

MANUAL ENTRANCE MANAGEMENT APP

This is your ticket
Present this entire page at the event

DIZIZID

← Events
11:00
48%

Demo congress - VIP pass [presale]

Visit registered on Thursday, March 17th 2016, 11:00

Michael Jackson
Price: €95

On arrival inform organizer and lead to the reserved show seats.

E-Ticket #192

Paid

Visit was successfully registered.

OK

Expected
133

Tickets

Scanned
16

Stats

powered by SCANDI

Scan

APP STORE

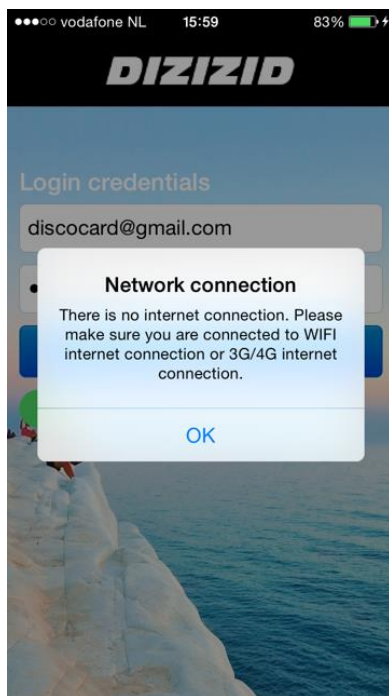
Download the app in the Apple “App Store”. Search on “dizizid” and you will find the app called:

- dizizid entrance management

IMPORTANT: ONLINE SCANNING

- **A good internet connection is REQUIRED for this APP to work correct and fast when working with multiple scanners. Use the normal 3G or 4G mobile connection. If the network coverage is bad use a WIFI connection at the location.**
- **Always make sure the internet connection is working and test this before the start of the event at the venue. Just open the Safari web browser and look for a website or some information to check if the internet is working correct. **Make sure you have a dedicated internet connection! If during the event everybody is using the same connection this might lead to internet failure.****
- **Make sure there is enough light at the location where the tickets will be scanned. The camera of your device should be able to see the ticket barcode.**
- **If you use the “LED light” of your iPhone, do not hold your phone to close to the barcode.**
- **Have your phone charger as a backup to charge your phone in case the battery runs low**

There should always be a printed “expected visitors list” as backup procedure in case there is some kind of internet or power failure during the event and scanning is not possible.



IMPORTANT: OFFLINE SCANNING

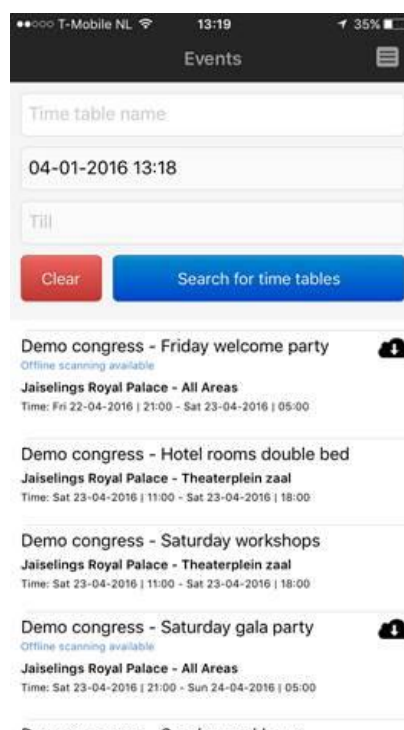
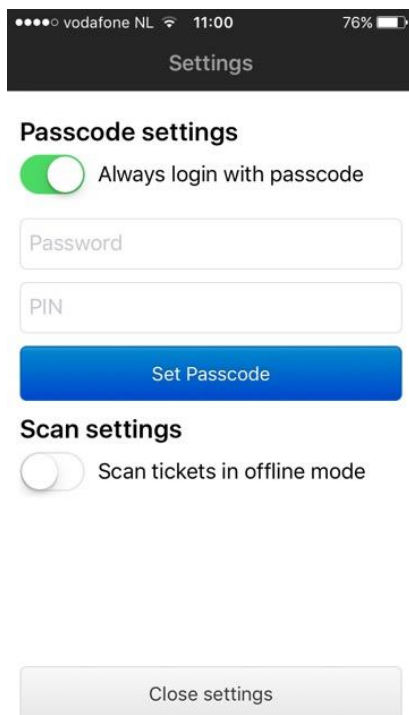
It is possible to scan offline with the Entrance APP. The app automatically makes a backup of the event you have selected when you are connected to the internet. Behind the event you will see a “cloud sync icon”. In situations where the internet connection is bad at the scanning location you can download the timetable tickets in advance. You can then scan the tickets at the entrance without an internet connection.

If a ticket has been bought after the time you made the ticket backup you will automatically get a warning that you need to connect to the internet to be able to check that ticket. No settings are required for this functionality. Only make sure you select and download the event tickets in advance.

Tickets that have been backed up to the APP can only be accessed by the person that was logged into the APP while online. You have to login with the same account to be able to access the ticket data while offline.

WARNING: OFFLINE SCANNING

If you want to scan offline and are still connected to the internet. Especially when you have a bad internet connection the APP will automatically switch to offline scanning if it takes more than 2 seconds to connect to the internet to retrieve ticket information. You can also put the APP in the Offline scanning modus, so the APP will only use the offline stored ticket information on your device so you do not have to wait the 2 seconds.



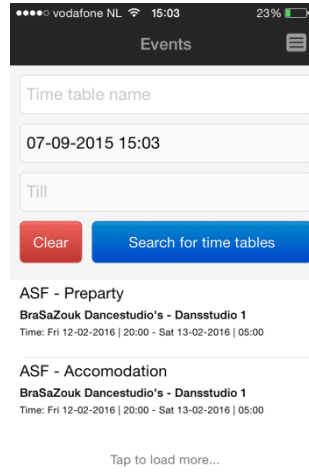
Login and setup:

Before the APP can be used for entrance management you need to login and set the event for which you want to do the entrance management.



Login with your personal credentials. These are the credentials of your Dizizid account.

Search for the event you want to manage. Type the name or part of the name and search. You can also set a from and till period to search. All events between that period will be displayed.

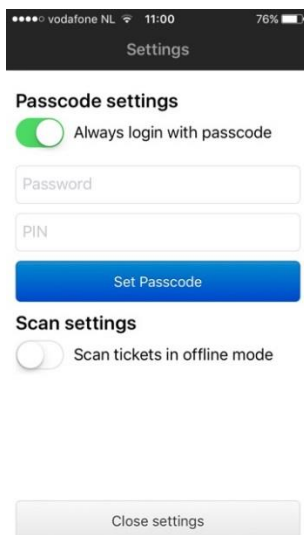


Click on the event you want to manage. (By default the current date/time is prefilled. By pressing the clear button you can remove the default.)

If you do not see timetable results always clear the start date of change it to an earlier date.

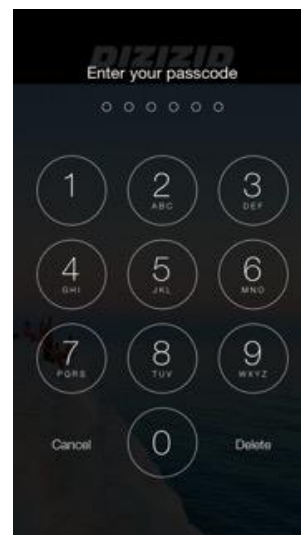
Passcode

If you use the APP allot you can set a Passcode in the APP so you do login quick into the APP. A Passcode consists of 6 numbers. For instance 123456. A Passcode is also handy if other people need to use your phone and need to login fast.



In the settings option of the App you can login with your normal password and create a PIN code (6 numbers).

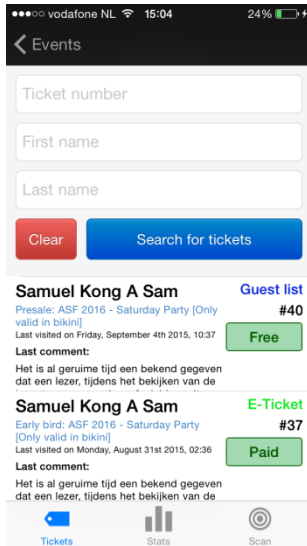
After you have create the PIN code you can set the "Always login with passcode option".



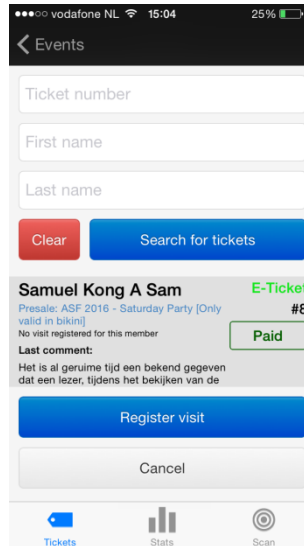
Next time when you have to login to the App you will see a passcode login screen. Just enter your passcode and you are in.

If you forgot your passcode select the option "Cancel" and you will see the normal login again.

Manual search



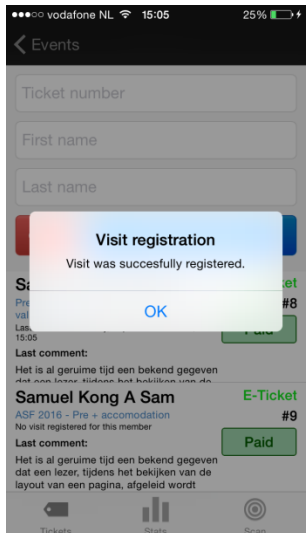
You can search for a ticket by entering the ticket number, first or last name of the person. Below the name you see the offer (type of ticket) that has been bought.



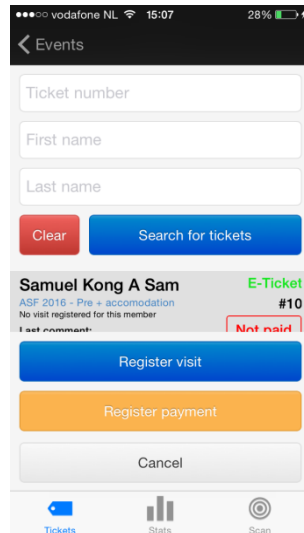
Click on the person to register the entrance visit. If a person has multiple tickets you will see the name several times with a different ticket id.

Every ticket should be registered separately.

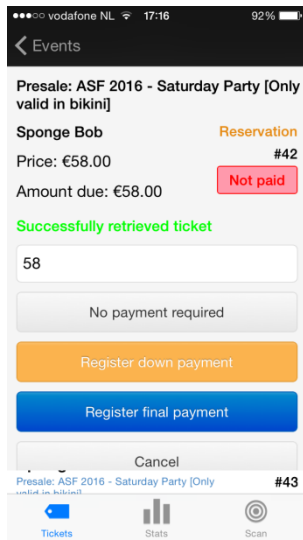
Payment registrations for reservations



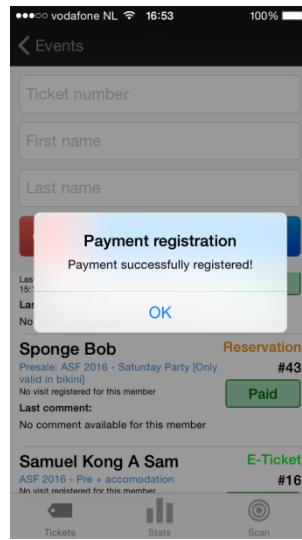
If a ticket has been registered successfully you will receive a notification of the visit registration.



If the ticket is a "Reservation" and has not been paid yet you will get an option to register a payment.

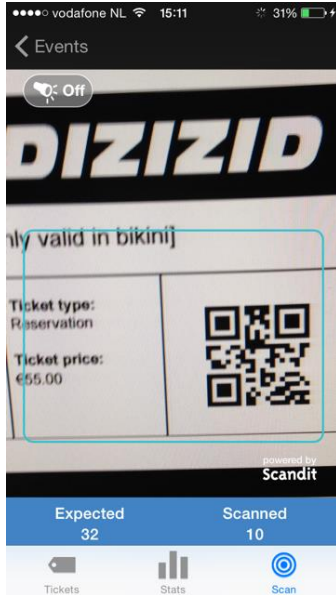


A down payment or final payment can be registered by entering the amount.



After the payment has been registered successfully you will receive a confirmation of the payment registration.

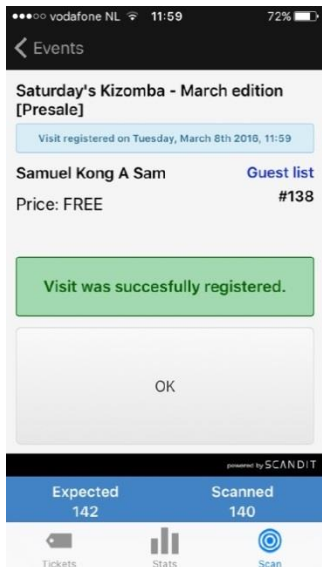
Scanning



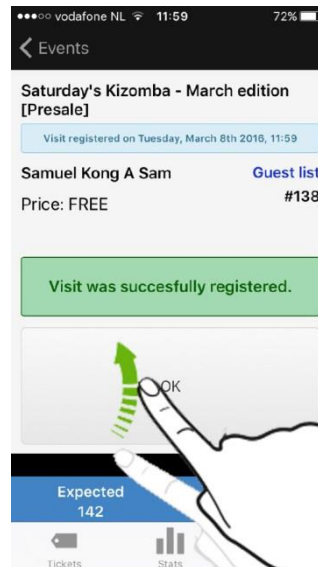
With the scan option you can scan the barcodes on the tickets. Adjust the phone so the barcode can be read. **Move the phone towards or from the barcode so the camera can focus on the barcode.**



First you will see a green, orange or red screen for 0.5 second when the ticket is found. **Green** means the ticket is OK. **Orange** means the Ticket is a Reservation ticket and has to be paid for. **Red** means the ticket cannot be found or is not valid.



You will then see the ticket information screen with details about the ticket.



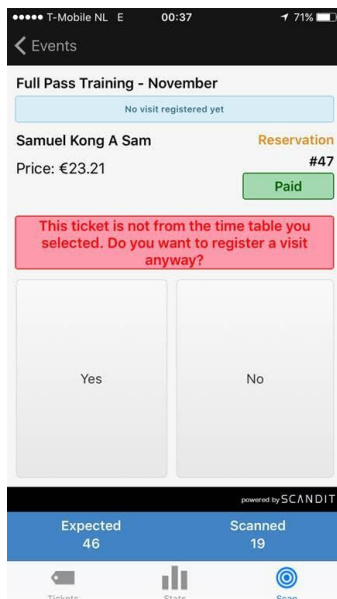
If the ticket is ok and paid for just press OK. You can also make a down- up SWIPE movement.

Scanning none valid tickets

When you start scanning you need to set the timetable for which you want to do the scanning. If you have multiple timetables: for instance for a Friday, Saturday and Sunday party and you will be scanning for the Friday party you will select the Friday timetable and retrieve all tickets with access to the Friday party.

It happens that people show up with a ticket that is not valid for the timetable you have set for scanning. For instance they show up with a ticket for the Saturday party, or they show up with a Hotel package ticket. As long as these tickets are part of the same total event you can still scan these tickets.

So if you have an Event with timetables for Parties, Workshops, Socials, Hotels all these ticket can be scanned without changing the timetable.

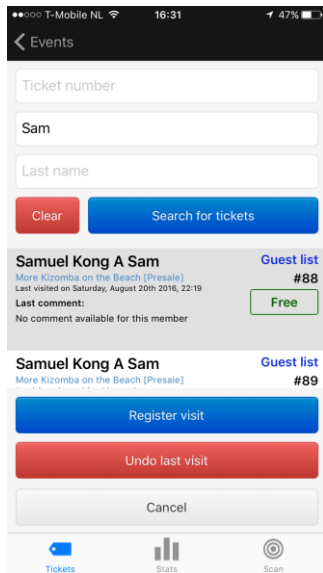


When you scan such a ticket that is not part of the timetable you set for scanning a warning will be displayed.

You can decide to accept the ticket or not.

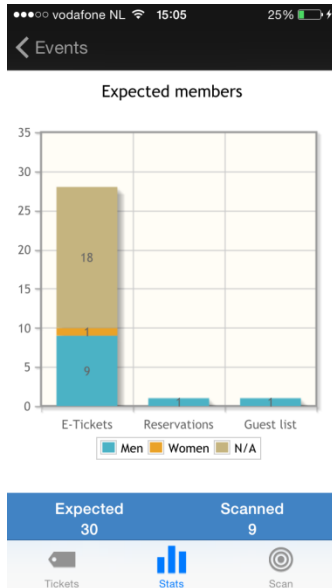
Undo a scanned ticket

It happens that a ticket is scanned but for some reason the visitor cannot enter the event. They forgot something, have to wait for someone, or you made a mistake as ticket inspector and have registered the wrong person manually.



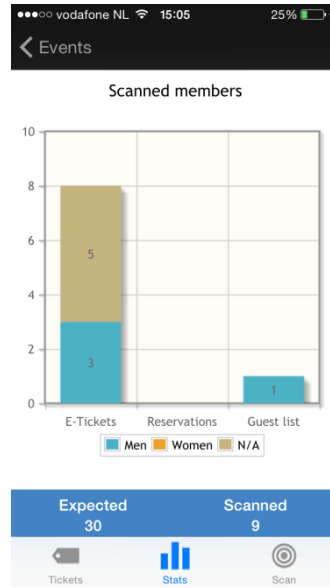
In these situation you can search the ticket or person by name. When you click on the ticket you will see the option to “undo a visit”. After the visit has been undone the ticket can be used later.

Reporting

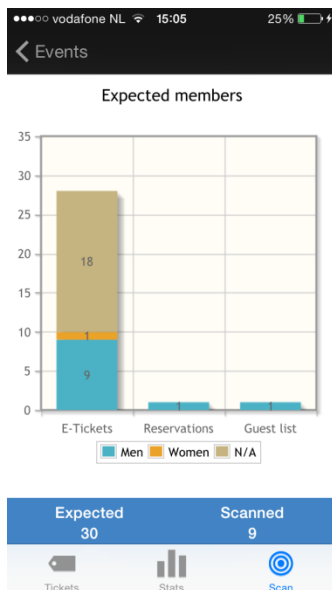


In the blue bar below you can see how many tickets are expected. For more detailed information press on the expected number.

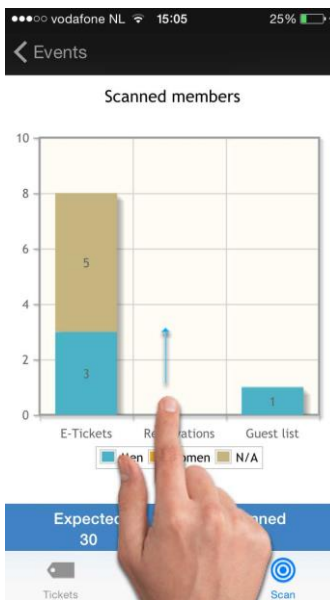
If gender information is available this will be displayed. Tickets that do not have that information will be displayed as N/A (Not Available).



You can also see how many of those tickets are scanned. Press on the scanned number.



The statistic information can also be accessed while in the scan modus. Just press on the expected or scanned number while in the scan modus.



To continue scanning just press on the expected or scanned number again to remove the statistic screen.


You can also make a down-up swipe movement to remove the screen. (This is only possible in the scan modus).

Tickets:

This is your ticket
Present this entire page at the event

DIZIZID

ASF 2016 - Pre + accomodation

BraSaZouk Dancestudio's Willem Fenengastraat 12 1096BN Amsterdam	Customer name: Java Lombok Member id: 488	Ticket type: E-Ticket Ticket price: €100.00	
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Tickets
Ticket ID is required at the entrance

Ticket ID	Timetable	Date	Start	End
39	ASF - Preparty	12-02-2016	20:00	05:00
15	ASF - Accomodation	12-02-2016	20:00	05:00

Example ticket. Ticket id in the left lower corner in red.

The same ticket can give access to multiple events. In this example this ticket can be scanned for the ASF-Preparty event, but also for the ASF-Accommodation.

Example practice barcode:



Use this barcode to practice scanning tickets.

Scanning

- When you are scanning a QR code always check if the code has been printed correctly. It happens that people make a printout where parts of the QR code are missing. The App can then not scan the QR code. In those cases just manually search for the ticket and register the ticket.



- When scanning do not hold the camera too close to the QR code. Hold your phone a little further away so the camera can focus on the QR code.
- When scanning make sure the QR code and the camera are both horizontal. If you try to scan the QR code under an angle it will be harder for the APP to read the QR code.



Tips:

Usage of the APP

- If you do not use the App anymore, close the App on your device. On an iPhone double tap on the home button and swipe the app up. The App will be closed then.



- In worst case scenario remove the App from your device and reinstall it from the App store. On the iPhone just click on the App icon and keep your finger on it. An X will appear and you can delete the App.

