

Ticketing Check-In

Last Modified on 09/25/2023 10:57 am PDT

Once you've **created your Ticketing Activity**, you may be **managing your guest list**, but at your event, you will want to check those guests in with their tickets!

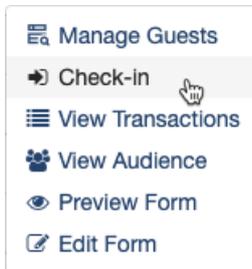
Getting to Guest Check In

Start in your campaign.

Activity	Keyword	Status	Subscribers	Gifts	Avg Gift	Pledged	Offline	Pending	Collected	Actions
Fundraising	BALLOONS (on 91999)	Active	1	0	-	-	-	-	-	...
^ Gala Ticketing 2019	-	-	-	0	-	-	-	-	-	...
Channel			Visitors				Click-through Rate		Conversion Rate	
Web			4				-		25.0% (1)	
Text	✉ Send Message ?		0				0.0% (0)		0.0% (0)	
Text-to-Donate	✉ Setup Keyword Reply ?		0				-		0.0% (0)	
QR Code	📄 Share QR code ?		0				-		0.0% (0)	
All traffic			4				0.0% (0)		25.0% (1)	

- 👤 Manage Guests
- ➔ Check-in
- 📄 View Transactions
- 👥 View Audience
- 👁️ Preview Form
- ✎ Edit Form

Use the action menu to the right of your Ticketing form and select **Check-In**.



Manually Finding/Checking in Guests

You can check in the Guests manually by finding them from the list.

< Back

Guest Check In

Academy's March Madness Gala | 04.01.2019 | Mon 6:00 PM

Scan Ticket

NOT ARRIVED 4 ARRIVED 1 ALL 6

Search by guest info

Filters

Guest	Ticket ID	Ticket Type	Email	Phone	
Scott Couchman	3DF77960	General Admission	scouchman@mobilecause.com	1(626) 512-9046	Check In
John Smith	EB529AC0	Free Tickets	scouchman@mobilecause.com	1(626) 512-9046	Check In
John Smith	EB54BF10	Free Tickets	scouchman@mobilecause.com	1(626) 512-9046	Check In
Arthur Dent	D23A7120	Free Tickets	scouchman+demo42@mobilecause.com	1(626) 512-9046	Check In

If you want to look for a specific guest, you can use the **search box** above the guest list to search by any of the items shown on the screen:

- Name
- Ticket ID
- Ticket Type
- Email
- Phone

Search by guest info

Filters

You can also use the **Filter button** to the right of the search box to narrow the list first by ticket type before you search.

Filters

Clear all

Select more than one filter to narrow your search

TICKET TYPES



- VIP
- General Admission
- Free Tickets

Find All Guests in a Party

When one guest purchases a number of tickets, they can put the names of each guest on each ticket, or leave it so their name appears on all the tickets, as [described here](#). However it is done, several people in the purchaser's party may arrive at the same time. To make the check in process faster, you can quickly narrow the list to those in the purchaser's party.

These groups of tickets can be identified by the group of people icon to the right of the name. Click on this link to filter the list to only those tickets bought by one party.

Guest 	Ticket ID
Arthur Dent 	1779CE90
Arthur Dent	0E271940
Arthur Dent 	079927C0
Carolyn Merchant 	F73D9E20
Show all related tickets	
Dirk Gentley	31AC9270

Then you will see only the names and ticket IDs for everyone in that party, so you can check them in faster.

Guest 	Ticket ID
Carolyn Merchant 	F73D9E20
Ezra Carr	F7420BA0
Gifford Pinchot	F73B3770
John Muir	F7391180
Louis Agassiz	F73FBF00

While you can select anyone in the party to filter this list, the first person on the list will be the purchaser.

Checking In Guests

Click **Check In** by the found name/ticket.

It will give you a verify screen that you can double check the name/ticket number, etc. click **Check In** to continue.

Please confirm ticket information

Scott Couchman

3DF77960

First Name

Scott

Last Name

Couchman

Email

scouchman@mobilecause.com

Phone

16265129046

Ticket Type

General Admission

Cancel

Check in

You will then get a Successful Check-in screen where you can close by clicking **Ok, got it**.



Success!

Scott Couchman's ticket has been checked-in.

[+ Update Guest Info](#)

Undo

Ok, got it

Update Guest Info

You can also click Update Guest Info to change the Guest's Name, Mobile Number, and Email. If you have enabled the setting to **Save guest payment info on file**, you can also add their credit card information, as explained [here](#).

Note: The purchaser of the tickets can also add their guests' information before the event with a switch enabled in the **Ticketing Design**, as [described here](#).

Update Guest Info

First Name

Scott

Last Name

Couchman

Mobile Number

888-661-8804

Email

scouchman@mobilecause.com

Cancel

Save

Undoing a Check-in

If you clicked on the wrong ticket, you can click **Undo** from the Success screen, or **Cancel** from the previous screen to stop the check-in process. If you click Undo, it will inform you that the Check-in has been removed.



Success!

Check-in has been removed

Ok, got it

Scan Tickets with the QR Code

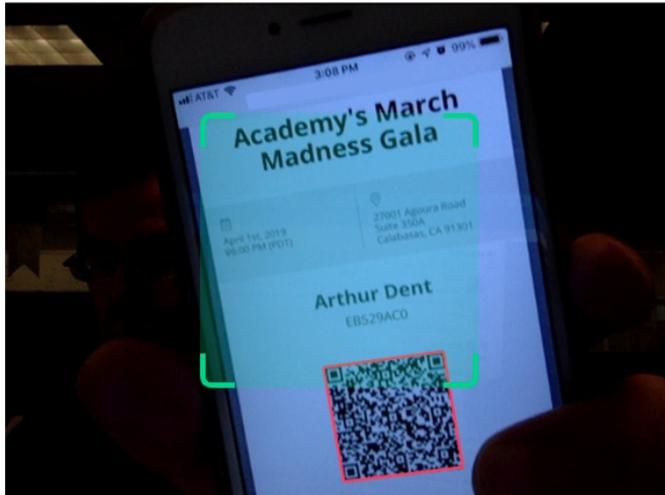
You can also use the camera on your laptop, tablet or phone to check in a guest with the QR code on their ticket using the Scan Ticket button in the upper right of the Check-In page.

Note: If you leave the camera open without scanning for too long, it will time out and put you back on the main Check-In page.

With the camera on, show the ticket to your camera, aiming to put the code between the brackets. When the application detects the QR code, the brackets will turn green and the image of the detected QR Code will turn red.

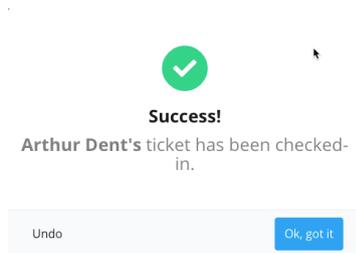
Scan Ticket

Please center the QR code inside the target



Cancel

A moment later, it will indicate that the guest is checked in and you can click **Ok, got it** to close the message.



If you made a mistake you can click Undo to stop the check-in and **Ok, got it** to close the Undo message.

