



Update Order Email Address

User/Installation Guide

Version 2.3.1

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 2.3

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 menu): 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 displays the Magento Admin interface for viewing and updating an order. The top navigation bar includes the Magento logo, the order ID #000000002, and user information for 'admin'. A secondary navigation bar contains links for 'Back', 'Send Email', 'Credit Memo', and 'Reorder'. The left sidebar lists various administrative sections: Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'ORDER VIEW' and contains a sub-menu with 'Information', 'Invoices', 'Credit Memos', 'Shipments', and 'Comments History'. The 'Information' section is active, showing 'Order & Account Information'. The order details include: Order # 000000002 (The order confirmation email is not sent), Order Date: Feb 22, 2016, 2:09:29 PM, Order Status: Complete, and Purchased From: Main Website, Main Website Store, Default Store View. The 'Account Information' section shows Customer Name: Veronica Costello, Email: info@magevision.com (with an 'Update' button), and Customer Group: General. Below this, the 'Address Information' section is divided into 'Billing Address' and 'Shipping Address', both for Veronica Costello at 6146 Honey Bluff Parkway, Calder, Michigan, 49628-7978, United States, with phone number T: (555) 229-3326. The bottom section is titled 'Payment & Shipping Method' and is currently empty.

Screenshot
 Magento Admin Order View Email Address Updated



#000000002




admin ▾

← 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 Edit
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

9. Support

If you need support or have any questions directly related to a MageVision extension, please contact us at support@magevision.com

Best regards,
The MageVision Team