



Eventmaster Organiser Lite App

Download the app onto the phone you will be scanning on using the applicable app store on the device.
To find the app, search 'Eventmaster Organiser Lite'.



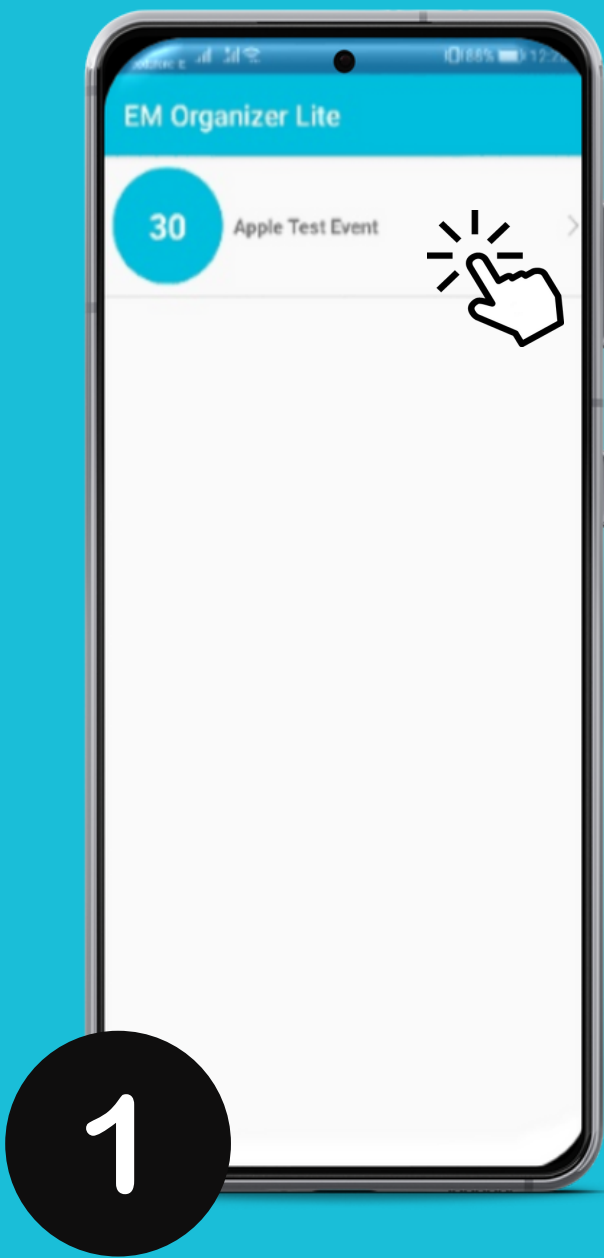
Google Play



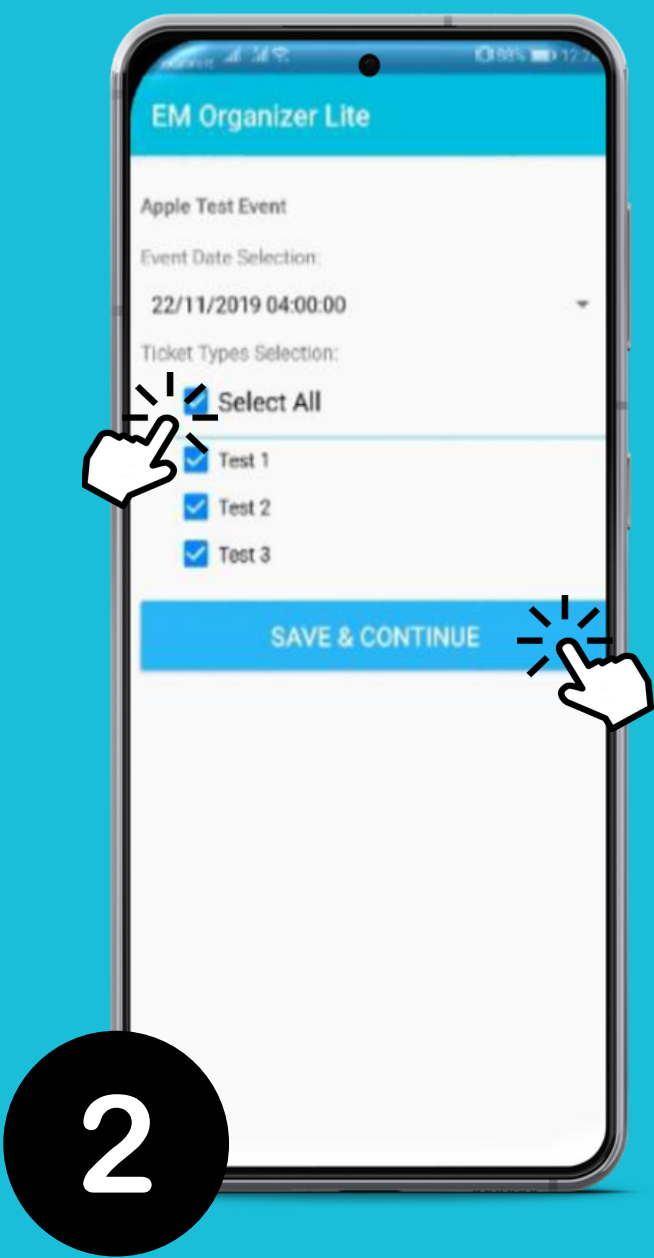
App Store

Scanning App - Quick Tutorial

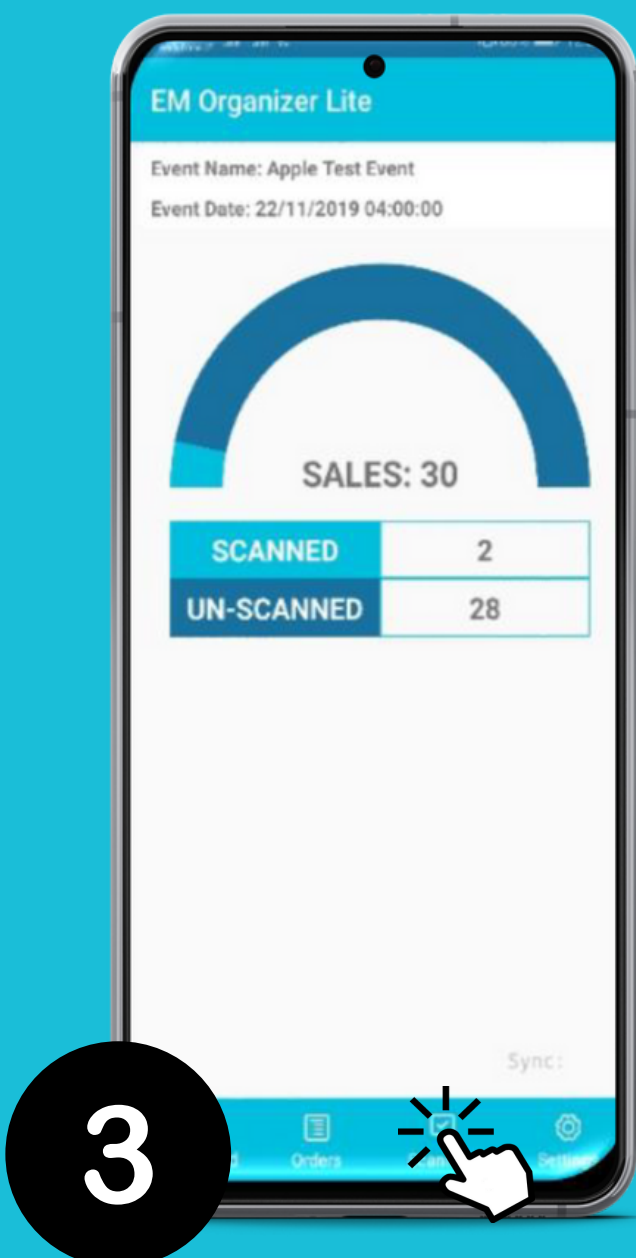
Getting Started.



- Log in with your Eventmaster Organiser Details
- Select the event you wish to scan this day.



- Select All Ticket Types and "Save and Continue"
- You are now ready to scan after the initial synchronisation.



- This screen will show you the overview of all available and scanned tickets.
- Click on "Scanning" to start scanning the tickets.



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Scanning

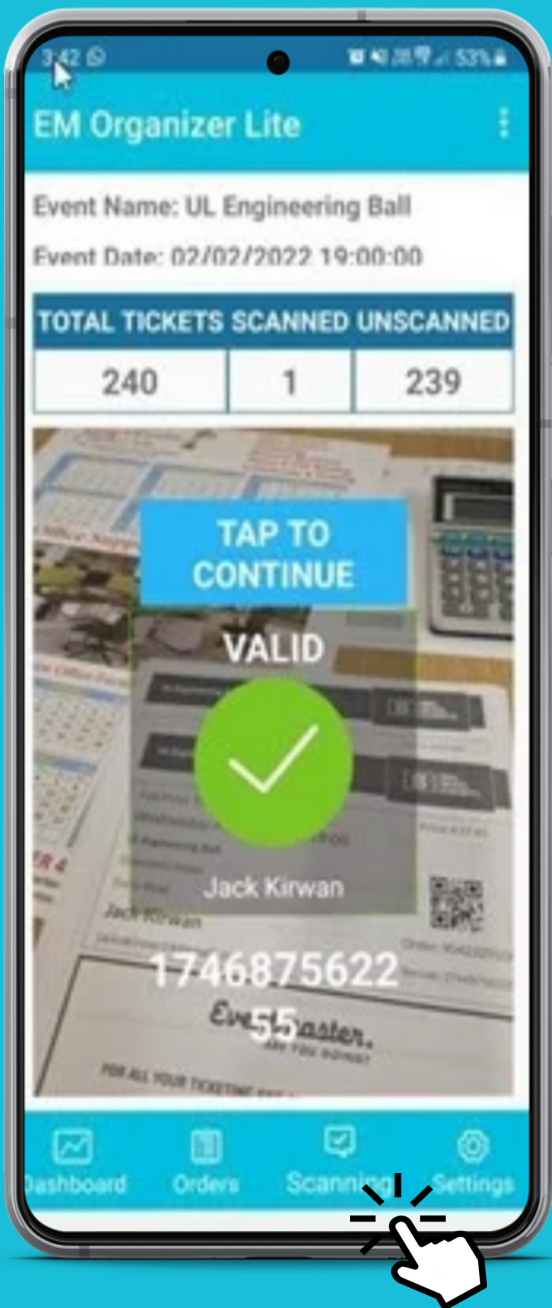


- You will now see on the dashboard the number of tickets sold and also the number of tickets already scanned and UN-scanned.
- You will also know See on an Android device at the bottom right hand side there's a sync with a flashing Asterix, this means that the scanner is updating to other devices that are also scanning in synchronous mode, therefore, the dashboard that you see will be the same dashboard that other people see regardless of what venue there scanning in.

You could be at door A, Mary could be at door B but you'll both see the overall number of tickets that have been scanned because the event is online, scanner is online, it's using your mobile data

Scanning Menu

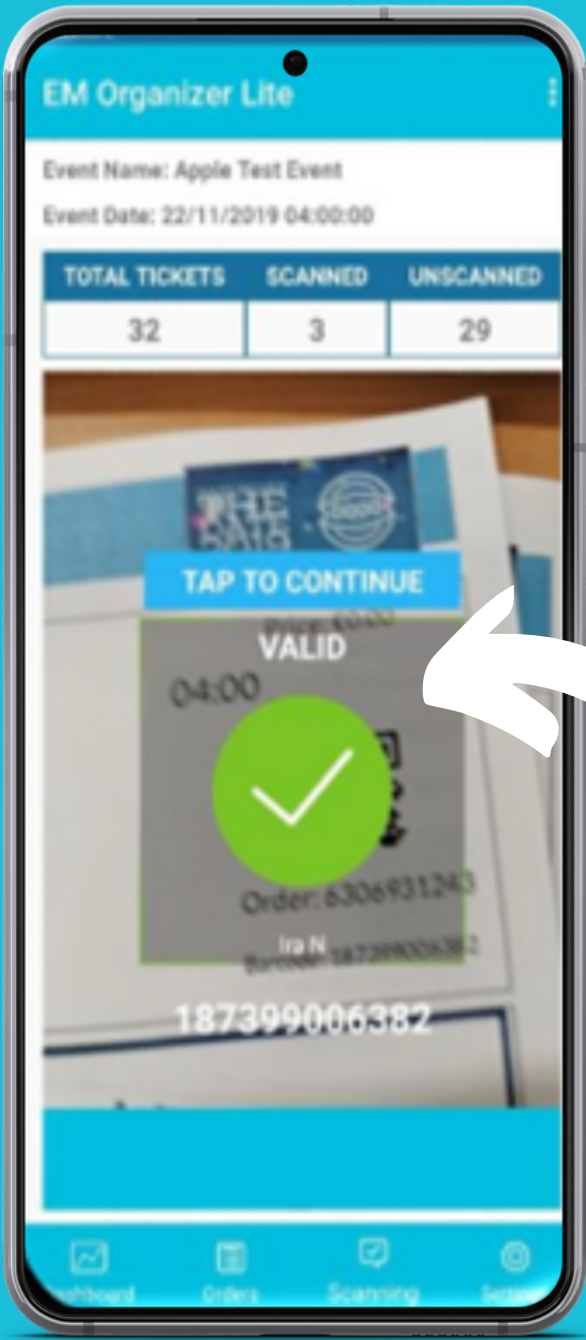
- When you open the scanning menu you will see the camera is now present if it hasn't used the camera before the device will ask you to allow access to the camera which you need to allow.
- You would also see a summary of total tickets, total tickets scanned, and total tickets unscanned. From here you simply need to show the camera to the QR code on the ticket being presented to you.
- After you successfully scan, it will say valid, show you the barcode number and the person's name whose ticket you've just scanned. You will also see in the summary you now have one scanned ticket.
- In order to continue to scan the next ticket you must press tap to continue.
- After you have scanned each valid ticket, you will need to continue to tap to continue for each ticket that you scan.



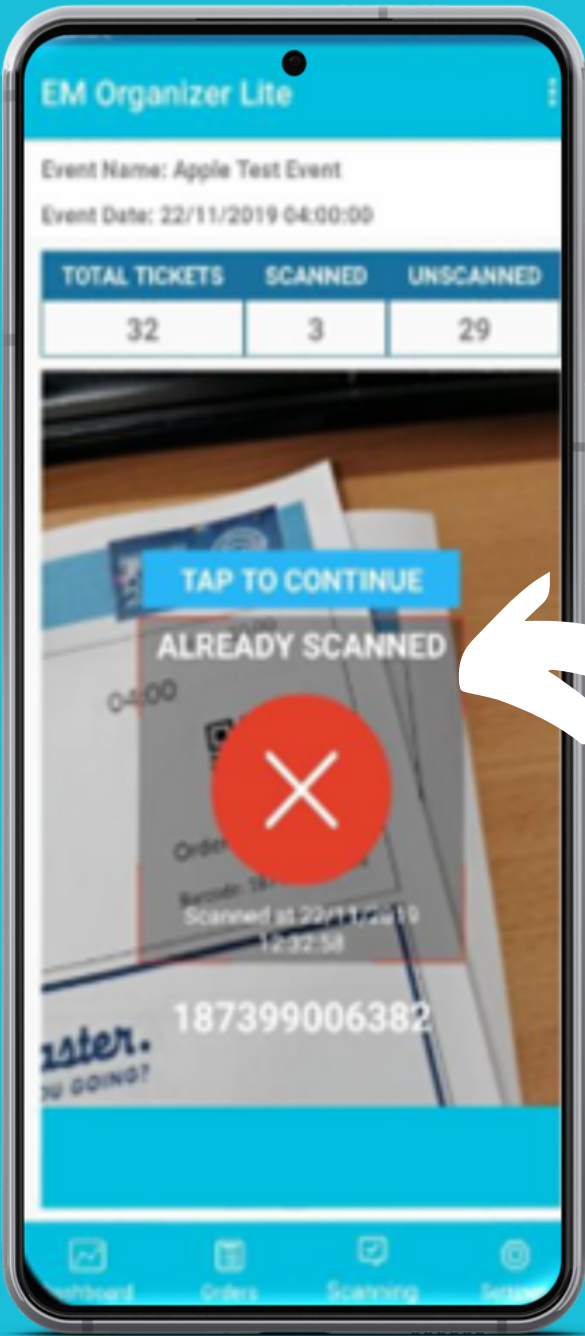


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App Screens & What They Mean

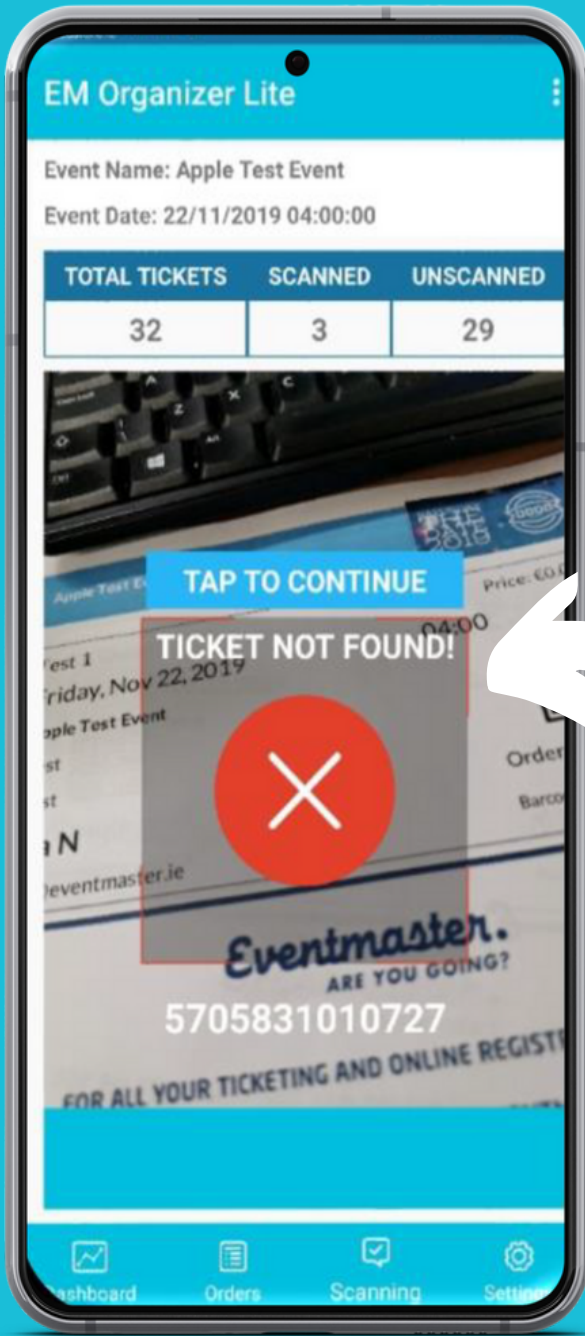


Ticket is valid, tap to scan next.



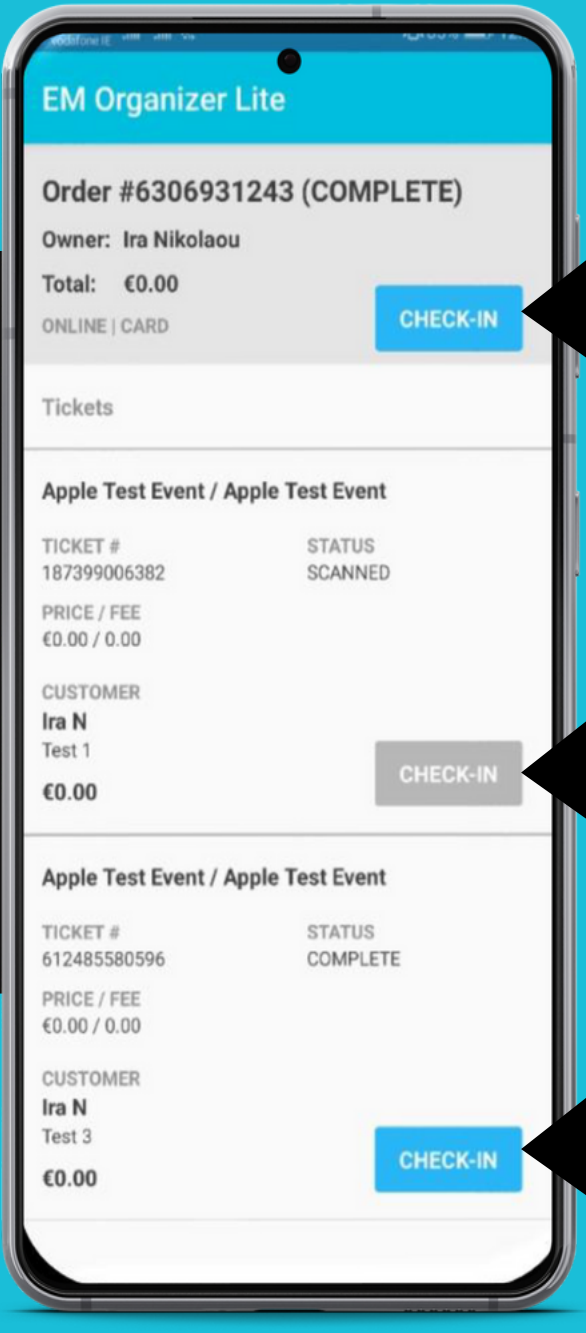
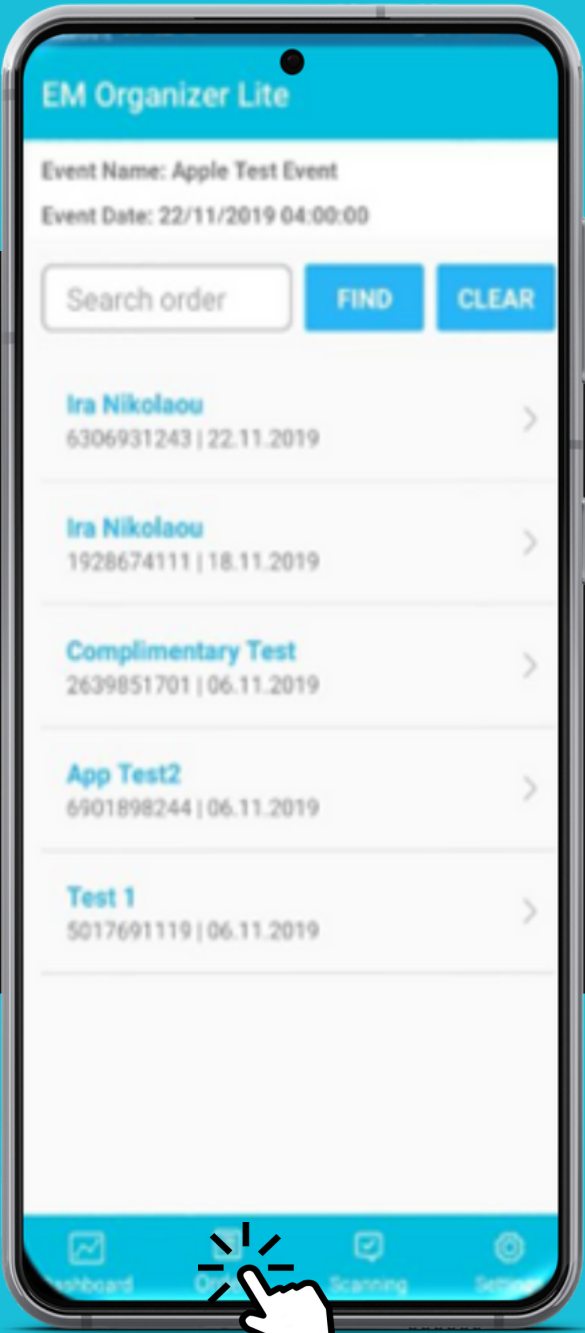
Ticket has been used.

Shows exact time of first scan, tap to scan next.



Ticket not found, could be for a different date or event.

You can manually check for it in "Orders"



Checks in all tickets in this booking

Grey: This ticket has already been scanned

Check in this Ticket Only

Manual Check In

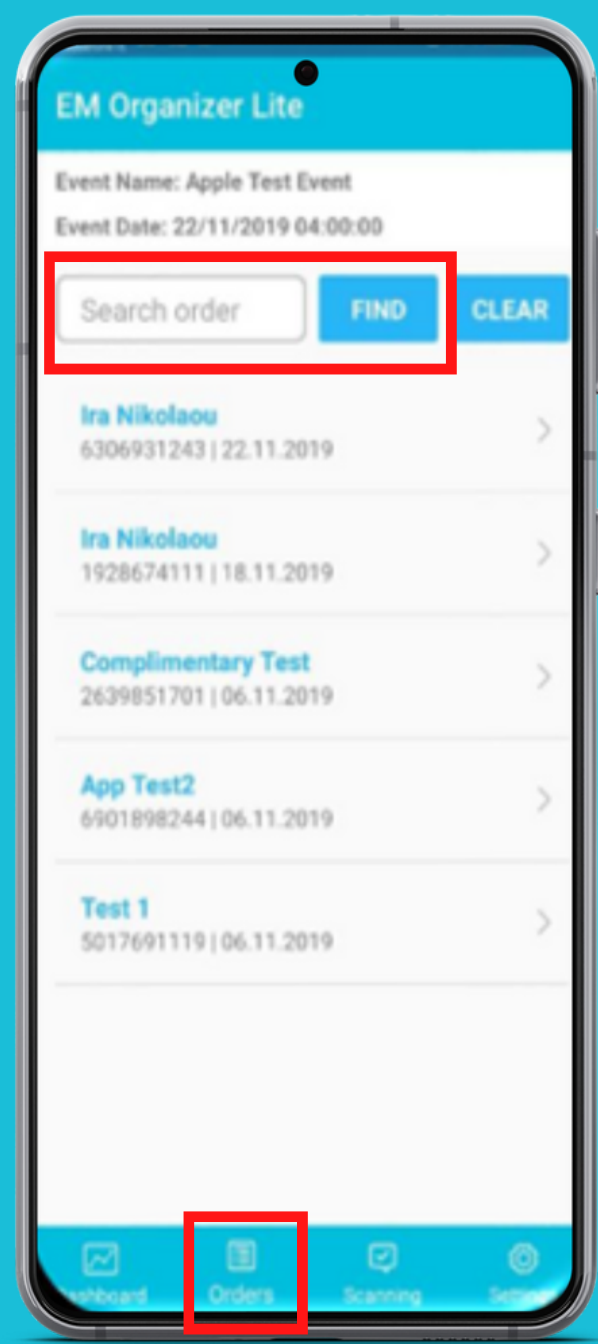
Click on orders to find all bookings for this event and you can search by name or order number



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What to do if...

Someone shows up to an event without their tickets

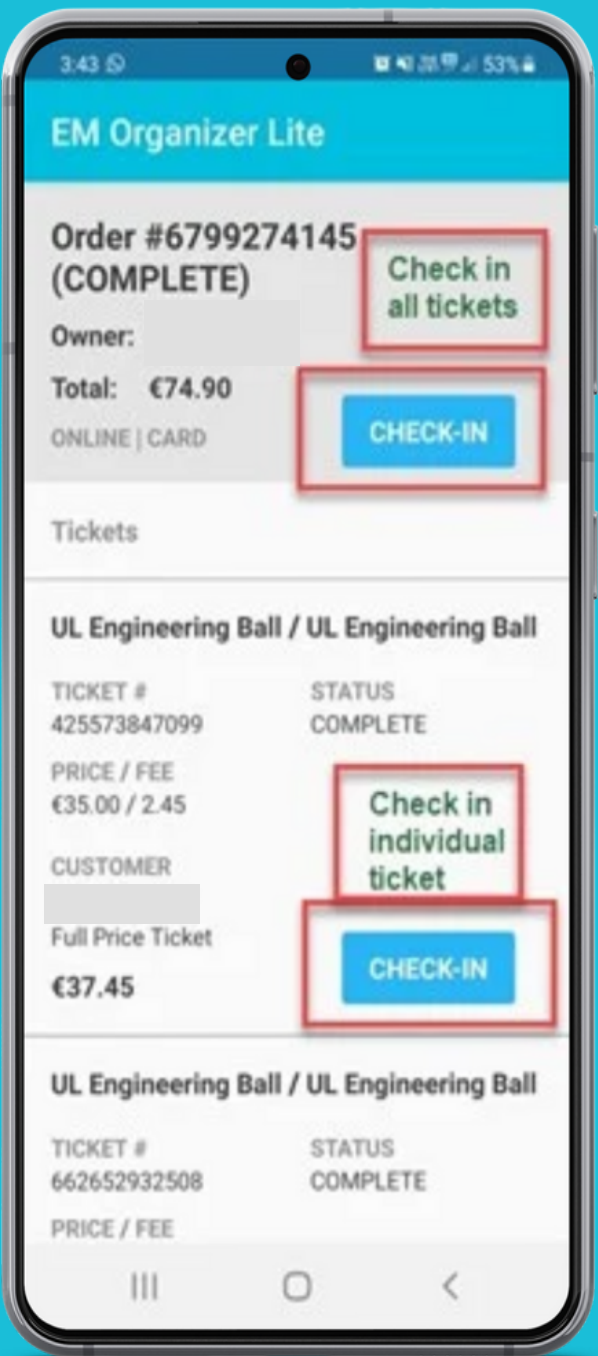


1

In this situation you will see there's a series of menus at the bottom of the application. You will see dashboard, you will see orders, you will see scanning and you will see settings.

Select orders.

When you select orders, you can simply fill in the name of the person that you wish to find simply enter the first or last name and press find, it will find the persons ticket, then, you tap on it and it will give you the information related to that ticket that's been purchased. Usually at this point to validate that that person is who they say they are you would ask them for identification after successful validation I would press the check-in button



2

You will see that for people who have purchased more than one ticket the tickets will be listed you have the ability at the top of the screen to check in all tickets within the order or you can just check in specific tickets within the order.

After you have checked in, go back, and reselect your scanning menu to continue you will now see that there have been three tickets scanned.



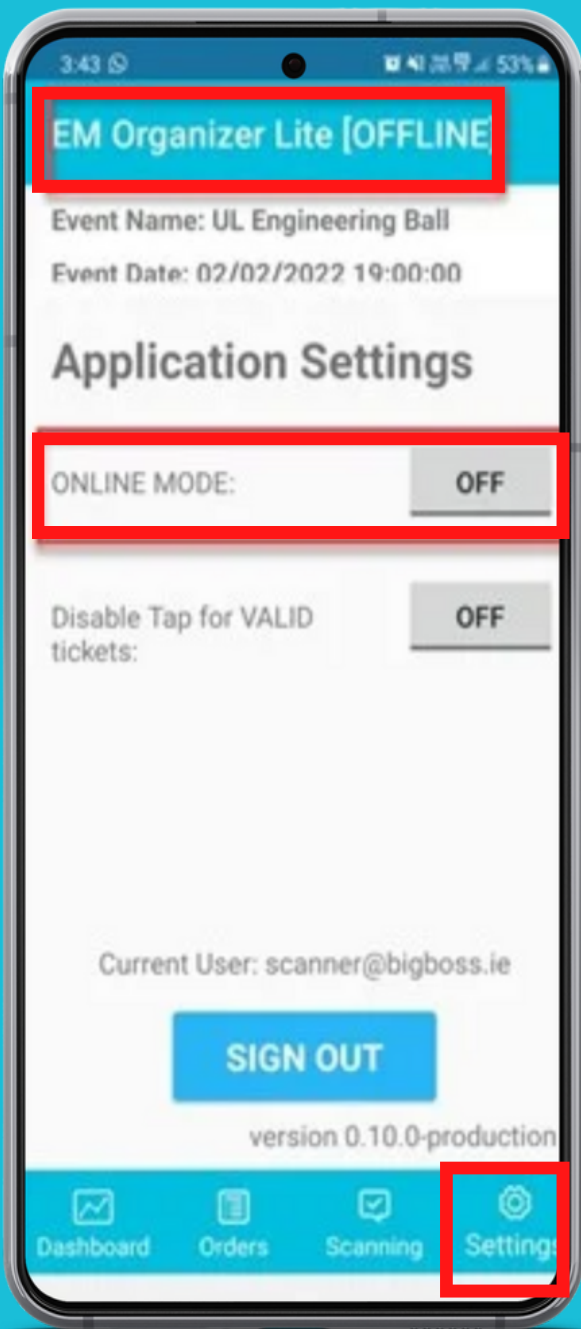
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What to do if...

There is no Wifi at the venue.

The app works online where it's connected to either Wi-Fi or mobile data. If for whatever reason during the scanning session the device loses access to the Internet as the device has already downloaded all the tickets from that event will continue to scan as normal, but it will continue to scan offline.

As soon as that device reconnects to the Internet those scanned tickets will be uploaded to the server and all devices will re synchronise to have the same scanned number on all the scanning devices. Usually, you are better to use your own mobile data than to depend on a separate wifi connection.



You want to operate offline.

If it's a case that you wish the device to operate offline you can simply go to the settings menu and where you see online mode, toggle the switch from on to off.