

Ask Questions to Attendees

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Include questions purchasers and or attendees can answer at the time of purchase or confirmation. Meal choice, seating preference, dietary restrictions, and more can be captured. Visit [Ticketing Reports](#) to learn more about where to review or download the answers.

Watch a Video

Create Custom Ticket Questions

There is no limit to the number of questions that can be created. However, we recommend no more than two per ticket.

1. Select Add a Question.
2. Enter the custom question.
 - Open-ended or pre-defined responses.
 - Open-Ended: leave the Answer blank.
 - Multiple Choice: Separate answers with a semicolon.
 - Example Question: Would you like to purchase a shirt?
 - Example Answer: Large; Medium; Small.
3. Select Question Visibility.
 - Show for all ticket types or specific.

Manage Custom Ticket Questions

Created questions are listed in the order of creation.

The screenshot shows the 'Purchaser and Attendees' configuration screen. It has a header with 'GiveSmart by Community Brands NYC', a back arrow labeled 'BACK TO TICKETS MENU', and a user name 'ANNE #201'. The main content area is titled 'Purchaser and Attendees' and contains two sections: 'Purchaser Information' and 'Attendee Information'. Below these sections is a table with columns for 'Show' and 'Require'. The table lists various questions with checkboxes for each column. A 'Help' button and '+ ADD A QUESTION' link are at the bottom.

	Show	Require *
Full Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Address	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Select your meal choice? Edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Do you have any dietary restrictions? Edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who would you like to sit with? OLD Edit	<input type="checkbox"/>	<input type="checkbox"/>
Would you prefer a bottle of Red Wine or White Wine at the table? Edit	<input type="checkbox"/>	<input type="checkbox"/>
Who would you like to sit with? Edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Edit

Click the blue Edit the right of the question to edit.

Show

Check the first box to the right of the question to show it in the Order Form. When Show is

unchecked, the question is not visible at the time of purchase or confirmation.

Note: To ensure answers are not deleted, questions cannot be deleted. To remove visibility in the order form, uncheck the Show box.

Require

Check the far box to the right of the question to require an answer to the question.

Note: When an attendee's name is entered in the order, the purchaser is required to answer for the attendee. Attendees can adjust answers when they confirm or from My Info once they are registered.

Delete Custom Ticket Questions

1. Locate the custom ticket question.
2. Select **Edit**.
3. Select **Delete**.
4. Confirm the deletion of this custom ticket question by selecting **Yes, Delete**.

Are you sure want to delete this question?

You are about to delete ticket question. After you click save, this action cannot be undone.

Any answers from attendees will be lost. Are you sure you want to proceed?

Cancel

Yes, delete

Note: Any attendee responses to this question will be deleted once the custom ticket question is deleted. Verify on the Attendee Report that no responses to this question have been submitted prior to deletion.

Ensuring Ticket Question Responses are Received

Ticketed guests may need additional guidance to ensure that all ticket question responses are received. If you have many outstanding responses, we recommend sending the email information listed below to guests no later than 1 week prior to submission date.

[Instructions for confirming your Ticket:](#)

Step 1: Visit ##MYINFO## (insert My Info campaign link)

Step 2: Click on Edit

Step 3: Please make your selections and answer our ticket question(s)

Step 4: Click Save

Step 5: You are all set!

Please note, you can expedite check-in by finalizing your registration from this same page. Click on "Add Card on File" to pre-register your credit card to your account.
