

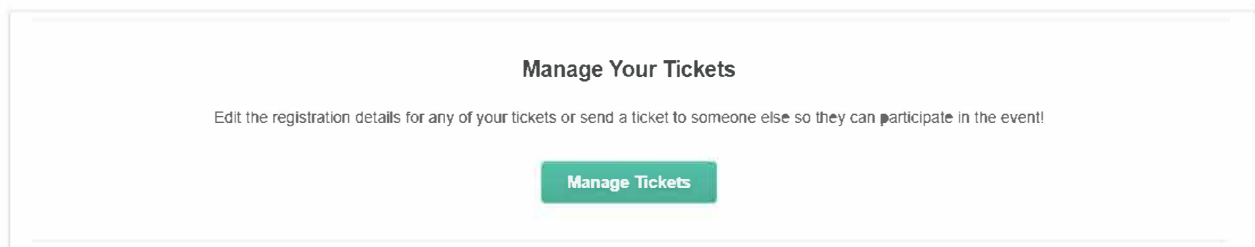
# Manage Multiple Auction Tickets

This article will show you how to manage multiple ticket registrations for Qgiv's web-based and mobile auctions. It will also show you what your invited guests will see and explain how they can claim and manage their own tickets.

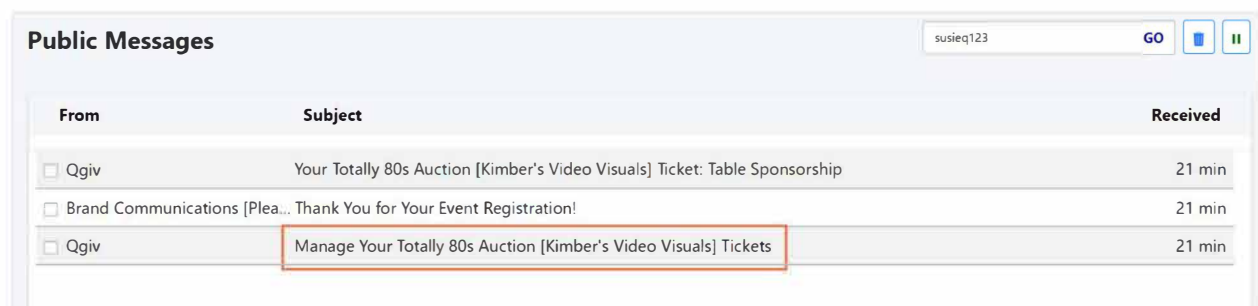
**Please note:** Tickets purchased on the web can only be managed on the web, and tickets purchased in Givi can only be managed in Givi.

## Managing Tickets on the Web

After you complete registration on the web, you'll see a link near the bottom of the confirmation page that invites you to **Manage Your Tickets**.



You'll also receive an email that contains a link to this page. In your inbox, look for a message with a subject line that includes, "Manage Your [Auction Name] Tickets."



In the body of the email, click **View and Manage Tickets**, which will take you back to the registration confirmation page.

Scroll down the page to find the Manage Tickets button.



After you click Manage Tickets, you'll go to the Manage Your Tickets page. From here, you can send, resend, and reassign tickets.

If the Email textbox for a Participant is blank, you have not yet sent that ticket. Fill in an email address and click **Send Ticket** to invite a new guest.


Participant #4




 [Edit Registration](#)

If you already sent a ticket but your guest did not receive the email, you can resend a ticket by clicking the **Resend Ticket** button next to a Participant's email address.


Participant #3




 [Edit Registration](#)

If you need to reassign a ticket to send it to someone else, click **Edit Registration** below the Email box.

Participant #3



 [Edit Registration](#)

You can then add or edit a guest's name and email address. When you're done, click **Save Details**.

Participant #3

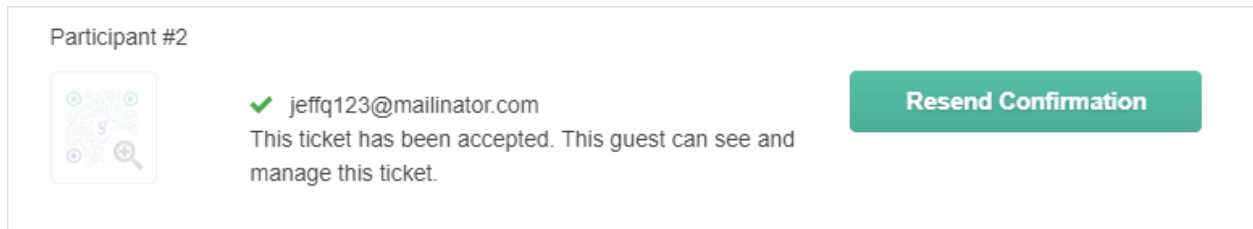
[Cancel](#)

If you change a guest's email address, a new ticket email will be sent, and the original recipient will no longer be able to claim the ticket using the link in the email.

Here is what the original recipient will see if they click the link:

This invite link is no longer active. Please contact Brand Communications [Please Do Not Use for QA].

After a guest ticket has been claimed, you will no longer be able to manage that ticket. Instead, you will see a green checkmark next to the guest's email address and the option to **Resend Confirmation** if your guest cannot find their ticket code email.

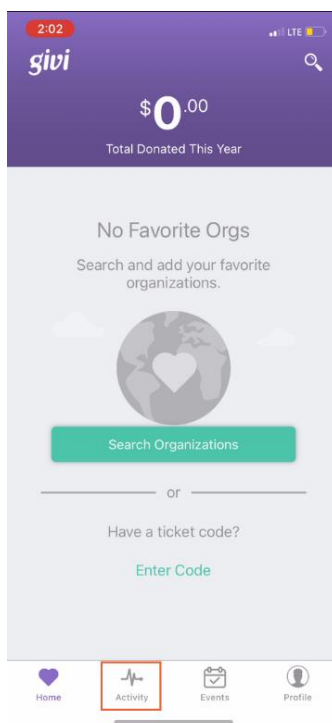


Once your ticket invites are sent, make sure to tell your guests to check their email and accept their tickets.

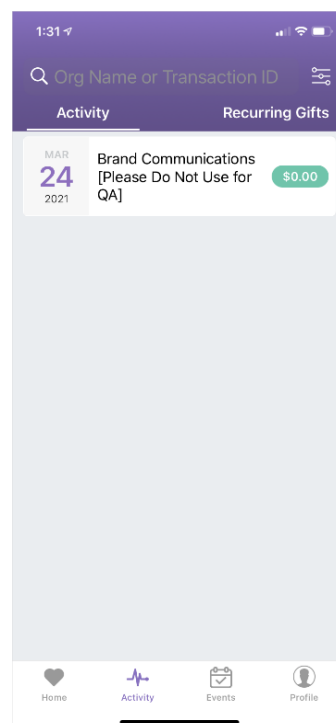
## Managing Tickets in Givi

To manage your auction tickets in the Givi app, you'll need to have purchased the tickets in the app. When you're ready to manage them, open the app and make sure you're logged into your Givi account. Then, at the bottom of the home screen, tap the **Activity** icon.

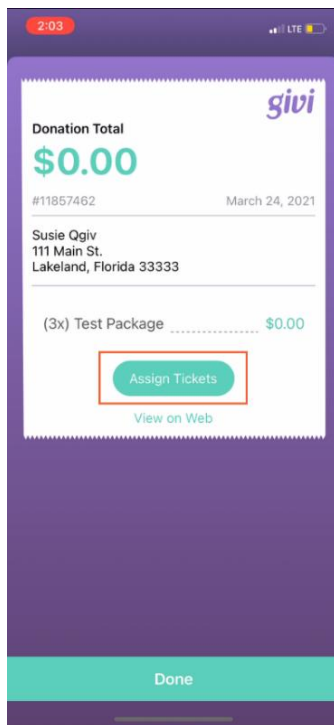
*Home screen:*



*Activity screen:*



Select the transaction you want to manage, and the receipt for the transaction will appear. Tap **Assign Tickets** on the receipt to access the Manage Tickets screen.



On the Manage Tickets screen, you'll see the tickets you've purchased. By tapping the downward-facing arrow next to **Sent**, you can input a guest's name and email address.

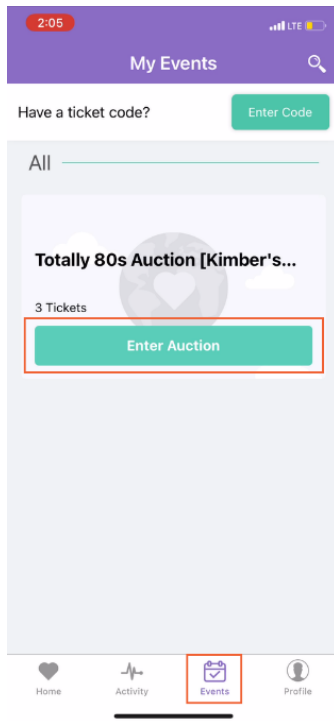
A screenshot of the 'Manage Tickets' screen in the app. The title bar shows a back arrow and 'Manage Tickets'. Below the title, it says 'Test Package' and 'Ticket #1'. There is a section for 'Participant #1' with a placeholder 'First Name, Last Name'. To the right of this is a green 'Sent' button and a downward-facing arrow icon, which is highlighted with a red rectangular box. Below this section are input fields for 'First Name', 'Last Name', and 'Email'. At the bottom, there are two buttons: a green 'Save' button and a teal 'Send Invite' button.

When you're finished, tap **Save** to send the ticket to your guest. If you need to send the ticket email again, you can do so by tapping **Send Invite**.

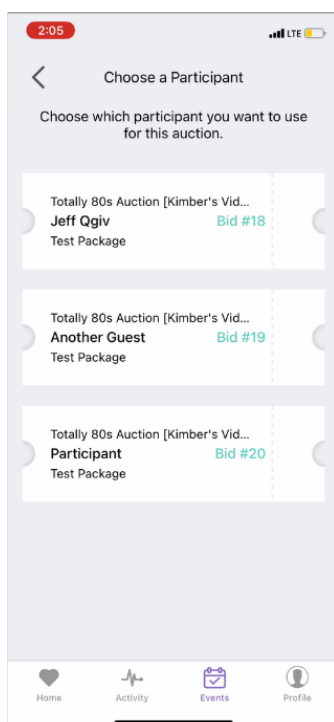
If you need to change a guest's information or reassign a ticket to a different guest, type in the new information and tap Save. You can edit guest information on this screen any time before the ticket has been accepted. After your guest has claimed their ticket, it cannot be reassigned.

## How to Avoid Claiming Guests' Tickets in Givi

When you're ready to enter the auction yourself, tap the **Events** icon at the bottom of the Givi home screen. Any event you've already registered for will appear on the Events screen with a link to **Enter Auction**.

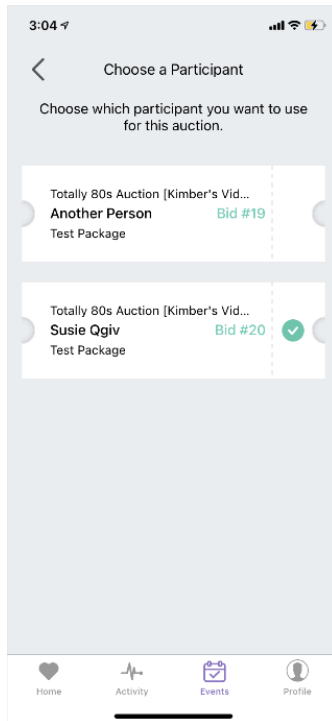


When you tap Enter Auction, the **Choose a Participant** list will show you any tickets you've purchased that haven't already been claimed by guests.



When choosing a ticket to enter the auction, it's important that you only select the ticket you plan to use yourself. If you accidentally claim a guest's ticket, it cannot be reassigned, and the guest will need to purchase a new ticket to participate.

A ticket you've claimed for yourself will appear in the Choose a Participant list with a checkmark.



After a guest claims their ticket, it will disappear from the list. You'll still see the ticket on your Manage Tickets screen in Givi, but you won't be able to make any changes to the Participant information or resend the ticket invite.

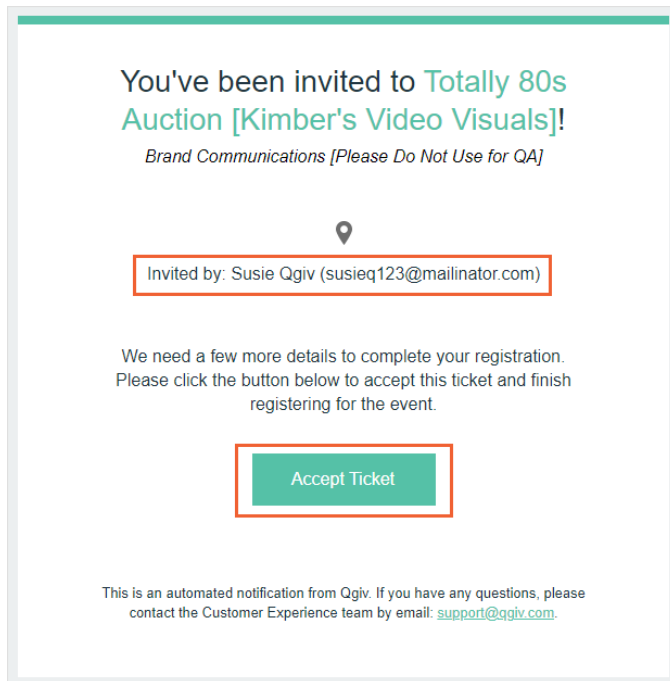
Once your ticket invites are sent, make sure to tell your guests to check their email and accept their tickets. The last section of this article will focus on what your guests see after they are invited to an auction.

## Instructions for Auction Guests

When the invitation is first sent, look for an email with a subject line that includes, “Your Ticket Invite.”

From	Subject	Received
<input type="checkbox"/> Qgiv	Your Ticket Invite for Totally 80s Auction [Kimber's Video Visuals]	3 hours

In the body of the email, you'll see the name and email address of the person who sent the invitation and a link to **Accept Ticket**.



Clicking the Accept Ticket link will take you to the auction site to complete your registration. Here, you can verify or edit the information provided by the person who invited you. When you're ready, click **Save Details**.

A screenshot of a web registration page. At the top, it says "Registration Details → Thank You". On the left, under "About the Event:", it repeats the event name and host information. The main section is titled "Update Your Registration" and contains form fields for "First Name" (filled with "Jeff"), "Last Name" (filled with "Qgiv"), "Email" (filled with "jeffq123@mailinator.com"), and "Cell Phone Number" (empty). Below the phone number field is a note: "Use the phone number for the device you'll be using to bid. We'll send you a text message with some helpful information about bidding at the event!". At the bottom of the form is a dark grey "Save Details" button with a red border.

After saving your details, you'll be taken to a confirmation page, where you'll find your auction ticket code. You'll use that code to enter the auction and bid on items. You can enter the auction from this screen by clicking the link that says **Enter Auction** or the link that says **Enter your ticket code to start bidding online now**.

**You're registered for this event.**

Your confirmation for [Totally 80s Auction \[Kimber's Video Visuals\]](#) has been sent to [jeffq123@mailinator.com](mailto:jeffq123@mailinator.com)


**Start Bidding Now**

Ready to bid? We just need a few more details - click the button below to confirm your information and enter a payment method.

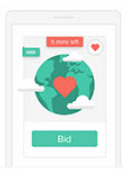
**Enter Auction**




**For the Best Auction Experience**



**STEP 1**

**Download Givi and start bidding!**

Use Givi to check-in, bid, and more right from your phone!



-  Check-in with a mobile ticket
-  Place bids *fast* right from your phone
-  Get notified when you're outbid

**Not interested in downloading an app?**


That's okay! You can still participate in the auction without downloading Givi.

[Enter your ticket code to start bidding online now](#)


**STEP 2**

**Enter Your Ticket Code in Givi**

Add your ticket to Givi to check-in and bid on items during the auction.



**PK8Y2C**




**#3**

**Jeff Qgiv**  
Table Sponsorship

[Print Your Ticket](#)

You'll also receive an email with your ticket information. Look for "Your [Auction Name] Ticket" in your inbox.

From	Subject	Received
<input type="checkbox"/> Qgiv	Your Totally 80s Auction [Kimber's Video Visuals] Ticket: Table Sponsorship	4 min
<input type="checkbox"/> Qgiv	Your Ticket Invite for Totally 80s Auction [Kimber's Video Visuals]	3 hours

Powered By 



In the body of the email, you'll find your ticket code and a link that will allow you to enter the auction.

Once you've entered an auction on the web, you can switch over to the Givi app using the same ticket code and the email address and password you used to create your account on the web.