Purchaser and Attendee Information

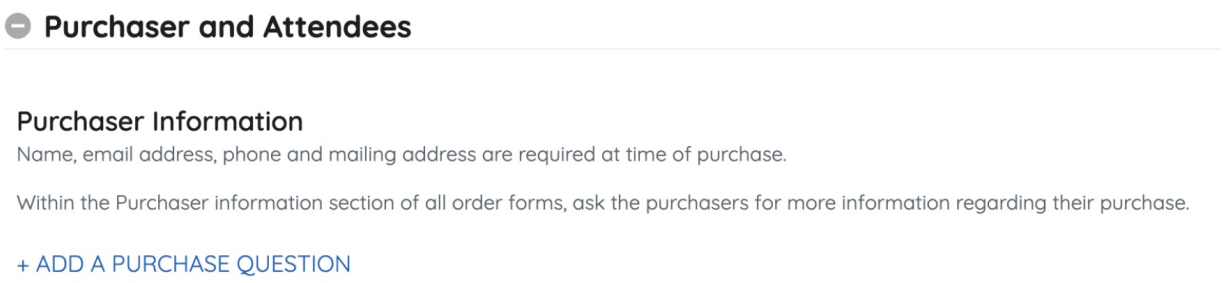
Last Modified on 09/08/2025 11:32 am EDT

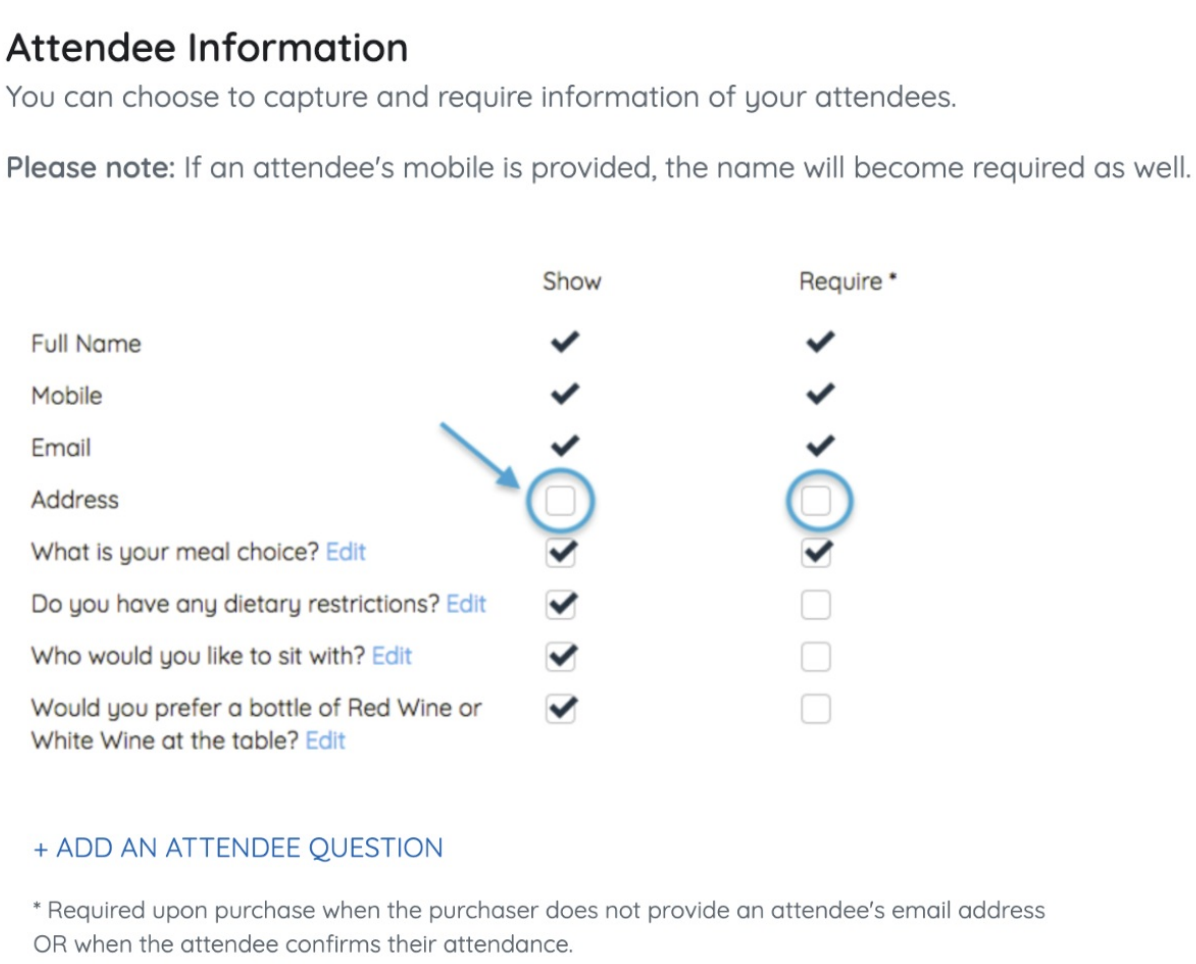
Purchasers are required to provide their name, email address, phone, mailing address, and provide additional information requested from a User Custom Field (optional) at the time of purchase. You can choose to capture and require information from your attendees.

Note: If an attendee's mobile is provided, the name will become required as well.

Purchaser and Attendees Information

1. From the Admin Navigation select **Tickets** and choose **Settings** from the dropdown.
2. Scroll to the Purchaser and Attendees section.
3. Click **+Add a Purchase Question** to add a custom question for purchasers only. (*Optional*)
4. Select attendee information to capture.
5. Click **+Add an Attendee Question** to add custom questions for attendees. (*Optional*)

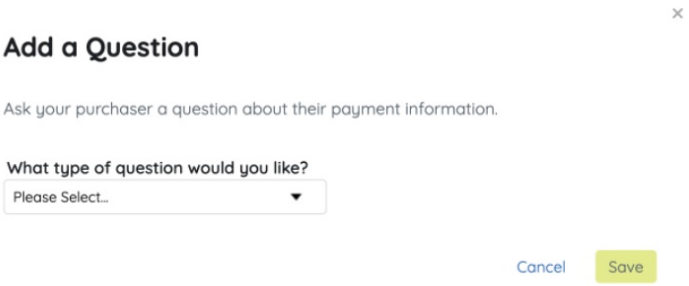




NOTE: Attendee questions can be edited. Purchasers can edit the attendee question responses for all attendees until the ticket is confirmed, these responses can be edited by going to the Pay tab, and selecting View Order. Once confirmed, only the attendee that has been assigned the ticket will be able to edit by going to the My Info tab and selecting Edit. Admin can also modify attendee responses by going to View Admin > Ticket > Ticket Orders > Select the order > Click Edit under the attendee name.

Purchaser Question

This optional question can be asked to purchasers for completed orders on the Homepage Order Form or Custom Order Form only. This question is not specific to tickets, and will be asked to all purchasers regardless of the items being purchased on the order form.



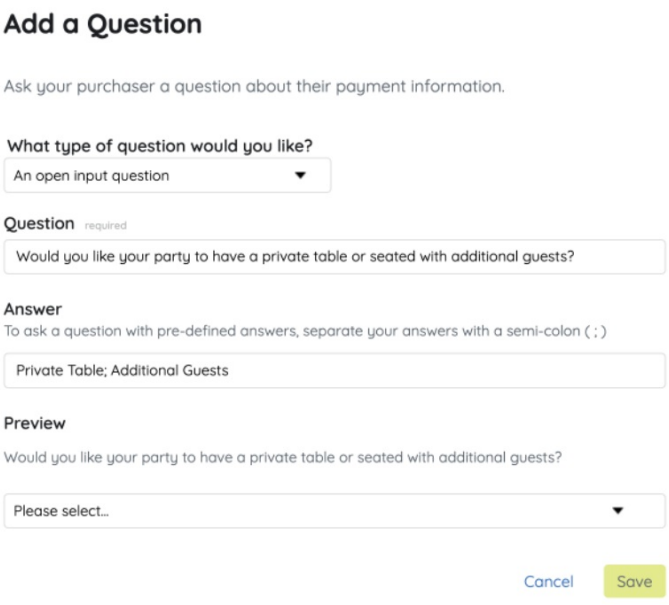
NOTE: Purchaser question responses can NOT be edited by either the Purchaser nor an Admin.

Purchaser question options:

Open Input Question

This option allows for a direct question to be asked, with either an open entry or dropdown response field. The dropdown can be populated by adding pre-defined options to the Answer field, and separating with a semi-colon (;).

1. Select Open Input Question.
2. Enter question in Question field.
3. Leave Answer field blank for open entry responses or populate with pre-defined options to create a dropdown.
4. View Preview section to review the created question.
5. Click Save.

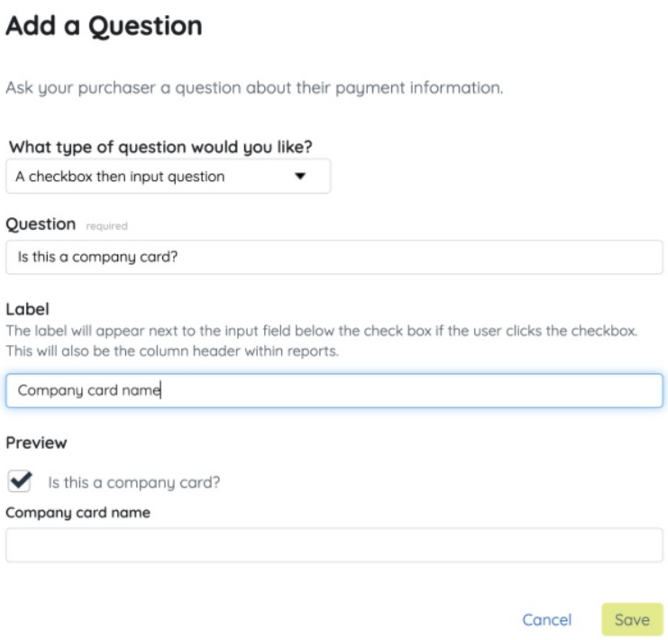


Checkbox then Input Question

This option allows for a 2-part question. The initial question provides a checkbox option. If the

box is checked, then an open-entry response field will appear.

1. Select Checkbox then Input Question.
2. Enter question in Question field.
    - This question will appear next to the checkbox.
3. Enter the text you want to appear above the open entry response in the Label field.
4. View Preview section to review the created question.
5. Click Save.



Note: Responses to Purchaser Questions will appear in the Purchaser Detail Report and are limited to 300 characters.

Attendee Information

Full Name, Mobile, and Email

Automatically shown and required to confirm and complete registration.

Address

Optional to request and or required for attendees.

Note: If required, purchasers must provide a valid address or enter an email address for the

added attendee.

The address of a user on file in the event site should be the mailing/billing address associated with the actual credit card that is being used. Using a different address that is not associated with the credit card may result in a decline due to the AVS (address on file) being a required security setting.