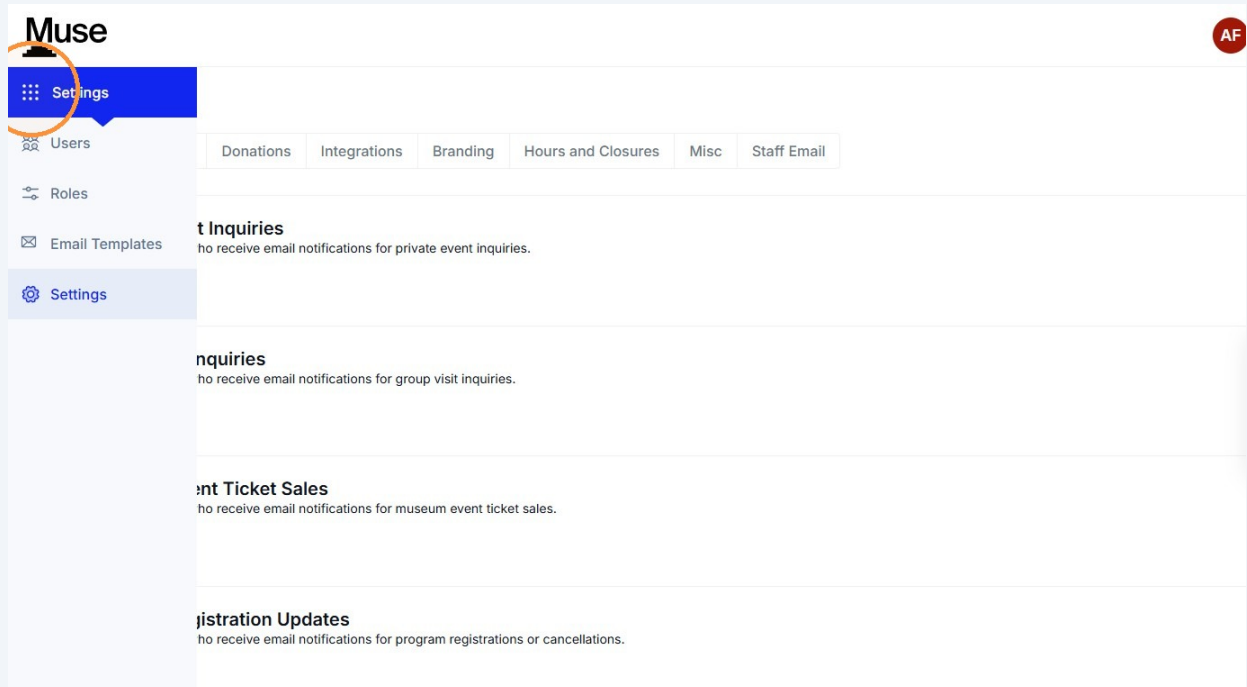


Configuring Free Entry tickets in Muse Software

Learn how to manage your ticketing system by adding new Free Entry visitor types and configuring entry settings. This guide provides a walkthrough for setting up ZIP code requirements and managing ticket categories to streamline your guest check-in process.

Portal Configuration

1 Navigate to the Ticketing Settings section



Settings

Users

Roles

Email Templates

Settings

Fundraising

Ticketing

Operations

Reports

Accounting

Settings

Integrations Branding Hours and Closures Misc Staff Email

Notifications for private event inquiries.

Inquiries

Do you want to receive email notifications for group visit inquiries.

Event Ticket Sales

Do you want to receive email notifications for museum event ticket sales.

Registration Updates

Do you want to receive email notifications for program registrations or cancellations.

Ticketing

Dashboard

Dashboard

Event

Create a ticket type

Create a membership benefit

Ticket Types

Memberships

Events

Reports

Settings

7 Days

30 Days

Revenue

\$1,700

Tickets sold

3

Events reached capacity

0

75%+ capacity, whether past, current, or upcoming

	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status
	Oct 20, 2026 at 10:30am	N/A	50	4	8%	Upcoming

2 Start by creating your Free Entry Visitor Types. Click "Add type"

ise

AF

Ticketing Settings

Visitor Types	Member Mapping	Free Entry	Discount Codes	Gift Cards	Programs	Event Categories
Check-In Locations	General Settings					

Add type

Name	Visitor Count	Reporting Rollup	Status	
Adult	1	Adult	Active	⋮
Child (Under 13)	1	Child (Under 13)	Active	⋮
Comp Gala Ticket	1	Adult	Active	⋮
Family	4	Adult	Active	⋮
Field Trip - Chaperone	1	Adult	Active	⋮
Field Trip - Non-Student Child	1	Field Trip - Non-Student Child	Active	⋮
Field Trip - Student	1	Student	Active	⋮
Field Trip - Teacher	1	Field Trip - Teacher	Active	⋮
Military	1	Military	Inactive	⋮

Submit feedback

3 Please our article on Visitor Types for more information.

Visitor Types

Check-In Locations

Member Mapping

General Settings

Create Visitor Type

Name

Description

Number of Visitors ⓘ

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☐ Active

Cancel Create

Event Categories

Add type

Name	Visitor Count	Reporting Rollup	Status	
Adult	1	Adult	Active	⋮
Child (Under 13)	1	Child (Under 13)	Active	⋮
Comp Gala Ticket	1	Adult	Active	⋮
Family	4	Adult	Active	⋮
Field Trip - Chaperone	1	Adult	Active	⋮
Field Trip - Non-Student Child	1	Field Trip - Non-Student Child	Active	⋮
Field Trip - Student	1	Student	Active	⋮
Field Trip - Teacher	1	Field Trip - Teacher	Active	⋮
Military	1	Military	Inactive	⋮
Senior (65+)	1	Senior (65+)	Active	⋮
Silver Sponsor	6	Silver Sponsor	Active	⋮
Student	1	Student	Active	⋮

Submit feedback

4 Click "Free Entry"

Muse AF

Ticketing Settings

Visitor Types | Member Mapping | **Free Entry** | Discount Codes | Gift Cards | Programs | Event Categories

Check-In Locations | General Settings

[Add type](#)

Name	Visitor Count	Reporting Rollup	Status
Adult	1	Adult	Active
Child (Under 13)	1	Child (Under 13)	Active
Comp Gala Ticket	1	Adult	Active
Family	4	Adult	Active
Field Trip - Chaperone	1	Adult	Active
Field Trip - Non-Student Child	1	Field Trip - Non-Student Child	Active
Field Trip - Student	1	Student	Active
Field Trip - Teacher	1	Field Trip - Teacher	Active
Military	1	Military	Inactive

5 Click "Add Free Entry type"

ise AF

Ticketing Settings

Visitor Types | Member Mapping | **Free Entry** | Discount Codes | Gift Cards | Programs | Event Categories

Check-In Locations | General Settings

[Add Free Entry type](#)

Free Entry Types

① Drag and drop to adjust museum floor display order.

Name	Visitor Types Count
Free First Friday	2
Museums for All	1
City-GO Pass	4
Active Military	1

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

Frequent ZIPs

ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

[Submit feedback](#)

[Add ZIP](#)

6 Select among your Visitor Types to add to that Free Entry category.

New Free Entry Type

Name
Free Entry

Visitor Type
Adult

☒ Include check-ins in museum admissions reporting

Cancel Create

Free Entry Types

Drag and drop to add

Name	Count
Free First	
Museums	
City-GO Pass	4
Active Military	1

Prompt for ZIP on Free Entry
When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

Frequent ZIPs
ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

Submit feedback

7 Click the check mark to add that Type and add additional Visitor Types.

New Free Entry Type

Name
Free Entry

Visitor Type
Adult

☒ Include check-ins in museum admissions reporting

Cancel Create

Free Entry Types

Drag and drop to add

Name	Count
Free First	
Museums	
City-GO Pass	4
Active Military	1

Prompt for ZIP on Free Entry
When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

Frequent ZIPs
ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

Submit feedback

8 Click to include these check-ins with your overall Museum attendance reporting.

The screenshot shows the 'New Free Entry Type' modal in a museum management system. The modal has a title bar with a close button. Below the title, there is a 'Name' field containing 'Free Entry'. Underneath is a 'Visitor Type' section with a list of options: 'Adult', 'Child (Under 13)', and 'Select a visitor type...'. To the right of this list are trash icons. Below the visitor type list is a checkbox labeled 'Include check-ins in museum admissions reporting', which is checked and highlighted with an orange circle. At the bottom right of the modal are 'Cancel' and 'Create' buttons. The background shows a sidebar with 'Visitor Types' and 'Check-In Locations' sections, and a main area with 'Free Entry Types' and 'Frequent ZIPs' sections.

9 Click "Create"

This screenshot is similar to the previous one, showing the 'New Free Entry Type' modal. In this step, the 'Create' button at the bottom right of the modal is highlighted with an orange circle. The 'Include check-ins in museum admissions reporting' checkbox remains checked. The background interface is consistent with the previous screenshot, showing the museum management system's sidebar and main content area.

10 Enable the "Prompt for ZIP on Free Entry" setting

Visitor Types

Member Mapping

Free Entry

Discount Codes

Gift Cards

Programs

Event Categories

Check-In Locations

General Settings

Add Free Entry type

Free Entry Types

① Drag and drop to adjust museum floor display order: mi: ele

Name	Visitor Types Count	
Free First Friday	2	⋮
Museums for All	1	⋮
City-GO Pass	4	⋮
Active Military	1	⋮

Submit feedback

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

☐

Location Data Setup

11 Add frequent ZIP code for selection on the Museum Floor.

Free Entry Types

Free Entry

Free Entry Types

Free Entry

① Drag and drop to adjust museum floor display order: mi: ele

Name	Visitor Types Count	
Free First Friday	2	⋮
Museums for All	1	⋮
City-GO Pass	4	⋮
Active Military	1	⋮

Submit feedback

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

☒

Frequent ZIPs

ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

① Drag and drop to adjust museum floor display order: mi: ele

ZIP Code	Display Label	
92101	Downtown	⋮
92106	Coastal	⋮
92121	North County	⋮

Add ZIP

↑

Muse

Add ZIP

ZIP Code: 32246

Display Label (optional):

Cancel Create

Free Entry Types

Drag and drop to adjust museum floor display order

Name	Visitor Types Count
Free First Friday	2
Museums for All	1
City-GO Pass	4
Active Military	1

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

Frequent ZIPs

ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

ZIP Code	Display Label
92101	Downtown

Muse

Add ZIP

ZIP Code: 32246

Display Label (optional): Jacksonville

Cancel Create

Free Entry Types

Drag and drop to adjust museum floor display order

Name	Visitor Types Count
Free First Friday	2
Museums for All	1
City-GO Pass	4
Active Military	1

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.

Frequent ZIPs

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ZIP Code	Display Label
92101	Downtown

Free Entry Processing

- 12 Open the Museum Entry screen from the Museum Floor

Ticketing Settings

Visitor Types	Member Mapping	Free Entry	Discount Codes	Gift Cards	Programs	Event Categories
Check-In Locations	General Settings					

[Add Free Entry type](#)

Free Entry Types

① Drag and drop to adjust museum floor display order. mi:
ele

Name	Visitor Types Count	
Free First Friday	2	⋮
Museums for All	1	⋮
City-GO Pass	4	⋮
Active Military	1	⋮

[Submit feedback](#)

Prompt for ZIP on Free Entry

When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.



Frequent ZIPs

ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

[Add ZIP](#)

Ticketing Settings

Visitor Types	Member Mapping	Free Entry	Discount Codes	Gift Cards	Programs	Event Categories
Check-In Locations	General Settings					

[Museum Floor](#)[My account](#)[Contact support](#)[Log out](#)

Free Entry Types

① Drag and drop to adjust museum floor display order. mi:
ele

Name	Visitor Types Count	
Free First Friday	2	⋮
Museums for All	1	⋮
City-GO Pass	4	⋮
Active Military	1	⋮

[Submit feedback](#)

Prompt for ZIP on Free Entry

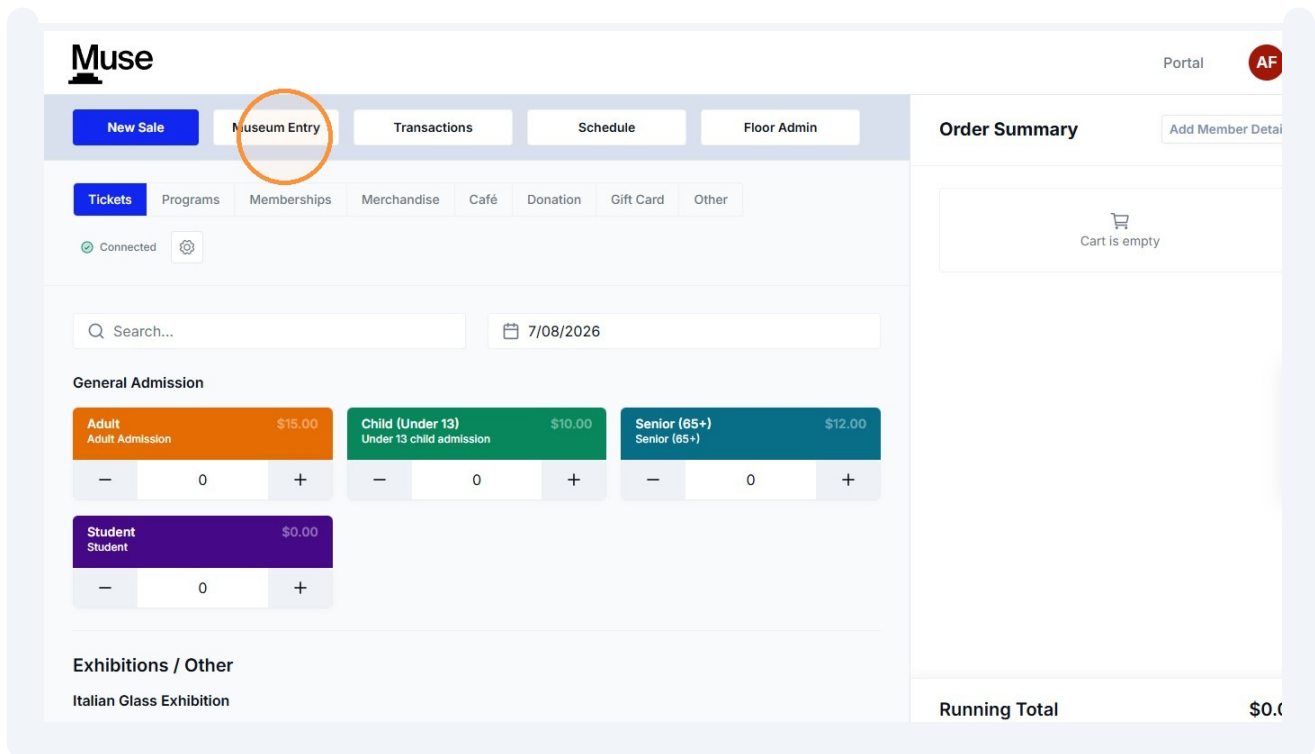
When On, the Free Entry modal asks staff to capture or skip the visitor's ZIP code. Applies museum-wide; does not affect paid checkouts or member tap-ins.



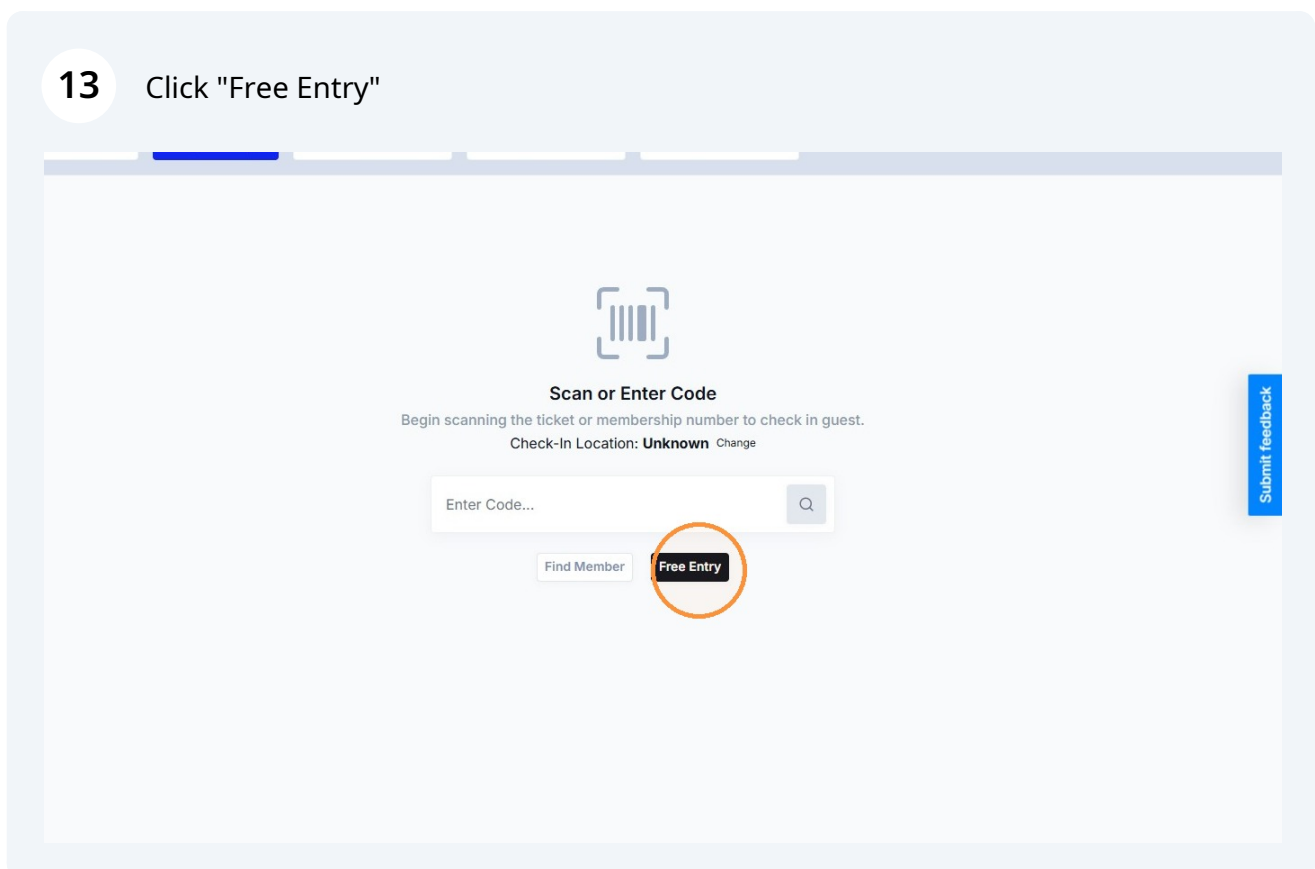
Frequent ZIPs

ZIPs you see most often. Surfaced as one-tap pills in the Free Entry modal. Up to 12 per museum.

[Add ZIP](#)



13 Click "Free Entry"



14 Select any Free Entry category as the entry type

Muse Portal

New Sale Museum Entry Transa

Free Entry X

Pick a Type • 0 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Pick a Type above to continue.

Save

Enter Code...

Find Member Free Entry

15 Add tickets for any of the Visitor Types

Muse Portal AF

New Sale Museum Entry Transa

Free Entry X

Free First Friday • 0 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult - 0 +

Child (Under 13) - 0 +

Visitor US ZIP No US ZIP

92101 92106 92121 32246

Enter manually or select from above

Skip — visitor declined

Save

Submit feedback

16 Select any frequent ZIP code

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult — 1 +

Child (Under 13) — 1 +

Visitor US ZIP **32246** No US ZIP

92101 92106 92121 32246

Enter manually or select from above

> Skip — visitor declined

Save

17 Manually enter the visitor's ZIP code

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult — 1 +

Child (Under 13) — 1 +

Visitor US ZIP No US ZIP

92101 92106 92121 32246

32246

> Skip — visitor declined

Save

18 Select "No US ZIP" for international visitors

New Sale Museum Entry Transa

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult — 1 +

Child (Under 13) — 1 +

Visitor US ZIP

92101 92106 92121 32246

Enter manually or select from above

⌵ Skip — visitor declined

Save

Submit feedback

19 Type in the country and select from the dropdown

Free Entry

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult — 1 +

Child (Under 13) — 1 +

Visitor US ZIP

Select country

⌵ Skip — visitor declined

Save

Free Entry ×

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult − 1 +

Child (Under 13) − 1 +

Visitor US ZIP ⊕ No US ZIP

Canada

Canada

Save

20 Click "Save" to finalize the free entry record

Free Entry ×

Free First Friday • 2 guests

Type

Free First Friday Museums for All City-GO Pass Active Military

Visitors

Adult − 1 +

Child (Under 13) − 1 +

Visitor US ZIP ⊕ No US ZIP

Select country

⌵ Skip — visitor declined

Save

21

"Success! The entries have been saved!"

use

New Sale

Museum Entry

Transactions

Schedule

Floor Admin

Success!
The entries have been saved!



Scan or Enter Code

Begin scanning the ticket or membership number to check in guest.

Check-In Location: **Unknown** [Change](#)

Enter Code...



Find Member

Free Entry

Submit feedback