

# User FAQs

Last Modified on 05/22/2022 7:32 pm EDT

## How to update a username or password for a user?

Visit [Edit User Details](#).

## Is it possible to delete a user from a campaign?

Yes. Visit [Removing a User from a Campaign](#).

## Can I import the users from the previous year into this campaign?

Yes. Users can be copied into a new campaign. However, users can not be directly transferred to an existing campaign. To add users to an existing campaign, a User report (View Admin > Reports > Overview, select Registered Users) would need to be exported from a prior campaign, placed into a new user import template (Guest List Template), then uploaded to the new campaign site as an MS-Windows CSV file. For more information, visit [Adding New Users](#).

## Where can I locate a report that contains my donor's information?

Visit the [Registered User Report](#)

## What does invitee within a user's account mean?

If Invitee is below a user's name and the ticket icon is teal, it indicates the user has not confirmed their ticket. Once a user is assigned a ticket to the event, and a valid phone number or email has been added to their account, they will receive a notification prompting them to confirm their ticket. Once the ticket is confirmed, the user will change from invitee to an active user account.

**Tip:** Hovering over the ticket icon will provide a tooltip reminder of the ticket status.

<input type="checkbox"/>	Forsyth, Michelle invitee	Runway Seating	
--------------------------	------------------------------	----------------	---

## How can an Admin place a bid for themselves?

Admin will have a slightly different user experience than a general user when placing a bid. An

Admins experience will be similar to placing a bid on behalf of another user. For more information, visit [Place a Bid](#).

---