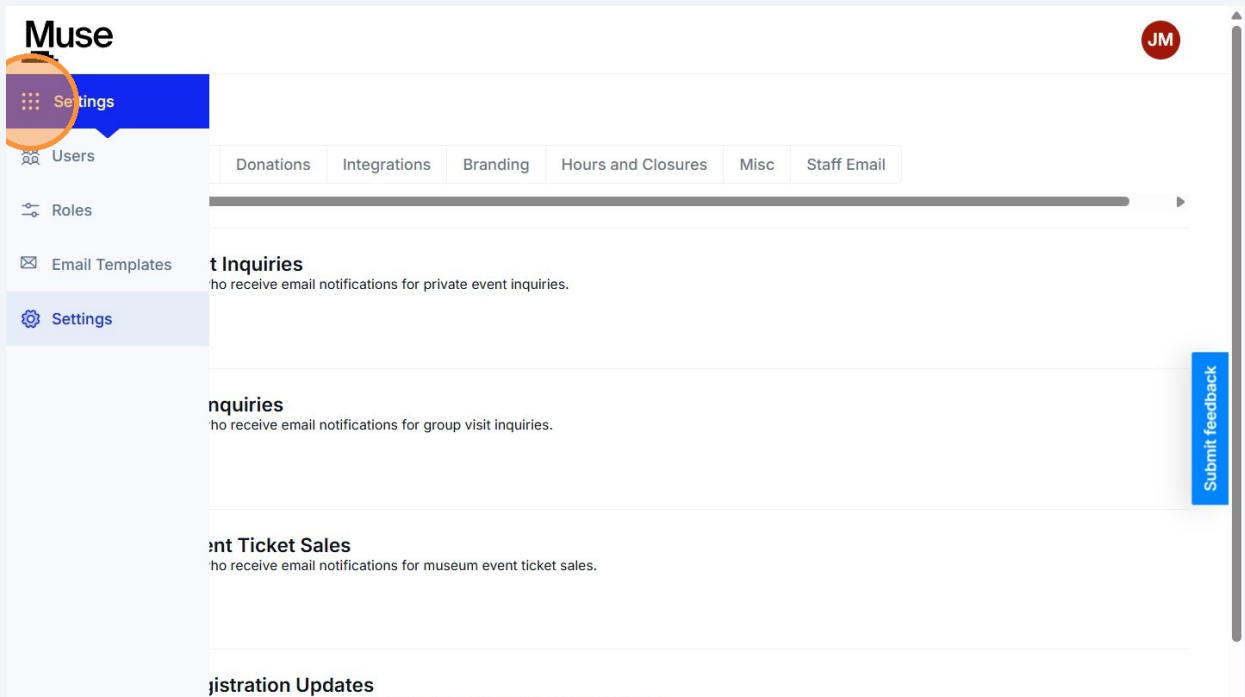


Adding Check-In Locations

Learn how to manage your event or facility access points by adding new check-in locations within the Muse portal. This guide walks you through the navigation and configuration steps required to ensure your check-in system is correctly updated.

1 Click the blue North Star icon.



2 Click "Ticketing"

The screenshot shows the Muse dashboard interface. On the left, a sidebar menu is open, displaying options: Settings, Users, Roles, Email Templates, and Settings (highlighted). A sub-menu is visible for the highlighted 'Settings' item, containing: Fundraising, Ticketing (circled in orange), Operations, Reports, Accounting, and Settings. The main content area shows tabs for Integrations, Branding, Hours and Closures, Misc, and Staff Email. Below the tabs, there are sections for 'Inquiries' (with a description: 'to receive email notifications for group visit inquiries.'), 'Event Ticket Sales' (with a description: 'to receive email notifications for museum event ticket sales.'), and 'Registration Updates'. A 'Submit feedback' button is located on the right side of the dashboard.

3 Click "Settings" from within the Ticketing navigation menu.

The screenshot shows the Muse dashboard interface. On the left, a sidebar menu is open, displaying options: Ticketing, Dashboard, Ticket Types, Memberships, Events, Reports, and Settings (circled in orange). The main content area shows the 'Dashboard' section with a 'Create a ticket type' button and a 'Create a membership benefit' button. Below these buttons, there are three cards: 'Revenue' (0.80), 'Tickets sold' (8), and 'Events reached capacity' (0). The 'Events reached capacity' card includes a note: '75%+ capacity, whether past, current, or upcoming'. Below the cards, there is a table with columns: Date and Time, Venue, Capacity, Sold, % of Spots Sold, Status, and a dropdown menu. The table contains two rows of data.

	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status	
5K	Jun 27, 2026 at 6:00am	N/A	550	13	2%	Upcoming	⋮
	Jun 27, 2026 at 7:00pm	Main Exhibition Hall	300	22	7%	Upcoming	⋮

4 Select the 'Check-In Locations' tab.

Muse JM

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	⋮

Submit feedback

5 Click the blue "Add Check-In Location" button.

Muse JM

Ticketing Settings

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

Check-In Locations | General Settings

Add Check-In Location

Name	
Docent Station	⋮
Front Desk	⋮
IMAX Theater	⋮
Movie Room	⋮
Penguin House	⋮

Submit feedback

6 Add the name of your Check-In Location.

The screenshot shows the Muse Ticketing Settings interface. A modal dialog titled "Add Check-In Location" is open. It contains a "Name" input field, which is highlighted with an orange circle. Below the input field are "Cancel" and "Save" buttons. In the background, the "Check-In Locations" tab is active, showing a table with the following locations: Docent Station, Front Desk, IMAX Theater, Movie Room, and Penguin House. Each location has a trash icon to its right. A blue "Add Check-In Location" button is visible in the top right of the background interface. A vertical "Submit feedback" button is on the far right.

7 Click "Save" when finished. Repeat these steps for every check-in point at your facility.

This screenshot shows the same Muse Ticketing Settings interface as the previous one, but the "Add Check-In Location" dialog box now has the text "Courtyard" entered in the "Name" field. The "Save" button is highlighted with an orange circle, indicating it should be clicked to save the new location. The background table of existing locations remains the same.

8 You will now see the list of Check-in Locations.

Muse

Check-In Location created x

Ticketing Settings

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

Check-In Locations | General Settings

Add Check-In Location

Name	
Courtyard	
Docent Station	
Front Desk	
IMAX Theater	
Movie Room	
Penguin House	

Submit feedback

9 To remove a location, click the trash can icon on the far right of the row.

Muse

Check-In Location created x

Ticketing Settings

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

Check-In Locations | General Settings

Add Check-In Location

Name	
Courtyard	
Docent Station	
Front Desk	
IMAX Theater	
Movie Room	
Penguin House	

Submit feedback

10 Click 'Remove' to confirm the deletion.

The screenshot displays the 'Muse' application interface. At the top, a green notification banner reads 'Check-In Location created'. The main section is titled 'Ticketing Settings' and contains several tabs: 'Visitor Types', 'Member Mapping', 'Check-In Locations' (which is active), 'General Settings', 'Gift Cards', 'Programs', and 'Event Categories'. A central modal dialog box is open, titled 'Remove this Location?'. It contains the text: 'Are you sure you would like to remove this Check-In Location? This action cannot be undone.' Below the text are two buttons: 'Cancel' and 'Remove'. The 'Remove' button is highlighted with an orange circle. In the background, a table lists check-in locations with their names and delete icons. A vertical blue button labeled 'Submit feedback' is on the right side of the interface.

Name	
Courtyard	
Docent Station	
Front Desk	
IMAX Theater	
Movie Room	
Penguin House	