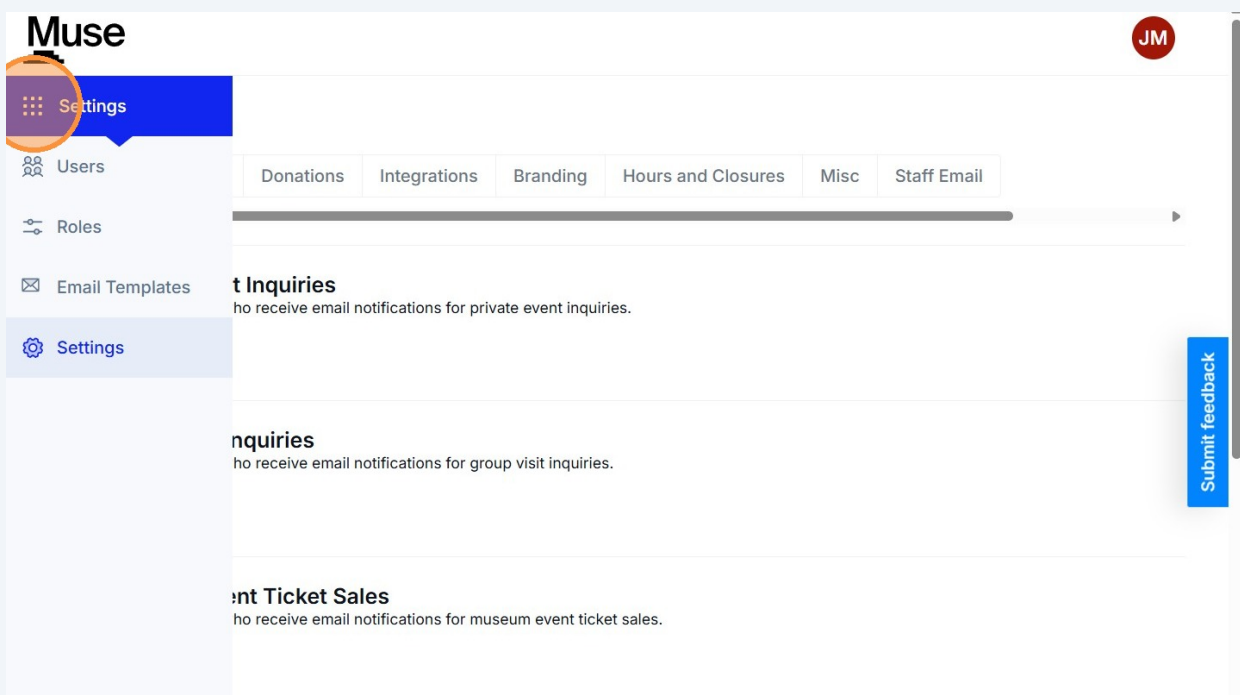


How to Create and Configure Ticket Types

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 dashboard with the 'Settings' menu open. The 'Ticketing' option is highlighted with an orange circle. The main content area shows various settings tabs like 'Integrations', 'Branding', 'Hours and Closures', 'Misc', and 'Staff Email'. Below the tabs, there are sections for 'Inquiries' and 'Event Ticket Sales' with checkboxes for email notifications.

Muse JM

- Settings
- Users
- Roles
- Email Templates
- Settings

- Fundraising
- Ticketing**
- Operations
- Reports
- Accounting
- Settings

Integrations | Branding | Hours and Closures | Misc | Staff Email

Inquiries
Do not receive email notifications for group visit inquiries.

Event Ticket Sales
Do not receive email notifications for museum event ticket sales.

Submit feedback

3 Click "Ticket Types" from the Ticketing menu.

The screenshot shows the Muse dashboard with the 'Ticketing' menu open. The 'Ticket Types' option is highlighted with an orange circle. The main content area shows a 'Dashboard' with three cards: 'Revenue', 'Tickets sold', and 'Events reached capacity'. Below the cards is a table with columns for 'Date and Time', 'Venue', 'Capacity', 'Sold', '% of Spots Sold', and 'Status'.

Muse JM

- Ticketing
- Dashboard
- Ticket Types
- Memberships
- Events
- Reports
- Settings

Dashboard | Create a ticket type | Create a membership benefit

7 Days | 30 Days

Revenue: 00

Tickets sold: 0

Events reached capacity: 0
75%+ capacity, whether past, current, or upcoming

	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	⋮

Submit feedback

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

Muse

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

i 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

i 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.

i 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

Cancel Create

Submit feedback



Alert! Visitor Type options must first be configured under **Ticketing > Settings**.

7

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

The screenshot shows a configuration form for 'General Admission'. The 'Pricing' section contains a table with the following data:

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

An orange circle highlights the '\$0.00' value in the Non-Member Price column for the 'Adult' row. Below the table, there are fields for 'Check-In Location' and 'Internal Notes'. A 'Submit feedback' button is visible on the right side of the interface.

8

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

The screenshot shows the same configuration form, but with three rows in the 'Pricing' table:

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

An orange circle highlights the blue check mark in the rightmost column of the 'Senior (65+)' row. The 'Status' field is now visible below the 'Check-In Location' field. The 'Submit feedback' button remains on the right.

9

Next, select your Check-In Location.

The screenshot displays a software interface with a sidebar on the left containing various icons. The main content area is divided into two sections. The top section, titled "Pricing", contains a table with the following data:

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	✓

The bottom section contains a "Check-In Location" dropdown menu with "Front Desk" selected. This dropdown is highlighted with an orange circle. Below it are "Status" and "Internal Notes" fields. A "Submit feedback" button is visible on the right sidebar.



Alert! Check-In Locations must first be configured under **Ticketing > Settings**.

10

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

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



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:

Buttons: Cancel, Create

Feedback: 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

Buttons: Cancel, Create

Feedback: 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"

Muse

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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.

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New Ticket Type

Category: Event

Type: [Empty]

Auto Check-in?

Include check-ins in museum admissions reporting

Check-In Location: [Empty]

Internal Notes: [Empty]

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: [Empty]

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

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	✓

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

19 When finished, click "Create"

The screenshot displays a web interface for managing ticket types. At the top, there is a table with the following data:

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	✓

Below the table, there are three form fields:

- Check-In Location:** A dropdown menu with "Front Desk" selected.
- Status:** A dropdown menu with "Active" selected.
- Internal Notes:** A text area containing the text "Notes for internal staff managing check-in".

At the bottom right of the form, there are two buttons: "Cancel" and "Create". The "Create" button is highlighted with an orange circle. On the right side of the interface, there is a vertical blue button labeled "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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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