

The TICKETINO ScanApp V3

For easy and smooth ticket control with your
smartphone or tablet

Instructions



TICKETINO
ScanApp

**Free available for iOS (App Store)
and Android (Google Play Store)**

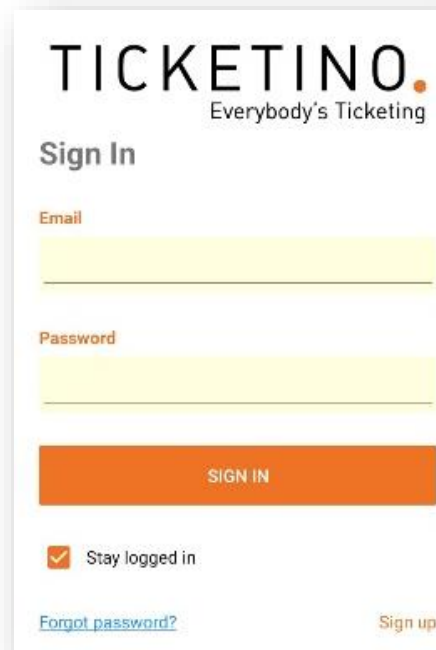
To ensure that the ticket control runs smoothly and easily at the event, we recommend downloading the ScanApp in advance, installing it, trying it out and familiarising yourself with it. Our instructions will help you to get to know all the functions within. **Please note that using the ScanApp can consume a lot of battery power. So make sure you have a secure power supply and have at least one spare device ready in case of an emergency.**

Offline operation – short summary of the most important facts

- The ScanApp should always have a stable internet connection. We strongly advise against offline operation, as in this case tickets cannot be synchronised with the system and communication between individual scanning devices is not possible. The same ticket can therefore be successfully scanned multiple times on multiple devices.
- If online operation is not possible, offline scanning is also possible if necessary. In this case, please connect the ScanApp to the internet before the event and download the tickets for the corresponding event. However, tickets purchased after synchronisation will not be found by the ScanApp in this case (message "not found"). It may therefore be advisable to stop the pre-sale before synchronization
- **Important:** After the entry check: reconnect the scan app to the internet and download the tickets again. The data is then uploaded to the TICKETINO system and can be analysed in the cockpit. Without this re-synchronisation, the scans will be lost and you will no longer be able to see which tickets have been scanned.

1. Login

To register for the ScanApp, you can simply use your TICKETINO login. Just enter your e-mail address and password.



The image shows a login form for TICKETINO. At the top, the logo "TICKETINO." is displayed in a large, bold, black font, with the tagline "Everybody's Ticketing" in a smaller font below it. The form is titled "Sign In" in a bold, black font. Below the title, there are two input fields: "Email" and "Password", both with yellow backgrounds and black borders. Below the "Password" field is an orange "SIGN IN" button. Underneath the button is a checkbox labeled "Stay logged in" which is checked. At the bottom left, there is a blue link "Forgot password?". At the bottom right, there is a blue link "Sign up".

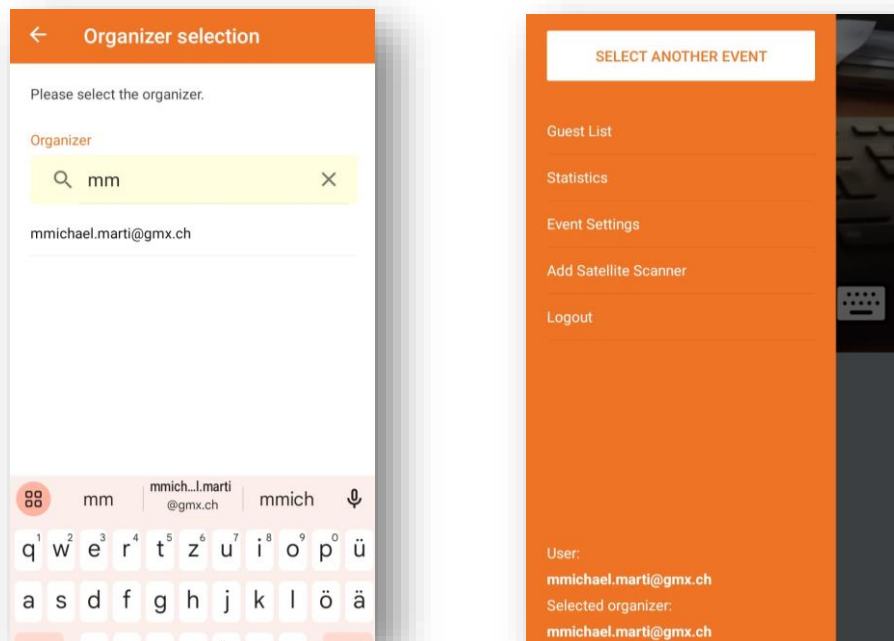
You can select the "Stay logged in" option so that you don't have to log in every time.

2. Select User and Event

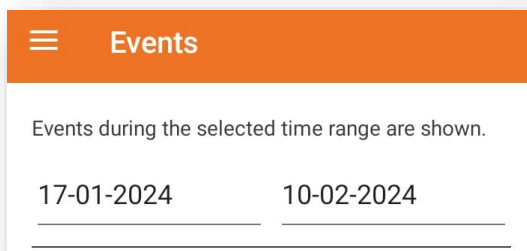
Before scanning, you must click on "Select Another Organiser" and enter the email address of the organiser account whose event you want to scan. The reason for this is that the user administration can be used to assign rights to events under different user accounts, or that master accounts can have access to events from defined sub-accounts.

Further information can be found under:

<https://organizer.ticketino.com/knowledge-base/benutzerverwaltung/>



The next step is to set the date range. Make sure that the time span between the two specified dates includes your event date. With this new function, you can also select events that are several weeks in the future to familiarise yourself with the ScanApp before the event.



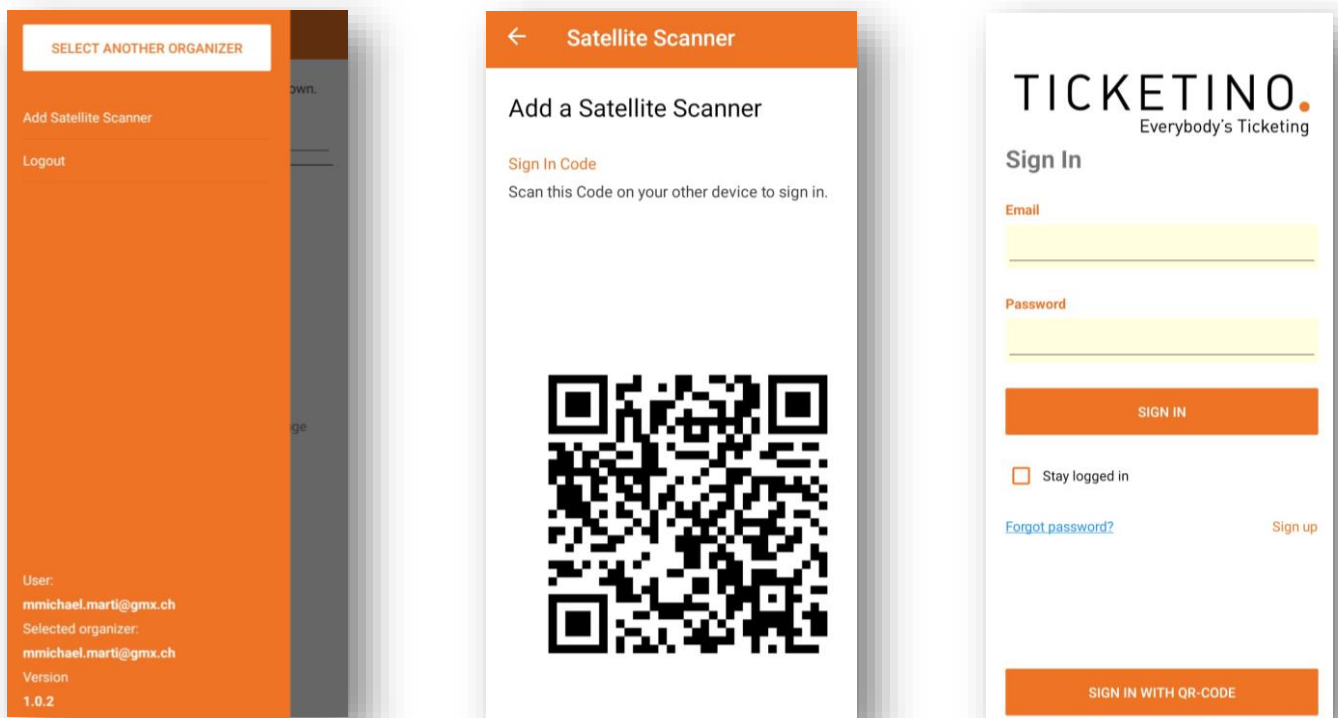
Once you have selected these, you can actually start scanning.

3. Add further devices

By using the "Add Satellite Scanner" option, you can quickly make other devices ready for use without having to give them your personal password. Please note, however, that the login is not saved here and that if a Satellite scanner is logged out, the device cannot be used again without the master device or the login data.

Therefore, the other devices need to scan a QR code.

As soon as you have logged in, click on the desired event. The scan page will then appear. Here you select the three lines at the top right and further menu items will open. Click on "Add Satellite Scanner" to see the QR code that other devices can use to log in by scanning it. If no code is displayed, repeat the process. Please note that adding Satellite scanners is only possible if the event you want to scan is selected.



To scan the code with the Satellite device, click on "Sign in with QR code" on the login page of the scan app

4. Scanning the tickets

Important: You must give the app access to your camera!

You can now use the camera to scan the QR code on the ticket. This is automatically recognised by the ScanApp and shows whether the ticket is valid or not.

The different ticket statuses:

«OK: Entry» = Ticket is valid

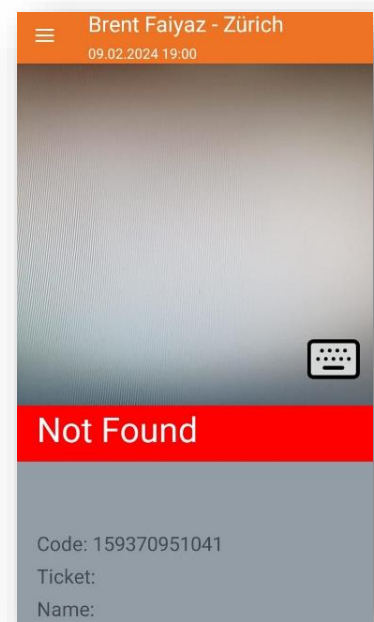
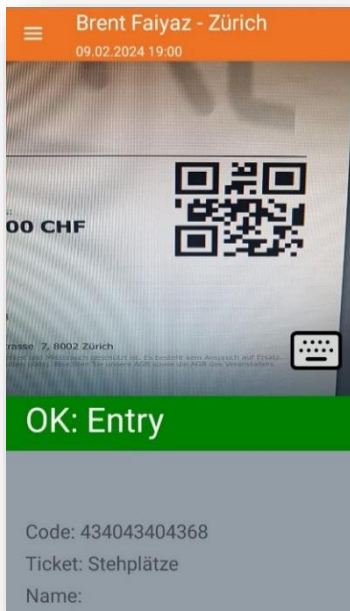
(Ticket corresponds to the correct event and is valid)

«Already Entered»

(Ticket has already been scanned and is therefore no longer valid. Here you must select whether you want to grant the visitor entry. To do this, click on "Allow Entry" for Yes and on "Reject Entry" for No)

«Not Found» = Ticket doesn't exist

(Ticket isn't valid for this event)



Further statuses:

«Unpaid»

Ticket is not paid according to the database. Reasons for this message (applies to purchases on account):

- *Ticket has not been paid*
 - *Order was not completely paid*
 - *Order was paid too late and the money is still on its way*
 - *Payment could not be assigned (payment without using the QR code on the invoice and without specifying the order number)*
- ➔ **Important:** *Unpaid orders will not be paid out and will be automatically cancelled after 365 days (1 year)!*

«Wrong Ticket»

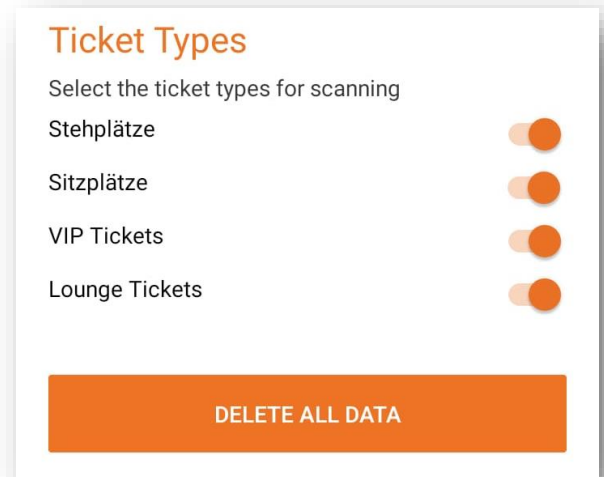
(Ticket code of the same organiser, but not of the selected event)

Ticket categories:

Under "Event Settings" you can select which ticket categories of your event can be scanned under "Ticket Types". You can deactivate those that should not be scanned with a simple click.

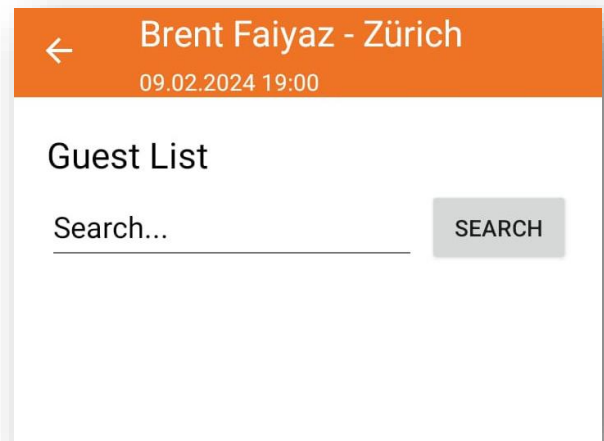
Manual input:

If necessary, e.g. if the QR code has not been printed correctly, it is still possible to enter the ticket number manually. This can be found on every ticket and is an individual 12-digit numerical code. To enter the numerical code, click on the keyboard icon at the bottom right of the scan page. Now you can enter the 12-digit numerical code (**without dots or spaces!**).



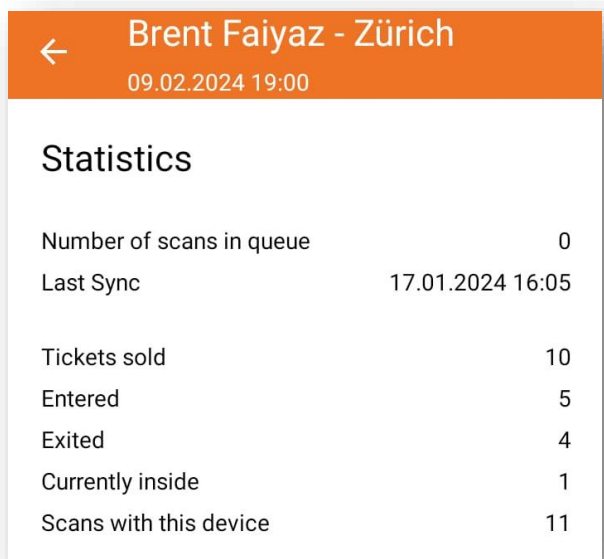
Guest List:

If a buyer does not have their ticket with them or on their mobile phone, the "Guest list" option can be used to search for the buyer's name. If the buyer appears on the list, the person can be marked as having entered.



5. Call up statistics

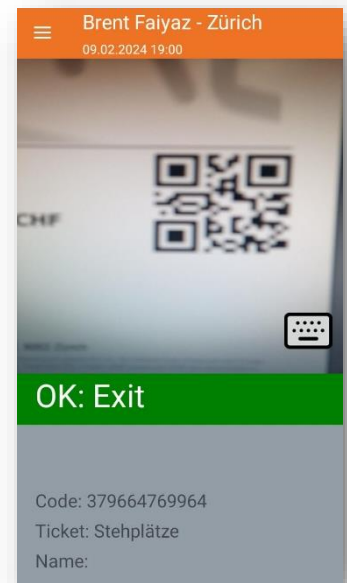
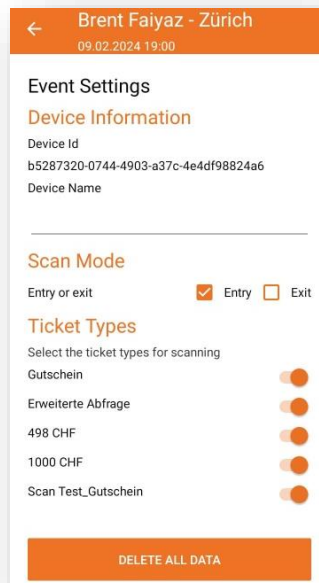
The number of tickets sold and the number of people who have entered your selected event can be viewed under the "Statistics" option.



6. Exit scanning

Under "Event Settings" you can define whether you want to control the entry or the exit. You can change the scanner mode by ticking the corresponding checkbox.

This can be particularly useful if your visitors are allowed to leave and re-enter the event. If you scan the ticket with an exit scanner, it is reactivated and a re-entry is possible. The exit scan also has an impact on the statistics (see point 5).



Please note that the exit scan function is not activated by default for security reasons and therefore must be activated in the corresponding ticket category under "Scan settings". This is indicated by the message "Exit is not allowed"



7. Log Out

At the top right under "Your events" you will find an icon for the settings.

If you click on this, you will find the "Logout" button at the bottom, which will take you back to the start page with the login.