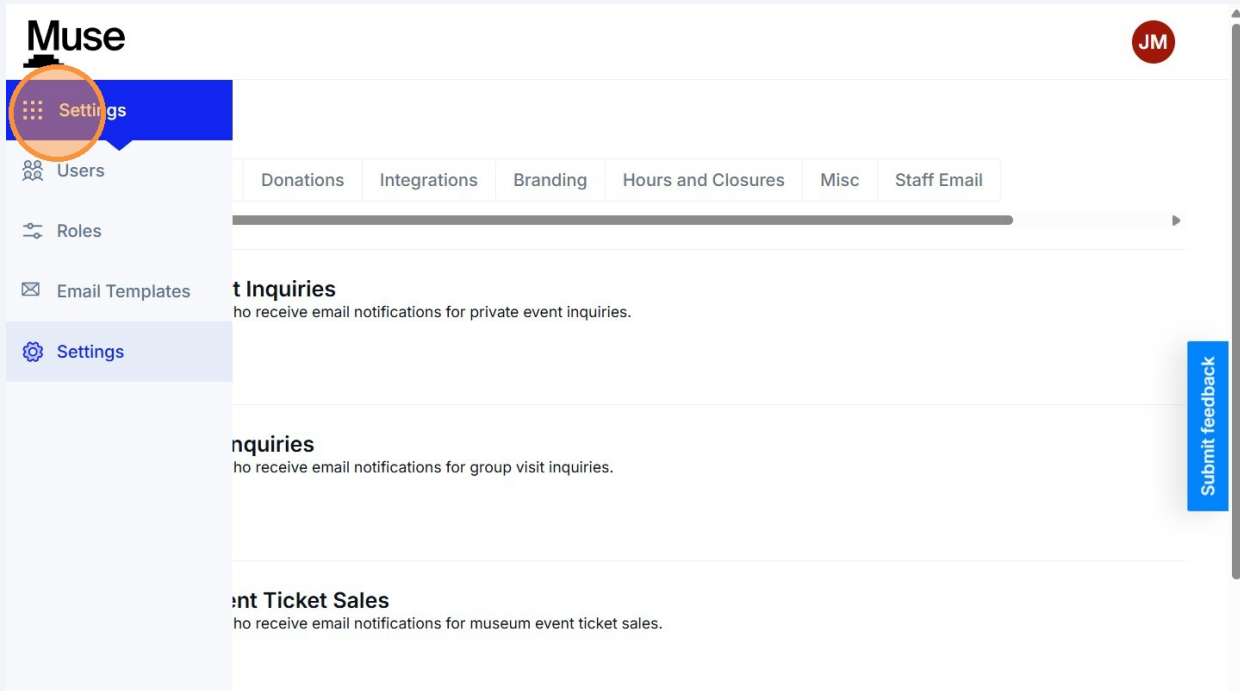


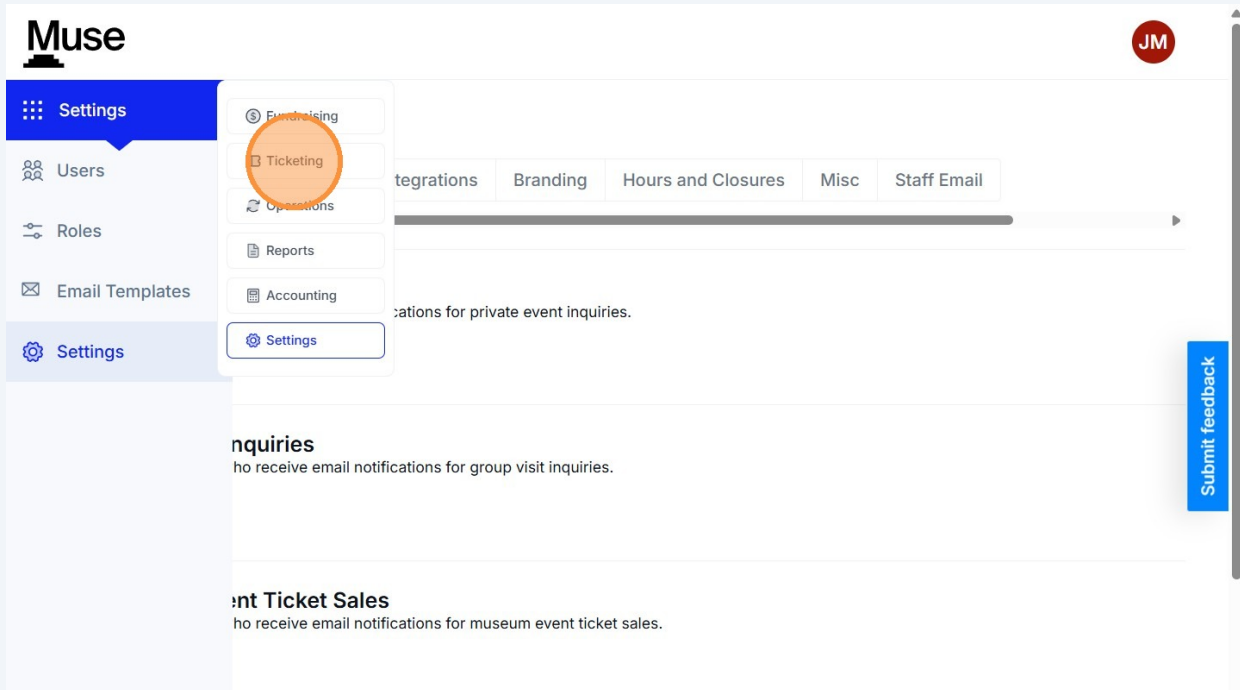
How to Manage Visitor Types

Learn how to efficiently create, edit, and remove visitor types within the Muse Software portal. This guide walks you through the configuration process to help you accurately track attendance and categorize your guests.

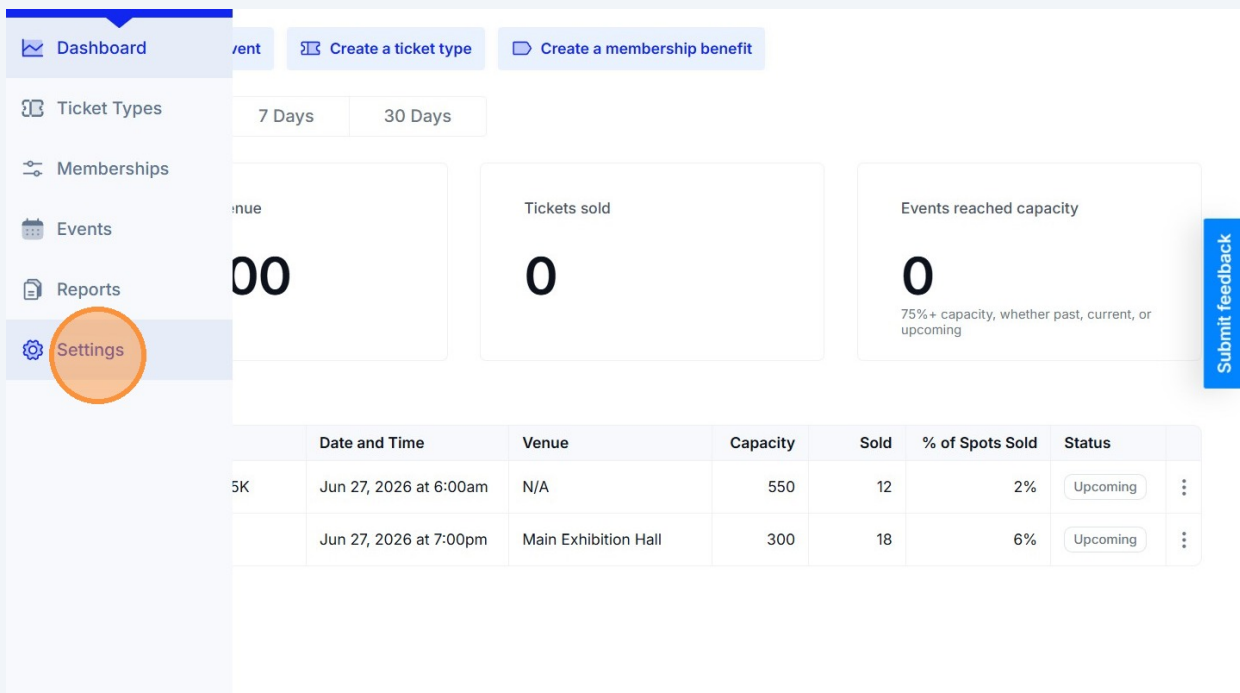
1 Click the blue North Star icon.



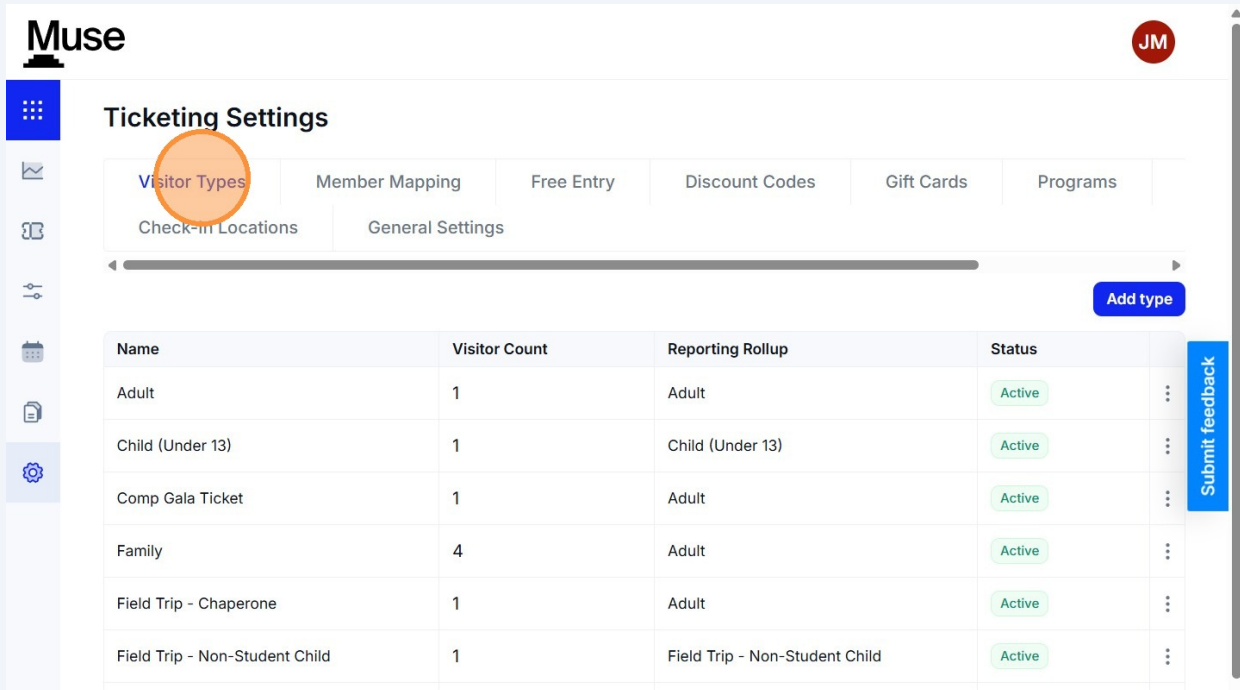
2 Select "Ticketing" from the navigation menu.



3 Click "Settings" in the Ticketing sidebar.



4 Navigate to the "Visitor Types" tab.



The screenshot shows the Muse application interface. At the top left is the 'Muse' logo. In the top right corner, there is a user profile icon with the initials 'JM'. Below the logo is a navigation menu with a gear icon highlighted. The main content area is titled 'Ticketing Settings' and contains several tabs: 'Visitor Types' (which is circled in orange), 'Member Mapping', 'Free Entry', 'Discount Codes', 'Gift Cards', and 'Programs'. Below these tabs are 'Check-in Locations' and 'General Settings'. A horizontal scrollbar is visible. On the right side of the main content area, there is a blue 'Add type' button and a vertical blue 'Submit feedback' button. Below the tabs is a table with the following data:

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	⋮



Tip! 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.

5 Click "Add type".

Muse JM

Ticketing Settings

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

Check-In Locations | General Settings

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	⋮

Add type

Submit feedback

6 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."

7

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

Create Visitor Type

Name
Adult

Description

Number of Visitors ⓘ
1

Roll up attendance reporting to another visitor type

Roll up to...

Active

Cancel Create

8

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.

Create Visitor Type

Number of Visitors ⓘ
1

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

Roll up attendance reporting to another visitor type

Roll up to...

Active

Cancel Create

9

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

A screenshot of a web application interface showing a form for creating a visitor type. The form is overlaid on a table of existing visitor types. The form has a 'Number of Visitors' field with the value '1'. Below it is a checked checkbox labeled 'Roll up attendance reporting to another visitor type'. Underneath this checkbox is a dropdown menu currently showing 'Adult'. At the bottom of the form is an unchecked checkbox labeled 'Active'. There are 'Cancel' and 'Create' buttons at the bottom right of the form. The background table lists visitor types such as 'Child (Under 12)', 'Comp Gala Ticket', 'Family', 'Field Trip - Child', 'Field Trip - Non-Student', 'Field Trip - Student', 'Field Trip - Teacher', and 'Military'.

10

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

A screenshot of the same form as in step 9, but with the dropdown menu open. The dropdown menu is currently showing 'Adult'. An orange circle highlights the dropdown menu. The 'Roll up attendance reporting to another visitor type' checkbox is checked. The 'Active' checkbox is unchecked. The 'Cancel' and 'Create' buttons are visible at the bottom right of the form.

11

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

A screenshot of the same form as in step 10, but with the 'Active' checkbox checked. An orange circle highlights the 'Active' checkbox. The 'Roll up attendance reporting to another visitor type' checkbox is checked, and the dropdown menu is still showing 'Adult'. The 'Cancel' and 'Create' buttons are visible at the bottom right of the form.

12 When finished, click "Create".

Number of Visitors ⓘ

1

Roll up attendance reporting to another visitor type

Adult

Active

Cancel Create

Managing Visitor Types

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

Ticketing Settings

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

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	Edit
Comp Gala Ticket	1	Adult	Active	Delete
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