# Self Check-In

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**
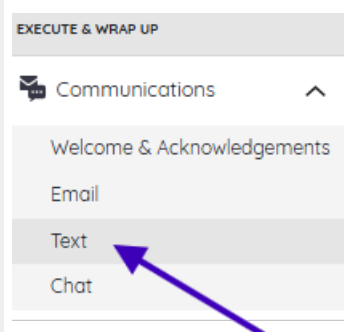
Select **+New Text** on the right-hand side, and create a new text message
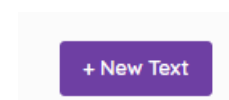
Select the Template drop down and choose the template titled **Not Checked In**

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

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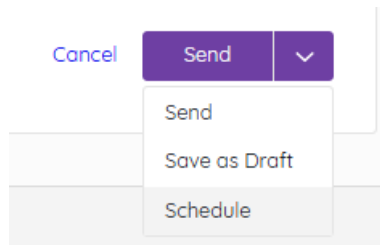
> **Note**: If using self check-in along with GiveSmart Ticketing, guests who have not confirmed their ticket (aka **Invitees**) will first land on a page where they can complete their account setup prior to completing the self check-in process.

Guest Experience

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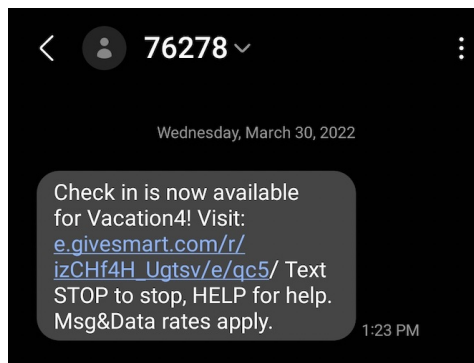
- This opens the Self Check-In page where the guest can confirm their name.
  - Note: If the guest has an unconfirmed ticket, they will first land on a page where they can complete their account setup prior to completing the self check-in process.
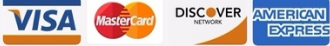

- The guest is presented with the option to add a card on file
  - Note: If a card is already on file, they will be able to review the current cards on file, or complete check-in without adding a card (if enabled).

Card on File

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

VISA MasterCard DISCOVER NETWORK AMERICAN EXPRESS

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**.