

Edit Attendees in Ticket Orders

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Review, update and manage invitees and attendees in ticket orders.

Watch a video

Access ticket orders

1. Visit the Tickets Container within the **Dashboard**, and click the **More** button ("...").
 2. Select **Manage Orders**.
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Review attendee status

Review all orders or choose to the filter down to a collection or one.

- Filter orders by ticket type or order that have all attendees assigned or have unassigned attendees
 - Search for an order by a partial or full name search.
 - Search by the purchaser or attendee name.
 - Helpful icons appear in purchase orders that include unassigned or unconfirmed tickets.
 - Ticket icons vary in the Order Details to highlight purchasers or confirmed, unconfirmed, or unassigned tickets.
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Update attendees

Org and Campaign admins can assign, unassign, or edit attendees within a Purchase Order from the Order Details. Purchasers manage their invitees and attendees either from the link within the email receipt or by visiting their Pay page. Visit [Update Ticket Attendees Post Purchase](#) to learn more.

Assign a ticket

Assigned attendees, with a valid email or mobile number added, receive a confirmation email and or text. Review [Purchaser and Attendee Reminders](#) to learn more.

1. Locate and select the purchase order.
2. Click the blue **Assign** under the **Unassigned Guest**
3. Add details.
4. When you've finished, click **Save**.

Edit invitees

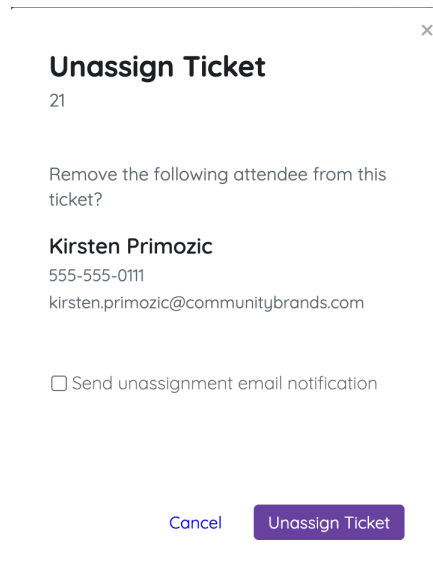
1. Locate and select the purchase order.

2. Click the blue **Edit** under the attendee
3. Edit details.
4. When you've finished, click **Save**.

Note: Edit confirmed attendees' email, mobile number, or address, from User Details.

Unassign a ticket

1. Locate and select the purchase order.
2. Click the blue **Unassign** under the attendee.
3. Choose to send or not send an email notification.



The image shows a modal dialog box titled "Unassign Ticket" with a close button (X) in the top right corner. Below the title is the number "21". The main text asks, "Remove the following attendee from this ticket?". Below this, the attendee's name "Kirsten Primozic" is listed, followed by their phone number "555-555-0111" and email address "kirsten.primozic@communitybrands.com". There is a checkbox labeled "Send unassignment email notification" which is currently unchecked. At the bottom, there are two buttons: "Cancel" and "Unassign Ticket".

4. Confirm by clicking **Unassign Ticket**.
5. When you've finished, click **OK**.

Update attendee answers

Update ticket questions answers within the Ticket Order.

Admin

1. Locate and select the purchase order.
2. Click the blue **Edit** under the attendee.
3. Edit the answer.
4. When you've finished, click **Save**.

Purchasers

Purchasers manage their attendees either from the link within the email receipt or by visiting their **Pay** page. Visit [Update Ticket Attendees Post Purchase](#) to learn more.

Confirmed attendees

Confirmed attendees can update ticket answers at any time. Instruct attendees to:

1. Visit the campaign and log in with their username and password.
 2. Click the **My Info** page.
 3. Click **Edit** to the right of **Ticket Details**.
 4. Edit answers.
 5. When they've finished, click **Save**.
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