



HOW-TO GUIDE

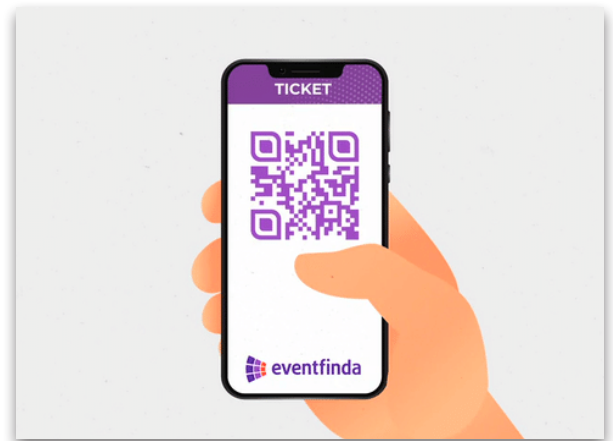
# Pre-event checklist

Make sure you're ready to go on event day by running through this checklist at least a day before your event date

## 1. Download the Eventfinda Scan Tickets app

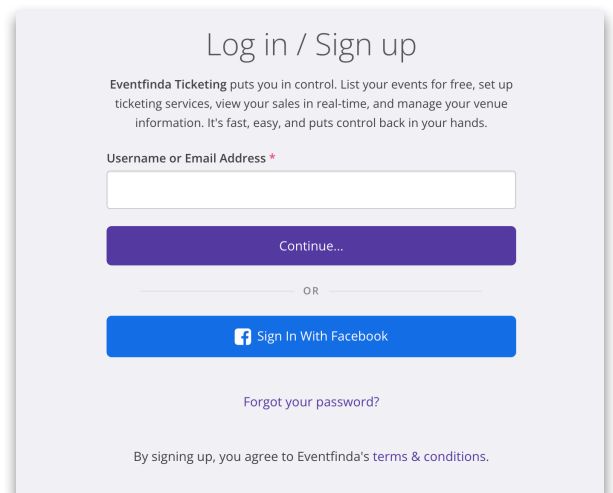
Download the **Scan Tickets** app to your device by clicking the appropriate link below:

- ▶ [Download via Apple App Store](#)
- ▶ [Download via Google Play Store](#)



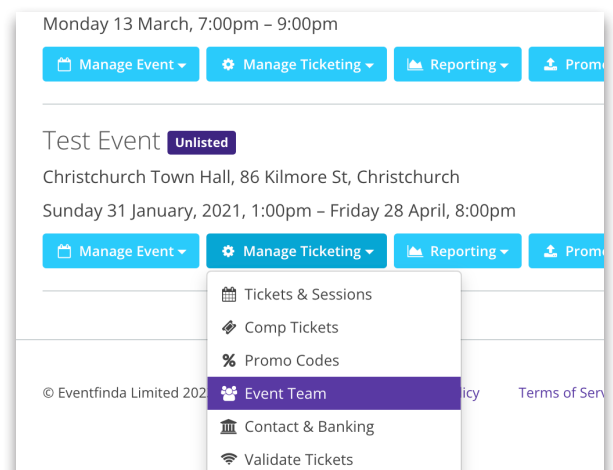
## 2. Log in

Once downloaded, set your country to **New Zealand** and log in with your **Eventfinda Promoter Portal** account.



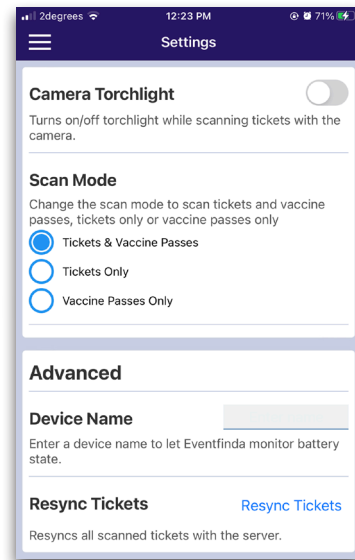
## 3. Set up staff accounts for door ticket scanning

- ▶ From the dashboard in the Eventfinda Promoter Portal, select your event and click **Manage Ticketing**, then click **Event Team** from the dropdown
- ▶ Enter the email addresses for any door staff you wish to have access to event data for scanning tickets using the Scan Tickets app



## 4. Ticket scanners

- ▶ Ensure your scanners and the additional battery packs are charged
- ▶ Ensure your device is connected to the internet, as it's important to resync tickets before you start scanning to ensure the app is up to date
- ▶ Click the three lines in the top left corner of the screen, select **Settings** and then **Resync Tickets**
- ▶ This will download all tickets for the event to the scanner and refresh the device from the past event
- ▶ Do this one day before the event and on the day of the event



## 5. Ticket printer

- ▶ If we've supplied you with a ticket printer, ensure it is connected and active and you have sufficient ticket stock
- ▶ Go to the **Ticketholders** tab within your event, open a transaction and print out a single ticket for testing
- ▶ Check and ensure the tickets are printing correctly
- ▶ Destroy these tickets once the test is complete



### Physical ticket checklist

- ▶ Barcode alignment
- ▶ Print is clear and readable
- ▶ Proper ticket orientation



## 6. Set ticket off-sale times

- ▶ Ensure that you've set off-sale times for your session (not on the ticket types), this is the time they will go off-sale before the start of each session
- ▶ Click **Manage Ticketing** under your event in the Eventfinda Promoter Portal
- ▶ Select **Tickets & Sessions** from the drop-down menu and click **Edit** on the session you want to set
- ▶ Off-sale time is set to 1 hour by default, but you can specify a particular date and time for the session to go off-sale
- ▶ Click **Save Ticket Type**

The screenshot shows the 'Manage Ticketing' interface for a session. It has three main sections: 'On-sale Time', 'Off-sale Time', and 'Tickets Availability'.  
- **On-sale Time:** Set to 'As soon as the event is published'. Below it is a date and time selector (DD/MM/YYYY, 09:00 AM) with a warning: 'You can not edit this because users have already selected this ticket, instead you can replace this from sale.'  
- **Off-sale Time:** Set to '1 hour (default)'. Below it is another date and time selector (DD/MM/YYYY, 09:00 AM) with a warning: 'You can not edit this because users have already selected this ticket, instead you can replace this from sale.'  
- **Tickets Availability:** Includes options for 'Sell this ticket with Eventfinda' and 'Display this ticket as unavailable for pre-purchase (e.g. Door Sale tickets)'. It also has a warning: 'You can not edit this because users have already selected this ticket, instead you can replace this from sale.'  
- **Admin Only:** Includes an option 'Admin only tickets are unavailable to the public.' with a warning: 'You can not edit this because users have already selected this ticket, instead you can replace this from sale.'  
At the bottom, there are two buttons: 'Save Ticket Type' and 'Cancel and return to Tickets'.

## 7. Download your door list

- ▶ Select your event from the **Events** page
- ▶ Go to the **Advanced** tab and click **Door List** from the drop-down menu
- ▶ Click the **Download** button next to your event
- ▶ You can view your door list in the app too by selecting your event and then clicking **Door List**

The screenshot shows the 'Test Event' page for 'Christchurch Town Hall, 86 Kilmore St, Christchurch'. The event dates are 'Sunday 31 January, 2021, 1:00pm - Friday 28 April, 8:00pm'. The event status is 'Published' and 'Unlisted'. There is a 'View On Eventfinda' button.  
Below the event details, there is a navigation bar with 'Reports', 'Tickets & Sessions', 'Settings', 'Seating Map', 'Promo Codes', and 'Comp Tickets'.  
A 'Manage Door List Recipients' button is visible.  
The 'Session Time' section lists three sessions with 'Download' buttons:  
- Sunday 31 January, 1:00pm - 4:00pm  
- Friday 5 February, 5:00pm  
- Wednesday 1 December - Saturday 13 August, 2:00pm - 8:00pm

## 8. Eventfinda system check

- ▶ Log in to your account in the Eventfinda promoter portal
- ▶ Check if you have access to the Eventfinda Box Office
- ▶ Ensure you can view the upcoming event and all relevant sessions and ticket types
- ▶ Check if there are any Venue or Promoter Holds — do you need to release these back to sale?
- ▶ Check capacity on sessions — if sold out you will not be able to sell tickets
- ▶ Check off-sale times on sessions/ticket types — if the event is off-sale you will be unable to sell tickets