Manage Tickets

**This guide will assist you with setting up and managing tickets using 5-Star Students**

- ✓ Creating tickets for an event
- ✓ Setting up ticket options
- ✓ Adding tickets

Some school events may include the purchase of advance tickets prior to the event date. You can use 5-Star Students to validate whether an individual has been ticketed during event check-in.

This requires the ticketed list be added to 5-Star Students prior to the event.

Creating Tickets

After setting up the event, click on the Tickets button. This will prompt you to fill in the different ticket details.
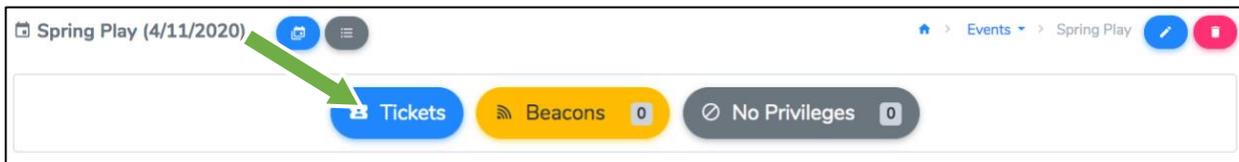
Fill in the ticket details:

- **Sell online?** – If your school is using the online store as a purchasing option, you can select to sell these tickets in the store. See the Online Store guide for more information.
- **Price** – Enter the price of a general admission ticket. Discounts and guest prices can be edited in a different area.
- **Guest price** – Whether the guest ticket is the same price or different from a general ticket, enter it in this box.
- **Discount** – If you use the Activities Card feature, you can select to offer that list of individuals a discounted price.
- **Require additional approval?** – If additional approval is required to purchase a ticket or attend the event, set this option to *Yes*. Permission slips or behavior contracts are examples of additional requirements, in addition to receiving a ticket. This option allows individuals to purchase/receive tickets without completing the required approval process up front. If the ticket is not approved upon entry to the event, the operator will be warned.
- **Enforce no privileges?** – To restrict individuals on the No Privileges list from receiving a ticket, set this option to *Yes*.
- **Is private?** – To allow individual tickets to be visible within the Student App and/or published school web pages, set the option to *No*.
- **Enable ticket options?** – Set to *Yes* if one or more options must be selected for each ticket (i.e. VIP Pass or Vegetarian meal). If enabled, the options need to be configured before any tickets can be added. Look for the *Options* tab on the tickets page.
- **Available tickets for event** – Use this option to set a limit on the total number of tickets available for this event. Keep available tickets at **0** to allow unlimited tickets.
- **Allow specific grade levels only** – If tickets should be restricted to certain grade levels only, choose the grade levels to authorize.

Ticket Options

If you have selected to enable ticket options, they must be setup *before* tickets can be added. Once tickets are added, options can no longer be created. Click on the Options tab to add and edit the options.

Click on **Add Option**. Enter the Label for the option and if it is enabled.

Ticket Option   ×

Label

[   ]   ❷ Enter label for the option (ex. "Choose T-shirt Size",
                                       "Select Bus #", "Vegetarian?")

Enabled?

[Yes ▾]   ❷ If needed, select 'No' to remove the option from further
                                       use

                                                                    [Save]   [Cancel]

After the label has been created, add and edit the choices for each option. The top choice will be selected by default when individuals purchase the ticket.

Tickets   Options   Summary   Help

VIP Pass   [▧] [▪]

[+ Add Choice]   Use drag and drop to re-order choices

Name   Additional Price

                                                                   No choices   ⟳

[+ Add Option]

Add/Edit Choice   ×

Name

[   ]

Additional Price

[0.00   ▴▾]

Enabled?

[Yes ▾]
❷ If needed, select 'No' to remove the choice from further use

                        [✓ Update] [⊘ Cancel]

Tickets   Options   Summary   Help

VIP Pass   [▧] [▪]

[+ Add Choice]   Use drag and drop to re-order choices

Name   Additional Price

Yes   2.00   [✎] [✕]

No   0.00   [✎] [✕]

                                                                   2 choices   ⟳

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Adding Tickets

There are 6 options for adding tickets:

1. **Ticketing**: use a wired barcode scanner or manually enter ID numbers to add a ticket for a student. Once the ticket is added, you can manually enter option choices, notes, or guest information.
2. **Add from list**: select students by name and click save list to add tickets. If applicable, you can select option choices or payment types.
3. **Add from names**: manually enter or copy/paste individual's names (First Last or Last, First). If applicable, you can select option choices or payment types.
4. **Add from IDs**: manually enter or copy/paste individual's ID numbers. If applicable, you can select option choices or payment types.
5. **Import from file**: upload an excel or csv file with ticketed individuals. The file must include the ID number. It can also include guest name, guest notes, notes, and date/time. *
6. **Import from scanner**: if you used a mobile barcode scanner (CS3000/CS3070) when students were purchasing tickets, upload the BARCODES.TXT file from the scanner here. *

   *This option is not available if ticket options are enabled. Use the check-in or payment notes field to upload choices.

Print barcode ticket list

During event check-in, a damaged or forgotten ID card can cause delays. Having a backup list of names, IDs and associated barcodes can help keep the process flowing smoothly. You can easily generate a list of ticketed individuals, including guest tickets, in either PDF or Excel formats.

- Select the **Barcode icon** from the Event Tickets page. Choose one of the available options to download and print the list of tickets and/or guest tickes.
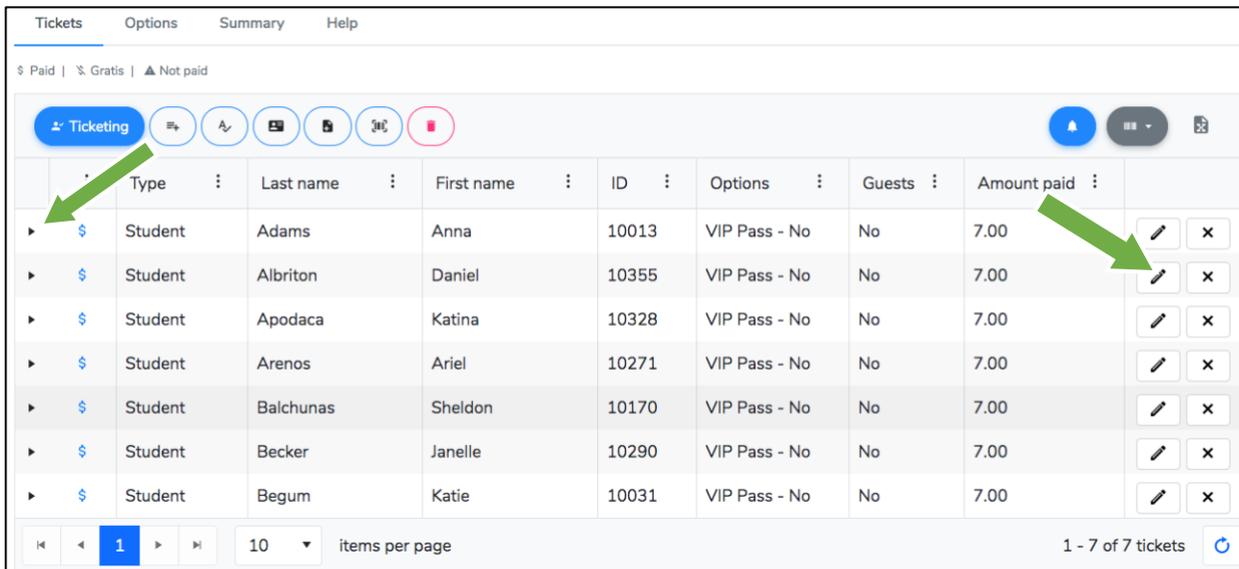
Edit ticket notes and options

You may want to keep track of additional information besides the ticket itself. The program offers the ability to add "notes" to each ticket that will be displayed to the operator upon event check-in. A good example would be to store the table number assigned to the student for a dance.   Ticket notes can be added manually to existing tickets, included when using the **Import from file** option, or entered during **Online ticketing**.
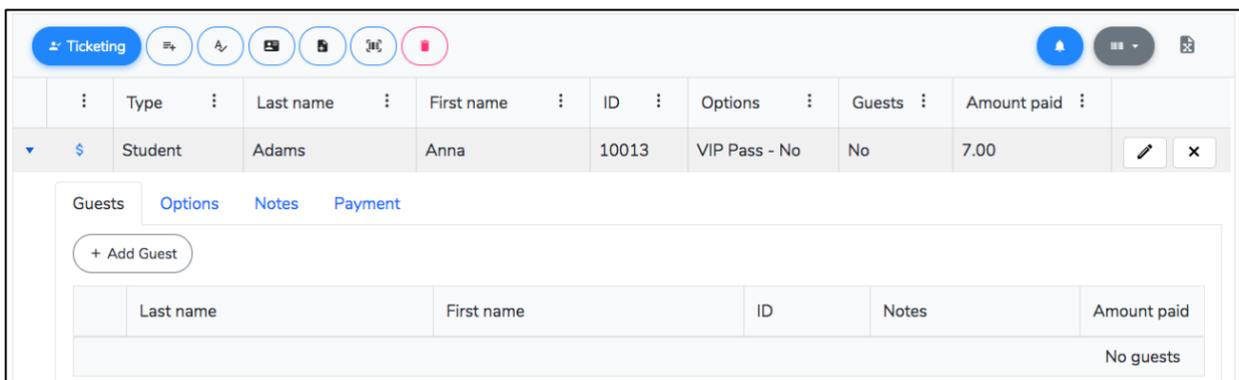
Adding Tickets for Off-Campus Guests

Some events may include the option for students to bring an off-campus guest. This is a common scenario for many school dances. These guest attendees can be tracked just like students, during both the ticketing and check-in process. While guests do not have school-issued ID cards to scan, the program supports several options to check in guests at the event, either individually or at the same time as their student hosts.

Guests can be added when using the **Import from file** option, the **Online ticketing** option or by editing an existing ticket. The program requires the guest's first and last name, and optionally their gender. A guest ID number will be auto-generated by the system.

Import from file

When using the import from option file, you can use an .xls, .xlsx, or .csv file. The file must include the student's ID number in one column and the name of their guest in a separate column. Depending on the ticketing software your school site uses, the tickets may be sorted into two different line items, or combined on the same line. Both options will work when importing into 5-Star Students.

Student ID	Check in notes	Paid Amount	Payment Type	Payment notes	Guest Name	Guest Notes	Approved	Ticketed date
10345	Table 2	$10.00	cash				Yes	9/15/18 4:30 PM
10345	Table 2	$10.00	cash		Samantha Jenkins	Lincoln HS	Yes	9/15/18 4:30 PM
10015	Table 3	$10.00	cash				Yes	9/15/18 4:31 PM

Online ticketing

If you are using the online ticketing option, you can enter in the off-campus guest information from the same screen as the student's ticket. After you scan or manually enter the student's ID number, add or edit any of the guest information.

Edit existing ticket

If a student ticket has already been added and you need to add a guest ticket, click on the drop down arrow next to their name on the ticketed list. Click the **Add Guest** button to add an off-campus guest ticket for that student.

Once a guest ticket has been added, they will be connected to the student. During check-in, when the student ID is scanned, it will allow you to check both individuals in.