**EVENTSPASS**
YOUR EVENT STARTS HERE

# On-site Troubleshooting Guide

# The Check-In App

**Common on-site queries from event producers and event volunteer staff who are using the EventsPass Check-In App**

**Suggested document use:**

Provide printed copies of the relevant pages to all staff and volunteers who will be using the EventsPass apps at your event. Note: This document is not instructional or training material. It is for troubleshooting purposes only.

**Check-In App use scenarios addressed below:**

- GENERAL APP USE: General check-in app use / applicable to all scan modes
- CHECK IN MODE: Scanning attendees into the event / entry control
- OPTION CHECK IN MODE: For voucher/ticket option redemption
- TICKET PRINTING WITH KIOSK MODE: For printing tickets in your box office
- BOX OFFICE MODE: Activating tickets, vouchers or options using CheckIn app
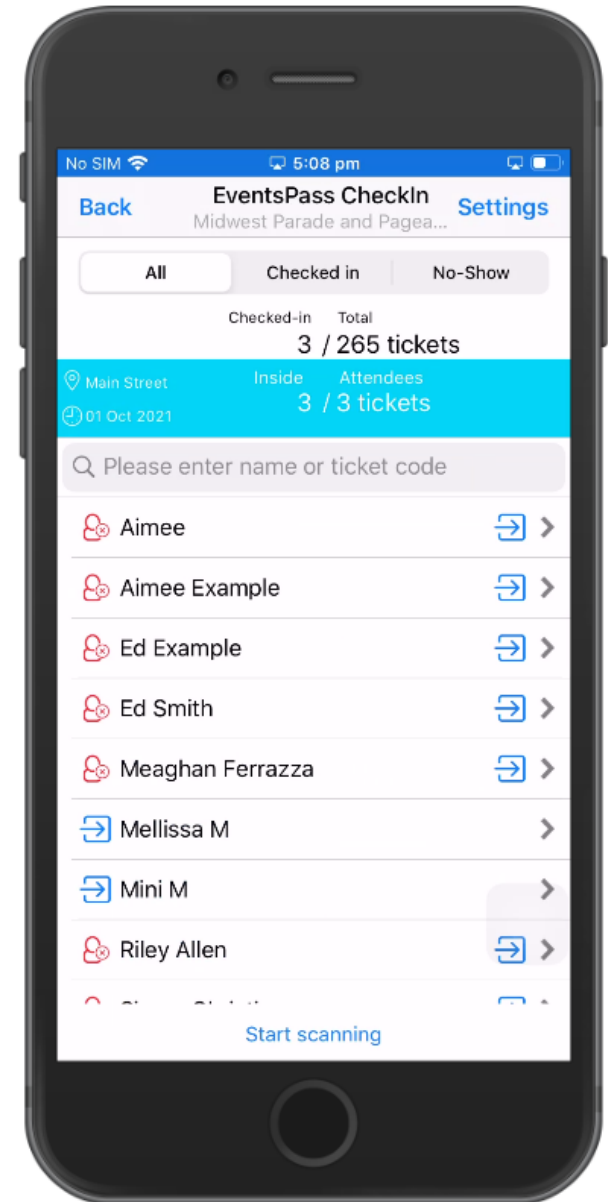
*Visit the EventsPass Help Center here:* https://support.eventspass.info *(or scan the QR code)*

## SCENARIO: GENERAL CHECK-IN APP USE / APPLICABLE TO ALL SCANNING MODES

| Issue | Possible Causes | Resolution(s) | |
|---|---|---|---|
| Can't sign-in to app | Incorrect login details<br>No network connectivity<br>Incorrect app | ~Obtain the correct login details from your supervisor<br>~Connect to the internet (cell, Wi-Fi, or hotspot connection)<br>~Ensure you are using the 'EventsPass CheckIn' app from Apple app store | Nil |
| Scanning device lost internet / connectivity | Issues with the event Wi-Fi configuration<br>Cell provider network down/overloaded | ~Switch to your cell signal or switch to Wi-Fi (if available)<br>~Create a 'hotspot' connection from another device, and connect your scanning device to it | ~What happens when the CheckIn app loses internet connectivity? |
| Scanner (camera) does not show up / it is just a blank screen | App denied permissions to use the camera on device | ~Grant camera access for the app named 'EventsPass CheckIn' (From iOS Settings: Settings > Privacy > Camera) | ~When I try to scan, the camera does not show up / it is just a blank screen |
| Scanner does not register a ticket at all in the viewfinder / won't scan | Poor lighting / it's too dark<br>Camera is too far away from the QR code<br>Their screen brightness too low | ~Enable the flashlight within the app (when the scan mode is active, tap the flashlight icon). Note: impacts device battery life. Only helps on printed tickets.<br>~Move the scanner closer to the ticket (while keeping the ticket in focus)<br>~Request the customer turn up their screen brightness (if ticket shown on phone) | Nil |
| | Ticket damaged | ~Manually input the Ticket ID (when the scan mode is active, tap the 'Manual Entry' button and input the first 12 characters of the Ticket ID). Otherwise see help article. | ~Search for an individual ticket holder or Ticket ID from CheckIn<br>~Manually check in an attendee without scanning their ticket |
| Customer unable to load, find or download their tickets | They don't have internet<br>Their transaction was not successful<br>Their ticket confirmation email went to their spam folder<br>They have a hardware limitation | ~Ask the customer to check their email spam folder (if they have internet)<br>~Search for the customer's name from the CheckIn app customer list view (exit from scanning mode and use the search box).<br>~Re-direct the customer to the box office supervisor to perform a search for their transaction and/or tickets. Either print the tickets or allow customer to take photo of tickets from their phone, then they return to queue to present tickets. | ~Search for an individual ticket holder or Ticket ID from CheckIn<br>~View or edit the details of an individual customer (incl. download their tickets) |
| The device is running out of battery | Device has been running all day and/or has an old battery | ~Connect the device to a battery pack/charger<br>~Substitute the device for another<br>~In an emergency, install app on your own iOS device, sign in, and resume scanning | Nil |
| The 'un-synced' records number keeps increasing | Your device has lost connectivity<br>Your device is currently trying to sync | ~ Reconnect to internet (cell signal, Wi-Fi, or mobile hotspot)<br>~ Re-sync the customer list (return app to the customer list view, then swipe down with your finger to re-sync all tickets), and then return to your scanning mode. Check if the number of 'Un-synced' returns to '0' (may need to wait up to 60 seconds).<br>~ If the resolutions above do not work, it is not safe to continue using this device for scanning. Note: Do not uninstall the app or clear the app cache! | Nil |
| Ticket scans as 'Returning Visitor' | This ticket has already been scanned into this event (either today or a prior day) | ~ Consult with your supervisor or the event organizer on their event policy for repeat visits | Nil |

| Issue | Possible Causes | Resolution(s) | Help Articles *Search articles at URL:* bit.ly/2VNYTdH |
|---|---|---|---|
| Scanner does not register a ticket at all in the viewfinder / won't scan | Poor lighting / it's too dark Camera is too far away from the QR code Their screen brightness too low | ~Enable the flashlight within the app (when the scan mode is active, tap the flashlight icon). Note: impacts device battery life. Only helps on printed tickets. ~Move the scanner closer to the ticket (while keeping the ticket in focus) ~Request the customer turn up their screen brightness (if ticket shown on phone) | Nil |
| | Ticket damaged | ~Manually input the Ticket ID (when the scan mode is active, tap the 'Manual Entry' button and input the first 12 characters of the Ticket ID). Otherwise see help article. | ~Search for an individual ticket holder or Ticket ID from CheckIn ~Manually check in an attendee without scanning their ticket |
| The customer's ticket is scanning as invalid | It is not an EventsPass ticket | ~Check the validity of the customer's tickets (Settings > 'Validate QR Codes') | ~Check or validate a customer's tickets |
| | The ticket is configured as not valid for entry on the current day | ~Ask the box office supervisor to confirm if the ticket should be permitted for access today. If no, then the ticket is invalid. | ~Step 4 – Create your tickets *(And go to the first search result for 'Validity')* |
| | The customer has already used up the available quota of attendance days for their ticket | ~Ask the box office supervisor (the person with administrator rights to change the event settings) to confirm whether they would still like to grant the customer access to the event. | ~Step 4 – Create your tickets *(And go to the first search result for 'Validity')* |
| | The ticket is not valid for entry at the current scanning location (set on the CheckIn device you are using) | ~Confirm your device is set up for the appropriate scanning locations (the first step after logging in to CheckIn and selecting your event). ~Re-direct the customer to the appropriate entry point for the ticket they hold (the event producer may have rules over who can attend at respective entry points) | ~Loading your event in CheckIn |
| | Your scanning device lost internet connectivity, and the customer purchased the ticket after the device lost internet. | ~Re-connect your device to the internet (cell provider, Wi-Fi network or hotspot from another device). Then re-sync the customer list (return app to the customer list view, then swipe down with your finger to re-sync all tickets). If holding up a queue, consider directing the customer to the box office supervisor. | ~What happens when the CheckIn app loses internet connectivity? |
| | Incorrect scanning mode on CheckIn app | ~Exit the current scanning mode and choose the Check-In mode. | ~Choose the right scanning mode on your CheckIn device |
| Customer unable to load, find or download their tickets | They don't have internet Their transaction was not successful Their ticket confirmation email went to their spam folder They have a hardware limitation | ~Ask the customer to check their email spam folder (if they have internet) ~Search for the customer's name from the CheckIn app customer list view (exit from scanning mode and use the search box). ~Re-direct the customer to the box office supervisor to perform a search for their transaction and/or tickets. Either print the tickets or allow customer to take photo of tickets from their phone, then they return to queue to present tickets. | ~Search for an individual ticket holder or Ticket ID from CheckIn ~View or edit the details of an individual customer (incl. download their tickets) |
| Ticket scans as 'Returning Visitor' | This ticket has already been scanned into this event (either today or a prior day) | ~ Consult with your supervisor or the event organizer on their event policy for repeat visits | Nil |

## SCENARIO: VOUCHER/OPTION REDEMPTION USING CHECKIN APP (OPTION CHECKIN MODE)

**Help Articles**
*Search articles at URL:* bit.ly/2VNYTdH

| Issue | Possible Causes | Resolution(s) | |
|---|---|---|---|
| Scanner does not register a ticket at all in the viewfinder / won't scan | Poor lighting / it's too dark<br>Camera is too far away from the QR code<br>Their screen brightness too low | ~Enable the flashlight within the app (when the scan mode is active, tap the flashlight icon). Note: impacts device battery life. Only helps on printed tickets.<br>~Move the scanner closer to the ticket (while keeping the ticket in focus)<br>~Request the customer turn up their screen brightness (if ticket shown on phone) | Nil |
| | Ticket/voucher is damaged | ~Manually input the Ticket ID (when the scan mode is active, tap the 'Manual Entry' button and input the first 12 characters of the Ticket ID). Otherwise see help article. | ~Manually check in an attendee without scanning their ticket<br>~Search for an individual ticket holder or Ticket ID from CheckIn |
| Customer unable to load/find their ticket options or vouchers (FOR DIGITAL ONLY) | They don't have internet<br>Their transaction was not successful<br>Their ticket confirmation email went to their spam folder<br>Hardware issue on their device | ~Ask the customer to check their email spam folder (if they have internet)<br>~Search for the customer's name from the CheckIn app customer list view (exit from scanning mode and use the search box).<br>~Re-direct the customer to the box office supervisor to perform a search for their transaction and/or tickets | ~Search for an individual ticket holder or Ticket ID from CheckIn<br>~View or edit the details of an individual customer (incl. download their tickets) |
| Customer unsure if they have ticket options or vouchers remaining | Forgetful customer | ~Simply scan each code in Ticket Option CheckIn mode to see remaining quantities. | ~Choose the right scanning mode on your CheckIn device |
| When I scan tickets/vouchers, there is nothing available to redeem | Incorrect scanning mode selected on the CheckIn app | ~Exit the current scanning mode and choose the Ticket Option CheckIn mode. | ~Choose the right scanning mode on your CheckIn device |
| | The customer has presented a ticket without any associated ticket options or vouchers. | ~Ask the customer to confirm if they have any other tickets or vouchers, that they might have mixed up | Nil |
| | Vouchers were not activated by box office staff (for physically printed vouchers only) | ~Re-direct the customer to your supervisor. Walk with them to the attendance box office and scan the ticket in box office activation mode. | ~Choose the right scanning mode on your CheckIn device |
| Cannot distinguish between ticket and voucher QR codes | Forgetful customer | ~Simply scan each code in Ticket Option CheckIn mode to see remaining quantities (if any). | ~Choose the right scanning mode on your CheckIn device |

## SCENARIO: PRINTING TICKETS AT BOX OFFICE USING CHECKIN APP (KIOSK MODE + PRINTER)

| Issue | Possible Causes | Resolution(s) | Help Articles |
|---|---|---|---|
| The printer stops working | Printer out of paper<br>Scan device or printer dropped off Wi-fi<br>Cable disconnected / fell out<br>Printer out of ink (thermal ink ribbon) | ~ Replenish paper in printer<br>~ Ensure scanner and printer are both on the SAME network connection.<br>~ Ensure power and ethernet (LAN) cables are inserted correctly<br>~ Turn printer off, wait 5 seconds, then turn back on<br>~ Replenish ink (thermal ink ribbon) | ~Configure your box office for high-volume on-site ticket printing |
| The ticket scans as invalid | It is not an EventsPass ticket | ~ Check the validity of the customer's tickets (Settings > 'Validate QR Codes') from CheckIn app | ~Check or validate a customer's tickets |
| Nothing happens when I tell the app to print a ticket/ scan a ticket to print | App is not in Kiosk scan mode<br>Printer setup incomplete on App | ~ Ensure you are using Kiosk scan mode (the only mode that allows printing)<br>~ Configure app with printer settings (Settings > Printer Setup). Enable 'badge printing'. Set Port as '9100'. Set IP to match the IP shown on printer screen (e.g., '192.168.1.155'). Re-try printing. | ~Configure your box office for high-volume on-site ticket printing |
| Scanner does not register a ticket at all in the viewfinder / won't scan | Poor lighting / it's too dark<br>Camera is too far away from the QR code<br>Their screen brightness too low | ~ Enable flashlight (when scan mode is active, tap the flashlight icon). Note: hurts battery life.<br>~ Move the scanner closer to the ticket (while keeping the ticket in focus)<br>~ Double check that the ticket is from your event<br>~ Request the customer turn up their screen brightness (if ticket shown on phone) | Nil |
|  | Ticket/voucher is damaged | ~ Manually input the Ticket ID (when the scan mode is active, tap the 'Manual Entry' button and input the first 12 characters of the Ticket ID). | ~Manually check in an attendee without scanning their ticket<br>~Search for an individual ticket holder or Ticket ID from CheckIn |

## SCENARIO: ACTIVATING TICKETS OR VOUCHERS USING CHECKIN APP (BOX OFFICE MODE)

| Issue | Possible Causes | Resolution(s) | Help Articles |
|---|---|---|---|
| It scans as 'Invalid' | It is not an EventsPass ticket<br>The ticket does not have options/vouchers associated with it (nothing to activate)<br>The ticket was purchased online (these tickets activate upon purchase)<br>"Ticket was not found in database" | ~ Re-sync the customer list (return app to the customer list view, then swipe down with your finger to re-sync all tickets)<br>~ Check the validity of the ticket (Settings > 'Validate QR Codes') from CheckIn app.<br>~ If the ticket is invalid for this event, please advise the customer accordingly.<br>~ If the ticket was purchased online, please advise the customer that no activation is required.<br>~ Otherwise, the ticket may simply have no vouchers associated with it. You can advise the customer accordingly. | ~Check or validate a customer's tickets |
| It scans as 'Already Scanned' | You accidentally double scanned it<br>Someone else has activated it already | ~ Advise customer that the ticket, voucher, or option is ready to use | Nil |
| Scanner does not register a ticket at all in the viewfinder / won't scan | Poor lighting / it's too dark<br>Camera is too far away from the QR code<br>Their screen brightness too low | ~ Enable flashlight (when scan mode is active, tap the flashlight icon). Note: hurts battery life.<br>~ Move the scanner closer to the ticket (while keeping the ticket in focus)<br>~ Double check that the ticket is from your event | Nil |
|  | Ticket/voucher is damaged | ~ The ticket/voucher cannot be used. Please select another that is not damaged. | Nil |
| Scanner (camera) does not show up / it is just a blank screen | You have not granted permission for the app to use the camera on your iOS device | ~Grant camera access for the app named 'EventsPass LeadGen' (From iOS Settings: Settings > Privacy > Camera) | ~When I try to scan, the camera does not show up / it is just a blank screen |