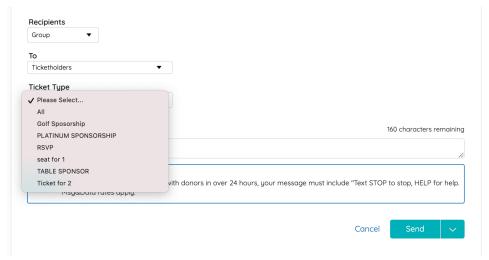# Sending Messages to Ticketed and Non-Ticketed Users

Note: The Ticketholder and Nonticketholder groups can only be used with GiveSmart ticketing on a campaign.

Draft, schedule, and send emails or text messages to users who are ticketholders or non-ticketholders within your campaign site. Non-ticketholders are all users without a ticket assigned.

Sending a message to ticketholders

Ticketholders include all attendees and invitees, including unconfirmed, and can be filtered to a group assigned a specific ticket type. A Ticket purchaser that is not attending will be a registered user, not an attendee or invitee.

1. From the **Admin Navigation,** select **Communications.**
2. Choose Email or Text.
3. Follow the steps to create a new email or new text message.
4. From **Recipients,** select **Group.**
5. From **To,** select **Ticketholders.**
   - From **Ticket Type,** select **All** or a specific created ticket type.

6. Once complete choose to **Send,** **Save as Draft,** or **Schedule** (only available with text messages).

Note: Changing the name of a scheduled created ticket type will remove it from the text scheduler, and update it as a draft text message. Draft text messages with the ticket type set **Please Select** must be updated to a ticket type before the message is sent or scheduled.

Sending a message to non-ticketholders

Non-ticketholders are all users without a ticket assigned.

1. From the **Admin Navigation**, select **Communications.**
2. Follow the steps to create a new email or new text message.
3. From **Recipients**, select **Group.**
4. From **To,** select **Non-Ticketholders.**

Recipients

Group ▼

To

Non-Ticketholders ▼

5. Once complete choose to **Send**, **Save as Draft**, or **Schedule** (only available with text messages).