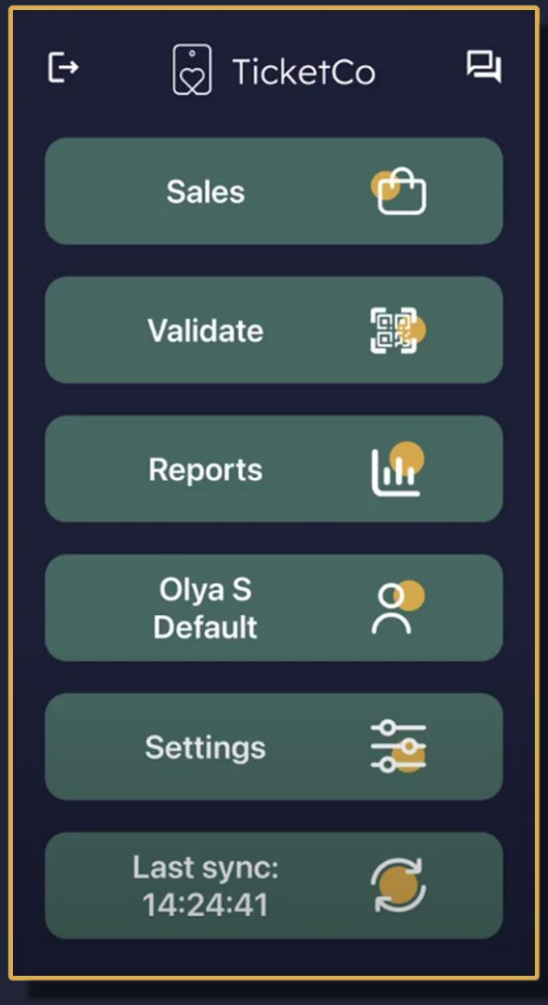
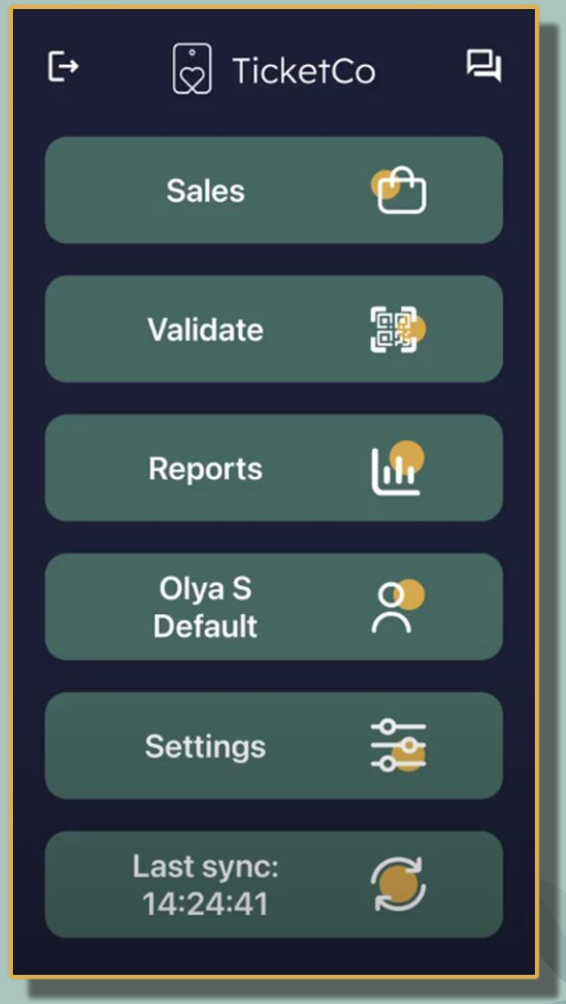


Scanning tickets with the TicketCo app

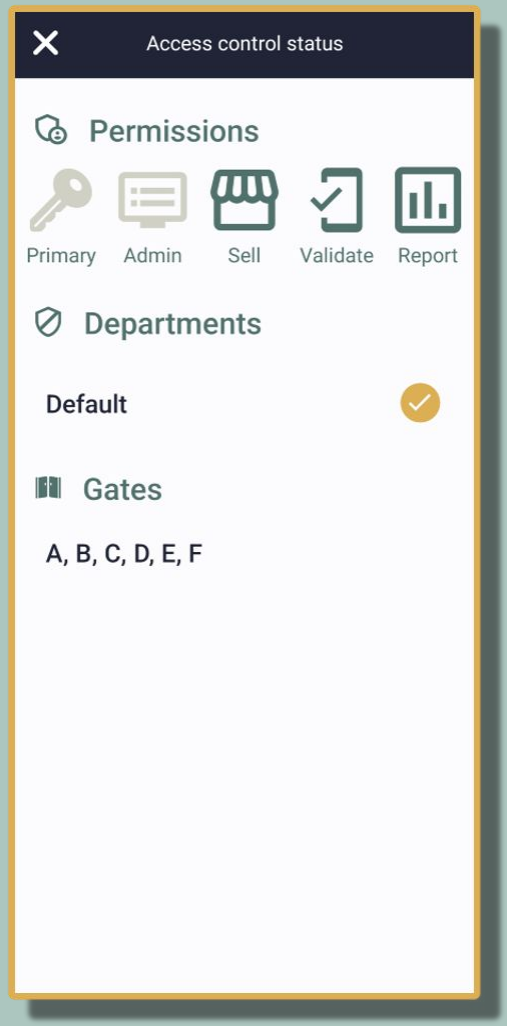


Scanning tickets with the TicketCo admin app

TicketCo

Preparation before you start scanning

- Download the TicketCo Admin app from the App Store or Google Play
- Ensure your device has the latest version of the app and native operating system
- Use the credentials provided by your account admin - if you are unsure what these are, ensure to check with the admin on the account
- Refer to the **Last sync** button at the bottom of the main menu to ensure that the database has been updated recently
    - We always recommend tapping this button before you start scanning
    - You can also use the **Erase & Synchronize database** button under **Settings**



Scanning tickets with the TicketCo admin app

TicketCo

Preparation before you start scanning

- Ensure you know which **Gates** and/or **Departments** you will be scanning tickets for
  - Ask your account admin or manager if you are unsure
- When you have logged in with your credentials, select the correct department
  - NB! You will only be able to check in tickets pertaining to that specific department
- You will also see a summary of the permissions and gates which are activated on your user
- You can always access this screen and switch departments by tapping your username in the main menu

Scanning tickets with the TicketCo admin app

TicketCo

How to scan and check in tickets

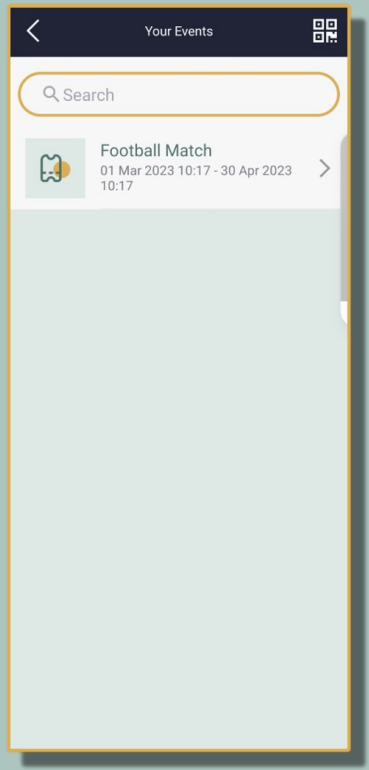
- Select **Validate** in the main menu
- You may need to grant permission for the app to use your device's camera
- You can then use the device to scan QR codes on any paper, digital or plastic tickets presented to you
- Hold your device about an arm's length away from the ticket when scanning
- Ensure you have sufficient lighting when scanning, and remember to use the torch button at the top if you need extra light
- You can also refresh the database manually from this page by tapping the arrows at the top of the screen

Scanning tickets with the TicketCo admin app

TicketCo

How to scan and check in tickets

- If you cannot scan a QR code, use the **Enter verification code** box at the bottom of the screen to input the customer's five or six letter reference code
- As a last resort, select **Manual** to manually search the customer's name, email or phone number and find their tickets for the event
    - We suggest that such situations be escalated to the account admin or manager in order to avoid queues at the gate



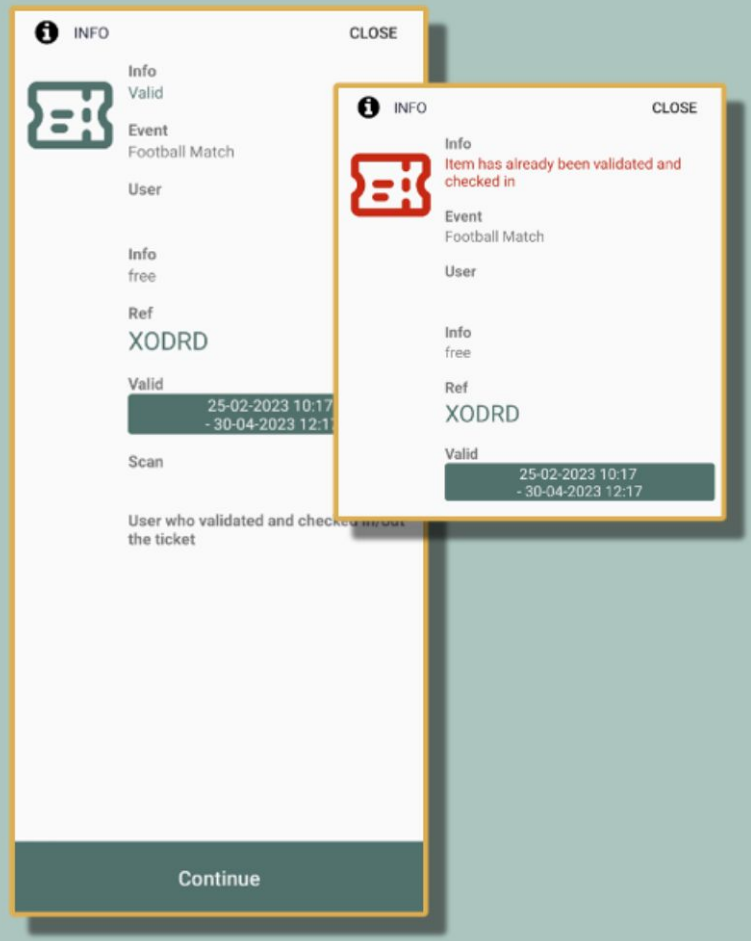
Scanning tickets with the TicketCo admin app

Scan results

- Once you have scanned a ticket, you will see clearly whether the ticket was valid or not: valid ticket will display in a green/blue colour, and invalid tickets display in red

Scanning settings

- Under **Settings** in the main menu, you can choose between **Approve scan results** and **Continuous scanning**
- The former will ask you to confirm each ticket by hitting **Continue**, and the latter will automatically check in valid tickets without the need for an extra tap
- We always suggest starting with **Approve scan results** if you are new to the app, and you can later switch to **Continuous** for faster scanning



Scanning tickets with the TicketCo admin app

Group tickets

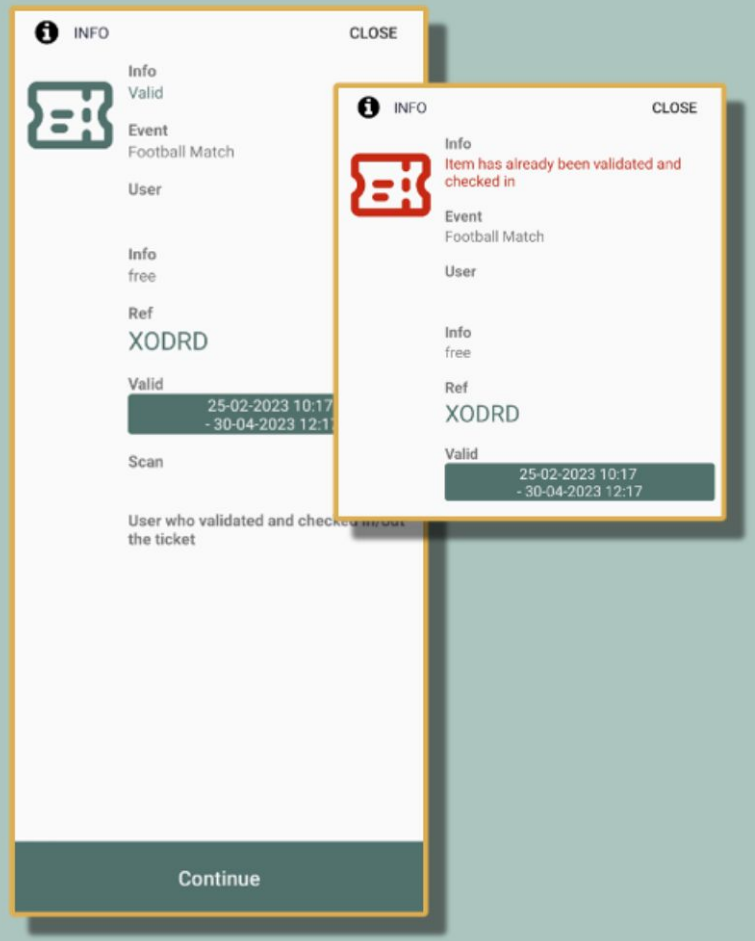
If you are presented with a group ticket, note you will need to select the number of tickets within the order before continuing.

Season tickets and subscriptions

If there are a couple of events/matches within close proximity to each other, you may be asked to select which event the season pass or subscription should be checked in on.

Invalid tickets

Tickets may come up as invalid if they have already been checked in, if they are refunded, if they belong to a different department, or if they belong to a different organiser or different event. Ensure that you have a process in place for managing or escalating any invalid tickets.



Thank you

More information about how to scan can be found in our Knowledge Base