



# Update Order Email Address

User/Installation Guide

Version 2.3.0

## 1. Overview

The Update Order Email Address extension gives you the ability to modify an incorrect order email address. Sometimes a customer service agent, a guest customer or a new registered customer enters accidentally an incorrect email address when submits an order. This causes the problem that the customer never receives the order confirmation email. Unfortunately, customer service cannot modify the email address on the order. This extension solves that problem by letting you to modify the customer email on order level and then you can resend the order confirmation email to the new email address.

## 2. Key Features

- Modify the customer email address on order level
- And resend the order confirmation email to the new email address

## 3. Other Features

- Developed by a Magento Certified Developer
- Meets Magento standard development practices
- Single License is valid for 1 live Magento installation and unlimited test Magento installations
- Simple installation
- 100% open source

## 4. Compatibility

Magento Community Edition 2.0 – 2.1 – 2.2 – 2.3

## 5. Download the Extension

- [Sign in](#) to your account
- Navigate to menu **My Account** → **My Downloads**
- Find the extension and click to download it
- Extract the downloaded ZIP file in a temporary directory

## 6. Backup your web directory and store database

Before installing the extension, backup your web directory and store database. All our extensions are tested on clean Magento installations. We can not guarantee of compatibility with third party extensions or customized Magento installations. We recommend to install any extension you obtain from us on a testing Magento installation first and then on a live Magento installation in case of incompatibility with third party extensions.

## 7. Installing the Extension

- Upload the extracted folders and files of the extension to base (root) Magento directory. Do not replace the whole folders, but merge them. If you have downloaded the extension from Magento Marketplace, then create the following folder path **app/code/MageVision/UpdateOrderEmailAddress** and upload there the extracted folders and files.
- Connect via SSH to your Magento server as, or switch to, the Magento file system owner and run the following commands from the (root) Magento directory:
  - `cd path_to_the_magento_root_directory`
  - `php bin/magento maintenance:enable`
  - `php bin/magento module:enable MageVision_UpdateOrderEmailAddress`
  - `php bin/magento setup:upgrade`
  - `php bin/magento setup:di:compile`
  - `php bin/magento setup:static-content:deploy`
  - `php bin/magento maintenance:disable`
- Log out from Magento admin and log in again

## 8. How to Use

### Screenshot Magento Admin Order View Email Address Edit

The screenshot displays the Magento Admin interface for viewing and editing an order. The top navigation bar includes the Magento logo, the order ID #000000002, and user information (admin). A secondary navigation bar contains links for Back, Send Email, Credit Memo, and Reorder. The main content area is divided into several sections:

- ORDER VIEW** (Left sidebar): Information, Invoices, Credit Memos, Shipments, Comments History.
- Order & Account Information**:
  - Order # 000000002 (The order confirmation email is not sent)**:
    - Order Date: Feb 22, 2016, 2:09:29 PM
    - Order Status: Complete
    - Purchased From: Main Website, Main Website Store, Default Store View
  - Account Information**:
    - Customer Name: Veronica Costello
    - Email: roni\_cost@example.com (with an Edit button)
    - Customer Group: General
- Address Information**:
  - Billing Address** (with an Edit button): Veronica Costello, 6146 Honey Bluff Parkway, Calder, Michigan, 49628-7978, United States, T: (555) 229-3326.
  - Shipping Address** (with an Edit button): Veronica Costello, 6146 Honey Bluff Parkway, Calder, Michigan, 49628-7978, United States, T: (555) 229-3326.
- Payment & Shipping Method**:
  - Payment Information**
  - Shipping & Handling Information**

# Screenshot Magento Admin Order View Email Address Update

The screenshot shows the Magento Admin interface for viewing and updating an order. The order number is #000000002. The left sidebar contains navigation menus for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is divided into several sections: Order & Account Information, Address Information, and Payment & Shipping Method. The Order & Account Information section includes details about the order date, status, and purchase source. The Address Information section shows both Billing and Shipping addresses for Veronica Costello. The Payment & Shipping Method section is currently empty. The top right of the page features search, notification, and user profile icons, along with a user dropdown menu showing 'admin'. Below the order number, there are action buttons: Back, Send Email, Credit Memo, and Reorder. The 'ORDER VIEW' sidebar menu is expanded to show 'Information', 'Invoices', 'Credit Memos', 'Shipments', and 'Comments History'. The 'Account Information' section shows the customer name as Veronica Costello and the email as info@magevision.com, with an 'Update' button next to the email field. The 'Billing Address' and 'Shipping Address' sections both list the same address: Veronica Costello, 6146 Honey Bluff Parkway, Calder, Michigan, 49628-7978, United States, T: (555) 229-3326.

#000000002

← Back Send Email Credit Memo Reorder

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

Comments History

**Order & Account Information**

Order # 000000002 (The order confirmation email is not sent)

Order Date Feb 22, 2016, 2:09:29 PM

Order Status Complete

Purchased From Main Website  
Main Website Store  
Default Store View

**Account Information**

Customer Name Veronica Costello

Email info@magevision.com **Update**

Customer Group General

**Address Information**

**Billing Address** [Edit](#)

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan, 49628-7978  
United States  
T: (555) 229-3326

**Shipping Address** [Edit](#)


Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan, 49628-7978  
United States  
T: (555) 229-3326

**Payment & Shipping Method**

**Payment Information**

**Shipping & Handling Information**

# Screenshot Magento Admin Order View Email Address Updated



#000000002

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← Back Send Email Credit Memo Reorder

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

Comments History

### Order & Account Information

**Order # 000000002** (The order confirmation email is not sent)

Order Date	Feb 22, 2016, 2:09:29 PM
Order Status	Complete
Purchased From	Main Website Main Website Store Default Store View

**Account Information**

Customer Name	Veronica Costello
Email	info@magevision.com <span style="background-color: #333; color: white; padding: 2px 5px;">Edit</span>
Customer Group	General

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**Address Information**

**Billing Address** [Edit](#)

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan, 49628-7978  
United States  
T: (555) 229-3326

**Shipping Address** [Edit](#)

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan, 49628-7978  
United States  
T: (555) 229-3326

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**Payment & Shipping Method**

**Payment Information**

**Shipping & Handling Information**

## 9. Support

If you need support or have any questions directly related to a MageVision extension, please contact us at [support@magevision.com](mailto:support@magevision.com)

Best regards,  
The MageVision Team