

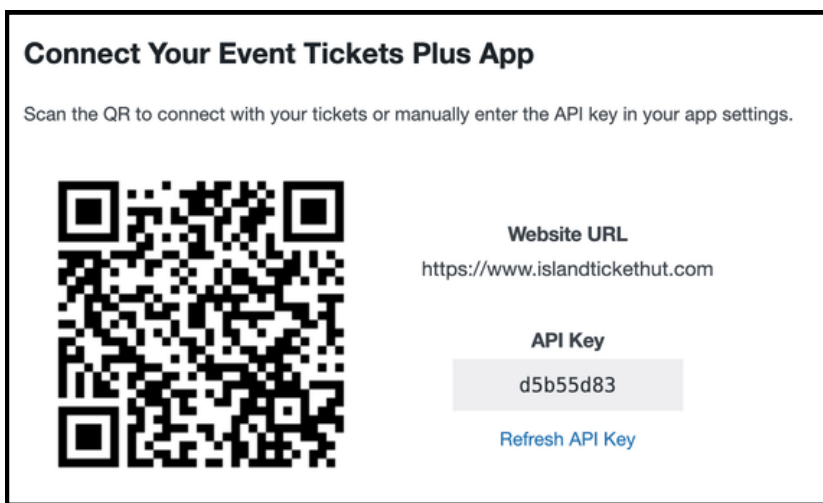


Please follow the simple instructions below if you wish to use our scanning app to check attendees into your events using their QR coded tickets.

1) Install the 'Events Tickets Plus' app on your mobile device (NOTE - you can have as many door staff as you like using the app at the same time):

- [Download for Android](#)
- [Download for iPhone](#)

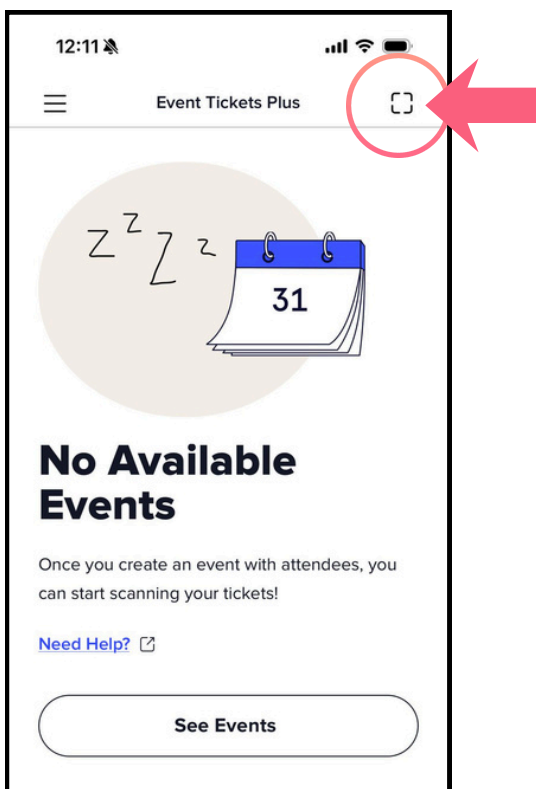
2) When you first download the app it will ask you to connect to the website, you can scan the QR code below or manually insert the below details:



IMPORTANT:

If manually inserting the web URL, **make sure to include https://** before the web address, otherwise the scanner will not work!

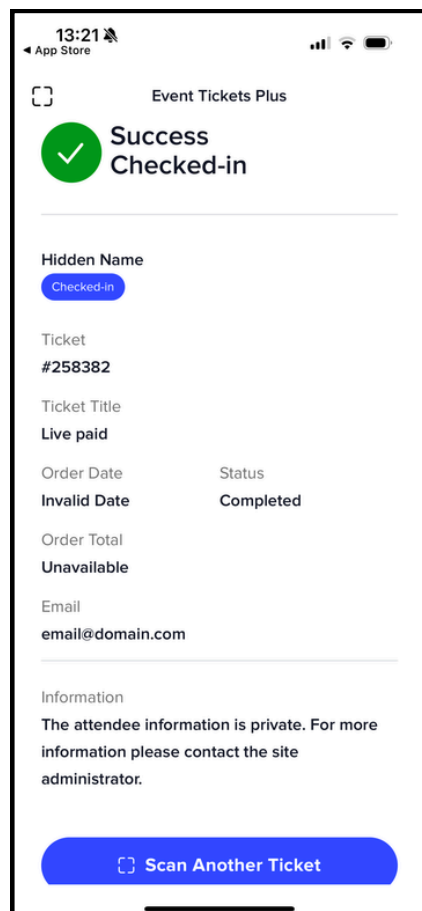
3) You'll then see this homepage in the app, it may say 'no available events' – this is normal. **Simply click the square button** at the top right-hand side of the screen to begin scanning.



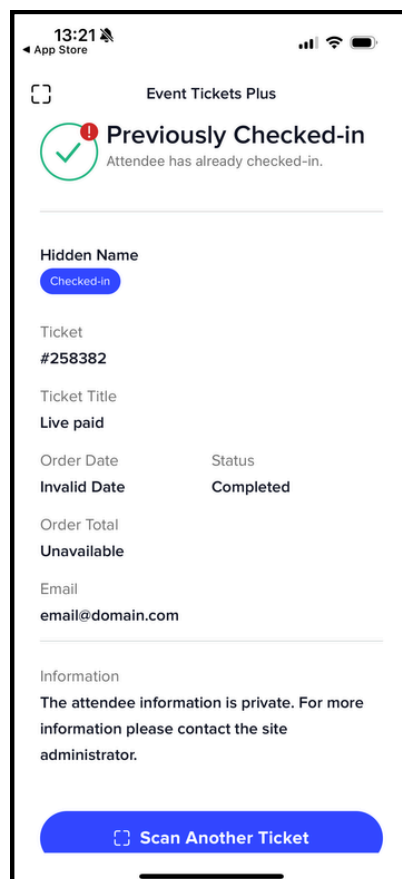
4) This will then open the camera and you can begin scanning:



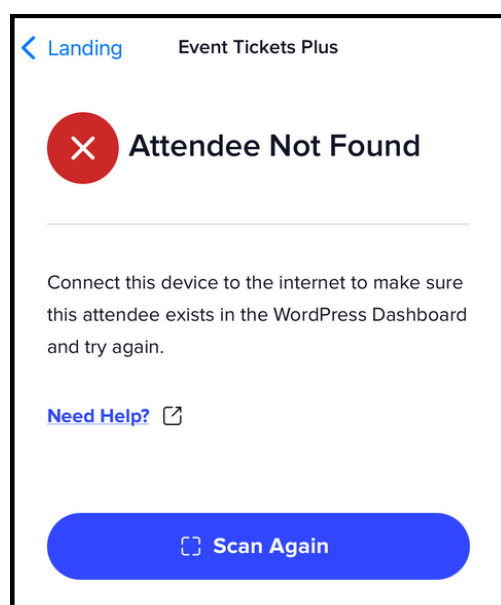
When an attendee's QR coded ticket is scanned it will show this message:



If the ticket has already been used, it will show this message:



If the ticket is not valid (the order was refunded or cancelled), or they are using a ticket for a previous event, it will show this message:



NOTE:

It's always best practice to check the event name on the ticket before scanning to ensure that the ticket is for your event.

You can also view the check in status of attendees from within your account (My Account > View My Events > Attendees). From here you can also change the check in status of any attendees.

Each attendee's ticket must be scanned individually. It is not possible to check in an entire group booking using a single QR code.

RUNNING AN EVENT WHICH SPANS OVER MULTIPLE DAYS?

Please note that once a ticket has been scanned upon entry, it cannot be scanned again and will show as 'previously checked in'.

For events spanning multiple days, we recommend issuing wristbands to attendees.

IMPORTANT FINAL NOTE:

We recommend also printing a hard copy list of your attendees too as a back up, in case of any tech related issues. You can do this from within your account by navigating to your event and then clicking 'attendees' and then the Export button.

HOW TO TEST THE SCANNING APP

We recommend testing the scanning app prior to your event. Whilst it is simple to use, it's always useful to familiarise yourself with how it works beforehand. It also means that if you do encounter any issues, we'll have time to look into them before your event to help ensure everything runs smoothly.

[CLICK HERE FOR TEST TICKETS](#)