Manage Multiple Auction Tickets

Purchasing multiple auction tickets is especially common if the auction offers a way to register for a table or group of tickets as a single package. Since you aren't generally going to use more than one ticket yourself, you'll want to share your additional tickets with guests.
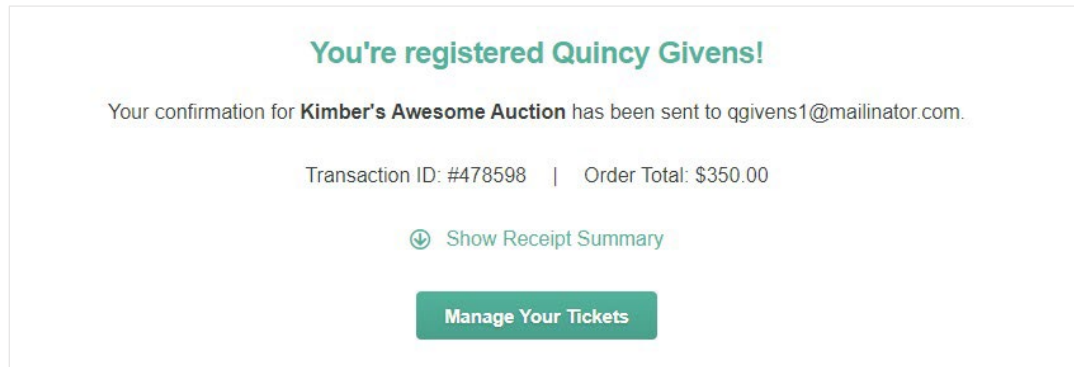
This article will show you how to manage multiple ticket registrations for Qgiv's web-based and mobile auctions. It will also show you what your invited guests will see and explain how they can claim and manage their own tickets.

Contents:

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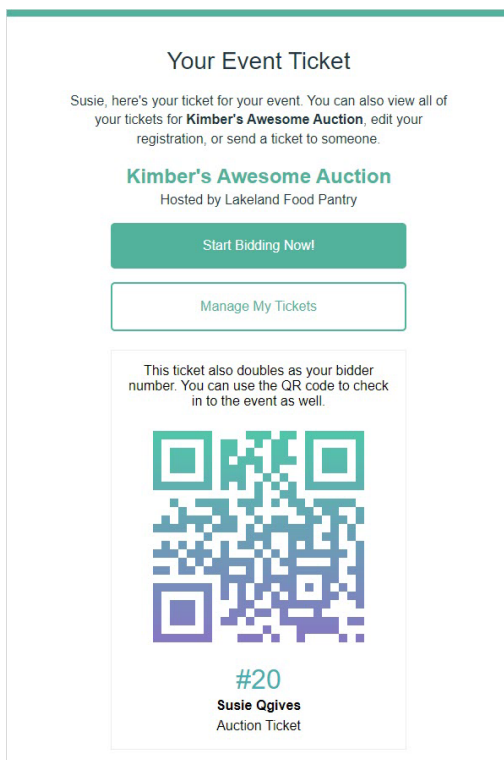
Managing Tickets on the Web

After you complete registration on the web, you'll see a button 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, "Your [Auction Name] Ticket."

From	Subject	Received
☐ Lakeland Food Pantry	Your Kimber's Awesome Auction Ticket: Auction Ticket	1 min
☐ Lakeland Food Pantry	Thank You for Your Event Registration!	1 min

In the body of the email, click **Manage My Tickets**, which will take you back to the Manage Your Tickets page.

From here, you can send, resend, and reassign tickets.

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

The down arrow next to the email field expands the guest information if you'd also like to add your guest's name and phone number. Those fields are optional.

If you already sent a ticket but your guest did not receive the email, you can resend a ticket by clicking the **Resend** button.

Sometimes a guest you invited has to decline, or maybe you incorrectly typed a guest's email address. If you need to reassign a ticket to send it to someone else, click **Revoke**, and then you'll be able to send the ticket to a new recipient.

Ticket #4 - Maggie Grace

This ticket has been sent to maggiegrace@mailinator.com, the invitee can see and manage their ticket.
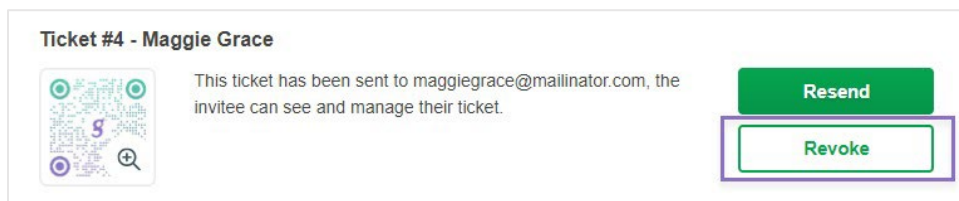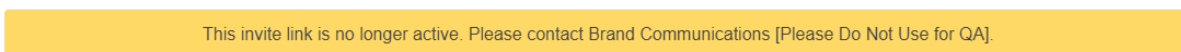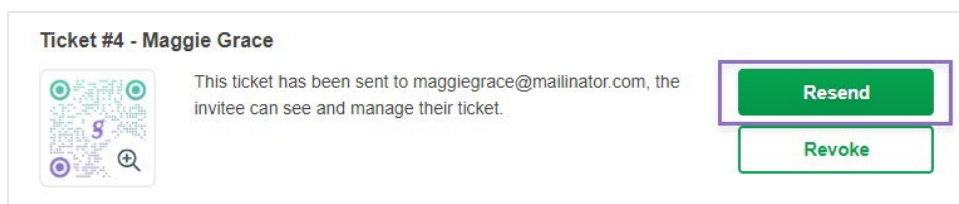
Resend

Revoke

If you revoke a ticket, the original recipient will no longer be able to claim the ticket using the link in their 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].

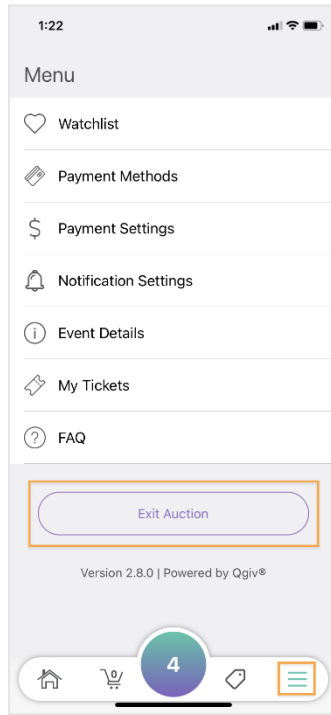After a guest ticket has been claimed, the **Resend** button will change to solid color. You can still resend a guest their ticket from here if they can't find it.

Ticket #4 - Maggie Grace

This ticket has been sent to maggiegrace@mailinator.com, the invitee can see and manage their ticket.

Resend

Revoke

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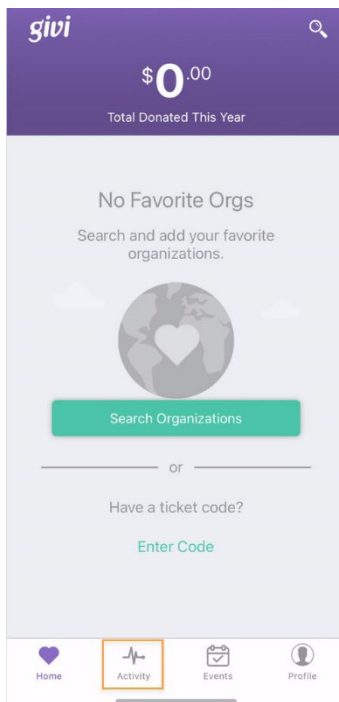
Managing Tickets in Givi

When you're ready to manage tickets, open the app and make sure you're logged into your Givi account.
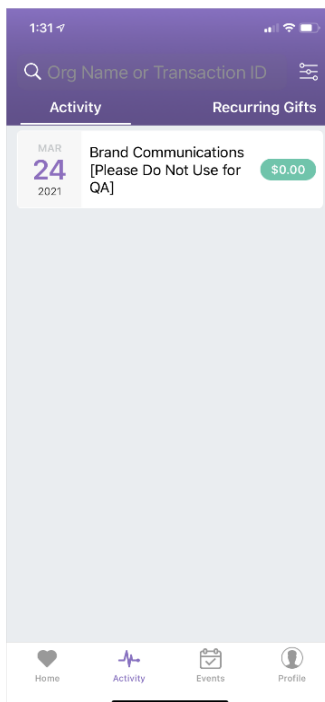

If you're in an auction, you'll first need to exit the auction by tapping the icon in the bottom right of the screen and then tapping **Exit Auction**.
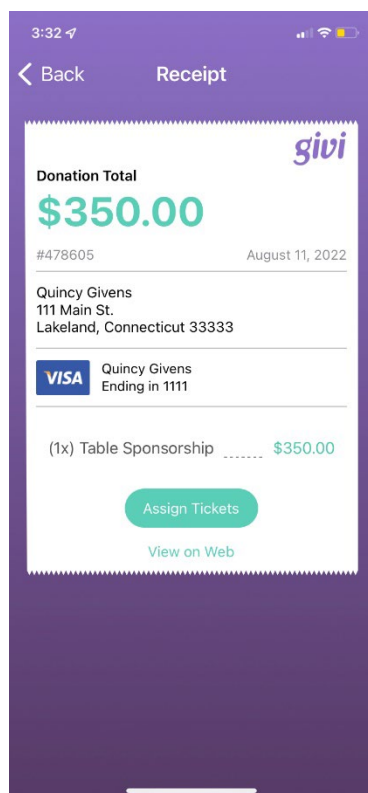
Then, at the bottom of the home screen, tap the **Activity** icon.
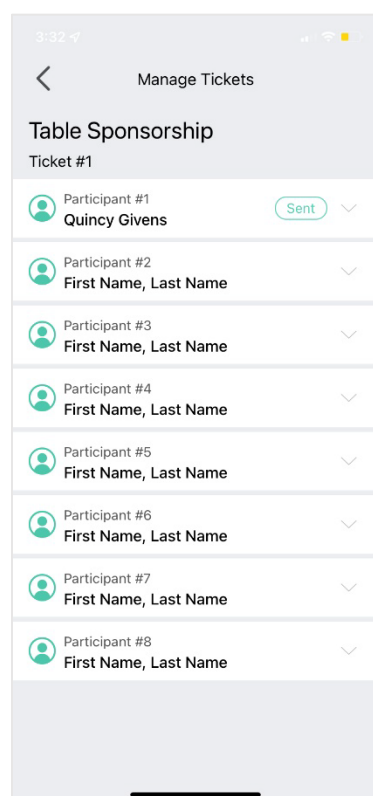
Home screen:

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.
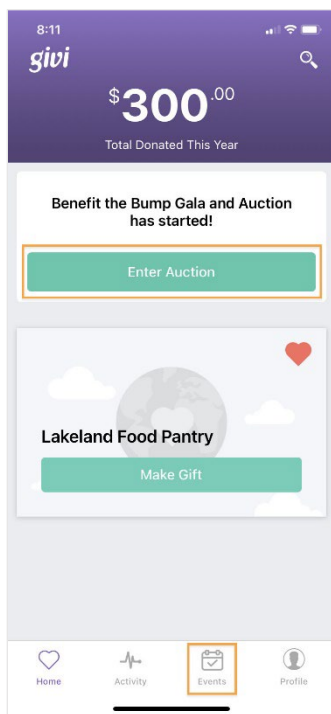

When you're finished, tap **Save** to send the ticket to your guest. If you need to send the ticket email again, you can do so by tapping **Send Invite**.

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.

Please note: You can also access the Manage Tickets area using the **Manage My Tickets** link in your registration confirmation email.
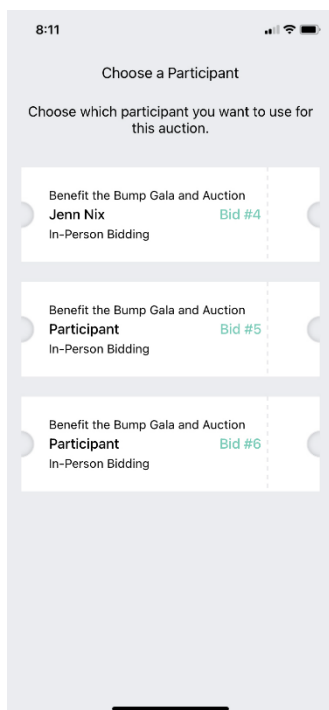
How to Avoid Claiming Guests' Tickets in Givi

When you're ready to enter the auction yourself, tap Enter Auction on the Givi home screen.

Alternately, you can tap the **Events** icon at the bottom of the home screen. Any event you've already registered for will appear on the Events screen with a link to **Enter Auction**.
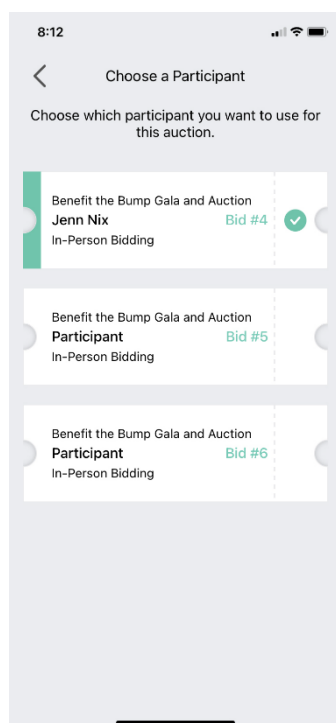
When you tap Enter Auction, the **Choose a Participant** list will show you any tickets you've purchased that haven't already been claimed by guests.

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.
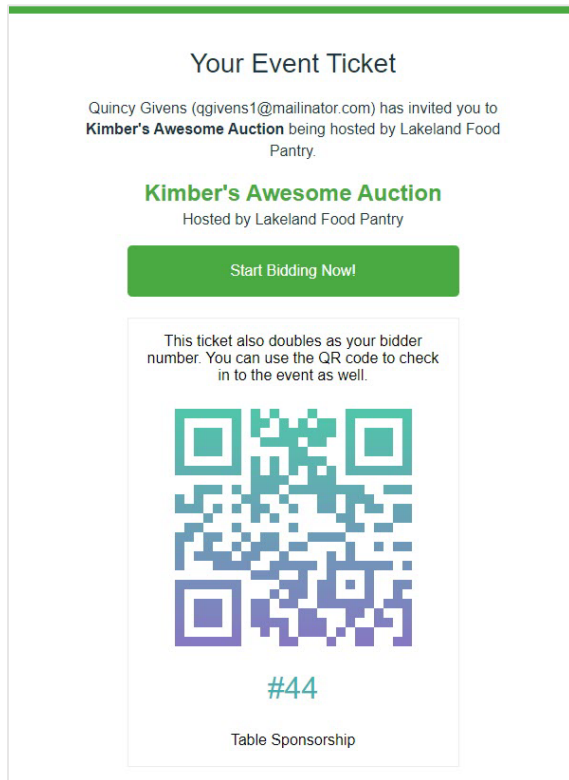
Instructions for Auction Guests

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

From	Subject	Received
☐ Lakeland Food Pantry	Your Kimber's Awesome Auction Ticket: Table Sponsorship	just now

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 **Start Bidding Now**.

Your Event Ticket

Quincy Givens (qgivens1@mailinator.com) has invited you to **Kimber's Awesome Auction** being hosted by Lakeland Food Pantry.

Kimber's Awesome Auction
Hosted by Lakeland Food Pantry

Start Bidding Now!

This ticket also doubles as your bidder number. You can use the QR code to check in to the event as well.

#44

Table Sponsorship

If you were invited before August 15, 2022, you may also see a ticket code in this email, which you'll need to enter the auction.

givi Ticket Code
E3VA76

Clicking the **Start Bidding Now** link will take you to the auction site to complete your registration and set up your auction account.

Fill in your details and click **Confirm Details**.

On the next page, fill in an account password and then click **Create My Password**.

Once you've entered an auction on the web, you can switch over to the Givi app using the same login credentials you used to create your account on the web.

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