

# Check In with Ticketing

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Enhanced ticketing and registration allows the flexibility for any fundraiser to benefit from an intuitive ticketing portal and an interactive dashboard for reporting.

## Check-In a ticketed user

1. Go to Admin view > Users > Check-In.
2. Type the user's name, and select search. Partial names are acceptable.
3. Find the user's name from the list, then click select. The ticket color indicates the ticket status.
  - Gray Ticket: The user has confirmed the ticket.
  - Teal Ticket: The user has not confirmed the ticket. The status will update post-check-in.
  - Clear Ticket with a +: Ticket is not yet purchased for this user.
    - Visit [Purchase a Ticket at Check-In](#) to learn more.
4. Verify contact information and select continue.
5. If a credit card swiper is attached, select 'Swipe Credit Card'.
  - If the swiper is connected correctly, a screen will pop up saying 'Swiper connected'. Swipe the credit card, and click save.
6. Select 'Enter Credit Card' if a card swiper is not being used.
7. Enter all information, including billing address, and select save and check-in.
8. Click ok.
9. Close to return to the main screen.

The screenshot shows the GiveSmart dashboard for a campaign named 'Hope for a Cure'. The top navigation bar includes 'GiveSmart by Community Brands East Coast', a 'VIEW CAMPAIGN SITE' button, and a user profile icon 'KP'. The dashboard features a left-hand navigation menu with sections for 'SETUP' (Settings, Design, Pages, Users) and 'WAYS TO FUNDRAISE' (Donation, Auction, Items for Purchase, Tickets, P2P (Champions)). A 'Help' button is located at the bottom of the menu.

The main dashboard area displays the following information:

- Dashboard Title:** Hope for a Cure, 9/10/2021 6:00 pm
- Total Revenue:** \$46,125.30
- Live Activity:** A yellow button labeled 'Live Activity'.
- SITE:** Website URL: Gala2021.givesmart.com; SMS: text Gala2021 to 76278; Site Status: Live; Site ID: 52827.
- USERS:** 16 CHECKED IN, 158 TOTAL USERS. A table lists user types: Campaign Assistant (0/1), Campaign Admin (0/4), GiveSmart (0/45), Volunteer (0/1), and Donor (16/107).
- ITEMS:** 63 TOTAL ITEMS, 21 ITEMS - NO ACTIVITY. A table lists item types: Auction Items (34), Instant Items (11), Live Items (4), Donation Items (7), Vote Items (5), and Raffle Tickets (2).
- PAYMENTS:** \$17,575.45 and \$5,374.85.
- TICKETS:** 74 and 00.
- REVENUE:** A section with a red indicator.