



How to add a Customer to TickeTracker?

Try the following steps in order, one at a time:

1. In a browser on your computer: type www.totalgatesolutions.com in the address bar.
2. Log in to TickeTracker using your username and password.
3. On the **Customers** tab, click **Add**.
4. Fill in all required fields and optional fields:
 - First Name**
 - Last Name**
 - Address**
 - City**
 - State**
 - Zip Code**
 - Email** (*This must be complete in order to use the E-Mail Marketing feature*)
 - Comments**
5. Select the **Customer's Status** from the dropdown menu.
6. Click on **Save & Add Sports Pass**.
7. Select the **School Pass Type** from the dropdown menu. Types are created in the list by ESC.
8. Select the **Pass Status** from the dropdown menu.
9. Enter the **Card Number** from the All Sports Pass.
10. Enter the number of **Remaining Uses** only if the pass is a 10 event or 25 event pass.
11. Enter the **Parent Family Card Number** if this cardholder is part of a family.
12. Ensure that all required and optional fields are completed and click **Save**.

How to Import Customers into TickeTracker?

Try the following steps in order, one at a time:

1. In a browser on your computer: type www.totalgatesolutions.com in the address bar.
2. Log in to TickeTracker using your username and password.
3. On the **Customers** tab, click **Import**.
4. Click on **Browse**.
5. Find the .csv file you have created on your local computer and click **Open**.
6. Ensure that the correct file has been selected and click **Import**.
If there was a problem with the .csv file you will see an error instructing you on what needs to be fixed.