

## SCANNING ADMINISTRATOR GUIDE

Welcome to the TicketSearch scanning app user guide. This guide will take you through the steps required to ensure that your scanning operators are set up correctly to scan tickets relating to your organisations events, products or services.

### STEP 1

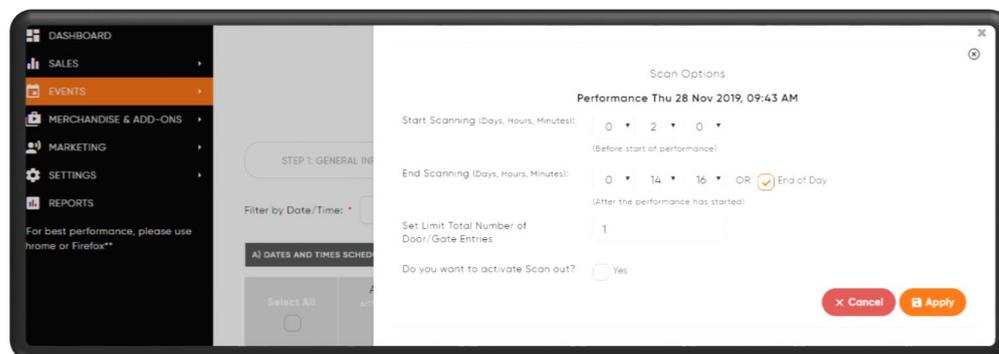
Let's activate scanning for your organisation and define the types of barcodes you will be using. Simply go to your SETTINGS -> ORGANISATION SETTINGS -> STEP 2: GENERAL SETTINGS -> scroll down to SCANNING and activate by selecting YES.

### STEP 2

Let's create some user access and privileges for your scanning operators and staff to start scan. Simply go to SETTINGS -> ROLES AND USERS -> 4: MANAGE USERS to create a new user. Simply assign the pre created scanning role and this will grant your staff or volunteers access to scan for your events. See appendix for more information relating to user privileges.

### STEP 3

Now let's add some scanning settings for your specific event. Simply go to EVENTS -> BUILD AND MANAGE EVENTS -> EDIT your event -> go to STEP 3: SCHEDULE EDITOR -> select EDIT in the SCAN column. You can now completely control your scanning settings down to any performance including start and end scanning times, number of days allowed to be scanned, entry limits and scan in or scan out settings. See appendix for more information.



**STEP 4**

Let's download the TicketSearch scanning app for IOS or Android and make life a lot easier for your scanning operators, staff and customers on arrival. Simply click on the below links to download the app on your smart phone device or search the Google Play Store/App Store using 'TicketSearch'. It's that easy!

**APP STORE (Apple iOS)**

<https://apps.apple.com/au/app/ticketsearch-scanning-app/id1488578250>

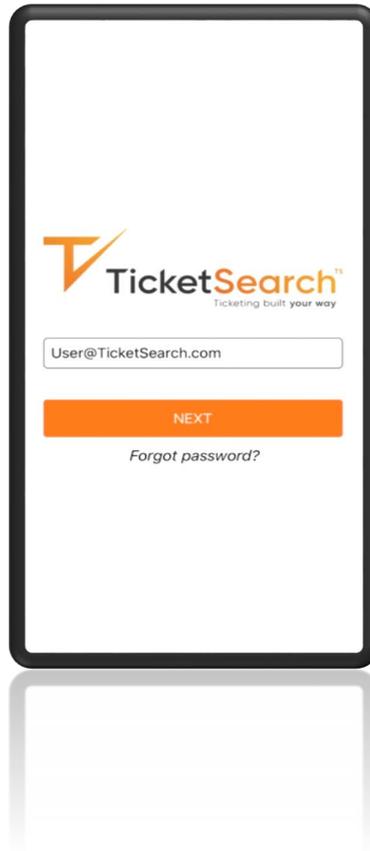
**GOOGLE PLAY (Android)**

<https://play.google.com/store/apps/details?id=ds.com.ticketsearch>

**STEP 5**

Once the TicketSearch app is downloaded, open the app and login using your pre-registered TicketSearch username and password.





## STEP 6

Your active events should then be displayed and are ready for scanning. Simply select one or more events you wish to scan by tapping the event name and select scan on the bottom menu bar. Now you are ready go! beep beep.

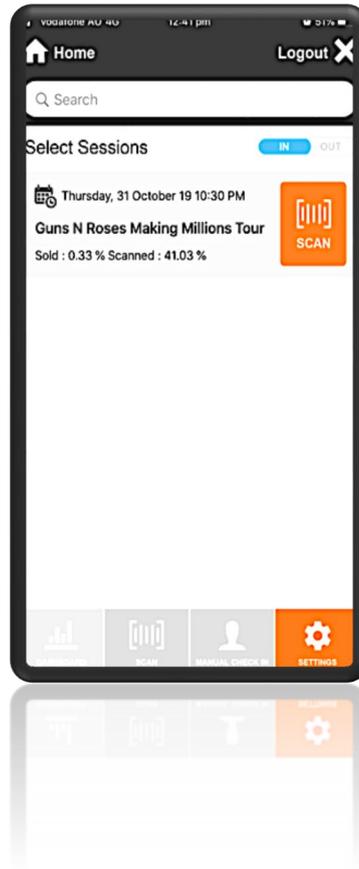
You can also adjust your sound settings by using the settings button on the bottom right corner of your home page. Simply select the sound you require for a positive or negative response when scanning tickets, and test to ensure you are happy with the sound.

Can't find your listed event? Simply use the search field at the top of the screen for a quick and easy event search.

Pressing the home button will simply to return you to your home page. The logout button at the top of the page is for when you've had enough and want to go home.

You also have the option of scanning in and scanning out using the toggle in the top right corner. Refer to Page 7 for further info.





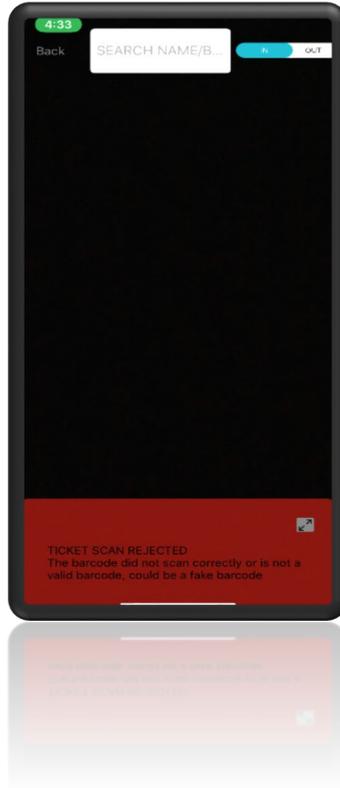
### STEP 7

Simply place the ticket under the lens of the smartphone, about an index finger away to allow the camera to focus on the code. (your app accepts standard barcodes and QR codes displayed on either a paper or mobile e-ticket) It's that simple.

### STEP 5

The app will automatically pick up the barcode and within a micro second and will either validate (Green) or reject (Red) the ticket. If the ticketed is rejected (Red), a message outlining the reason will be displayed. Click the arrow option to expand for further information as to the rejected reason such as scan count exceeded meaning the customer has already been scanned in.





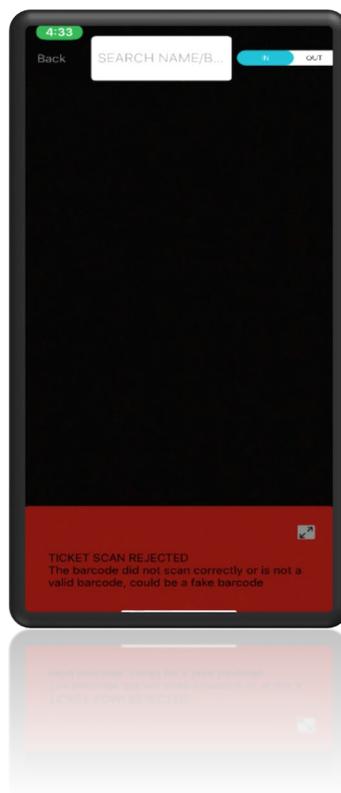
You and your scanning operators are now all set 😊



## Appendix

No doubt you've got a few questions so here's a few funky tips to maximise the TicketSearch scanning app even further.

### What does my screen show when scanning tickets?



- ✓ Don't forget, your administration can set daily limits for pass in and pass out scanning for large events such as festivals and conferences. These are set by your system administrator when building the ticketed event.
- ✓ If your performance or settings are not showing, you may need to check with your organisations system administrator to make sure they are activated.



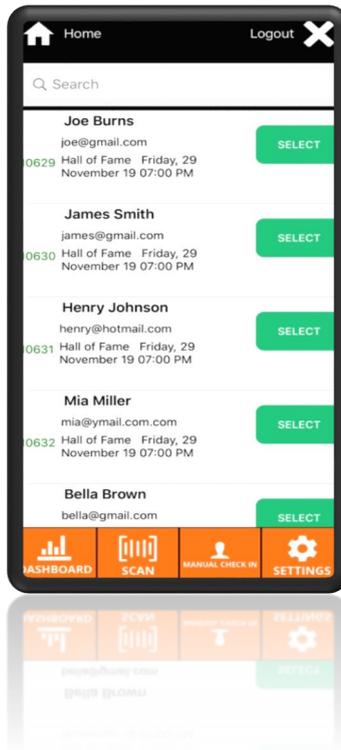
## Why did I get a scan rejected message?



1. Scan Limit Exceeded: Scan limit exceeded.
2. Already Scanned: This ticket was already scanned in or out.
3. The barcode was not scanned correctly or is not a valid barcode (could be a fake barcode).
4. Scanning Closed: The scanning period is over - the customer has arrived late.
5. Daily Re-Entry Limit has been exceeded.
6. Number of Days limit has been exceeded.
7. Scanning is not activated for this organisation. Please contact the administrator.
8. The ticket is for a purchase made with another organisation/venue/session.



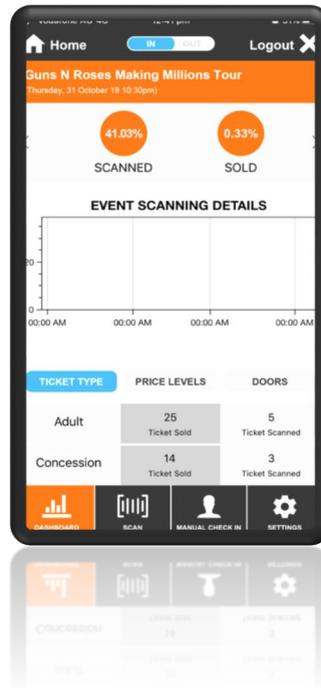
What if a customer has misplaced their ticket and we have nothing to scan?



- ✓ If you have a customer that has misplaced or damaged their ticket, simply select the event and tap on the **Manual Check In** option at the bottom of the screen. You can then manually check this customer in with a touch of the button.
- ✓ You can even search your customer scan list by name, booking reference, barcode number or customer mobile number to locate their booking quickly.
- ✓ Don't forget, all scanning devices must be connected to the internet. Scanning data captured by multiple devices at multiple entry points will feed into a centralised data system to ensure real-time data in the palm of your hand.



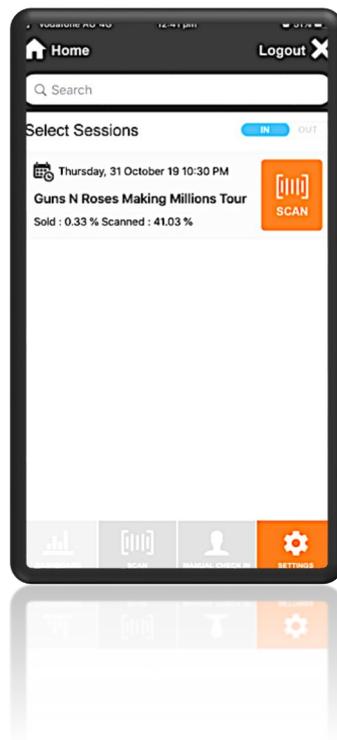
Can I see a quick snapshot of my scanning details for any event?



- ✓ Vital statistics about your ticketed event are or products are available at a simple glance of your device.
- ✓ Statistics include total tickets sold and scanned against each ticket type, total tickets sold and scanned against your specific price levels, and total tickets sold and scanned against any door entry points.
- ✓ Also included is an analytics graph which shows a visualisation of your peak and off-peak scanning times. This should help you with future planning of events and managing staff.
- ✓ You can also access a visual representation of your total sold and total scanned tickets for your event or product. We've got you covered 😊



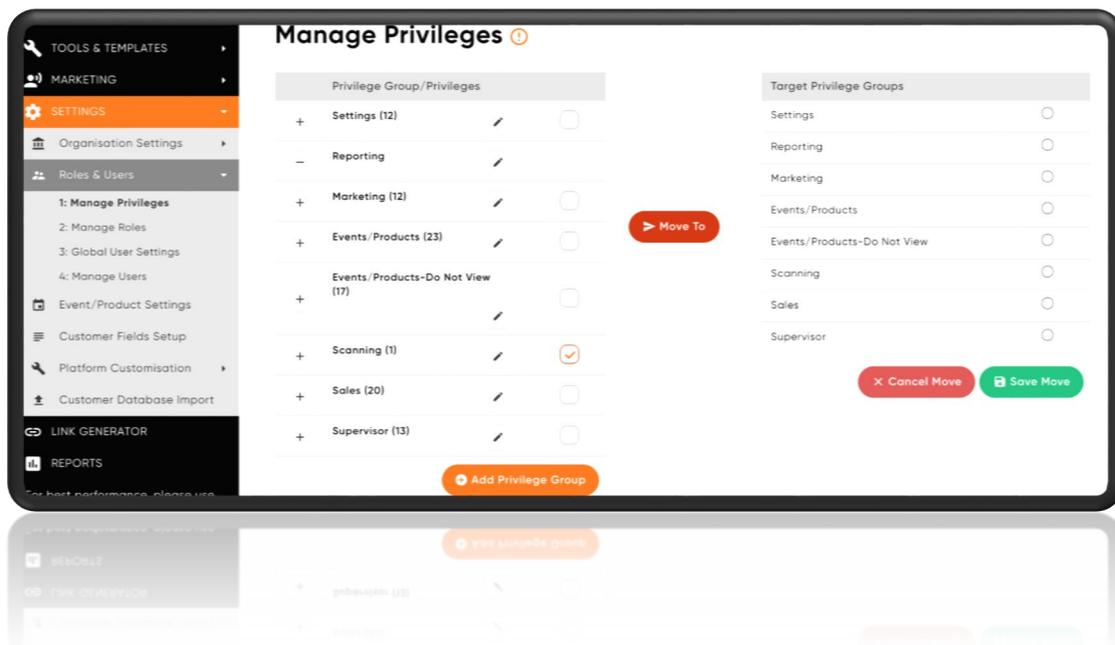
## How does the scan in and pass out toggle switch work?



- ✓ Simply select scan for any of your events or products displayed on your list and you will be able to utilise the toggle switch at the top of the page to switch between scan in or scan out.
- ✓ When scanning a ticket out, simply switch the toggle to “out” and scan your ticket. To scan in, simply switch the toggle to “in” and scan your ticket.
- ✓ If you are using the manual check in option, simply swipe to the left on the specific ticket and you will be able to select the check-out option.
- ✓ Please remember that the scan out option will only show tickets available if the scan out setting has been activated against the event.



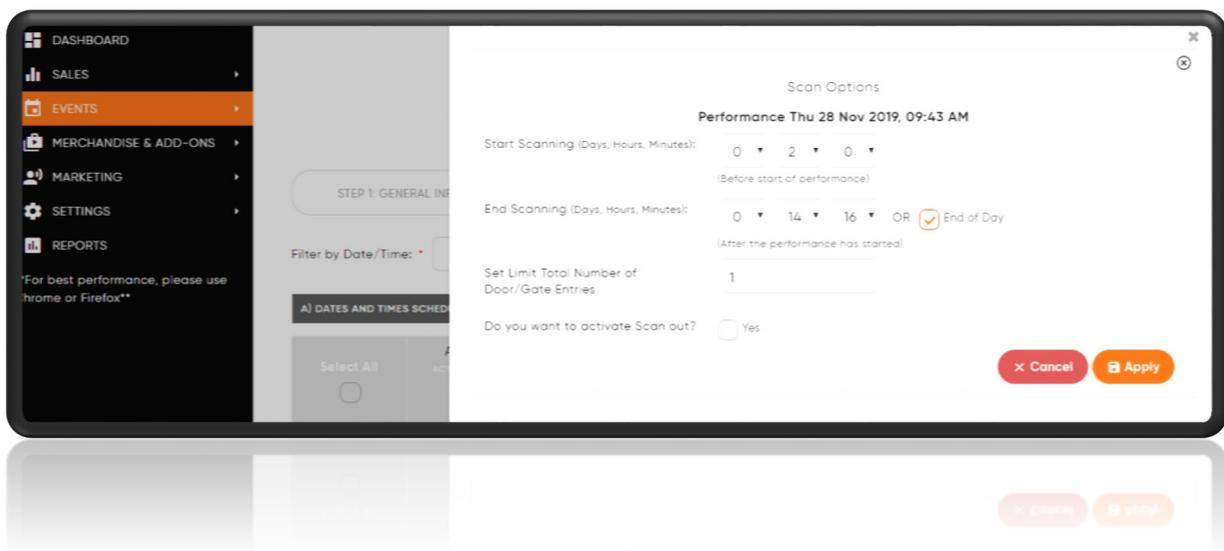
What if my users require more than just scanning as a privilege in the system? No problem.....we've got you covered! Let's dive into further information from **STEP 2**.



- ✓ At any point if you need to change privileges of one or more of your scanners, you can do this in settings under manage roles. Simply create a new role if required and assign scanning and any further privileges you require. You can then go to the **manage users** area and assign the new role to these users. Easy as 1, 2, 3!
- ✓ We have also created pre defaulted roles to access other areas in the system and make your lives a little easier.



Want to know more about your scanning setting? Let's look a little deeper into event set up outlined in **STEP 3**.



- ✓ You can utilise a bulk copy setting across multiple performances by using the header in the scan column. Simply select the pencil image to edit your scan settings in the header, adjust your settings as required, and copy to your selected performances.
- ✓ By setting your start scanning time so many days/hours/minutes before your performance, this then adds this performance to your scanning list within the TicketSearch app on the start time applied. This way, you can make performances available for scanning close to performance time to eliminate any operator errors.
- ✓ By setting your end scanning time so many days/hours/minutes after performance time, this then removes this performance from your scanning list within the TicketSearch app. You can even quickly select end of day for your performance to deactivate from scanning at midnight after the performance.
- ✓ By setting a limit on the number of entries, this then provides the specific QR or Barcode the ability to receive at least 1 to multiple number of scans for entry to the specific performance/s.
- ✓ By activating your scan outs, you can then set the maximum number of scan outs for your performance. This will give your operators the ability to toggle between scanning in and scanning out for a performance.

