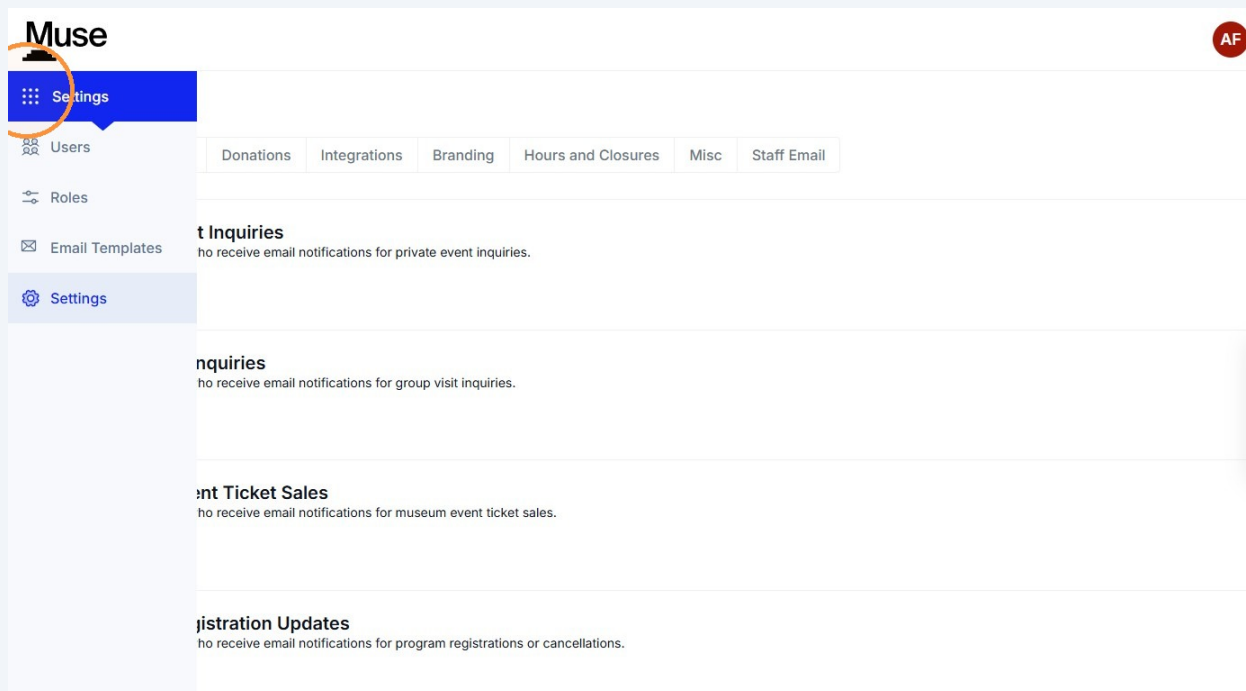


# How To Configure General Ticketing Settings In Muse Software

Learn how to access and update your museum ticketing portal settings, including refund policies and service sections. This guide walks you through navigating the administrative interface to ensure your booking platform remains accurate and up to date.

## Navigation to Ticketing

1 Click menu icon



## 2 Click "Ticketing"

The screenshot shows the Muse application interface. On the left, there is a sidebar menu with the following items: Settings (highlighted), Users, Roles, Email Templates, and Settings (with a gear icon). The main content area has a top navigation bar with the Muse logo and a red 'AF' badge. Below the navigation bar, there is a sub-menu with the following items: Fundraising, Ticketing (highlighted with an orange circle), Operations, Reports, Accounting, and Settings (with a gear icon). The main content area also has a sub-menu with the following items: Integrations, Branding, Hours and Closures, Misc, and Staff Email. Below the sub-menu, there are three sections: 'Inquiries' (to receive email notifications for group visit inquiries), 'Event Ticket Sales' (to receive email notifications for museum event ticket sales), and 'Registration Updates' (to receive email notifications for program registrations or cancellations).

## 3 Click "Settings"

The screenshot shows the Muse application interface, specifically the Ticketing Dashboard. On the left, there is a sidebar menu with the following items: Ticketing (highlighted), Dashboard, Ticket Types, Memberships, Events, Reports, and Settings (highlighted with an orange circle). The main content area has a top navigation bar with the Ticketing logo and a red 'AF' badge. Below the navigation bar, there is a sub-menu with the following items: Dashboard, Create a ticket type, and Create a membership benefit. The main content area also has a sub-menu with the following items: 7 Days, 30 Days, and Settings (with a gear icon). Below the sub-menu, there are three sections: 'Revenue' (showing \$1,700), 'Tickets sold' (showing 3), and 'Events reached capacity' (showing 0). Below these sections, there is a table with the following columns: Date and Time, Venue, Capacity, Sold, % of Spots Sold, and Status. The table contains one row of data: Oct 20, 2026 at 10:30am, N/A, 50, 4, 8%, and Upcoming.

| Date and Time           | Venue | Capacity | Sold | % of Spots Sold | Status   |
|-------------------------|-------|----------|------|-----------------|----------|
| Oct 20, 2026 at 10:30am | N/A   | 50       | 4    | 8%              | Upcoming |

## General Settings

#### 4 Click "General Settings"

**Muse** AF

**Ticketing Settings**

Visitor Types | Member Mapping | Free Entry | Discount Codes | Gift Cards | Programs | 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   | ⋮ |
| Military                       | 1             | Military                       | Inactive | ⋮ |

#### 5 Click 'Daily Capacity Settings' to set how many tickets you want to sell daily for General Admission

**Muse** AF

**Ticketing Settings**

Visitor Types | Member Mapping | Free Entry | Discount Codes | Gift Cards | Programs | Event Categories | Check-In Locations | **General Settings**

**Daily Capacity Settings**

Maximum daily museum capacity

1000

**Checkout Policy**

Refund policy link ⓘ

<https://yourmuseum.org/refund-policy>

**Ticket Purchase Settings**

How many days in advance General Admission or Exhibition tickets can be purchased

360

**Purchase Page Settings**

General Admissions

Image

Show section ☒

Title

6

Click Checkout Policy to add a URL from your website outlining your refund or other policies.

Visitor Types

Member Mapping

Free Entry

Discount Codes

Gift Cards

Programs

Event Categories

Check-In Locations

General Settings

Daily Capacity Settings

Maximum daily museum capacity

1000

Checkout Policy

Refund policy link

https://yourmuseum.org/refund-policy

Ticket Purchase Settings

How many days in advance General Admission or Exhibition tickets can be purchased

360

Purchase Page Settings

General Admissions

Image

Recommended image size (2000px by 600px)

Thumbnail Description

Show section

Title

Buy Tickets

(118/200)

7

Click Ticket Purchase Settings to set how far in advance General Admission and Exhibition tickets can be purchased.

Visitor Types

Member Mapping

Free Entry

Discount Codes

Gift Cards

Programs

Event Categories

Check-In Locations

General Settings

Daily Capacity Settings

Maximum daily museum capacity

1000

Checkout Policy

Refund policy link

https://yourmuseum.org/refund-policy

Ticket Purchase Settings

How many days in advance General Admission or Exhibition tickets can be purchased

360

Purchase Page Settings

General Admissions

Image

Recommended image size (2000px by 600px)

Thumbnail Description

Show section

Title

Buy Tickets

(118/200)

# Purchase Page Settings

8

Click image upload field for General Admissions to add a branded image to appear on eCommerce.

**Muse**AF

How many days in advance General Admission or Exhibition tickets can be purchased

360

**Purchase Page Settings**

**General Admissions**

Show section ☒

Image  
Recommended image size (2000px by 600px)



Title  
Buy Tickets

Thumbnail Description (118/200)  
Immerse yourself in the rich history of The Muse Collective. Explore our Museum floor and visit our rotating Exhibits

**Memberships**

Show section ☒

Image  
Recommended image size (2000px by 600px)



Title  
Become a Member

Thumbnail Description (185/200)  
Unlock exclusive access to the Muse Collective by joining one of our Membership levels. Members are granted discounts on Admissions and Retail as well as access to Members-Only Events.

9

Click Title to adjust the copy as it will appear on eCommerce.

**Muse** AF

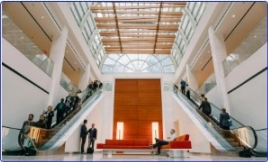
How many days in advance General Admission or Exhibition tickets can be purchased

360

**Purchase Page Settings**

**General Admissions**

Image  
Recommended image size (2000px by 600px)



Thumbnail Description (118/200)

Immerse yourself in the rich history of The Muse Collective. Explore our Museum floor and visit our rotating Exhibits

**Memberships**

Image  
Recommended image size (2000px by 600px)



Thumbnail Description (185/200)

Unlock exclusive access to the Muse Collective by joining one of our Membership levels. Members are granted discounts on Admissions and Retail as well as access to Members-Only Events.

10

Click 'Thumbnail Description' field to add copy about this item that will appear on eCommerce.

**Muse** AF

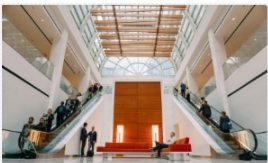
How many days in advance General Admission or Exhibition tickets can be purchased

360

**Purchase Page Settings**

**General Admissions**

Image  
Recommended image size (2000px by 600px)



Thumbnail Description (118/200)

Immerse yourself in the rich history of The Muse Collective. Explore our Museum floor and visit our rotating Exhibits

**Memberships**

Image  
Recommended image size (2000px by 600px)



Thumbnail Description (185/200)

Unlock exclusive access to the Muse Collective by joining one of our Membership levels. Members are granted discounts on Admissions and Retail as well as access to Members-Only Events.

## 11 Toggle 'Show section' to hide any of these items from the eCommerce page.

**Muse**AF

How many days in advance General Admission or Exhibition tickets can be purchased

360

**Purchase Page Settings**

**General Admissions** Hidden

Show section ☐

**Memberships**

Show section ☒

**Image**

Recommended image size (2000px by 600px)



**Title**

Become a Member

**Thumbnail Description** (185/200)

Unlock exclusive access to the Muse Collective by joining one of our Membership levels. Members are granted discounts on Admissions and Retail as well as access to Members-Only Events.

**Donations**

Show section ☒

**Image**

Recommended image size (2000px by 600px)



**Title**

Make a Donation

**Thumbnail Description** (66/200)

Support the Muse Collective with a One-Time or Recurring Donation.

## 12 Repeat the above steps for Memberships

**Muse**AF



**Memberships**

Show section ☒

**Image**

Recommended image size (2000px by 600px)



**Title**

Become a Member

**Thumbnail Description** (185/200)

Unlock exclusive access to the Muse Collective by joining one of our Membership levels. Members are granted discounts on Admissions and Retail as well as access to Members-Only Events.

**Donations**

Show section ☒

**Image**

Recommended image size (2000px by 600px)



**Title**

Make a Donation

**Thumbnail Description** (66/200)

Support the Muse Collective with a One-Time or Recurring Donation.



## 13 Repeat the above steps for Donations

**Muse**AF





**Donations**  
Image  
Recommended image size (2000px by 600px)  


Show section ☒

Title  
Make a Donation

Thumbnail Description (66/200)  
Support the Muse Collective with a One-Time or Recurring Donation.

**Gift Cards**  
Image  
Recommended image size (2000px by 600px)  


Show section ☒

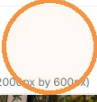
Title  
Purchase a Gift Card

Thumbnail Description (103/200)  
Purchase a gift card to the Muse Collective. A perfect present for anyone passionate about our mission.

## 14 Repeat the above steps for Gift Cards

**Muse**AF





**Gift Cards**  
Image  
Recommended image size (2000px by 600px)  


Show section ☒

Title  
Purchase a Gift Card

Thumbnail Description (103/200)  
Purchase a gift card to the Muse Collective. A perfect present for anyone passionate about our mission.

**Private Events**  
Image  
Recommended image size (2000px by 600px)  


Show section ☒

Title  
Rent a Private Venue

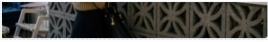
Thumbnail Description (136/200)  
Rent a private venue at the Muse Collective for your next event and immerse your guests in a stunning backdrop of architectural wonders.



## 15 Repeat the above steps for Private Events

**Muse**AF





### Private Events

Image  
Recommended image size (2000px by 600px)



Show section ☒

Title  
Rent a Private Venue

Thumbnail Description (136/200)  
Rent a private venue at the Muse Collective for your next event and immerse your guests in a stunning backdrop of architectural wonders.

### Group Visits

Image  
Recommended image size (2000px by 600px)



Show section ☒

Title  
Plan a Group Visit

Thumbnail Description (142/200)  
Embark on a journey to the Muse Collective with your group and explore the rich history and innovative designs that have shaped our community.

## 16 Repeat the above steps for Group Visits

**Muse**AF





### Group Visits

Image  
Recommended image size (2000px by 600px)



Show section ☒

Title  
Plan a Group Visit

Thumbnail Description (142/200)  
Embark on a journey to the Muse Collective with your group and explore the rich history and innovative designs that have shaped our community.

### Self-Serve Events

Image  
Recommended image size (2000px by 600px)



Show section ☒

Title  
Book a Birthday Party

Thumbnail Description (142/200)  
Celebrate your special day with friends and family at the museum!

## 17 Repeat the above steps for Self-Serve Events



Group Visits

Show section ☒

Title

Plan a Group Visit

Thumbnail Description (142/200)

Embark on a journey to the Muse Collective with your group and explore the rich history and innovative designs that have shaped our community.



Self-Serve Events

Show section ☒

Title

Book a Birthday Party

Thumbnail Description (142/200)

Celebrate your special day with friends and family at the museum!

Cancel

Save

## Save Changes

## 18 Click Save



Group Visits

Show section ☒

Title

Plan a Group Visit

Thumbnail Description (142/200)

Embark on a journey to the Muse Collective with your group and explore the rich history and innovative designs that have shaped our community.



Self-Serve Events

Show section ☒

Title

Book a Birthday Party

Thumbnail Description (142/200)

Celebrate your special day with friends and family at the museum!

Cancel

Save

Submit feedback