Guests App – Events Center

Youtube Tutorial: [HERE](#)

The Guests App is the best place to run through the event ahead of time to see what guest information has been collected on your pre-sold tickets. This page should be open at the front door of your event, as it **is the easiest way to check people in and simultaneously collect additional guest information on the spot**.

*It can be used offline and will sync the information when it is later connected to wifi, avoiding the issues that arise when wifi is not available at an event location. To do this, open up the page on a laptop, select an individual and select *Chapter Members* to load in the list, and then simply close the laptop. As long as you don't close out of that page it will be open and ready when you get to your event!

If being used after the event, it is still the most convenient way to **fill in** guest information before processing memberships from the event.

1. Select your event, which will take you to that event's *Sales Dashboard*
2. Select *Site Services* on the left-hand menu

3. Note the PIN for the event, select the *Guest Check-In* link above its corresponding QR code

4. Enter the PIN to access the GUESTS page
5. The Guests check in page has three icons to warn/indicate how much information has been collected:
   a. **Green check** – All requested guest information has been collected and there are no duplicates.
   b. **Orange person** – Two or more guests have duplicated information. This is common when someone purchases a table/sponsor level and does not enter all guest info at checkout. The system will default the purchaser's information into the guest information on the tickets.
   c. **Red exclamation point** – Requested guest information is missing on one or more guest ticket within the order.

2. To edit the guest information for an individual/ticket, select their name in blue, or the blue person icon if their name is one of the missing fields.

3. You have the option to type in their information, or if the purchaser is the one assigned to that ticket, you can select *Copy buyer info to Guest*.

a. You can also search your chapter's roster for this individual. Select *Chapter Members* to search directly on this list. If the individual on this ticket is new to your chapter, you can enter their information or search the larger CRM database to see if they have been a member before.

b. Only hit *Search* if you need to launch a search into the full database. Just by typing in the last, first, and state field you will search your chapter roster.

4. Be sure to click *Save* to close the box and save any edits.

5. If you have collected all the necessary information for an individual and they are ready to be checked in, you can select the check box on the far-right side to do so.

6. As individuals come up to check in, you can search by their name, the purchaser's name, or their ticket number via the *Match* search box.

   a. Searching will bring up all tickets associated with that name. Here you can see that "Rose" is the last name on the purchaser of this order, as well as many of the guest tickets.

7. If you are using this page at the door of your event and someone comes up who would like to purchase a ticket, you can select the QR codes in the upper right corner to enlarge them and then launch either the Point-of-Sale system or give the individual direct access to the online site to purchase their own ticket.
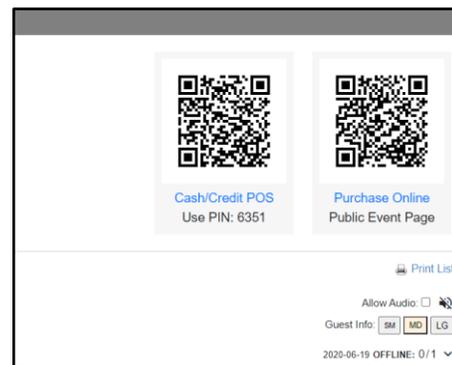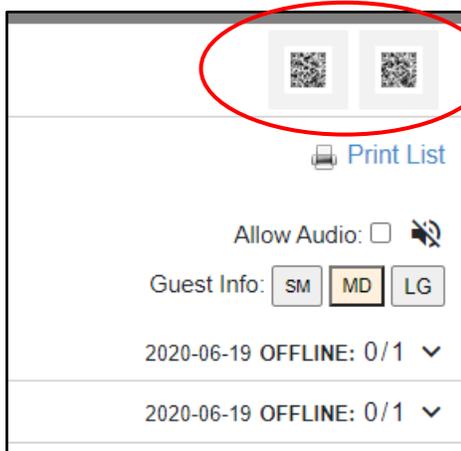
8. Launch the Point of Sale "app" if you would like to sell them a ticket or let them scan the Purchase Online QR code to allow them to pull up the site on their own device.
   a. The Point of Sale will require you to run the sale as a "Cash" sale, and then charge them through your Converge system.
9. If a paper list is preferred to using a computer at check in, use this page to print a list of all your attendees. The sheet will leave space to fill in any guest information, and lists guest tickets underneath the purchaser's name.

Andy Dwyer-Swanson () : Order 189685 — 2020-05-20 **OFFLINE:** Admit 2

Ticket Type	Guest Name / Email	Address	Phone	DOB	Last-4
Chapter Sponsor Bundle					x-5005
+ Associate Membership + Meal Ticket	Andy Dwyer-Swanson andyd@gmail.com	3168 Foxtail st Bozeman MT 59718	4065995626		x-7227
+ Meal Ticket	April L aprill@gmail.com				x-6116

April Ludgate-Swanson () : Order 189691 — 2020-05-21 **OFFLINE:** Admit 2

Ticket Type	Guest Name / Email	Address	Phone	DOB	Last-4
Couple's Ticket Bundle					x-1791
+ Associate Membership + Meal Ticket		84567 Wine Lane N Lakeville SC 12486	4443333		x-3913
+ Meal Ticket	April Ludgate-Swanson				x-2802