

# Ticketing Manage Guests

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After you have **created your Ticketing Activity**, you may head to **Manage Guests** to manage all tickets.

The Manage Guests page is effectively a Guest List that compiles all ticketed guests within your Campaign. This page is where you can view, manage, and update any ticketed guests.

First, navigate to your Campaign that contains your Ticketing activity. Click the progress bar on the Campaign's tile to be taken to the Campaign's Dashboard which lists the Activities.

Next, locate your Ticketing form and select Actions on the right-hand side.

Select **Manage Guests**

The top of the Manage Guests page will show the Total Ticket Sales and Tickets Sold.

Below the metrics, it will show you all the tickets that were purchased. There are several things you can do on this page:

- Use the Action menu in the upper right to access or share the guest [Check In](#) page.
- Use the Action menu on a ticket to check in, update, cancel, or resend a ticket.
- Filter and search for guests and ticket types.
- Select one or more guests to export your guest list.

## Manage Guests Action Menu

From this menu, you can jump over to the **Check-In page** and also email links to your volunteers, so they can check in guests without needing access to your GiveSmart Fundraise account.

For more information on the **Check In Guests** options, [click here](#).

To send a link for your Volunteers, click **Share Check In Page**.

- Add the email addresses of your volunteers pressing enter between each email. Their emails should resolve to a box that can be canceled with the X by the address.
- Once you have emails entered, click **Share**. You should see a window advising of the success that the emails are going out to your volunteers.

The email they receive will provide a link allowing them to check in guests, using the [Guest Check-in](#) process:

## Guest Action Menu

The action menu (the three dots) to the right of each guest allows you to:

- Check in the guest
- Update the guest's info
- Cancel their ticket
- Resend their ticket

When you Cancel a Ticket, because you are a GiveSmart Fundraise user, the ticket will then be greyed out without taking it off the Manage Guests page. The Check-In page will actually hide any canceled tickets.

- To cancel a ticket, click **Cancel Ticket** from the action menu.
- You will be alerted that the ticket is canceled, and you can click **Ok, got it** to confirm the cancellation.
- You will also have the option to **Undo** the action from this screen.

**Note:** canceling a ticket does *not* refund the ticket cost, it only sets it so that ticket cannot be used to check someone in, by ticket number or QR code.

If a guest has lost their Ticket, you can click on **Resend Ticket** to send it to them again. When you do, you will get a confirmation window that the ticket has been sent.

## Guest Filters

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

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.

## Selected Guests

If you put a check by a guest's name or multiple guests' names, a bar will appear at the bottom of the page where you can Export the list or Send a text Message to the selected guests.

### Export

The Export process is a one-click process. Click **Export** and the system will automatically start processing the request and download your list of selected guests. This list can be used as a backup process for checking in your guests, sending them emails, or anything else you might need.

### Send Message

When you select Send Message, it will automatically take you to the Send text message function within your GiveSmart Fundraise Account.

This message screen will hide the parts that are already defined, like the campaign and the list, leaving you with a simpler message screen to complete to send your message. For more on sending text messages, [click here](#). Make sure to click **Confirm & Schedule** to actually send/schedule your message!

If you have clicked **Confirm & Schedule**, instead of taking you to the Outbox, it will return you to the Manage Guests screen and inform you that the Message has been scheduled.

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