

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

Note: Unassigning a confirmed attendee, with a valid email, will automatically send an email that the ticket purchased is no longer available.

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**.