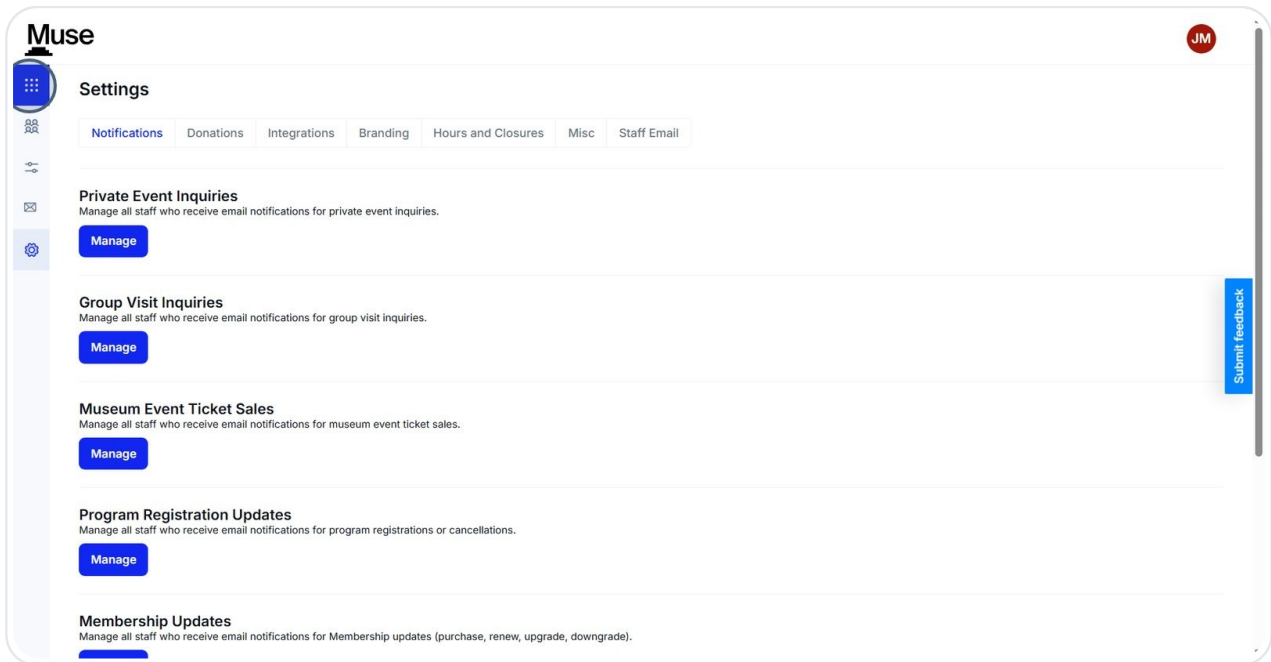


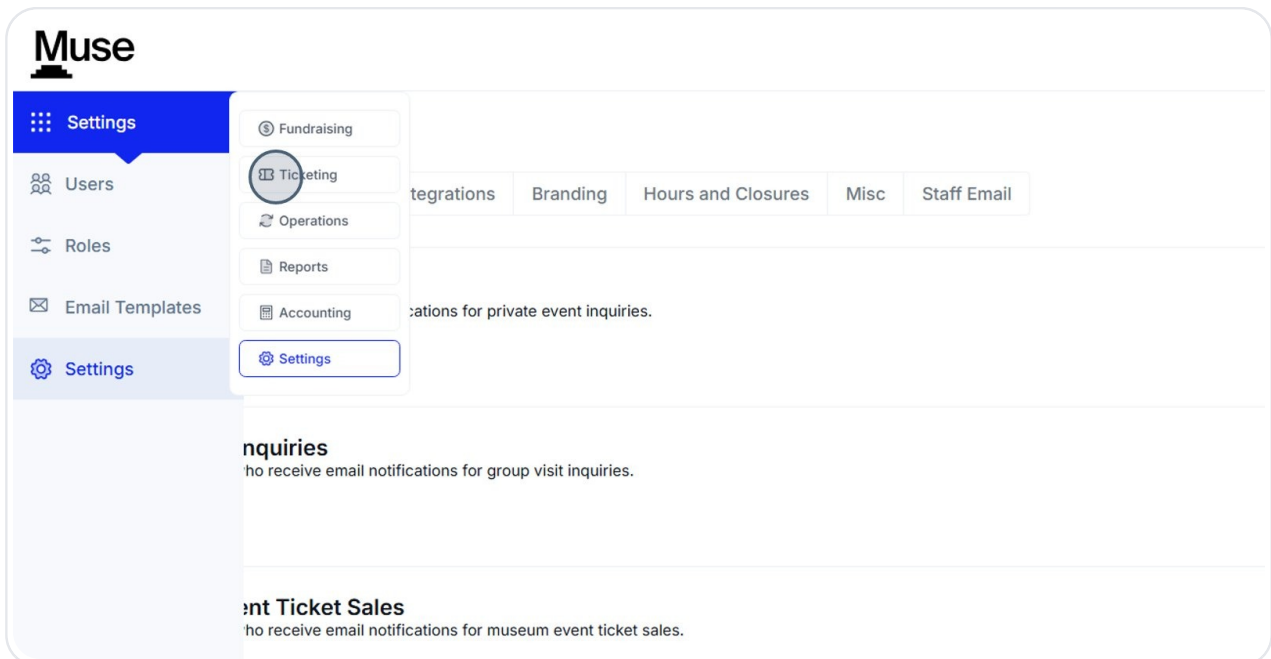


Create and Manage Visitor Types

1. Click the blue North Star icon.



2. Select "Ticketing" from the navigation menu.



3. Click "Settings" in the Ticketing sidebar.

Muse

Ticketing

Dashboard

Create a ticket type

Create a membership benefit

Ticket Types

Memberships

Events

Programs

Reports

Settings

Dashboard

7 Days

30 Days

Revenue

Tickets sold

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

	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status
ktacular	Oct 31, 2026 at 8:00pm	N/A	250	1	0%	Upcoming
	Dec 18, 2026 at 7:00pm	Main Exhibition Hall	300	44	15%	Upcoming
s Eve Gala	Dec 31, 2026 at 7:00pm	Main ballroom	500	0	0%	Upcoming

Submit feedback

4. Navigate to the "Visitor Types" tab.

Muse

Ticketing

Ticketing Settings

Visitor Types

Memberships

Member Mapping

Free Entry

Discount Codes

Gift Cards

Event Categories

Check-In Locations

General Settings

Gift Cards

Add gift card

\$25.00	
\$50.00	
\$100.00	
\$150.00	
\$200.00	
\$250.00	

Submit feedback

5. Visitor Types form the foundation of all ticketing activities. As you create your Ticketing Types, you'll be required to choose which Visitor Types you offer for each Ticketing activity.

Ticketing Settings

Visitor Types

Memberships

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	⋮

Submit feedback

6. Click "Add type".

JM

ing	Free Entry	Discount Codes	Gift Cards	Event Categories	Check-In Locations	
<button>Add type</button>						
		Visitor Count	Reporting Rollup	Status		
		1	Adult	Active		⋮
		1	Child (Under 13)	Active		⋮
		1	Adult	Active		⋮
		4	Adult	Active		⋮
		1	Adult	Active		⋮

Submit feedback

7. Enter the name of your Visitor Type in the Name field. Common examples include "Adult," "Child (Under 13)," "Senior (65+)," "Military," "Couples Pass," and "Student."

The screenshot shows the Muse Ticketing Settings interface. On the left, a sidebar contains a list of settings: Visitor Types (selected), Memberships, and General Settings. The main content area displays the 'Create Visitor Type' form. The form has the following fields and options:

- Name:** A text input field with a circular icon placeholder.
- Description:** A text input field.
- Number of Visitors:** A dropdown menu with the value '1' selected.
- Roll up attendance reporting to another visitor type:** A checkbox that is checked.
- Roll up to...:** A dropdown menu with a circular icon placeholder.

8. Provide additional copy in the Description field to display on the e-Commerce page when a Patron buys tickets online.

The screenshot shows the Muse Ticketing Settings interface, similar to the previous one, but with additional text in the Description field. The form has the following fields and options:

- Name:** A text input field.
- Description:** A text input field containing the text "Additional copy to display on the e-Commerce page when a Patron buys tickets online."
- Number of Visitors:** A dropdown menu with the value '1' selected.
- Roll up attendance reporting to another visitor type:** A checkbox that is checked.
- Roll up to...:** A dropdown menu with a circular icon placeholder.

9. Enter "Number of Visitors." When a ticket of this visitor type is sold, this is the number of people who will be counted as admitted.

Enter "Number of Visitors" When a ticket of this visitor type is sold, this is the number of people who will be counted as admitted.

General Settings

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)

Name

Description

Number of Visitors ⓘ

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☐ Active

Cancel

Create

10. Select the "Roll up attendance reporting to another visitor type" checkbox to count admissions under a consolidated demographic and reflect in reporting.

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+)

Description

Number of Visitors ⓘ

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☐ Active

Cancel

Create

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11. Select the roll up visitor type using the dropdown. Options include "Adult" or "Child."

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+)

Description

Number of Visitors ⓘ

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☐ Active

Cancel

Create

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12. Toggle the "Active" checkbox to make this visitor type an available option for setting up ticket types.

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+)

Number of Visitors ⓘ

1

☒ Roll up attendance reporting to another visitor type

Roll up to...

☒ Active

Cancel

Cr

1	
1	
1	

[View online](#)

13. When finished, click "Create".

f Visitors ⓘ

up attendance reporting to another visitor type

ll up to...

e

Cancel

Create

	Reporting Rollup	Status	
		Active	⋮
	nder 13)	Active	⋮
		Active	⋮
		Active	⋮
		Active	⋮
	p - Non-Student Child	Active	⋮
		Active	⋮
	p - Teacher	Active	⋮
		Active	⋮
	Child (Under 13)	Active	⋮
	Military	Inactive	⋮
	Senior (65+)	Active	⋮

14. Back on the Visitor Type list view, you can update the Visitor Type by clicking the three dots to the right of the listed type to Edit or Delete.

ing

Free Entry

Discount Codes

Gift Cards

Event Categories

Check-In Locations

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	⋮
	1	Student	Active	⋮
	1	Field Trip - Teacher	Active	⋮

Edit

Delete

Submit feedback