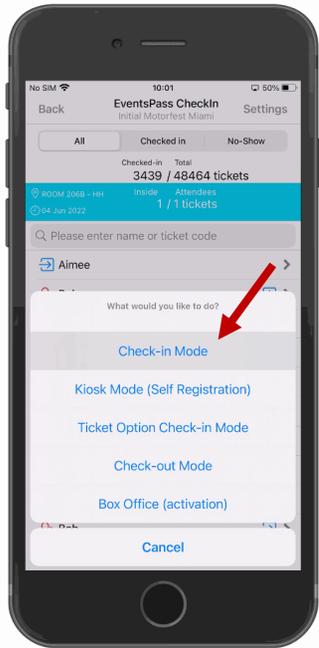


USING THE EVENTSPASS CHECKIN APP:

SCANNING ATTENDEES INTO THE EVENT (PROCESS FOR CHECKING THEM IN)



Tap start scanning, select 'Check-In Mode'



Bring the customer ticket into focus on the scanner (pinch to zoom if ticket is a customer email)



Keep the scanner about 8" from the tickets. Avoid holding the scanner too close to tickets, this slows down scanning.

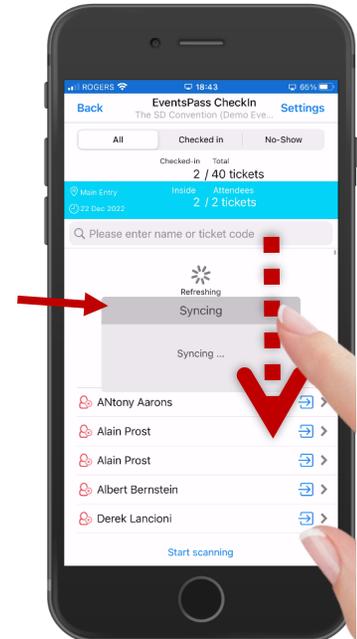


Check the scan notification on the app. If 'Valid', allow customer entry, and continue with next customer. P.T.O if scan is not 'Valid'.

To re-sync tickets on device, exit the scanning mode.

From customer list view, drag finger down on screen until you see the 'syncing' box (shown right).

Tap 'OK' once the sync is complete, after which you can resume scanning.



TIPS & FAQs

IMPORTANT TIPS FOR SCANNING STAFF

1. Turn screen off while not using to save battery.
2. Battery pack use recommended throughout the day's scanning activity.
3. Hold the ticket approximately 8" to 1 foot away from the camera for fastest scanning (too close = slow scanning).
4. Ensure the app camera can only 'see' one ticket QR code at a time (use your spare hand to cover additional tickets if needed)
5. In poor light conditions, use the flashlight button to help the app scan printed tickets (note: drains battery).

FAQs

~ I see an 'Already scanned' message. Ticket likely kept in view of the scanner and app has 'double scanned' (remove ticket from scanner view / move to next ticket or customer).

~ I keep seeing 'Invalid' scan errors. P.T.O possible reasons. The most common cause is a customer that has purchased the ticket on-site, very recently, and the app is still syncing the latest transactions (solution: do a swipe down refresh—instructions top right of this page).

~ I accidentally exited the app. Simply re-open the EventsPass CheckIn application. It will auto log you in to the same event. Otherwise seek assistance from supervisor.

NEED HELP SCANNING?

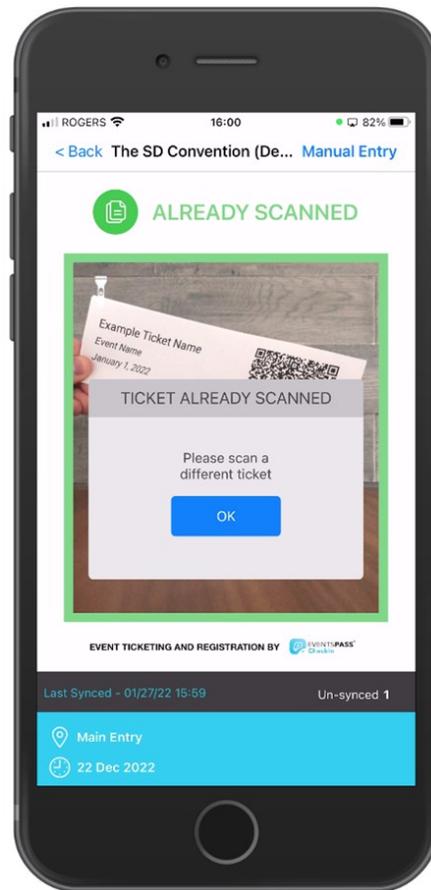


Scan the QR code above using any QR scanner app (don't use CheckIn app) to TEXT or CALL us

WHAT EACH SCANNING ALERT MEANS (WHEN SCANNING TICKETS IN SCANNING VIEW)



**Ticket is valid.
Let the customer in.**



**App scanned the
same ticket twice.**

(App scans very quickly—so long as ticket is valid (green), let the customer in)



**Customer returned for
another visit, after scanning
in to the event previously.**

(Please check policy with supervisor).



**Ticket is invalid for
entry purposes.**

(See potential explanations below)

REASONS FOR AN INVALID SCAN

- ~ Customer purchased tickets online very recently, app is still catching up on sync (do a swipe down refresh—PTO for guide— ask customer to wait 1 minute).
- ~ Your device is not permitted to scan this ticket type (see supervisor—your device may be configured this way deliberately).
- ~ Ticket not available for use on this day of the event (see supervisor).
- ~ Ticket not available for use at this time (see supervisor).
- ~ Ticket is for not for this event (see supervisor)