



Manage Tickets

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

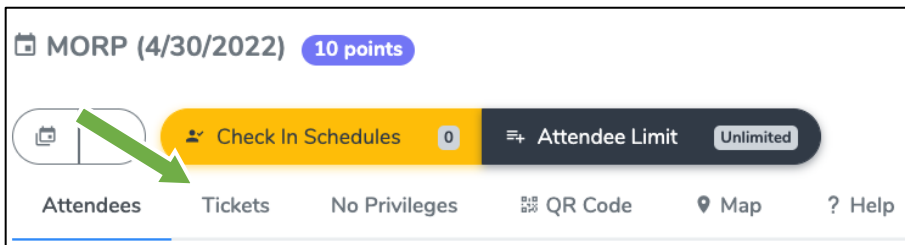
- ✓ Creating tickets for an event
- ✓ Setting up ticket options
- ✓ Adding tickets

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 tab. This will prompt you to fill in the different ticket details.



TICKET OPTIONS

Sell online?
 Enable or disable online sales for this event

Price: 0.00 Guest price (off-campus): 0.00

Discount: Activities Card Discount price: 0.00

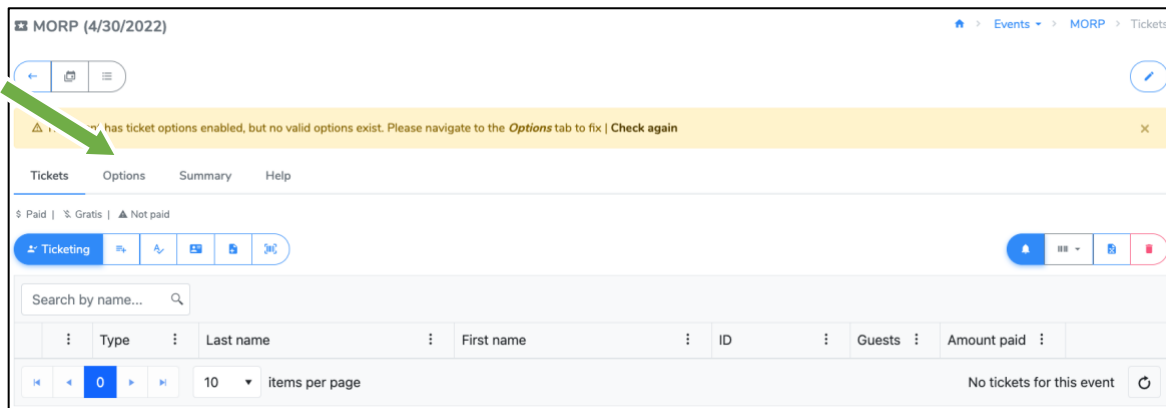
Require additional approval? Enforce no privileges? Is private?

Enable ticket options? Available tickets for event (0 for unlimited): 0 Allow specific grade levels only: Select grade levels...

Fill in the ticket details:

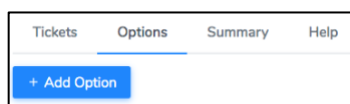
- **Sell online?** – If your school is using the online store as a purchasing option, you can select to sell these tickets in the store. See the Online Store guide for more information.
- **Price** – Enter the price of a general admission ticket. Discounts and guest prices can be edited in a different 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



The screenshot shows the MORP (4/30/2022) Tickets page. A yellow warning banner at the top states: "Warning: Ticket options enabled, but no valid options exist. Please navigate to the Options tab to fix | Check again". A green arrow points to this banner. Below the banner, the page has tabs for Tickets, Options, Summary, and Help. The Tickets tab is active, showing a search bar and a table with columns for Type, Last name, First name, ID, Guests, and Amount paid. The table is currently empty, and a message at the bottom right says "No tickets for this event".

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.



The screenshot shows the Options tab in the MORP interface. It features a blue button labeled "+ Add Option" at the top left.

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

Ticket Option ✕

Label

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

Enabled?

Yes ▼

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 ▼

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 ↻

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.

The screenshot shows the MORP (4/30/2022) Tickets page. The 'Ticketing' button is highlighted with a yellow box. The page includes a search bar, a table with columns for Type, Last name, First name, ID, Options, Guests, and Amount paid, and a pagination control showing 0 items per page. A message at the bottom right says 'No tickets for this event'.

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 tickets.

Type	Last name	First name	ID	Options	Guests	Amount
Student	Adams	Anna	10013	VIP Pass - No	No	7.00
Student	Albriton	Daniel	10355	VIP Pass - No	No	7.00
Student	Apodaca	Katina	10328	VIP Pass - No	No	7.00
Student	Arenos	Ariel	10271	VIP Pass - No	No	7.00
Student	Balchunas	Sheldon	10170	VIP Pass - No	No	7.00
Student	Becker	Janelle	10290	VIP Pass - No	No	7.00
Student	Begum	Katie	10031	VIP Pass - No	No	7.00

- PDF List
- PDF Labels (Sm)
- PDF Labels (Lg)
- PDF Alt Labels (Sm)
- PDF Alt Labels (Lg)
- Excel List
- Guest PDF List
- Guest PDF Labels (Sm)
- Guest PDF Labels (Lg)
- Guest PDF Alt Labels (Sm)
- Guest PDF Alt Labels (Lg)
- Guest Excel List

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**.

Tickets Options Summary Help

\$ Paid | % Gratis | ▲ Not paid

Type	Last name	First name	ID	Options	Guests	Amount paid	
Student	Adams	Anna	10013	VIP Pass - No	No	7.00	[edit] [x]
Student	Albriton	Daniel	10355	VIP Pass - No	No	7.00	[edit] [x]
Student	Apodaca	Katina	10328	VIP Pass - No	No	7.00	[edit] [x]
Student	Arenos	Ariel	10271	VIP Pass - No	No	7.00	[edit] [x]
Student	Balchunas	Sheldon	10170	VIP Pass - No	No	7.00	[edit] [x]
Student	Becker	Janelle	10290	VIP Pass - No	No	7.00	[edit] [x]
Student	Begum	Katie	10031	VIP Pass - No	No	7.00	[edit] [x]

10 items per page 1 - 7 of 7 tickets

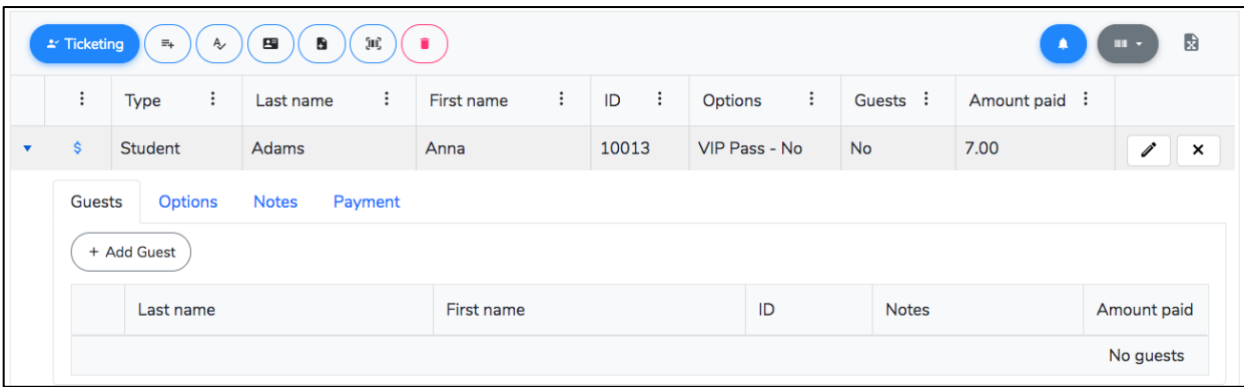
Edit Ticket x

Notes for check in

Amount paid Payment type

7.00 Cash

Payment notes



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.

Scan barcode or enter ID
Search
Options

Damian Adell (10209) undo
TICKETED

TICKET DETAILS

Amount paid:

Payment type:

Payment notes:

Check in notes:

Update

*only update if changes made

[Back to top](#)

ADD GUEST TICKET

First name:

Last name:

Gender:

Check in notes:

VIP Pass:

Amount paid:

Payment type:

Payment notes:

Add Guest

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.

Type	Last name	First name	ID	Options	Guests	Amount paid	
Student	Adams	Anna	10013	VIP Pass - No	No	7.00	<div style="border: 1px solid black; padding: 2px; width: 20px; margin: 0 auto;"> ✎ ✕ </div>

Guests Options Notes Payment

+ Add Guest

Last name	First name	ID	Notes	Amount paid
No guests				

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.

Check In Guests? ✕

Damian Adell (10209) has guest tickets:

Guest #1: Shelly Carson

Click **Guest Check In** to include these guests, otherwise click **Continue**

Guest Check In
Continue