

Self Check-In

Last Modified on 04/11/2025 2:35 pm EDT

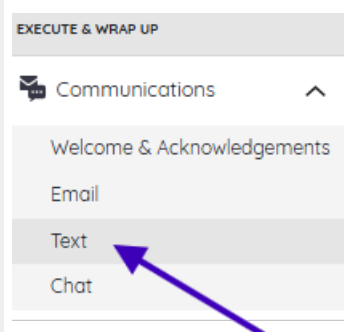
Allow guests the option to check-in to the event themselves. By sending a simple text message, guests can check themselves in to the event, allowing admins to track attendance and maintain a contactless environment. This feature can be used for all users, both ticketed and non-ticketed.

TIP: When using bid numbers, [merge duplicate users](#) prior to sending the self check-in link. This will ensure all attendees have a bid number on their account when they arrive to the event.

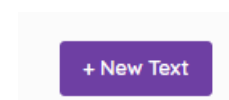
Using Self Check-In

There are no settings that need to be modified to use the self check-in feature. Simply send a text message using the preset, self check-in template. The unique URL in the template allows guests to confirm their contact information and complete check-in all from their phone.

From the left navigation, head to Communications > **Text**



Select **+New Text** on the right-hand side, and create a new text message



Select the Template drop down and choose the template titled **Not Checked In**

Template

- None
- Auction Closing Soon
- Auction Open Announcement
- Find Your Table
- In Game Auction Winners
- Items with No Bids
- Make A Donation
- Payment Instructions
- Post-Event Balance
- Post-Event Marketing
- Silent Auction Winners
- Tickets Now on Sale
- Welcome Message
- Welcome Message (No Donate)
- Prompt for Card on File
- Missing Contact Information
- Promote Raffles
- Not Checked In

160 characters remaining

Cancel Send

Select **Apply** to populate the Message and make edits as needed.

Template

Not Checked In Apply

Recipients

Group

To

Not Checked In

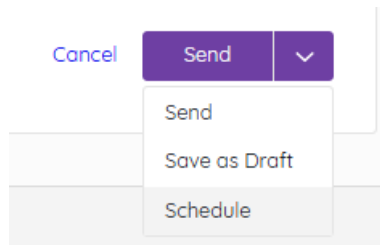
Message [Add Campaign Links](#) 1 characters remaining

Check in is now available for GiveSmart Support's Demo! Visit: ##CHECKINLINK## Text STOP to stop, HELP for help. Msg&Data rates apply.

Cancel Send

WARNING: Removing the **##CHECKINLINK##** from the text template will remove a guest's ability to self check-in.

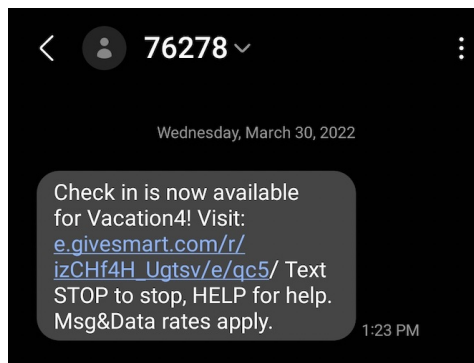
Next, **schedule the message** to be sent moments before guests begin to arrive.



Note: If using self check-in along with GiveSmart Ticketing, guests who have not confirmed their ticket (aka **Invitees**) will first land on a page where they can complete their account setup prior to completing the self check-in process.

Guest Experience

- The guest receives the text message below, and clicks the self check-in link.



- This opens the Self Check-In page where the guest can confirm their name.
 - Note: If the guest has an unconfirmed ticket, they will first land on a page where they can complete their account setup prior to completing the self check-in process.

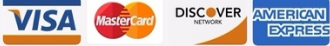
Self Check-In

First Name	Last Name
<input type="text" value="Test"/>	<input type="text" value="Account"/>
Email <small>required</small>	
<input type="text" value="test@test.com"/>	

- The guest is presented with the option to add a card on file
 - Note: If a card is already on file, they will be able to review the current cards on file, or complete check-in without adding a card (if enabled).

Card on File

Having a card on file allows you to purchase items and make donations easily. It also expedites the checkout process.



Card Number Visa, MC, Disc, Amex

Expiration

MM YYYY

Security Code

3 or 4 digits

I authorize for this card to be used for future transactions. required [?](#)

SAVE AND COMPLETE CHECK IN

- The guest selects "**Save and Complete Check In**" after confirming/entering their info.
- A success modal appears which will include the guest's name, as well as their Bid Number, Seating Group, and Custom Fields (if applicable).
 - They may select *Browse Items* to be taken directly to the Items page.



All set! You are now checked in.

[Browse Items](#)

Guest Experience Video

Your browser does not support HTML5 video.

For more information on guest check-in, view our [Check-In FAQs](#).
