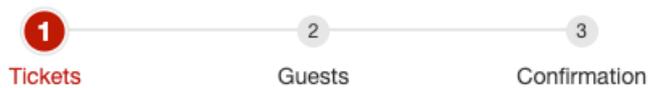


Collect Guest Info

Last Modified on 09/25/2023 10:58 am PDT

When a guest purchases a group of tickets, by default, their name will appear on all the tickets. By enabling the switch in the **Ticket Creation** process, the purchaser can enter the names, phone numbers and emails of the additional guests they are purchasing tickets for, in what now shows as the second step (Guests) of the purchasing process.

With this enabled the top of your Ticketing Activity will show what step you are on: Tickets, Guests, or Confirmation.



A Toast to the Future Event

Saturday | May 11th | 06:00 PM (PDT)

When you **design your ticketing activity**, there is a single switch in the Tickets section to enable or disable the option to **Collect Guest Info**.

Tickets



Section Heading



Limit Event Capacity

Disable



Collect Guest Info

Enable

Vip

Ticket

Show



General Admission

Ticket

Show



+ Add Form Element

The majority of this function is supporter facing with nothing else for you to do as the organization.

Supporter Experience

The first step for the supporter is the same, they order their tickets.

Step 2 is where the purchaser can enter the other guests' information. The only things collected will be **First Name, Last Name, Email** address and **Phone Number**. It is not required to enter everything, and the purchaser can just skip this step for now to enter the information at a later time.

They can also click on **Use my contact info** to automatically fill a ticket with their own information.



Guest Information **5**

Your payment has been processed. Please enter your guests' information.
If you don't have it yet, you can add it later.

[Skip this step](#)

Complementary

[Use my contact info](#)

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email	Phone
<input type="text"/>	<input type="text"/>

Step 3 is the same, directing the purchaser to the Confirmation Page.



Thanks John!

They will receive two emails. One will be the Receipt of the transaction and the other will contain their tickets. The title will be "Your Tickets for [Event Name]"

This email will provide one link (**Access Tickets**) to download the tickets as a PDF, one link to **Update Guest Info** and one link to add the event to their Calendar.



Your Tickets for A Toast to the Future Event > Inbox x



Hi John,

Thank you for your ticket order! You can access your E-Tickets via this link: [Access Tickets](#). Please display the ticket from your mobile device or print it and bring it with you to the event.

Important Information:

Treat this E-ticket as you would any other valuable or cash. The unique barcode on this E-ticket allows only one entry. The first E-ticket to arrive will gain entry after scanning. Other copies will result in denial of admission.

You can always update your guest(s) info by clicking on this link: [Update Guest Info](#)

We look forward to seeing you,

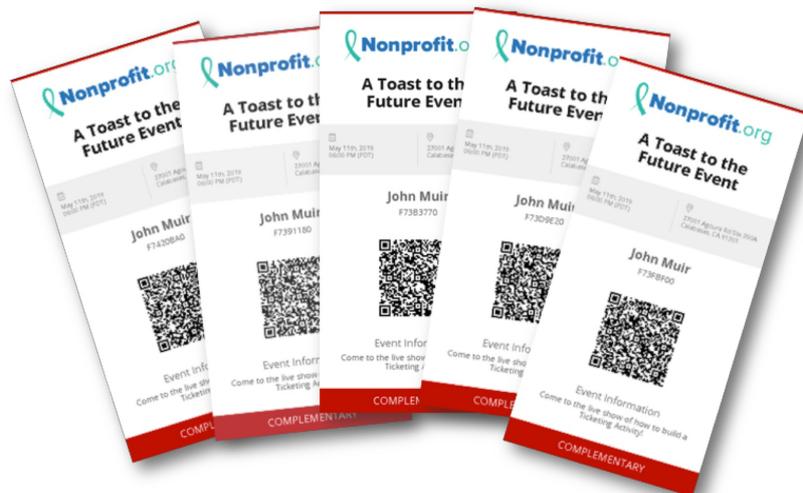
About this event

May 11th, 2019 06:00 PM (PDT)

27001 Agoura Rd Ste 350A, Calabasas, CA 91301

[Add to my calendar](#)

If they downloaded the tickets without entering any guest information, all the tickets will contain the purchaser's name.



If they click on **Update Guest Info**, they will be taken back to the Step 2 screen, but this time all the tickets will start with their name. They can then enter other guests' names, emails and phone numbers and click the **Update Guest Info** button at the bottom.

First Name	Last Name
<input type="text" value="Carolyn"/>	<input type="text" value="Merchant"/>
Email	Phone
<input type="text"/>	<input type="text"/>

Complementary

Use my contact info

First Name	Last Name
<input type="text" value="Louis"/>	<input type="text" value="Agassiz"/>
Email	Phone
<input type="text"/>	<input type="text"/>

Complementary

Use my contact info

First Name	Last Name
<input type="text" value="Ezra"/>	<input type="text" value="Carr"/>
Email	Phone
<input type="text"/>	<input type="text"/>

Update Guest Info

They should receive a message at the top of the page confirming the information was changed.

Guests information was successfully updated. You can close your browser. ×

Now, if they download the PDF of the tickets from the same email, all the tickets will have the other guests' names.

