

# Check-In a User

Last Modified on 03/06/2023 3:11 pm EST

Registration is typically your supporter's first experience, so make it as inviting, quick, and seamless as possible. As they arrive, confirm and capture the information needed, complete their registration and send them the Welcome Text linking them to the items to browse, bid, or buy.

## Watch a Video

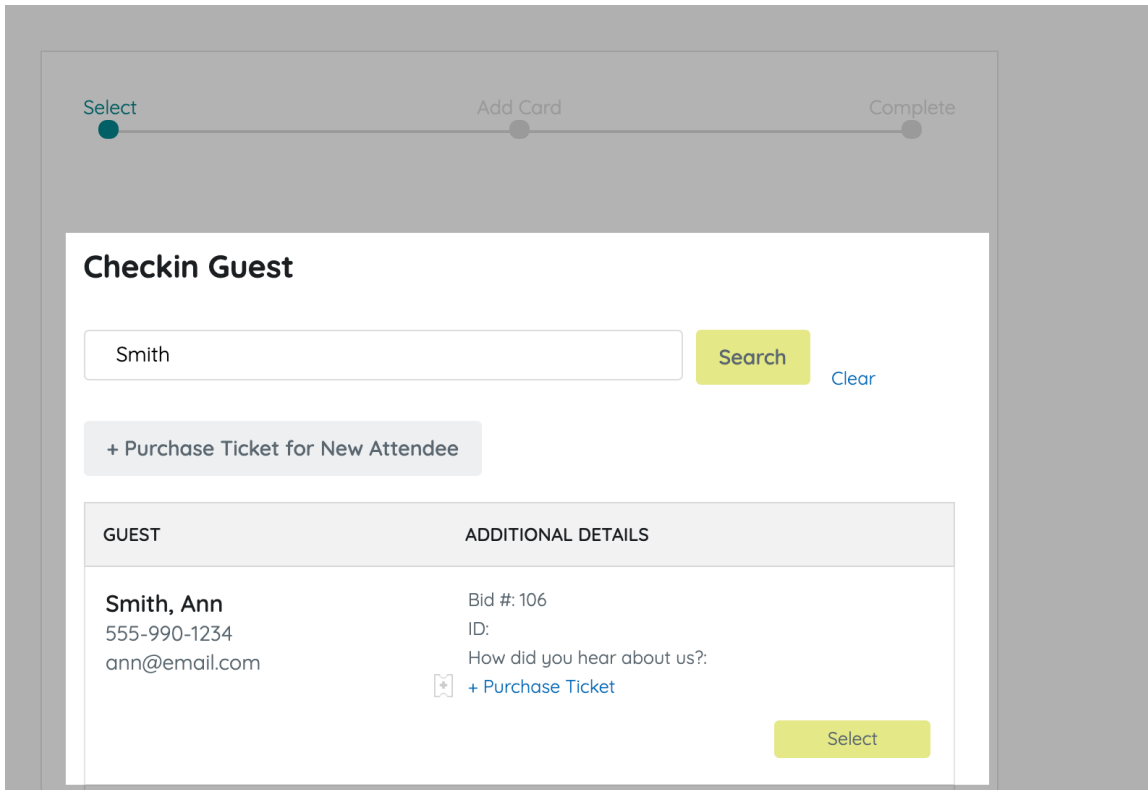
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## Check-in a User

**Tip:** Prior to your event, [merge duplicate users](#) to ensure a quick and seamless checkin process for your guests and volunteers. This is especially important when [bid numbers](#) have been assigned.

Check-in supporters to confirm their contact information, confirm they have a credit card on their account for future payments or add a card, and complete their registration if they have not done so already.

1. From the **Admin Navigation**, select **Users > Check-in**.
2. Type a full or partial name in the search field and click **Search**.
  - Clicking **Search** without enter a name will show all users in alpha order by last name.
3. Locate the person and click **Select**.



4. Verify the contact information, then select **Continue**.

GUEST	ADDITIONAL DETAILS
First Name <input type="text" value="Ann"/>	Bidder # <input type="text" value="106"/>
Last Name <input type="text" value="Smith"/>	ID <input type="text"/>
Mobile <input type="text" value="555-990-1234"/>	How did you hear about us? <input type="text" value="Friend"/>
Email <input type="text" value="ann@email.com"/>	+ Purchase Ticket
	<input type="button" value="Continue"/>

5.

Select

Add Card

Complete

## Guest Credit Card

Make checkout faster by adding a credit card on file. **Not requiring a card on file?** Click "Complete Check-in".

Guest

**Ann Smith**

Card On File

**No Card On File**

Select from the options below.



Enter Credit Card

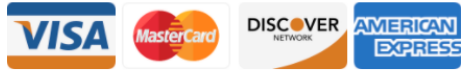


Complete Check-in

Confirm a credit card on file

- Click **Complete Check-In** for those who have a card on file, or are being prompted to add their own card when a **credit card is required for activity**.
- Click **Enter Credit Card** to manually enter a credit card and billing address or **swipe a card** when connected to a GiveSmart swiper.

## Add Card on File



CARD NUMBER VISA, MC, DISC, AMEX

EXPIRATION

SECURITY CODE

NAME

Billing Address

COUNTRY

STREET ADDRESS REQUIRED

CITY REQUIRED

STATE

ZIP

[Cancel](#)

[Save and Check-in](#)

6. Once complete, click **Close**.

Select

Add Card

Complete

## Guest Check-in Complete



Checkin complete.

**Ann Smith**

A link to the campaign will be sent to 555-990-1234

# Bid # 106

ID:

How did you hear about us?: Friend

Close

**Tip:** Supporter can also add their own credit card to their account from the [My Info](#) page, through a [text or email](#) prompting them to add a card on file, or from their **Pay** page during [self-checkout](#).