

HELP GUIDE · OCTOBER 2026

How to use SmrtSeats.

Step-by-step instructions for fans buying tickets and venues running shows, plus fixes for the most common problems.



For fans

accounts · events · tickets · refunds · emails

For venues

setup · team · events · surveys · show night

Need help?

support@smrtseats.com

What's inside

35 step-by-step guides. Button names are in **bold**, and the grey text beside each guide tells you where to find it on the site.

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On a phone

The main menu is behind the ☰ button at the top right. On the venue dashboard, the sidebar becomes a round menu button at the bottom right.

Still stuck?

See **Troubleshooting** at the back, or email **support@smrtseats.com**.

1 Getting started

FOR FANS

Create your account and sign in

1.1 Create an account

[Sign up \(top-right menu\)](#)

- 1 Click **Sign up** in the menu.
- 2 Enter your email and a password, or click **Sign up with Google**.
- 3 Fill in your first name, last name, phone number, date of birth and zip code, then click **Continue**.
- 4 You'll be returned to the page you were on (or the home page). We also send an email to verify your address. Open it and click the link.

TIP

Phone numbers can be typed any way you like, e.g. (970) 555-1234.

IF THIS HAPPENS

Sent back to the details form when you sign in? Your profile isn't finished yet. Fill in the remaining fields and click Continue.

1.2 Sign in and sign out

[Sign in](#) · [menu](#) → [Sign out](#)

- 1 Click **Sign in**, enter your email and password (or use **Sign in with Google**).
- 2 If you were trying to open a page that needs an account, you'll be taken back to it.
- 3 To sign out, open the menu and choose **Sign out**.

IF THIS HAPPENS

Can't remember which method you used? If you signed up with Google, use **Sign in with Google**. A password won't work for that account.

1.3 Reset your password

[Sign in](#) → [Forgot password?](#)

- 1 On the sign-in page click **Forgot password?**
- 2 Enter your account email and submit.
- 3 Open the email from SmrtSeats and follow the link to choose a new password.

IF THIS HAPPENS

No email? Check spam/promotions and wait a few minutes. For security we show the same message whether or not an account exists, so double-check the address you typed.

1.4 Update your details

Menu → Account Settings

- 1 Open the menu and choose **Account Settings**.
- 2 Edit your name, phone or zip code. The Save button turns on once something changes.
- 3 Click **Save**. A confirmation appears when your changes are stored.
- 4 You can also send yourself a password-reset email from this page.

1.5 Email preferences and unsubscribing

Footer → Email Preferences · Account Settings

- 1 Click **Email Preferences** at the bottom of any page, or **Manage email preferences** in Account Settings, and sign in if asked.
- 2 Turn **SmrtSeats** news on or off with its switch.
- 3 Under **Venues**, turn marketing email from each venue you've been to on or off, or use **Unsubscribe from all venues**.
- 4 **Unsubscribe from all marketing email** turns everything off at once. Each change saves straight away.

GOOD TO KNOW These settings only cover marketing. You'll still get emails about your orders, tickets and refunds.

TIP The unsubscribe link in a venue's email opens this page with that venue ready to switch off.

1.6 Download your data

Account Settings → Your data

- 1 Click **Download my data**.
- 2 A file named *smrtseats-my-data-(date).json* downloads with your profile, orders, survey answers and email choices.

1.7 Delete your account

Account Settings → Delete account

- 1 Click **Delete account** and read what will be deleted and what is kept.
- 2 If you have tickets to upcoming shows, save or screenshot your QR codes first. They'll no longer be in an account.
- 3 Type **DELETE**, enter your password (or confirm with Google), and click **Delete my account**.

GOOD TO KNOW Purchase records are kept without your name or email, because venues need them for their accounts.

IF THIS HAPPENS **Told you're the only admin of a venue?** Make another team member an admin in that venue's Settings first, then try again.

2 Finding events

FOR FANS

Browse shows and venues

2.1 Browse and open an event

Home page · Events · Venues

- 1 Scroll the home page or open **Events** / **Venues** in the menu.
- 2 Click any event to see the date, time, venue, ticket prices, age limit and refund policy.
- 3 Use **Share** to send it to friends, or **Add to calendar** to save it.

GOOD TO KNOW

Event times are always shown in the venue's local time, with the time zone (e.g. 8:00 PM MDT). If you're viewing from a different time zone you'll see a note saying so. Add to calendar converts the time to your own zone automatically.

IF THIS HAPPENS See **"Coming soon"**? Tickets for that event aren't on sale yet. Check back later.

IF THIS HAPPENS

Button says Sales ended, Sold out or Event canceled? Tickets can't be bought online any more. The venue may still sell at the door.

2.2 Venue pages

Venues → choose a venue

- 1 Open a venue to see its description, links and all upcoming and past events.

3 Buying tickets

FOR FANS

From choosing seats to your confirmation

3.1 Choose your tickets

Event page → Get tickets

- 1 On the event page click **Get tickets**.
- 2 Use + and – to pick how many of each ticket type you want (up to 6 per type).
- 3 Check the order summary (subtotal, service fee and total), then click **Continue to Checkout**.

GOOD TO KNOW You must be signed in to buy. If you aren't, you'll be asked to sign in and brought back.

IF THIS HAPPENS **Can't add more tickets?** You've reached the per-order limit or the number of tickets left for that type.

3.2 Answer a few quick questions (optional)

Shown for events with a survey

- 1 Many venues let you lower or skip the service fee by answering a short, anonymous survey about the show.
- 2 Choose **Answer a few quick questions** to see the questions, or **Skip and pay full price** to go straight to checkout.
- 3 Tap one answer per question. Some venues add a couple of their own questions after ours. It takes about 30 seconds.
- 4 When you finish you'll see **Thank you!** and be taken to checkout with the reduced fee applied.

GOOD TO KNOW Your answers are combined with other fans' answers. Venues see audience-level insights, never your personal answers tied to your name or email.

TIP Already answered this event's survey but didn't finish buying? You keep the reduced fee. Just click **Continue to secure checkout**.

IF THIS HAPPENS **See "Survey unavailable"?** Tap **Try again**. If it keeps happening, tap Back and either skip the survey or contact us. We'll make sure you're not overcharged.

3.3 Check out and pay

Checkout → Stripe

- 1 Review **Your tickets** and the order summary.
- 2 Have a promo code? Enter it under **Promo Code** and click **Apply**. The discount shows in the summary.
- 3 Tick the box to agree to the **User Agreement** (required).
- 4 Choose your emails: one box shares your email with venues you attend for event updates, the other is for news and offers from SmrtSeats. Untick either one if you don't want it.
- 5 Click **Proceed to Secure Payment (Pay now on a phone)**. You'll finish paying on Stripe's secure checkout page.
- 6 After paying you'll land on a confirmation page with a link to your tickets, and receive a confirmation email.

TIP	Refreshing the checkout page won't lose your order in the same browser tab.
GOOD TO KNOW	Your email choices are remembered. If you unsubscribed from a venue or from SmrtSeats, those boxes start unticked next time. You can change them any time in Email Preferences.
IF THIS HAPPENS	Promo code rejected? Codes only work for their own event and between their start and end dates, and some have a usage limit. Check for typos (capital letters don't matter).
IF THIS HAPPENS	Card declined or you went back from Stripe? You were not charged. Return to the event and try again, or try another card.
IF THIS HAPPENS	"Prices changed" message? Ticket prices or availability changed while you were checking out. Review the new total and try again.

4 Your tickets

FOR FANS

View, use and refund your tickets

4.1 Find your tickets

Menu → My Tickets

- 1 Open the menu and choose **My Tickets**.
- 2 Pick an order to open its QR codes. Orders with several tickets are stacked. Swipe or tap the dots to move between them.

TIP

Need a receipt? Open the order and click **View receipt**.

IF THIS HAPPENS

Order not showing right after paying? It can take a few seconds to appear. Refresh the page. If it's still missing after a few minutes, check your confirmation email and contact us with the order number.

4.2 Tickets bought at the box office

Receipt email · My Tickets

- 1 If you give your email at the venue's box office, your receipt email includes a link to view your tickets. No sign-in needed.
- 2 To keep them in your account, sign in with that same email and verify it. They'll appear in **My Tickets**.
- 3 Not verified yet? My Tickets shows a banner. Click **Send verification email**, open the link, then refresh the page.

4.3 Get in at the door

Order page

- 1 Turn your screen brightness up and open the order before you reach the front of the line.
- 2 Show one QR code per person. Staff will scan each ticket once.
- 3 A ticket shows as **Scanned** after it has been used.

TIP

Take a screenshot as a backup in case the venue has poor signal. Each code still works only once.

IF THIS HAPPENS

Told your ticket was already scanned? Each code works once. If you didn't use it, ask door staff to look you up by name or email and contact us.

4.4 Request a refund

Order page → Request a refund

- 1 Open the order and click **Request a refund** (shown only if the venue allows refunds and the refund window is still open).
- 2 Confirm with **Yes, refund all tickets**. You'll see **Refund submitted**. You get back everything you paid, including the service fee.
- 3 Refunds go back to your original payment method, usually within 5–10 business days depending on your bank.

**GOOD TO
KNOW**

Each venue sets its own refund policy (shown on the event page as *Refundable up to X days* before the show). Refunded tickets can no longer be scanned.

**IF THIS
HAPPENS**

No refund button? The venue doesn't offer self-serve refunds for this event, or the window has closed. Contact the venue or email us.

GOOD TO KNOW

Event canceled? The venue refunds you automatically and you'll get an email.

5 Setting up your venue

FOR VENUES

Account, venue profile and payments

5.1 Create your venue account

Menu → Host Events

- 1 Click **Host Events** and sign up with your business email (or Google).
- 2 Step 1: enter the venue name, business email and phone, address and capacity, and upload a venue image (JPG, PNG or WebP, up to 10 MB).
- 3 Step 2: enter the venue's address and tick the box to accept the Terms of Service on behalf of your venue (you must be authorized to do this), then click **Submit**.
- 4 You'll land on your **Venue Dashboard**.

TIP

Already have a fan account? Click Host Events while signed in to add a venue to it.

5.2 Connect Stripe to get paid

Dashboard → Settings → Payments

- 1 Open **Settings** from the dashboard sidebar.
- 2 Under **Payments**, click **Connect to Stripe** and complete Stripe's onboarding (business details and bank account).
- 3 You'll be returned to Settings, which shows your Stripe account as connected.
- 4 Ticket sales are paid directly into your Stripe account.

GOOD TO KNOW You must connect Stripe before you can publish an event.

**IF THIS
HAPPENS**

Stripe says information is missing? Log into your Stripe dashboard and finish any outstanding verification items, then reconnect from Settings.

5.3 Venue profile and time zone

Settings → General Settings

- 1 Update the venue name, address, description, image and social links, then save.
- 2 Set your **Venue Time Zone**. All your event times are entered and shown in this zone.
- 3 Click **Public Page** in the sidebar to see what fans see.

5.4 Box office payments (optional)

Settings → In-Person Payments

- 1 Follow **In-Person Payments Setup** to order and register a Stripe card reader.
- 2 Once registered, the reader appears in the box office (see chapter 9).

6 Your team

FOR VENUES

Invite staff and manage roles

6.1 Invite a team member

Settings → Invite User

- 1 In Settings, click **Invite User**.
- 2 Enter their first name, last name and email, and choose a role: **Admin** (full access) or **Scanner** (door scanning and box office only).
- 3 Click **Send Invite**. They'll get an email with a link to join.

GOOD TO KNOW

The invite must be accepted with the same email address it was sent to. Pending invites can be resent or revoked from the same list.

IF THIS HAPPENS **Invite didn't arrive?** Ask them to check spam, confirm the spelling, and send it again.

6.2 Change roles or remove someone

Settings → team list

- 1 Find the person in the team list to change their role or remove them.
- 2 Removing someone only removes them from *this* venue. Their account and other venues are unaffected.

6.3 Work across several venues

Menu → Switch organization

- 1 If you belong to more than one venue, open the menu and choose **Switch organization**.
- 2 Pick the venue you want to manage. The dashboard updates to that venue.

7 Creating and managing events

FOR VENUES

From a new event to show night

7.1 Create an event

Sidebar → Create

- 1 **Basics and Details:** event title, category, genre, short and full description, and an event image.
- 2 **Date & Capacity, Location:** date and start time, capacity, an optional minimum age, and the address.
- 3 **Tickets:** add one or more ticket types with a name, online price, door price and quantity, and set when ticket sales start and stop.
- 4 **Survey:** pick the show's **focus channel**, the questions fans answer to skip the service fee. Your own venue surveys appear under **Your venue's surveys**.
- 5 **Review:** check everything and click **Complete**. You'll return to your dashboard.

GOOD TO KNOW Enter all times in your venue's local time. Fans everywhere will see them in your venue's time zone.

GOOD TO KNOW Fans can't see or buy an event until its ticket sales start. Before then its page shows "Coming soon".

IF THIS HAPPENS **Can't continue to the next step?** Check the messages under each field. Common causes: start time in the past, ticket sales ending before they start, or ticket quantities larger than the event capacity.

7.2 Ticket types and promo codes

Events → your event → dashboard

- 1 Under **Ticket Types**, use **Add Ticket Type** or **Edit** to change price, quantity or status (Active/Disabled).
- 2 Under **Promo Codes**, click **Add Promo Code**. Choose **Percent (%)** or **Fixed (\$)**, the amount, and start/end dates.
- 3 The dashboard shows how many times each code has been used and your total savings given.

GOOD TO KNOW You can't set a ticket quantity below the number already sold. Percent codes can't exceed 100%, and each code must be unique for the event.

7.3 Edit an event

Event dashboard → Edit event

- 1 Click **Edit event** on the event dashboard.
- 2 Update details, image, schedule and capacity, refund policy (**Let ticket holders request refunds** and the number of days before the show), or the survey.
- 3 Click **Save Changes**.

GOOD TO KNOW Switching surveys keeps the answers already collected. New buyers answer the new questions.

GOOD TO KNOW Events lock 6 hours after their start time. After that the details can't be changed and the event can't be canceled, but you can still refund individual orders.

7.4 Cancel an event

Edit event → Danger Zone → Cancel Event

- 1 Scroll to **Danger Zone** and click **Cancel Event**.
- 2 Optionally write a message to ticket holders, then confirm with **Yes, I'm Sure**.
- 3 All paid orders, online and box office, are refunded in full automatically and ticket holders are emailed. Tickets stop working at the door.

GOOD TO KNOW Canceling can't be undone.

7.5 Orders and refunds

Event dashboard → Orders

- 1 Search orders by customer name, email or order number.
- 2 To refund, click **Refund** on the order, enter an amount up to the **Maximum refund** shown, and confirm.
- 3 Status changes to **Refund Submitted**, then **Refunded**. Refunded tickets can't be scanned.

GOOD TO KNOW Refunds come out of your Stripe balance. The buyer gets back what they paid, and SmrtSeats and Stripe fees aren't returned to you.

GOOD TO KNOW Each order can be refunded once, so enter the full amount you intend to refund.

7.6 Write your own survey questions

Sidebar → Surveys

- 1 Open **Surveys** and click **New survey**.
- 2 Give it a name, then write up to two questions. Each needs a short dashboard label and 2–6 answers. SmrtSeats' three standard questions are always asked first.
- 3 Click **Create survey**, then choose it when creating or editing an event.
- 4 To change wording, click **Edit**. Changed questions start a fresh set of results, and earlier answers stay in your reports.
- 5 To remove one, click **Delete**. Surveys still used by upcoming events must be swapped out on those events first.

GOOD TO KNOW Questions are checked automatically. Inappropriate language and requests for sensitive personal information (ID or financial numbers, health, protected traits) aren't allowed.

8 Dashboards and insights

FOR VENUES

Understand sales and your audience

8.1 Venue dashboard

Sidebar → Home

- 1 See revenue, tickets sold and average event revenue for the date range you choose, plus a sales chart and **Today's** sales.
- 2 Days are counted in your venue's time zone.

GOOD TO KNOW

Each event's Revenue Summary breaks down gross revenue, platform fees (paid by attendees or by your venue), Stripe processing fees, refunds and net. When a fan answers the survey and pays no service fee, your venue pays a small platform fee instead.

8.2 Audience and AI insights

Sidebar → Audience · AI

- 1 **Audience** shows combined survey results across your shows: key takeaways, how your fan segments are changing, and a card for every question.
- 2 Filter question cards by **All**, **Favorites**, **Standard** or **Venue questions**. Star up to 5 favorites to pin them, or click **Download CSV**.
- 3 Each card shows how reliable its numbers are: **Reliable**, **Building** or **Early signal** (too few answers to act on yet).
- 4 **AI** turns that data into suggestions. Both fill in as fans answer surveys.

8.3 Marketing export

Sidebar → Marketing

- 1 Click **Export Consented Attendees** to download a CSV of fans who opted in to your marketing emails.

GOOD TO KNOW

Only fans who agreed to venue emails at checkout and haven't unsubscribed from your venue are included. Download a fresh list before each send, and include a link to [smrtseats.com/unsubscribe?venue=\(your venue ID\)](https://smrtseats.com/unsubscribe?venue=(your venue ID)) in every email.

9 Show night: scanning and box office

FOR VENUES

For admins and scanners, best on a phone or tablet

9.1 Scan tickets

Sidebar → Scan → choose event

- 1 Open **Scan**, pick tonight's event (events stay listed for 12 hours after they start), and allow camera access.
- 2 Point the camera at a ticket's QR code.
- 3 **Green: Valid**, let them in. **Amber: Already scanned**, this ticket has been used. **Red: Invalid**, wrong event, refunded or not a real ticket (the reason is shown).
- 4 Tap **Scan next** to continue.

IF THIS HAPPENS

Camera not working? Allow camera access for the site in your browser settings and reload. Clean the lens and turn the guest's screen brightness up.

TIP

Several staff can scan at once on different devices. A ticket can only be admitted once.

9.2 Look up a guest

Scanner → Look Up

- 1 Tap **Look Up** and search by name, email or ticket code.
- 2 Select their tickets (or **Select All**) and tap **Check In Tickets**.

9.3 Sell tickets at the door

Scanner → Sell Tickets

- 1 Tap **Sell Tickets** and choose your card reader (**Select a Card Reader**).
- 2 Add tickets with + and –, optionally enter the buyer's email for a receipt, and tap **Next**.
- 3 Tap to send the total to the reader and have the guest pay on the reader.
- 4 When the sale confirms, tickets are created and checked in, and the buyer's receipt email links to their tickets. Tap **Return to POS Home** for the next sale.

IF THIS HAPPENS **Reader not found?** Make sure it's on, charged and online, then tap **Rescan for Readers**.

IF THIS HAPPENS

Payment timed out? Tap **Try Again**. The previous attempt is canceled first, so the guest won't be charged twice. Use **Cancel Sale** to stop.

? Troubleshooting

EVERYONE

Quick fixes for common problems.

An event says "Coming soon".	Tickets aren't on sale yet. The venue sets when sales open, so check back later.
I bought tickets at the box office. Where are they?	Use the link in your receipt email, or sign in with the same email, verify it, and open My Tickets.
How do I stop marketing emails?	Click Email Preferences at the bottom of any page, or the unsubscribe link in the email.
I'm stuck on a loading screen.	Refresh the page. If it persists, check your internet connection, try another browser, or sign out and back in.
A page says "Restricted".	Your account doesn't have access to that page. Venue pages need an Admin role, and scanning needs Admin or Scanner. Ask your venue admin, or check you're in the right venue (Switch organization).
I was charged but have no tickets.	Check My Tickets and your email (including spam) after a few minutes. Still missing? Email us your name, the event and the time of purchase.
The time on the event looks wrong.	Times are shown in the venue's local time with the zone (e.g. MDT). Add to calendar converts it to your time.
My page looks broken on my phone.	Update your browser and try again. Supported: recent Safari, Chrome, Firefox and Edge.
I need to change the email on my account.	Contact us at support@smrtseats.com from your current email address.

Still stuck? We're here.

Email support@smrtseats.com or use the contact form at smrtseats.com/contact. To help us fix it fast, include:

- Your account email and the event name
- What you were trying to do and what happened
- Your device and browser, and a screenshot if you can

For venue-specific questions (door times, refund policy, age limits), contact the venue directly.