

## 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.

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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're registered Quincy Givens!**

Your confirmation for **Kimber's Awesome Auction** has been sent to qgivens1@mailinator.com.

Transaction ID: #478598 | Order Total: \$350.00

[Show Receipt Summary](#)

[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
<input type="checkbox"/> Lakeland Food Pantry	Your Kimber's Awesome Auction Ticket: Auction Ticket	1 min
<input type="checkbox"/> Lakeland Food Pantry	Thank You for Your Event Registration!	1 min

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

**Quincy, your ticket is here!**

 **Totally '80s Auction Night**  
Hosted by: Kimber's Test Org

Please take some time to edit this information before the event.

 (7 Guest Tickets) 28 Missing Details.

[Set Up Bidding](#) [Manage Tickets \(8\)](#)

Save time by showing these at check in!



[QR Code](#)



[Paper Ticket](#)

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

[Print Tickets](#)

### Manage Your Tickets

Send purchased tickets to your guests so they can participate in the auction!  
Once a ticket has been sent to a guest, only they will be able to manage that ticket.

**Table Sponsorship (8 Tickets)**

**Ticket #44 - Quincy Givens (My ticket)**



This is your ticket and has been sent to quincygivens@q-give.com. Click view to see the details.

[View QR Code](#)

**Ticket #45 - Maggie Grace**



This ticket has been sent to maggie1@q-give.com, the invitee can see and manage their ticket.

[View QR Code](#)

**Ticket #46**



Email

First Name  Last Name

[View QR Code](#)

**Ticket #47**



Email

First Name  Last Name

[View QR Code](#)

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

**Ticket #45**



maggie1@q-give.com

Maggie  Grace

[View QR Code](#)

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

**Ticket #45 - Maggie Grace**



This ticket has been sent to maggie1@q-give.com, the invitee can see and manage their ticket.

[View QR Code](#)

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 #45 - Maggie Grace



[View QR Code](#)

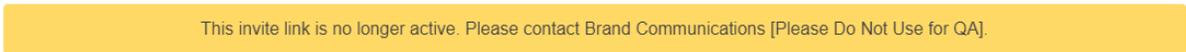
This ticket has been sent to maggie1@q-give.com, the invitee can see and manage their ticket.

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:



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

If you click **View QR Code** when managing multiple tickets, you'll be able to click through all of the QR codes.

Quincy Givens  
Ticket #52

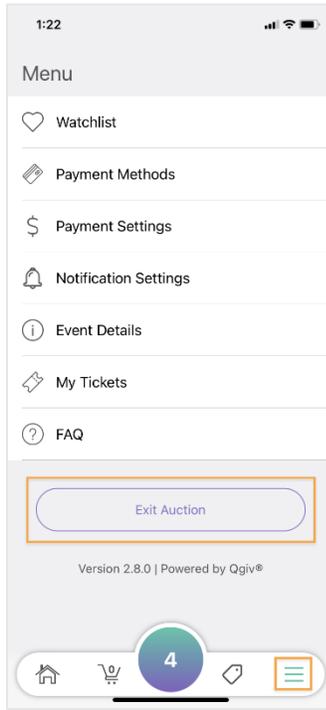
You'll need this ticket to check-in to the event and to bid on items during the auction.

[Print Ticket](#)

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## Managing Tickets in Givi

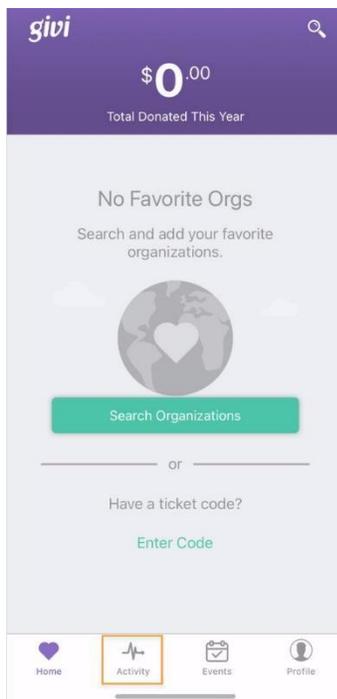
When you're ready to manage tickets, open the app and make sure you're logged into your Givi account.



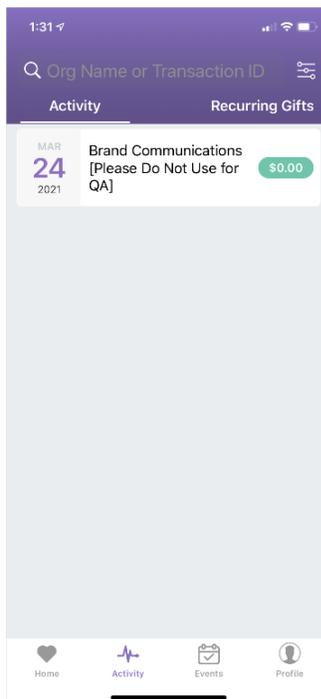
If you're in an auction, you'll first need to exit the auction by tapping the icon in the bottom right of the screen and then tapping **Exit Auction**.

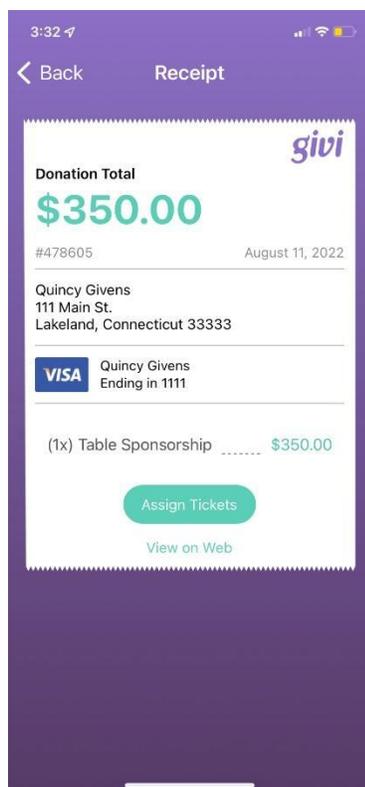
Then, at the bottom of the home screen, tap the **Activity** icon.

*Home screen:*



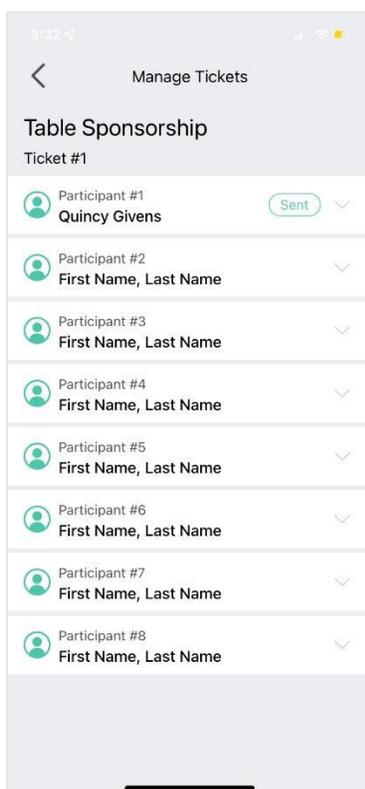
*Activity screen:*





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.



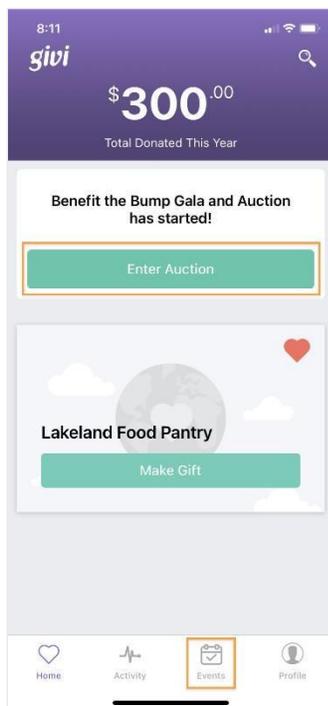
When you're finished, tap **Save** to send the ticket to your guest. If you need to send the ticket email again, you can do so by tapping **Send Invite**.

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 Tickets** link in your registration confirmation email.

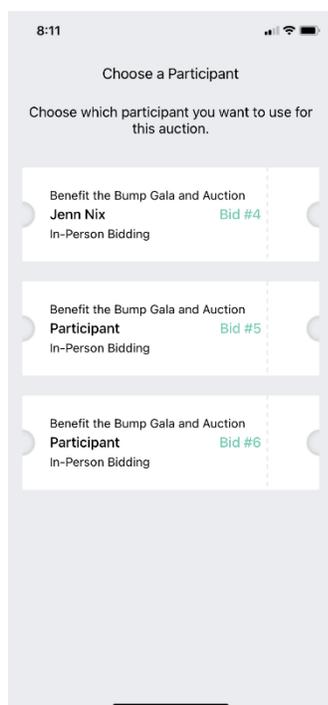
## How to Avoid Claiming Guests' Tickets in Givi

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**.

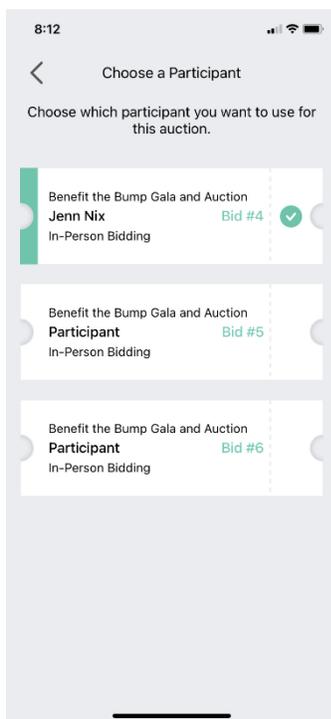
When you tap Enter Auction, the **Choose a Participant** list will show you any tickets you've purchased that haven't already been claimed by guests.



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 [Name of the Auction] Ticket.”

From	Subject	Received
<input type="checkbox"/> Lakeland Food Pantry	Your Kimber's Awesome Auction Ticket: Table Sponsorship	just now

In the body of the email, you'll see the name of the auction and a link to **Set Up Bidding**.

### Maggie, you have been sent a ticket!



Totally '80s Auction Night  
Hosted by: Kimber's Test Org

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Please take some time to edit this information before the event.

❗ (My Ticket) Missing details: Phone Number.

Set Up Bidding

Manage Ticket

Save time by showing these at check in!



[QR Code](#)



[Paper Ticket](#)

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

Verify your registration details. If you need to make a change, click **Edit Registration**.

Then, fill in an account password and then click **Create My Password**.

### Setup an account to bid

An account with a payment method is needed to bid on items.

Enter a password to create your bidder account.

- Minimum of 8 characters
- Must include at least two of the following: Special characters, Upper/lowercase, Numbers

[Create My Password](#)

By creating an account, you agree to our [Acceptable Use Policy](#).

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<b>Your Registration Details</b> <b>First Name:</b> Maggie <b>Last Name:</b> Grace <b>Email:</b> maggie@q-give.com <a href="#">Edit Registration</a>	<b>Event Details</b> <a href="#">Totally '80s Auction Night</a> Hosted by <b>Kimber's Test Org</b> You were invited to this event by Quincy Givens
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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.