

How to Create a Ticket

Category: Website Building

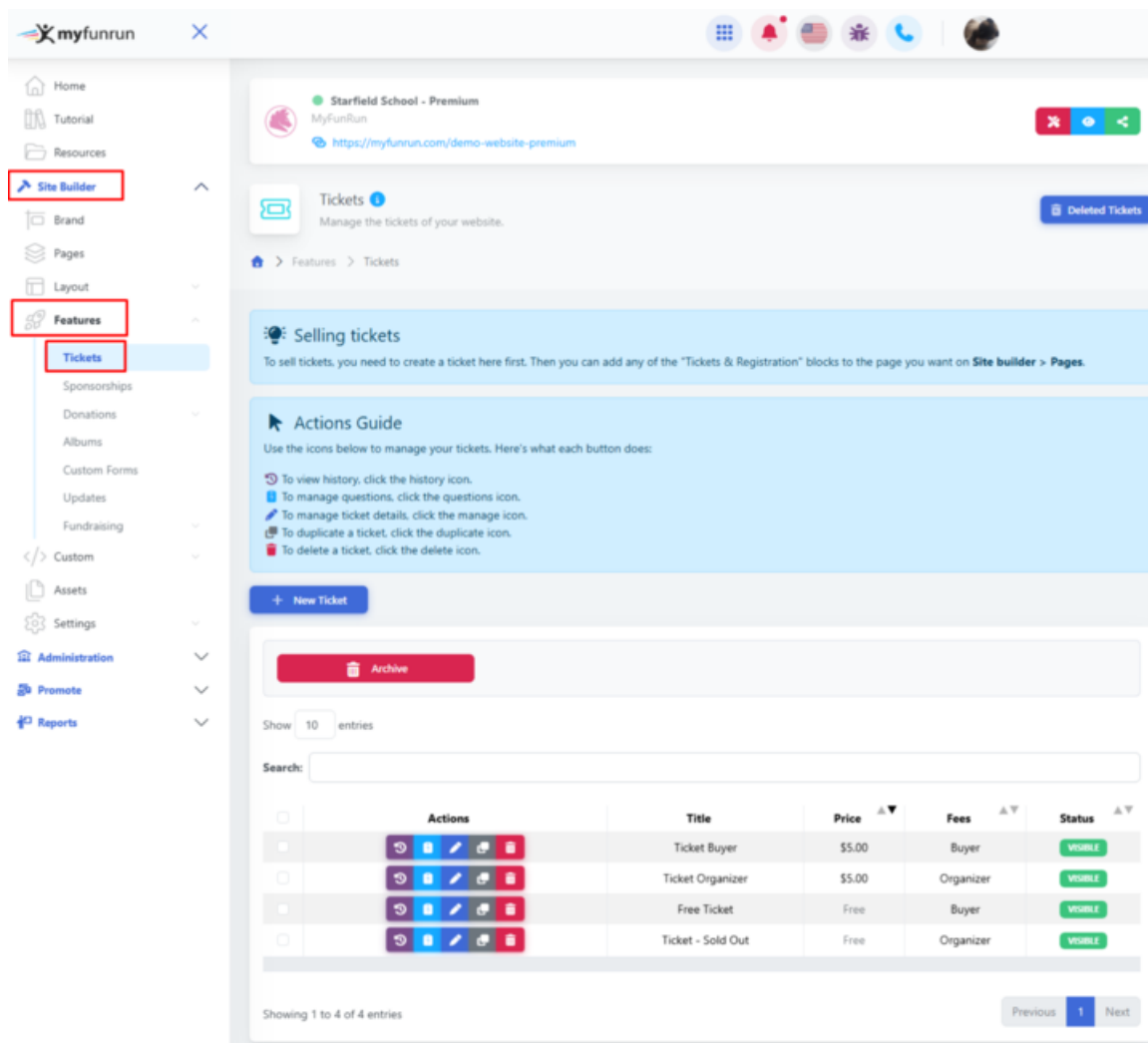
Published: Oct 30, 2025

Reading Time: 3 min

Tickets are the foundation of your event registration. Follow these steps to create a ticket for your event.

Step 1: Navigate to Your Tickets

From your dashboard, go to the **Site Builder → Features → Tickets**.



The screenshot shows the MyFunRun dashboard interface. On the left sidebar, the navigation menu includes Home, Tutorial, Resources, Site Builder, Brand, Pages, Layout, Features, Tickets, Sponsorships, Donations, Albums, Custom Forms, Updates, Fundraising, Custom, Assets, Settings, Administration, Promote, and Reports. The 'Features' and 'Tickets' items are highlighted with red boxes. The main content area displays the 'Tickets' management page for 'Starfield School - Premium'. It includes a 'Tickets' header with a 'Deleted Tickets' button, a breadcrumb trail 'Features > Tickets', and a 'Selling tickets' section. Below this is an 'Actions Guide' with icons for history, questions, manage, duplicate, and delete. A '+ New Ticket' button is present. A table lists existing tickets with columns for Actions, Title, Price, Fees, and Status. The table contains four entries: Ticket Buyer, Ticket Organizer, Free Ticket, and Ticket - Sold Out, all with a 'VISIBLE' status. A search bar and pagination controls are at the bottom.

Actions	Title	Price	Fees	Status
    	Ticket Buyer	\$5.00	Buyer	VISIBLE
    	Ticket Organizer	\$5.00	Organizer	VISIBLE
    	Free Ticket	Free	Buyer	VISIBLE
    	Ticket - Sold Out	Free	Organizer	VISIBLE

Step 2: Click 'Create New Ticket'

Click the '+ New Ticket' button to open the ticket creation form.

The screenshot shows the 'Create New Ticket' form in the MyFunRun application. At the top, the header includes the MyFunRun logo, the text 'Starfield School - Premium', and a URL. Below the header, there's a 'Create' button with a ticket icon and the text 'Create a ticket.'. A breadcrumb trail shows 'Features > Tickets > Create'. A blue banner indicates the current timezone is set to America/Toronto, with a link to change it. The form itself is divided into several sections: 'Status' (a dropdown menu set to 'Enabled'), 'Title' (a text input field), 'Subtitle' (a text input field), 'Type' (a dropdown menu set to 'Tickets'), 'Ticket privacy' (a dropdown menu set to 'Buyer has option to choose'), 'Fees' (a dropdown menu set to 'Organizer'), 'Price' (a section with currency selectors for '\$' and 'CAD', and a 'Free' option), 'Quantity available' (a text input field), 'Minimum per order' (a text input field), and 'Maximum per order' (a text input field). Below these, there's a section for 'Advanced - Availability Settings' with several toggle switches: 'Ask for first name', 'Ask for maiden name', 'Ask for last name', 'Display quantity remaining to purchase', 'Display time remaining to purchase', and 'Display who is coming for this ticket'. The 'Image' section has a 'Choose File' button and a 'No file chosen' message. The 'Description' section features a rich text editor with a toolbar containing various formatting options like bold, italic, underline, and link, and a text area for the description. At the bottom of the form, there's a status bar showing '0 words' and 'Build with tinyMCE'.

Starfield School - Premium
MyFunRun
<https://myfunrun.com/demo-website-premium>

Create
Create a ticket.

Features > Tickets > Create

Your timezone is currently set to America/Toronto. [Click here to change your time zone.](#)

Status: Enabled
Title:
Subtitle:
Type: Tickets
Ticket privacy: Buyer has option to choose
Fees: Organizer
Price: \$ Free CAD
Quantity available:
Minimum per order:
Maximum per order:
Advanced - Availability Settings
Ask for first name: ☒
Ask for maiden name: ☒
Ask for last name: ☒
Display quantity remaining to purchase: ☐
Display time remaining to purchase: ☐
Display who is coming for this ticket: ☒
Image: Choose File No file chosen
Description:

Format Insert

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Press Alt+0 for help 0 words Build with tinyMCE

Step 3: Enter Ticket Details

Fill in the following information:

- **Ticket Name:** Give your ticket a clear, descriptive name (e.g., 'Early Bird Registration', 'VIP Access', 'General Admission')
 - **Description:** Add details about what's included with this ticket
 - **Type:** Select whether you are selling tickets, items, T-shirts, or others.
 - **Price:** Set the ticket price (or \$0 for free tickets)
 - **Quantity Available:** Set the number of tickets available for purchase. (leave blank for unlimited).
 - **Advanced Settings** include a date range for when you want a ticket to be available and when to hide the ticket from the public. Enter the date range starting from when the ticket should become available for purchase to when it should no longer be available.
-

Step 4: Configure Advanced Options

Customize additional settings:

- **Minimum/Maximum Per Order:** Control how many tickets each person can buy
 - **Display Options:** Choose whether to show remaining tickets, time remaining, or who's coming
 - **Fee Settings:** Configure who pays transaction fees (buyer or organizer)
 - **Privacy:** Set ticket visibility to display the names of ticket buyers or keep them hidden (public, private, or hidden)
-

Step 5: Add Custom Questions (Optional)

If you need to collect specific information from ticket buyers, you can add custom questions to this ticket. See our guide on '[How to Add Custom Questions to Tickets](#)' for more details.

Step 6: Save and Publish

Review all settings and click '**Save**' to create your ticket.

Your event must be "published" for tickets to be visible to attendees.

Tips for Success

- Create early bird tickets with lower prices to encourage early registration
- Use clear, descriptive names that explain the ticket's benefits
- Set appropriate quantity limits to manage capacity
- Consider creating multiple ticket tiers (Regular, VIP, etc.) to offer options
- Test your ticket purchase flow before launching your event

Need to Delete a Ticket?

You can delete an existing ticket type at any time. However, please note that any transactions associated with that ticket cannot be removed automatically.

For example, tickets that have already been purchased will still have their transaction records saved. If needed, these transactions must be archived manually.

To delete a ticket, go to **Site Builder > Features > Tickets**, then click the red delete icon next to the ticket you'd like to remove.

Please note that any related purchases will remain active.

If you need to remove a ticket from your e-commerce ticket list, you can archive the related transaction. **Please note that archiving a transaction does not issue a refund.**

If a refund is required, only the buyer can issue a refund request, and only the support team can issue it. The site owner cannot process a refund.