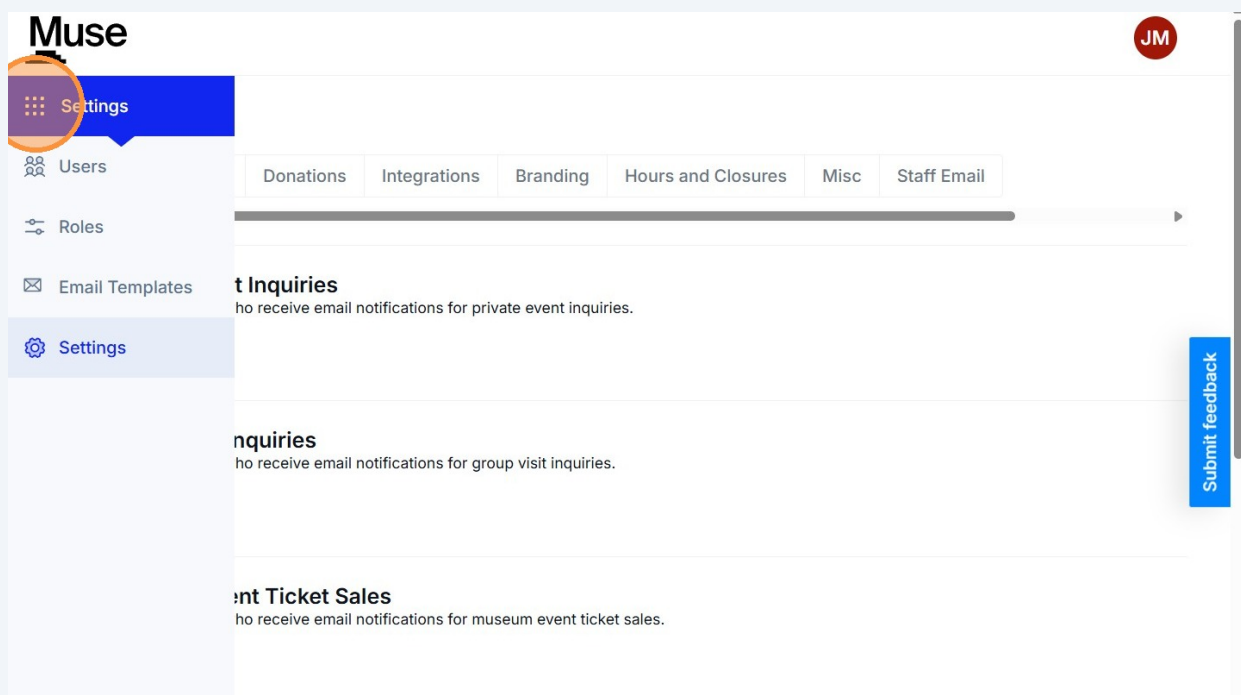


How to Create and Configure Ticket Types

Learn how to define specific ticket categories and set individual pricing for your General Admission tickets to ensure a smooth check-in process.

Configuration

1 Click the blue North Star icon.



2 Select "Ticketing"

The screenshot shows the Muse application interface. On the left, a vertical menu contains 'Settings' (highlighted in blue), 'Users', 'Roles', 'Email Templates', and another 'Settings' option at the bottom. A dropdown menu is open from the top 'Settings' item, showing options: 'Fundraising', 'Ticketing' (circled in orange), 'Operations', 'Reports', 'Accounting', and 'Settings'. The main content area has a header with 'Muse' and a user profile 'JM'. Below the header, there are tabs: 'Integrations', 'Branding', 'Hours and Closures', 'Misc', and 'Staff Email'. The 'Ticketing' tab is active, displaying sections for 'Inquiries' and 'Event Ticket Sales', each with a description and a 'Submit feedback' button on the right.

3 Click "Ticket Types" from the Ticketing menu.

The screenshot shows the Muse application interface with the 'Ticketing' menu open. The 'Ticketing' menu is highlighted in blue, and its dropdown options are: 'Dashboard', 'Ticket Types' (circled in orange), 'Memberships', 'Events', 'Reports', and 'Settings'. The main content area has a header with 'Muse' and a user profile 'JM'. Below the header, there are tabs: 'Dashboard', 'Create a ticket type', and 'Create a membership benefit'. The 'Ticket Types' tab is active, displaying a dashboard with three cards: 'Revenue' (showing '00'), 'Tickets sold' (showing '0'), and 'Events reached capacity' (showing '0' and '75%+ capacity, whether past, current, or upcoming'). Below the cards is a table with columns: 'Date and Time', 'Venue', 'Capacity', 'Sold', '% of Spots Sold', and 'Status'. The table has two rows of data.

	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status	
5K	Jun 27, 2026 at 6:00am	N/A	550	12	2%	Upcoming	⋮
	Jun 27, 2026 at 7:00pm	Main Exhibition Hall	300	18	6%	Upcoming	⋮

- 4 Click the blue "Add Type" button in the top right corner of the screen.

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Ticket Types Filter Add Type

Name	Internal Note	Category	Status	
General Admission	GA Standard Tickets - Adult, Child, Senior	General Admission	Active	⋮
General Admission	GA Tickets for Holidays (Peak Times)	General Admission	Inactive	⋮
General Admission	–	General Admission	Active	⋮
2025 New Year's Eve Gala	–	Event	Active	⋮
Spring Fling 2026	–	Event	Active	⋮
Annual Gala	–	Event	Active	⋮
Cheetah Chase 5K	–	Event	Active	⋮
The Yogi Berra Museum Collection	–	Exhibition & Others	Inactive	⋮
The Deep Dig	–	Exhibition & Others	Active	⋮
The Muppets Exhibition	–	Exhibition & Others	Active	⋮

Submit feedback

General Admission Ticket Types



Tip! You should only need to configure one General Admission Ticket Type.

5 Set Category to General Admission.

New Ticket Type

Category
General Admission

☐ Auto Check-in?

☒ Include check-ins in museum admissions reporting

Pricing

Visitor Type	Member Price	Non-Member Price	
Select a visitor type...	\$0.00	\$0.00	✓

Check-In Location

Internal Notes

Submit feedback



Tip! You can choose if you want this activity to allow for "auto check-in." When enabled, any ticket sold at the Point of Sale on the Museum Floor is "checked-in" without needing to further scan the ticket.



Tip! The "Include check-ins in museum admissions reporting" checkbox allows you to count or exclude scans of these tickets in the Admissions Report in Muse. We recommend checking this box.

6

Select your visitor types for this ticket from the "Visitor Type" dropdown.

Category

General Admission

☐ Auto Check-in?

☒ Include check-ins in museum admissions reporting

Pricing

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$0.00	✓

Check-In Location

Internal Notes

Submit feedback

Cancel Create



Visitor Type options must first be configured under **Ticketing > Settings**. View our [Visitor Types article](#) for more information.

7

Enter Member and Non-Member pricing for each configured Visitor Type.

Category

General Admission

☐ Auto Check-in?
 ☒ Include check-ins in museum admissions reporting

Pricing

Visitor Type	Member Price	Non-Member Price
Adult	\$0	\$0.00

Check-In Location

Internal Notes

Cancel

Create

Submit feedback

8

Save the Visitor Type pricing entry by clicking the blue check mark on the far right of the row.

Category

General Admission

☐ Auto Check-in?
 ☒ Include check-ins in museum admissions reporting

Pricing

Visitor Type	Member Price	Non-Member Price
Adult	\$0.00	\$35.00
Child (Under 13)	\$0.00	\$15.00
Senior (65+)	\$0	\$5

Check-In Location

Status

Cancel

Create

Submit feedback

9

Next, select your Check-In Location.

The screenshot shows a web interface for ticket management. On the left is a vertical sidebar with icons for various functions. The main content area is titled 'Pricing' and contains a table with visitor types and their respective prices. Below the table are three input fields: 'Check-In Location', 'Status', and 'Internal Notes'. The 'Check-In Location' dropdown menu is open, showing 'Front Desk' as the selected option, which is highlighted with an orange circle. On the right side of the interface, there is a vertical sidebar with a 'Submit feedback' button.

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	🗑️
Child (Under 13)	\$0.00	\$15.00	🗑️
Senior (65+)	\$0.00	\$15.00	🗑️
Select a visitor type...	\$0.00	\$0.00	✓

Check-In Location: Front Desk

Status:

Internal Notes:

Submit feedback



Check-In Locations must first be configured under **Ticketing > Settings**. View our [Check-in Locations article](#) for more information.

10

Select the "Active" option when you're ready to make this Ticket Type available on your e-commerce site.

Pricing

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	🗑️
Child (Under 13)	\$0.00	\$15.00	🗑️
Senior (65+)	\$0.00	\$15.00	🗑️
Select a visitor type...	\$0.00	\$0.00	✓

Check-In Location
Front Desk

Status
Active

Internal Notes

Submit feedback



Tip! Once you've created and saved your General Admission Ticket Type, if you wish to make certain Visitor Types available for floor sales only (i.e., Military, Student, any type requiring proof of ID), you can edit the Ticket Type, where you'll have the option of enabling a checkbox next to the Visitor Type to hide it from public view.

11

Provide additional context about the Ticket Type to your staff in the Internal Notes field.

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	
Child (Under 13)	\$0.00	\$15.00	
Senior (65+)	\$0.00	\$15.00	
Select a visitor type...	\$0.00	\$0.00	

Check-In Location
Front Desk

Status
Active

Internal Notes

Cancel Create

Submit feedback

12 When finished, click "Create"

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	
Child (Under 13)	\$0.00	\$15.00	
Senior (65+)	\$0.00	\$15.00	
Select a visitor type...	\$0.00	\$0.00	

Check-In Location
Front Desk

Status
Active

Internal Notes
Notes for internal staff managing check-in

Cancel Create

Submit feedback

Event & Exhibition Ticket Types



Alert! It is required that you first build the Event and/or Exhibition from within **Ticketing > Events**.

13

Once you've created the Event/Exhibition, navigate to the Ticket Types list and click "Add Type"

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Ticket Types Filter Add Type

Name	Internal Note	Category	Status	
General Admission	GA Standard Tickets - Adult, Child, Senior	General Admission	Active	⋮
General Admission	GA Tickets for Holidays (Peak Times)	General Admission	Inactive	⋮
General Admission	–	General Admission	Active	⋮
2025 New Year's Eve Gala	–	Event	Active	⋮
Spring Fling 2026	–	Event	Active	⋮
Annual Gala	–	Event	Active	⋮
Cheetah Chase 5K	–	Event	Active	⋮
The Yogi Berra Museum Collection	–	Exhibition & Others	Inactive	⋮
The Deep Dig	–	Exhibition & Others	Active	⋮

Submit feedback

14

Select "Event" or "Exhibition" from the Category dropdown. The process for creating an Event/Exhibition Ticket Type is very similar to creating a General Admission Ticket Type with a few additional configurations.

Muse

New Ticket Type

Category: Event

Type:

☐ Auto Check-in?

☒ Include check-ins in museum admissions reporting

Check-In Location:

Internal Notes:

Cancel Create

Submit feedback

15

Click the "Type" dropdown to select if you'd to create an Add-On (tickets you sell in addition to the standard general admission) or a Standalone opportunity (standard choice for registration/admission to your event).

Muse

New Ticket Type

Category: Event

Type: Add-on

☒ Include check-ins in museum admissions reporting

Event

Event:

Start Date: Ticket sales start

End Date: Last day of ticket sales

Registration deadline: Last day of ticket sales

Cancel Create

Submit feedback

16

You can choose if you want this activity to allow for "auto check-in." When enabled, any ticket sold at the Point of Sale on the Museum Floor is "checked-in" without needing to further scan the ticket.

If your Event/Exhibition has a payment counter that is separate from where admissions are verified, do not check this box.

New Ticket Type

Category
Event

Type
Stand-alone

☐ Auto Check-in?

☒ Include check-ins in museum admissions reporting

Event

Event
[Empty dropdown]

Start Date
Ticket sales start

End Date
Last day of ticket sales

Registration deadline
Last day of ticket sales

Submit feedback

17

Select the Event/Exhibition for which you're building the Ticket Type. This was previously created under **Ticketing > Events**.

New Ticket Type

Category
Stand-alone

☒ Auto Check-in?

☒ Include check-ins in museum admissions reporting

Event

Event
Annual Gala

Start Date
6/27/2026

End Date
6/27/2026

Registration deadline
6/27/2026

Pricing

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	
Select a visitor type...	\$0.00	\$0.00	

Submit feedback

18 Revisit steps 6-11 to follow the set-up process.

19 When finished, click "Create"

The screenshot shows a web application interface for managing ticket types. On the left is a vertical sidebar with icons for various functions. The main content area contains a table for defining visitor types, followed by dropdown menus for 'Check-In Location' and 'Status', and a text area for 'Internal Notes'. At the bottom right, there are 'Cancel' and 'Create' buttons. The 'Create' button is highlighted with an orange circle. On the far right, a vertical blue bar contains a 'Submit feedback' button.

Visitor Type	Member Price	Non-Member Price	
Adult	\$0.00	\$35.00	
Child (Under 13)	\$0.00	\$15.00	
Senior (65+)	\$0.00	\$15.00	
Select a visitor type...	\$0.00	\$0.00	

Check-In Location
Front Desk

Status
Active

Internal Notes
Notes for internal staff managing check-in

Cancel Create

Submit feedback

Managing Ticket Types

20

To update the Ticket Type, click the three dots to the right of the listed type to Edit, Clone, or Delete.

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JM



Ticket Types

Filter

Add Type



Name	Internal Note	Category	Status	
General Admission	GA Standard Tickets - Adult, Child, Senior	General Admission	Active	⋮
General Admission	GA Tickets for Holidays (Peak Times)	General Admission		Edit
General Admission	-	General Admission		Clone
2025 New Year's Eve Gala	-	Event		Delete
Spring Fling 2026	-	Event	Active	⋮
Annual Gala	-	Event	Active	⋮
Cheetah Chase 5K	-	Event	Active	⋮
The Yogi Berra Museum Collection	-	Exhibition & Others	Inactive	⋮
The Deep Dig	-	Exhibition & Others	Active	⋮

Submit feedback