

Sending Messages to Ticketed and Non-Ticketed Users

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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.

The screenshot shows a form for creating a message. It includes three dropdown menus: 'Recipients' set to 'Group', 'To' set to 'Ticketholders', and 'Ticket Type' set to 'Please Select...'. A list of ticket types is visible: 'All', 'Golf Sponsorship', 'PLATINUM SPONSORSHIP', 'RSVP', 'seat for 1', 'TABLE SPONSOR', and 'Ticket for 2'. Below the dropdowns is a text input field with a character count of '160 characters remaining'. At the bottom right, there are 'Cancel', 'Send', and a dropdown arrow button.

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).