward, you'll log in and manage your events at **admin.leapevents.com**.

Everything else about your account, including your events, data, login, and tools, will remain exactly the same.

Q: Why is this change happening?

A: We're unifying our event technology products under the Leap Event Technology domain to create a more connected and secure platform experience. This change doesn't affect how you use the product. It's simply a new URL.

Q: When will this change take effect?

A: Starting on April 7, 2026, the new subdomain will go live. Any visits to **admin.showclix.com** will automatically redirect to **admin.leapevents.com**.

ACCESS & LOGIN

Q: Do I need to take any action?

A: Nope! You'll be redirected automatically. However, we recommend updating your bookmarks to **admin.leapevents.com** after the transition.

Q: Will my login information change?

A: No – you'll use the same email and password you use today. Your permissions, saved settings, and user roles will remain the same.

Q: Will my account data or history be affected?

A: Not at all. All of your existing data, reports, and event information will remain intact.

EVENT PAGES & ATTENDEES

Q: Will my event pages or ticket links change?

A: Your existing event and ticket links will continue to work. Anyone visiting old links will be automatically redirected to the correct pages under the new domain.

Q: Will my attendees notice anything different?

A: The most notable changes for your attendees will be our new Leap branding and domain name in links and confirmation emails. The checkout experience and event pages will continue to function exactly as they always have.

Q: Do I need to update embedded links or widgets on my website?

A: Existing embeds will continue to work through redirects. For best performance, we recommend updating any embedded URLs to the new **admin.leapevents.com** version after the transition.

Q: Where will my attendees log in to access their tickets?

A: Attendees can access their tickets at **<https://events.leapevents.com/my-tickets/login>**. Any old login links they have bookmarked or access through saved emails will redirect automatically to **<https://events.leapevents.com/my-tickets/login/>**.

EMAIL & COMMUNICATIONS

Q: Will emails from the platform come from a new address?

A: Yes. Some system emails (like ticket confirmations or password resets) may start coming from a **@leapevents.com** email address. We recommend adding it to your safe sender list to avoid spam filtering.

Q: Will this affect email deliverability or sender reputation?

A: No, all existing configurations and compliance settings are maintained to ensure smooth delivery of all emails.

INTEGRATIONS & SECURITY

Q: What if I use integrations or API connections?

A: Existing API requests will redirect automatically, but we recommend updating any domain references in your code or integrations to admin.leapevents.com for consistency. Once the transition is complete, any API documentation will also be updated with proper namings and that documentation will be public for anyone to reference.

Q: Is the new domain secure?

A: Absolutely. Our new domain admin.leapevents.com uses the same enterprise-grade security and encryption as our legacy domains, ensuring your data remains fully protected.

SUPPORT

Q: Where can I find support resources after the transition?

A: We've introduced updated support centers to make it easier to find the help you need:

- Client Help Center (for event organizers and account support): <https://clienthelp.leapevents.com>
- Customer Help Center (for ticket buyers and attendees): <https://support.leapevents.com>

Q: What should I do if I experience issues after the change?

A: Our client support team is here to help. You can reach us at clients.ticketing@leapevent.tech or visit our client portal at <https://clienthelp.leapevents.com> for additional resources.

Q: Where can I find updates or more details about this change?

A: We'll post updates in your dashboard and send reminders leading up to the transition date, so you'll have plenty of notice before the switch.