**Building Reserved Seating Chart**

1. Log in to **Administration**

2. Select the **Corporate Organization** icon.

3. Select the **Sales Organization** folder then either the **Template** or the **Event**level. **NOTE:** Once your seating chart is built you will be able to copy up to the **Physical Template** in the **Corporate Information** area (not required). (Image 1)



Image 1

4. You will need to set up your **Template** or **Event** with **Tiers** first. See [**How to Build a Venue Template.**](https://agiletix.zendesk.com/hc/en-us/articles/205642254-Building-a-Venue-Template)

**Important Notes for Reserved Seating Chart:**

* The **Reserved Seating Template** should never have the **General Admission**box checked under the **Tier**. The **General Admission** box is always checked by default, **so make sure to un-check this box**before you continue with building **Tier Name(s).**(Image 2)
* Seating maps **DO NOT** work with **GA/Reserved Tier**combinations.



Image 2

5. Once you have added your **Tier Name(s),** the map will be created under the **Physical** icon. (Image 3)



Image 3

6. Under **Area** right click **New**

* Enter your desired **Area** **Name** and **Display Sequence** number (order of priority in which the Tiers display on your seating chart). Click **Apply.**(Image 4)



Image 4

7. Right click in the **Section**area and select **New** (Image 4)

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Image 5

* A. **Name** the **Section** you will be creating. (Image 5)
* B. **Display Sequence** refers to display order for that section. (Image 5)
* C. **Row Type** - This is where you select how the seats will appear on the seating chart (i.e. in a **Row**, at a **Table**, etc. ). (Image 5)
* D.  **Row Description** Describes the grouping of tickets available on the seating chart (i.e. **Seats**, **Table**, **Admission**, etc.). (Image 5)
* E. **Max Seats in Row** refers to number of spaces available in each row. NOTE: refers to the entire section (include aisles or separations in calculation). (Image 5)
* F. **Max Rows in Section** refers to total number of Rows including aisles and separations for the section (include aisles or separations in calculation). (Image 5)
* G. **Gate Name** allows the customer to know what door/gate to enter for the particular section (if applicable). (Image 5)
* H. **Auto Assign Starts** allows you to assign the seat numbers according to how they appear at the venue. (i.e. Seat numbers flowing 1 - 10 with number 1 being on the left side of the row; Seat numbers flowing 10 - 1 with number 1 being on the right side of the row). (Image 5)

8. Once the section is setup, right click on the section name and select **Seat Maintenance.**(Image 6)

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Image 6

9. Begin filling in the squares on the left side of the screen with the **Row** numbers or letters by clicking in blank space then enter the name of the **Row** (Image 7). Note that the top of the screen refers to the back of the map.

 (Image 7)

* **A**. Right click in the space next to **Row** to **Assign Seat Numbers.**(Image 8)

Image 8

* **i. Seat** **Numbers** can be numbered sequentially in ones, twos, threes, etc. (See example images 9 & 10).
* **ii. Seats** can be numbered from the left or from the right.
* **iii.** If the venue has an even or odd numbered section (i.e. seats number 2, 4, 6, 8) you can preset **Skip Seats**to allow for proper number sequence.



Image 9



Image 10

* **B**. Once entered, highlight the seats again and right click on **Create Subsection** to create a**Subsection Priority**(this helps when auto assigning online for best available seats). Set 1 for the first priority, 2 for the second priority, etc. (Image 11)



Image 11

* **C**. Next set your **Inventory Group/Tier**(multiple rows can be set at one time by the click and drag method over each seat included). (Image 12)

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Image 12

* D. **Apply** and **Save** changes.

\*Also if you were building a reserved map with tables AND seats you will want the tables to each be their own Section and then customer is able to pick a table with specific Seat. (Image 13)

Image 13

The following steps apply if you would like your seating chart to be **Clickable**online (this simply means a person will see your map image on the web and be able to click a specific seat to purchase).

10. Right click on section name, choose **Properties**, **Images**, then in drop down select **1) Manual Seating Image,**click the**2) blue upload arrow**if image has not yet been loaded, then**3) Add Image Map** to begin node creation. (Image 14)

 

Image 14

 11. Next the **Image Map Editor** window will appear. (Image 15)



Image 15

* Choose from top menu bar whether your seats are shaped like a **rectangle**, **circle**, or **polygon.**
* In the bottom left box you will choose the first **seat** **row** and **number**, outline the same seat on the image by clicking & holding down the mouse until the entire seat is highlighted. This creates the node.
* Use the **Zoom** feature in top bar to make image appear bigger for easier selection.
* The **On Order Color**and**Unavailable Color**will help in designate **Open** and **Sold** seats when a customer is looking at the seating chart online.
* The **Export To File** can be used if you want to save node details to a xml file then later can be used to **Import From File** (ex. this is helpful if you need to make changes for the same map previously added to other templates or events).

Image 16

* Right click on a Seat one by one if you need to delete, move, or edit points of your node.

12. In order to save changes click **OK**on Map Editor window then **Apply**in the next window. *\*We recommend doing this often in order to limit the loss of large amounts of node creation/edits.*

13. We ***always*** recommend double checking your work in **AMS** as well as view the new Seat Map online before copying or setting event on-sale to public.