

# Ticketing Manage Guests

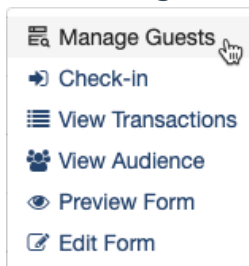
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After you have **created your Ticketing Activity**, you can work with it by going into the Manage Guests.

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

- Go into your Campaign with your Ticketing Activity
- On the Ticketing Form itself, click on the **Action Menu** on the right side of the screen.
- Select **Manage Guests**.



At the top of your Manage Guests screen, you will have metrics about your ticket sales.

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 work with checking in your guests.
- Use the Action menu by each ticket line to work with that specific guest.
- Filter and search for guests and guest (ticket) types
- When you select one or more guests, you can export your guest list and send them texts.

## Revenue

Total Ticket Sales

**\$60.00**

Donations: \$0.00

Tickets Sold

**6**

## Daily Ticket Sales (last 30 days)



## Guest List

Search by guest info Filters

<input type="checkbox"/>	Guest	Ticket ID	Ticket Type	Email	Phone	Status
<input type="checkbox"/>	<b>Scott Couchman</b>	3DF77960	General Admission	scouchman@mobilecause.com	1(626) 512-9046	...
<input type="checkbox"/>	<b>Scott Couchman</b>	DC4B9000	General Admission	scouchman@mobilecause.com	1(626) 512-9046	✓ ...
<input type="checkbox"/>	<b>John Smith</b>	EB529AC0	Free Tickets	scouchman@mobilecause.com	1(626) 512-9046	...
<input type="checkbox"/>	<b>John Smith</b>	EB54BF10	Free Tickets	scouchman@mobilecause.com	1(626) 512-9046	...
<input type="checkbox"/>	<b>Arthur Dent</b>	D238A9A0	Free Tickets	scouchman+demo42@mobilecause.com	1(626) 512-9046	...
<input type="checkbox"/>	<b>Arthur Dent</b>	D23A7120	Free Tickets	scouchman+demo42@mobilecause.com	1(626) 512-9046	...

## 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.

JC Jimmy Cool  
QA Star Wars ▾

Actions ▴

- ➔ Check In Guests
- ↶ Share Check In Page

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

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

## Share with others

Share the event check-in page with volunteers or gate operators. Please note: anyone with this link will be able to check people into your event.

People

Press enter after each email address.

Cancel

Share

- 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.



### Success!

This contact will receive an email with a link to the check-in page.

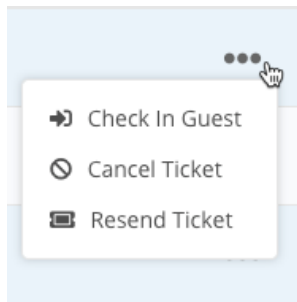
Ok, got it

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:

- Directly check in the guest
- 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.



**Success!**

**Arthur Dent's** ticket has been  
cancelled

Undo

Ok, got it

- You will also have the option to **Undo** the action from this screen.



## Success!

Arthur Dent's ticket isn't cancelled anymore.

Ok, got it

**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.

**John Smith's** ticket has been sent

Ok, got it

## Filters

🔍 Search by guest info

🔽 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.

Filters

Clear all

Select more than one filter to narrow your search

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TICKET TYPES



- VIP
- General Admission
- Free Tickets

## 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!

# Send a Text Message

Message Title

Text Message

← → 🔗 Personalize

280/280 i

Text STOP to unsubscribe will be included automatically. [More info](#)

Send From

Select Shortcode

Schedule your message (Pacific Time (US & Canada)):

Immediately

**This message will be sent to 1 subscriber**

Schedule Message

Send Test Message 1(626) 512-9046

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.

Success! Your message will be sent to 1 subscriber.

