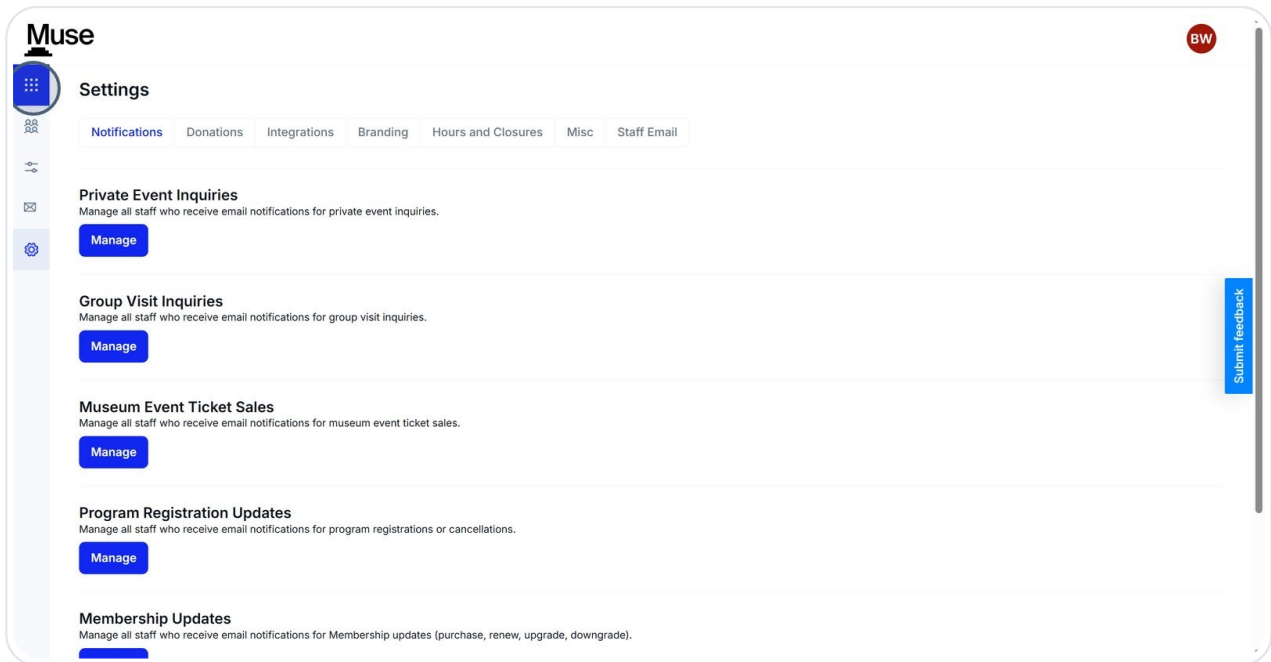


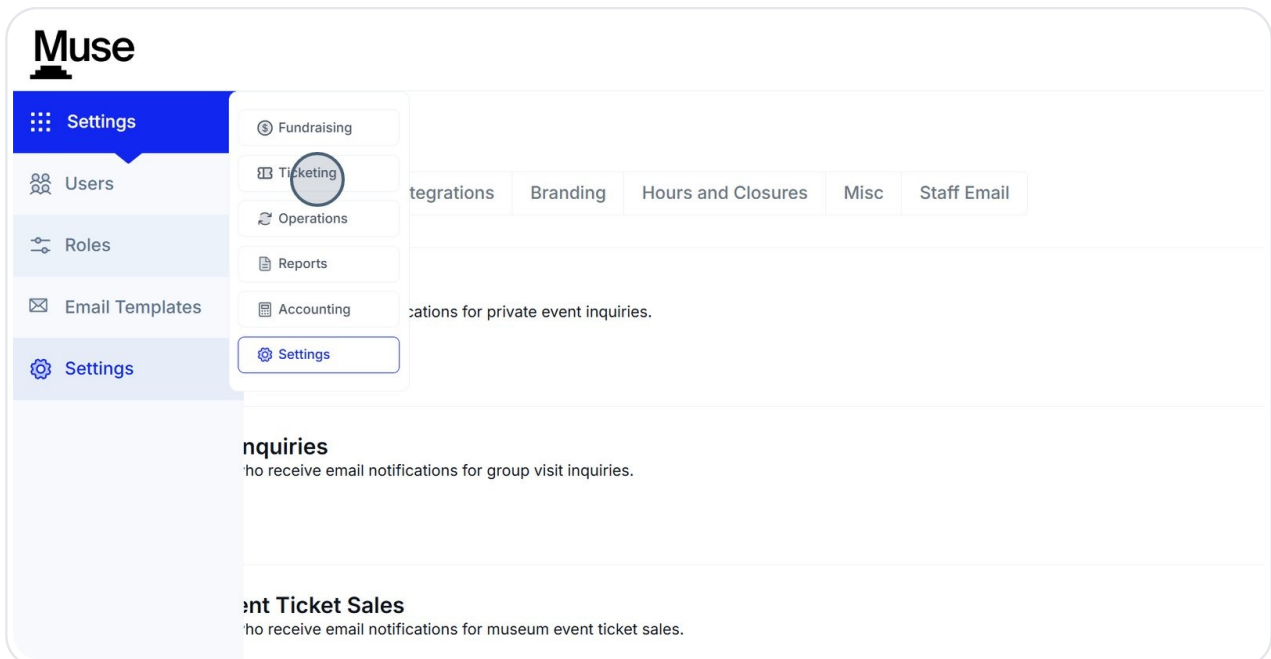


Configure and Record Museum Free Entry Visits

1. Access the dashboard from the blue North Star icon.



2. Select 'Ticketing'



3. Open ticketing settings.

Muse

BW

Ticketing Dashboard

Create an event

Create a ticket type

Create a membership benefit

Today

7 Days

30 Days

Tickets revenue

\$0.00

Tickets sold

0

Events reached capacity

0

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

Event capacity

Event Name	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status
Annual Gala	Aug 22, 2026 at 7:00pm	Main Exhibition Hall	300	29	10%	Upcoming

Submit feedback

4. Head to 'Visitor Types'

Ticketing Settings

Visitor Types

Member Mapping

Free Entry

Discount Codes

Gift Cards

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	⋮
Infant (under 1)	1	Child (Under 13)	Active	⋮
Military	1	Military	Inactive	⋮
Senior (65+)	1	Senior (65+)	Active	⋮
Silver Sponsor	6	Silver Sponsor	Active	⋮

Submit feedback

5. Click 'Add type' to introduce a new visitor segment.

BW

Discount Codes

Gift Cards

Event Categories

Check-In Locations

General Settings

Add type

	Visitor Count	Reporting Rollup	Status	
	1	Adult	Active	⋮
	1	Child (Under 13)	Active	⋮
	1	Adult	Active	⋮
	4	Adult	Active	⋮
	1	Adult	Active	⋮
	1	Field Trip - Non-Student Child	Active	⋮

Submit feedback

6. Please review our article on Visitor Types for more information.

Muse

BW

Ticketing Settings

Visitor Types

Member Mapping

Name

Adult

Child (Under 13)

Comp Gala Ticket

Family

Field Trip - Chaperone

Field Trip - Non-Student Child

Field Trip - Student

Field Trip - Teacher

Infant (under 1)

Military

Senior (65+)

Silver Sponsor

Create Visitor Type

Name

Description

Number of Visitors

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☐ Active

Cancel

Create

Add type

	Reporting Rollup	Status	
		Active	⋮
	Child (Under 13)	Active	⋮
		Active	⋮
		Active	⋮
		Active	⋮
	Field Trip - Non-Student Child	Active	⋮
		Active	⋮
	Field Trip - Teacher	Active	⋮
	Child (Under 13)	Active	⋮
	Military	Inactive	⋮
	Senior (65+)	Active	⋮
	Silver Sponsor	Active	⋮

Submit feedback

Muse

Ticketing Settings

Visitor Types

Member Mapping

Free Entry

Discount Codes

Gift Cards

Event Categories

Name	Visitor Count
Adult	1
Child (Under 13)	1
Comp Gala Ticket	1
Family	4
Field Trip - Chaperone	1
Field Trip - Non-Student Child	1

Prompt for ZIP on Free Entry is disabled

BW

Discount Codes

Gift Cards

Event Categories

Check-In Locations

General Settings

Add Free Entry type

	Visitor Types Count	
	2	⋮
	1	⋮
	4	⋮
	1	⋮

Submit feedback

9. Select a visitor type for your new free entry category.

Ticketing Settings

Visitor Types Member

Free Entry Types

Drag and drop to adjust museum floor display

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

New Free Entry Type

Name
Free Entry

Visitor Type
Select a visitor type...

☒ Include check-ins in museum admissions reporting

Cancel

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.

10. Click this check box to include these check-ins with your overall Museum attendance reporting.

Ticketing Settings

Visitor Types Member

Free Entry Types

Drag and drop to adjust museum floor display

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

New Free Entry Type

Name
Free Entry

Visitor Type
Adult
Select a visitor type...

☒ Include check-ins in museum admissions reporting

Cancel

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.

11. Hit 'Create' to save your new free entry type.

museum admissions reporting

Cancel

Create

Add Free Entry type

Visitor Types Count	
2	⋮
1	⋮
4	⋮
1	⋮

Submit feedback

Applies museum-wide; does not affect paid checkouts or member tap-ins.

☐

12. Switch the ZIP prompt feature on or off for streamlined guest entries.

	Visitor Types Count	
	2	⋮
	1	⋮
	4	⋮
	1	⋮

. Applies museum-wide; does not affect paid checkouts or member tap-ins.

[Submit feedback](#)

13. Add a frequent ZIP for quicker guest processing and better visitor insights.

	1	⋮
	4	⋮
	1	⋮

. Applies museum-wide; does not affect paid checkouts or member tap-ins.

per museum.

Add ZIP

Submit feedback

	Display Label	
	Downtown	⋮
	Coastal	⋮
	North County	⋮
	Jacksonville	⋮

14. Select 'Create' when finished.

Add ZIP

ZIP Code

86753

Display Label (optional)

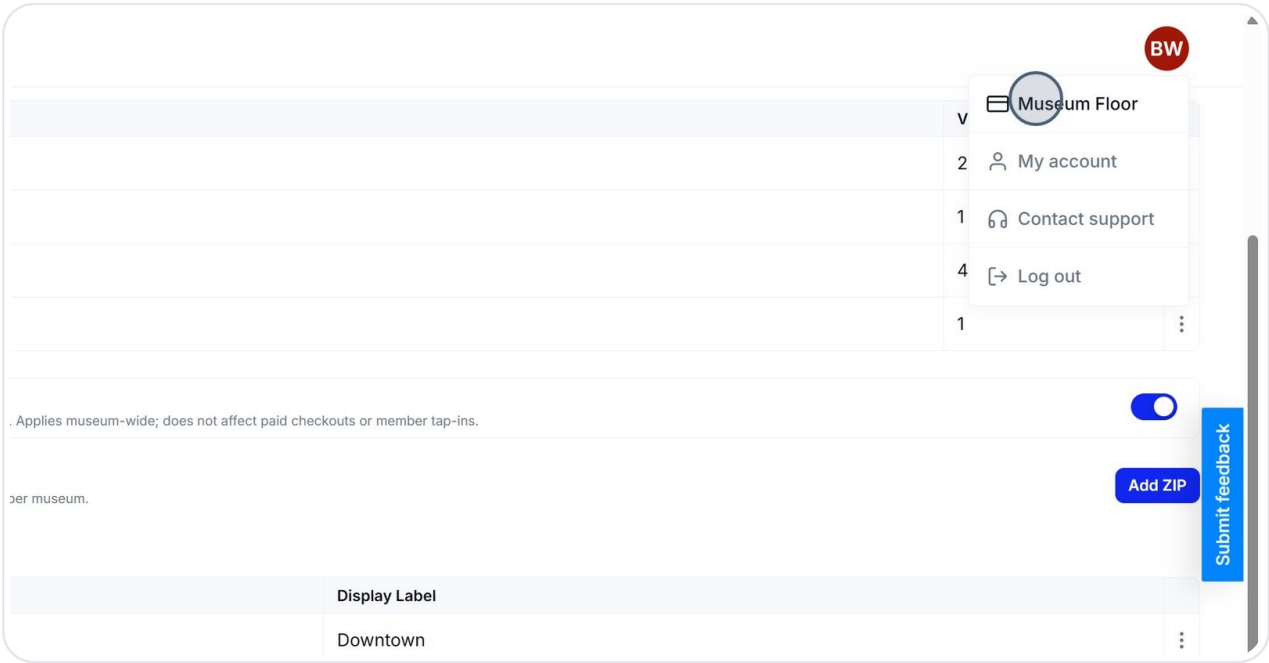
Cancel

Create

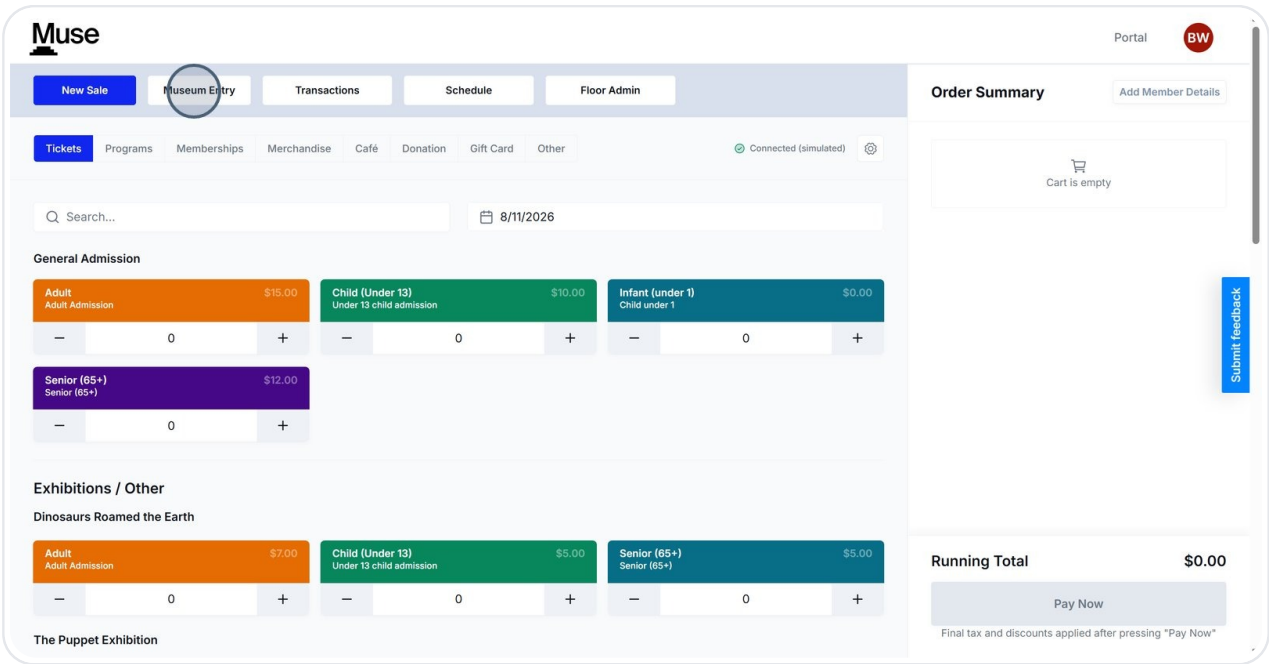
	Visitor Types Count
	2
	1
	4
	1

	Display Label
	Downtown
	Coastal

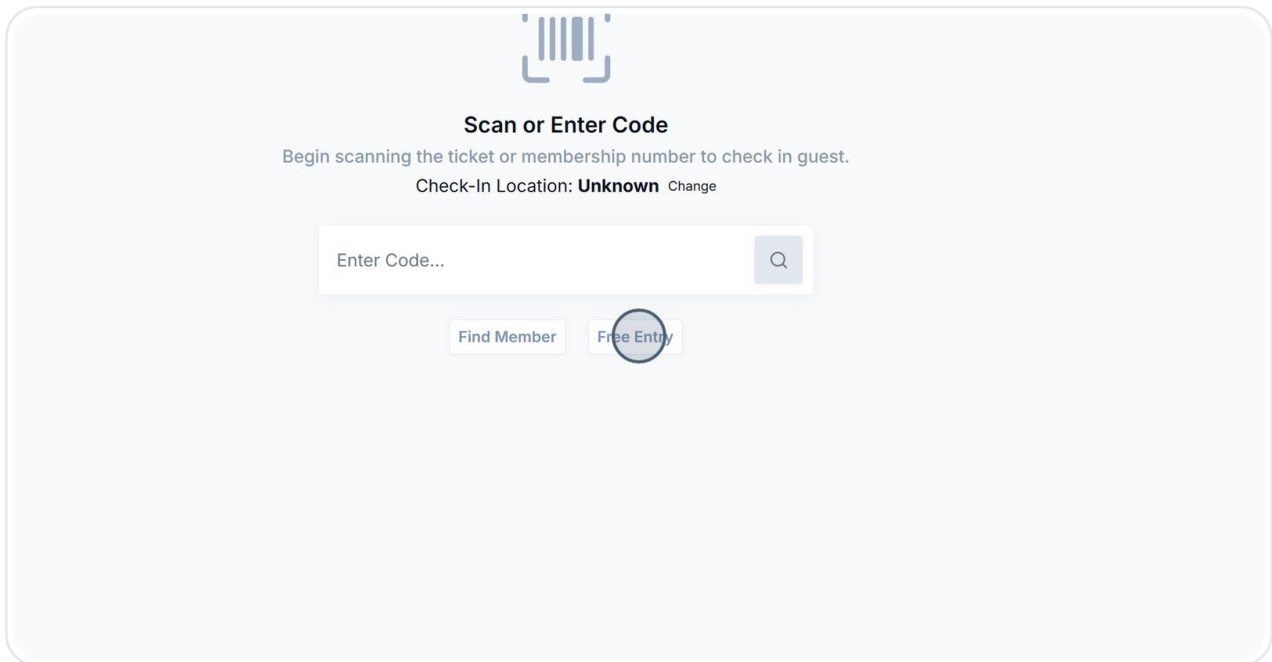
15. Toggle to the Museum Floor to see Free Entry in action.



16. Open 'Museum Entry'

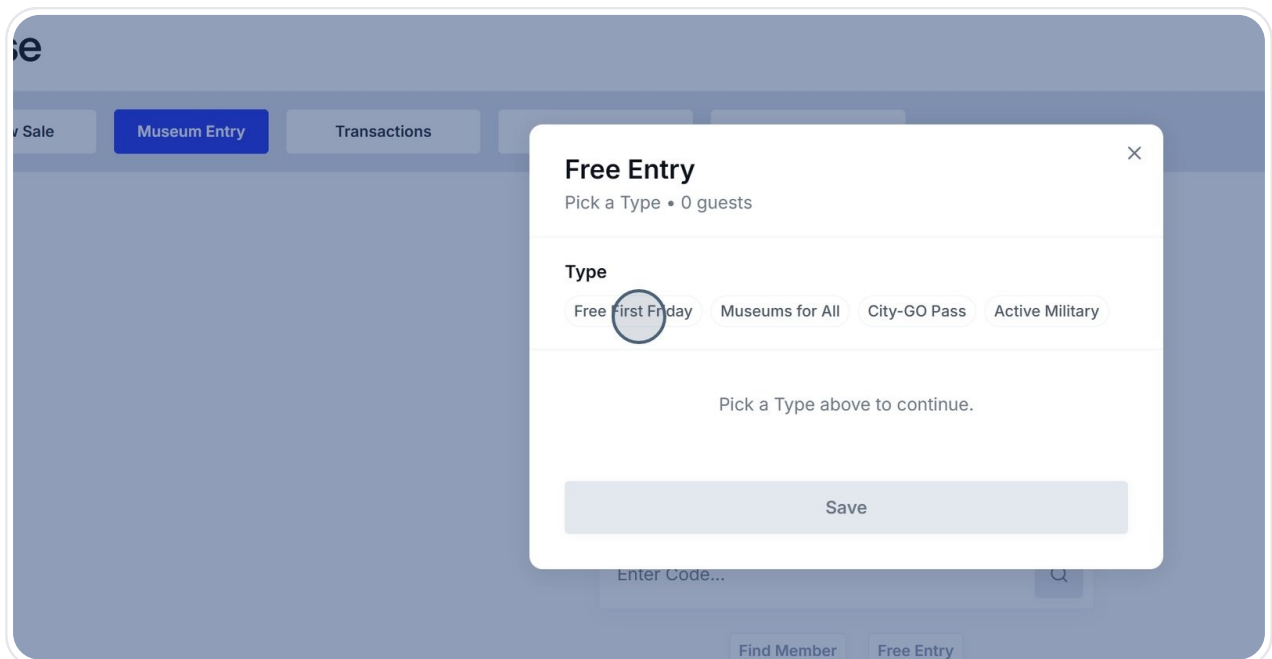


17. And then select 'Free Entry' to admit guests at no charge.



The screenshot shows a light blue interface with a QR code icon at the top. Below it, the text "Scan or Enter Code" is centered, followed by the instruction "Begin scanning the ticket or membership number to check in guest." and "Check-In Location: **Unknown** Change". A search bar with the placeholder "Enter Code..." and a magnifying glass icon is present. Below the search bar are two buttons: "Find Member" and "Free Entry", with the "Free Entry" button circled in blue.

18. Choose a specific free entry type.



The screenshot shows a modal dialog titled "Free Entry" with a close button (X) in the top right corner. Below the title, it says "Pick a Type • 0 guests". Under the "Type" heading, there are four buttons: "Free First Friday" (circled in blue), "Museums for All", "City-GO Pass", and "Active Military". Below these buttons, the text "Pick a Type above to continue." is displayed. At the bottom of the modal is a "Save" button. The background shows a blurred view of the "Scan or Enter Code" interface with the "Free Entry" button circled in blue.

19. Add visitors by clicking the '+' button.

Free Entry ×
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 46220 86753

Enter manually or select from above

⌵ Skip — visitor declined

20. Select a frequent ZIP code for fast entry and effective demographic data collection.

Visitors

Adult − 1 +

Child (Under 13) − 1 +

📍 **Visitor US ZIP** 🌐 No US ZIP

92101 92106 92121 32246 46220 **86753**

86753

⌵ Skip — visitor declined

Save

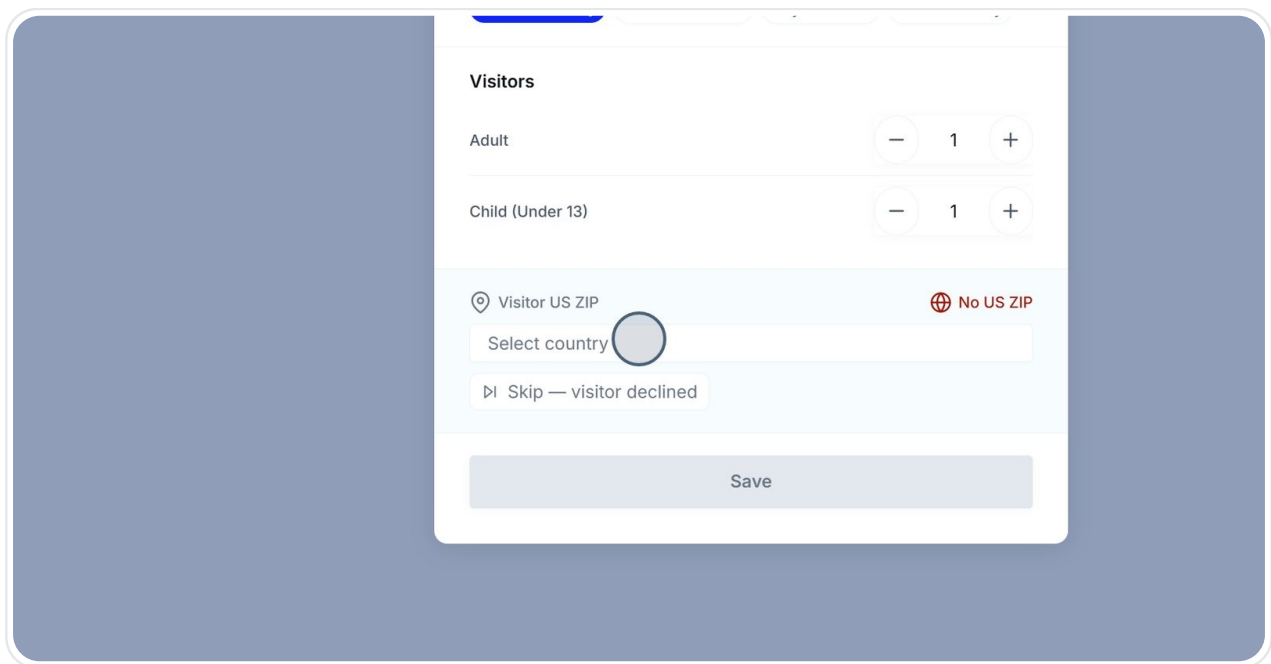
21. Or, you can manually enter a unique ZIP code for visitors outside common areas.

The screenshot shows a 'Visitors' form with two rows: 'Adult' and 'Child (Under 13)', each with a minus button, the number '1', and a plus button. Below these is a section for 'Visitor US ZIP' with a location pin icon and a 'No US ZIP' option with a globe icon. A row of six ZIP code buttons (92101, 92106, 92121, 32246, 46220, 86753) is shown. A text input field contains the text 'Enter manually or select from above', with the word 'or' circled in blue. Below this is a button that says 'Skip — visitor declined'. At the bottom is a large grey 'Save' button.

22. Choose 'No US ZIP' for international guests.

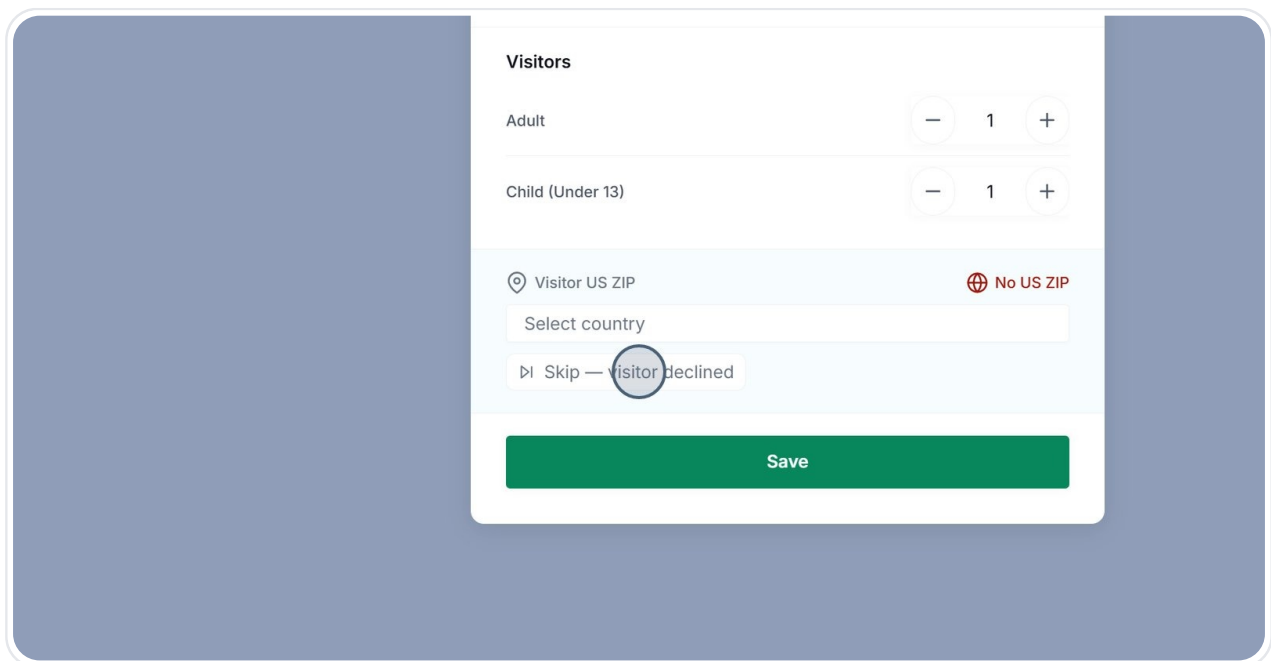
This screenshot shows the same 'Visitors' form as above, but with additional elements. At the top, there are four tabs: 'Free First Friday' (highlighted in blue), 'Museums for All', 'City-GO Pass', and 'Active Military'. The 'Visitor US ZIP' section now has the 'No US ZIP' option with a globe icon circled in blue. The row of ZIP code buttons is still present. A text input field now contains the value '46220'. The 'Skip — visitor declined' button is still there. At the bottom, the 'Save' button is now green.

23. Select a country of origin for visitors without a US ZIP to ensure accurate records.



The screenshot shows a 'Visitors' form with two rows: 'Adult' and 'Child (Under 13)', each with a count of 1. Below these is the 'Visitor US ZIP' section, which includes a 'Select country' dropdown menu highlighted with a blue circle. To the right of the dropdown is a red globe icon and the text 'No US ZIP'. Below the dropdown is a button labeled 'Skip — visitor declined'. At the bottom of the form is a 'Save' button.

24. If a visitor declines, click 'Skip' to record their entry without ZIP information.



This screenshot is identical to the previous one, but the 'Skip — visitor declined' button is now highlighted with a blue circle. The 'Save' button at the bottom is green.

25. Click Save to finalize and record your free entry visit.

Visitors

Adult

— 1 +

Child (Under 13)

— 1 +

Visitor US ZIP

No US ZIP

Select country

Skip — visitor declined

Save