

A white bowl of cereal with milk being poured over it, with several pieces of cereal floating in the air above the bowl. The background is a dark, textured wooden surface.

Getting Started
with Peatix

Contents

Event page creation	4	5. Design	27
<u>1. Create your account & group</u>	<u>4</u>		
1) Register your account		<u>6. Publish event</u>	<u>28</u>
2) Create your group			
<u>2. Create your event</u>	<u>7</u>	Ticket sale	29
1) Create your event		<u>7. Start ticket sales</u>	<u>29</u>
2) Register your events content			
3) Enter images		<u>8. About tickets</u>	<u>31</u>
4) Enter a video			
5) Set cover image		<u>9. Register payout information</u>	<u>32</u>
6) Register date, time, venue, etc.			
<u>3. Create tickets</u>	<u>13</u>	<u>10. Set check-in method</u>	<u>33</u>
<u>4. Other settings</u>	<u>14</u>	<u>11. Promote your event</u>	<u>35</u>
1) Customized URL		1) Share the URL	
2) Private event		2) Embed a widget	
3) Show / hide attendees		3) Send invitation emails	
4) Ticket sales deadline		<u>12. Attract customers</u>	<u>38</u>
5) Purchase limit / Payment methods			
6) Custom form			

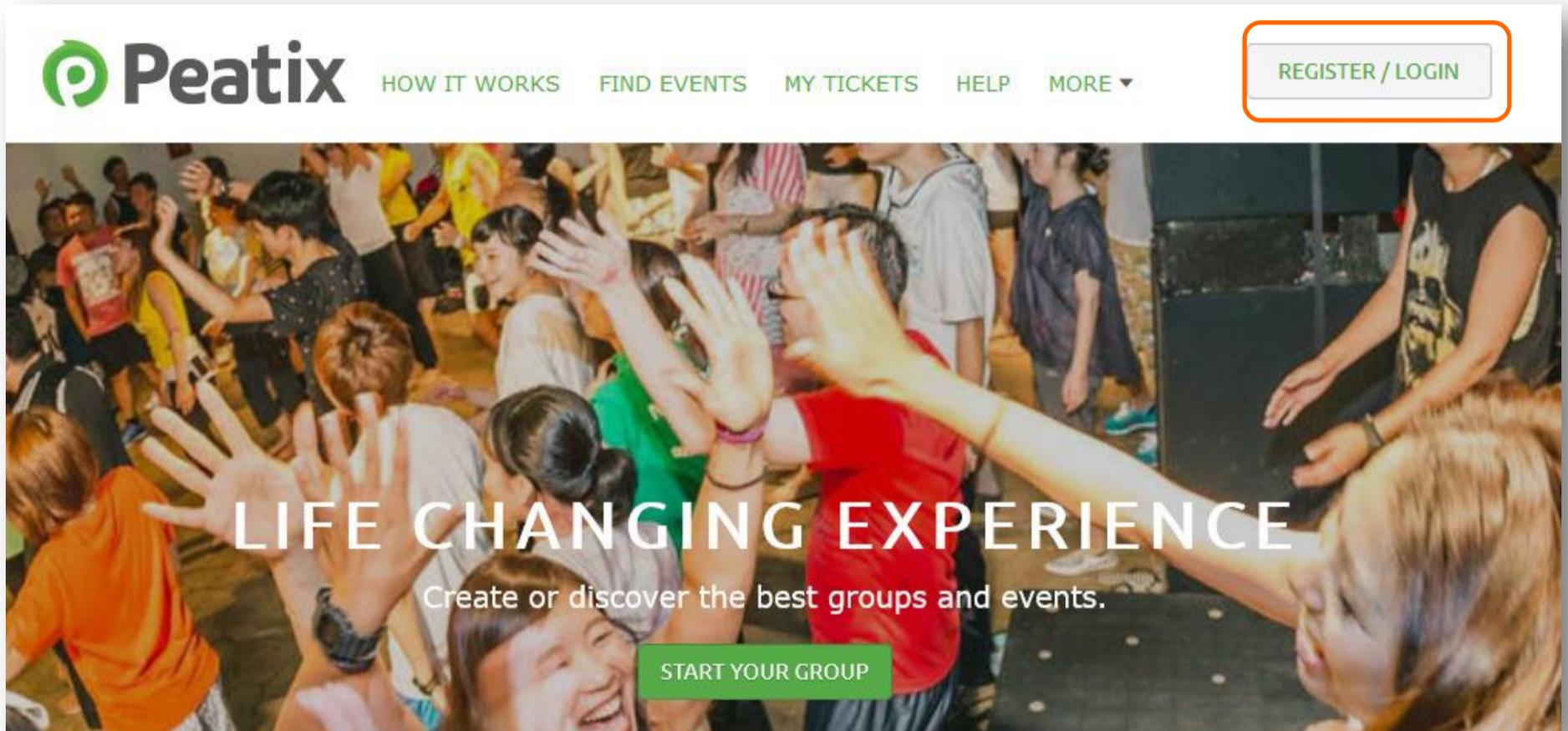
<u>13. Monitor ticket sales</u>	39	Pre-event preparation	49
		<u>16. Preparations for the event</u>	49
<u>14. Manage attendees</u>	41	1) Prepare the attendee list	
1) Manage attendees		2) Send a message to the attendees	
2) Download the attendee list			
3) Cancel tickets			
4) Responding to questions			
<u>15. Manage tickets</u>	46	The day of the event	51
1) Change number of tickets		<u>17. Check-in at the event</u>	51
2) Stop the ticket sale		1) QR-code check-in	
3) Extend ticket sales deadline		2) How to use the Peatix Scan app	
		3) How to use the assistant mode	
		4) ColorSync check-in	
		5) Check-in with a computer	
		6) Irregular / manual check-in	
		<u>18. Frequently asked questions</u>	65

Because of updates to the website, the display on the website can differ from this document. Please check the website for the latest version.

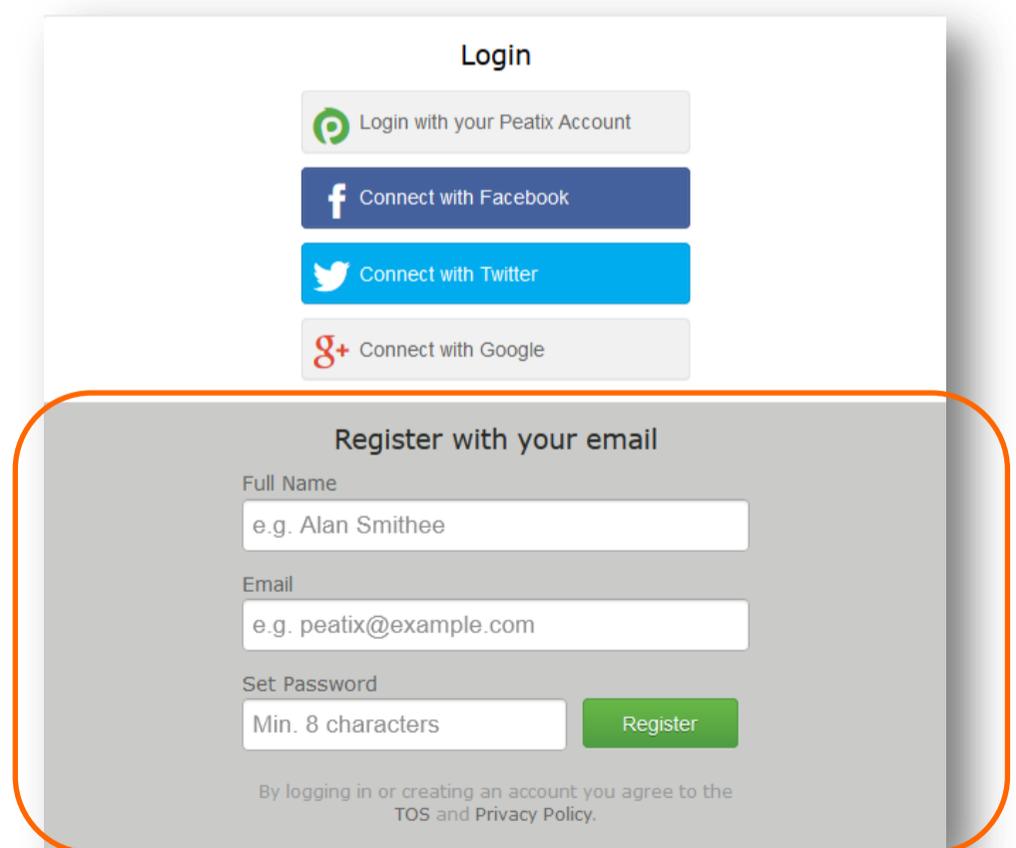
1-1) Register your account

First, lets create a Peatix account!

Access the Peatix website (<http://peatix.com/>), and click the “Register/Login” button in the upper right corner



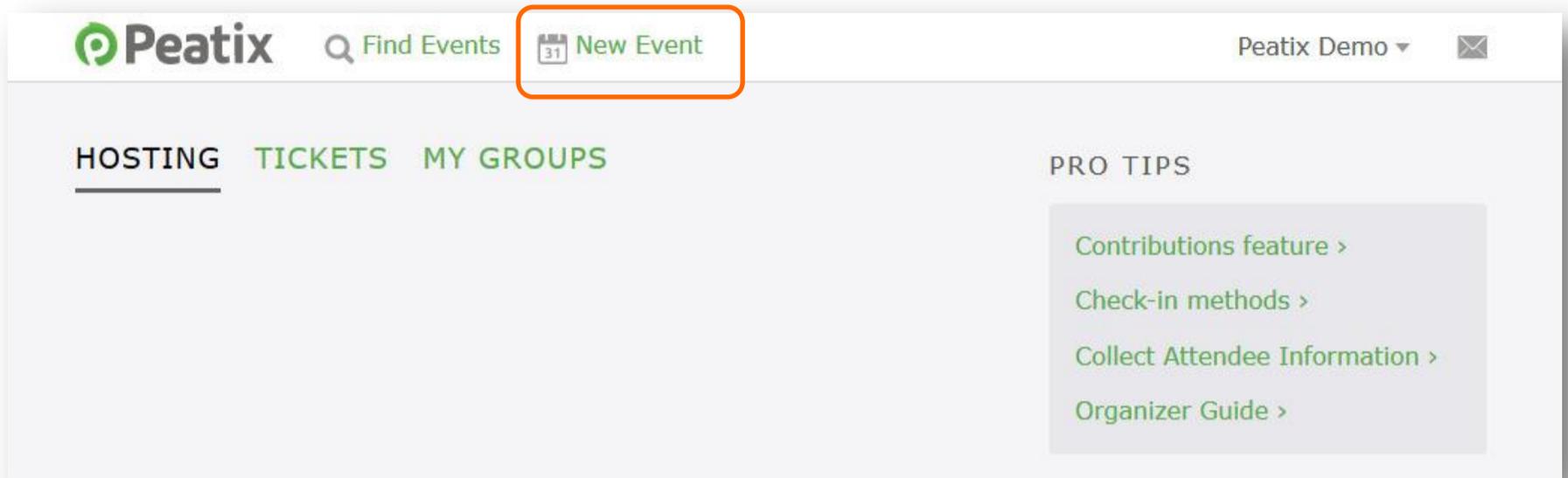
Fill in your name, email address and password under “Register with your email” and click the “Register” button. Alternatively, you can create an account with your Facebook, Twitter or Google+ account.



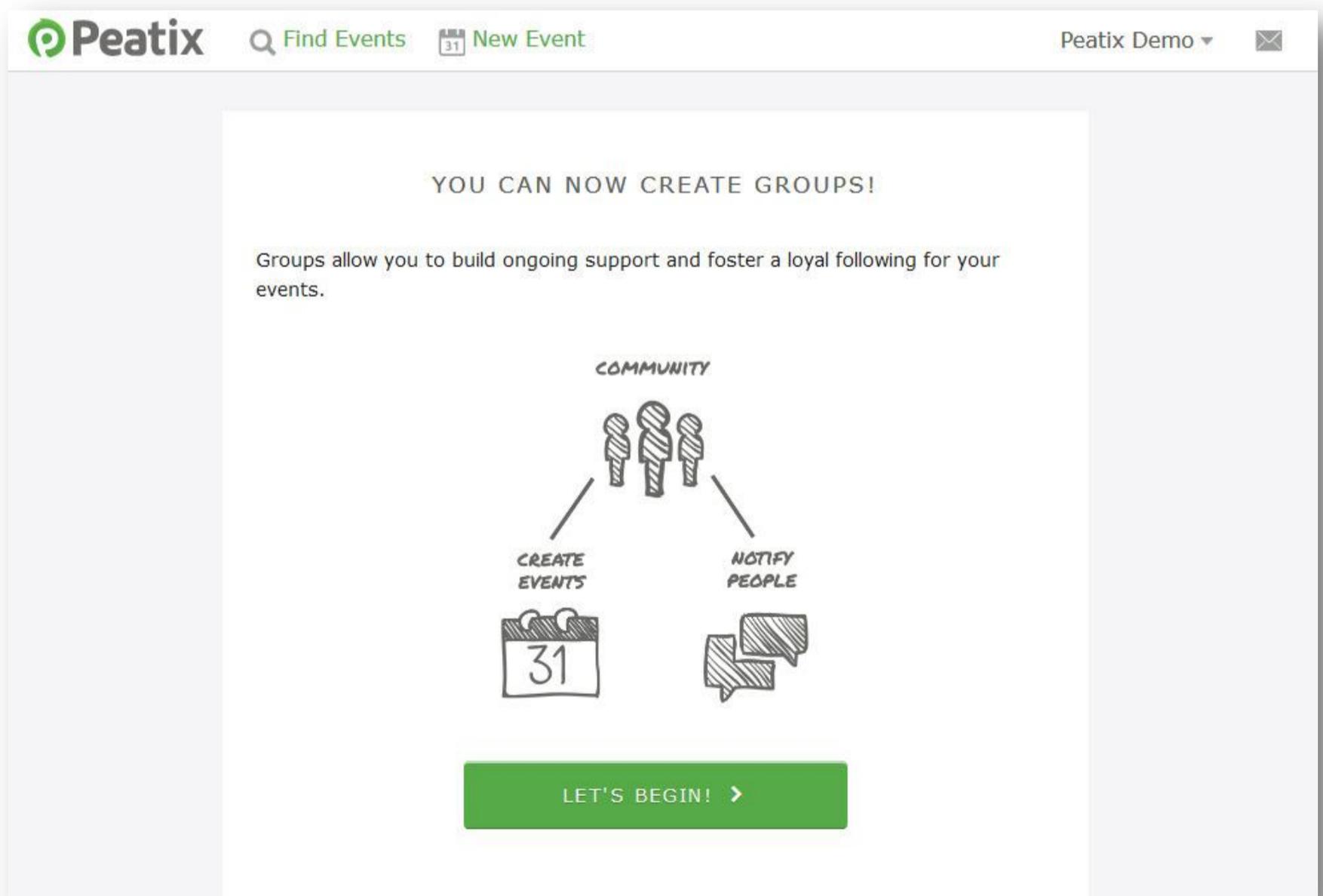
The image shows a screenshot of the Peatix login and registration form. The form is divided into two sections: "Login" and "Register with your email". The "Login" section has four buttons: "Login with your Peatix Account", "Connect with Facebook", "Connect with Twitter", and "Connect with Google". The "Register with your email" section has three input fields: "Full Name" (with the example "e.g. Alan Smithee"), "Email" (with the example "e.g. peatix@example.com"), and "Set Password" (with the requirement "Min. 8 characters"). A green "Register" button is located to the right of the password field. Below the form, there is a small text line: "By logging in or creating an account you agree to the TOS and Privacy Policy." The entire registration section is highlighted with an orange border.

1-2) Create your group

After you created your account, the following page will be shown. Click "New Event".

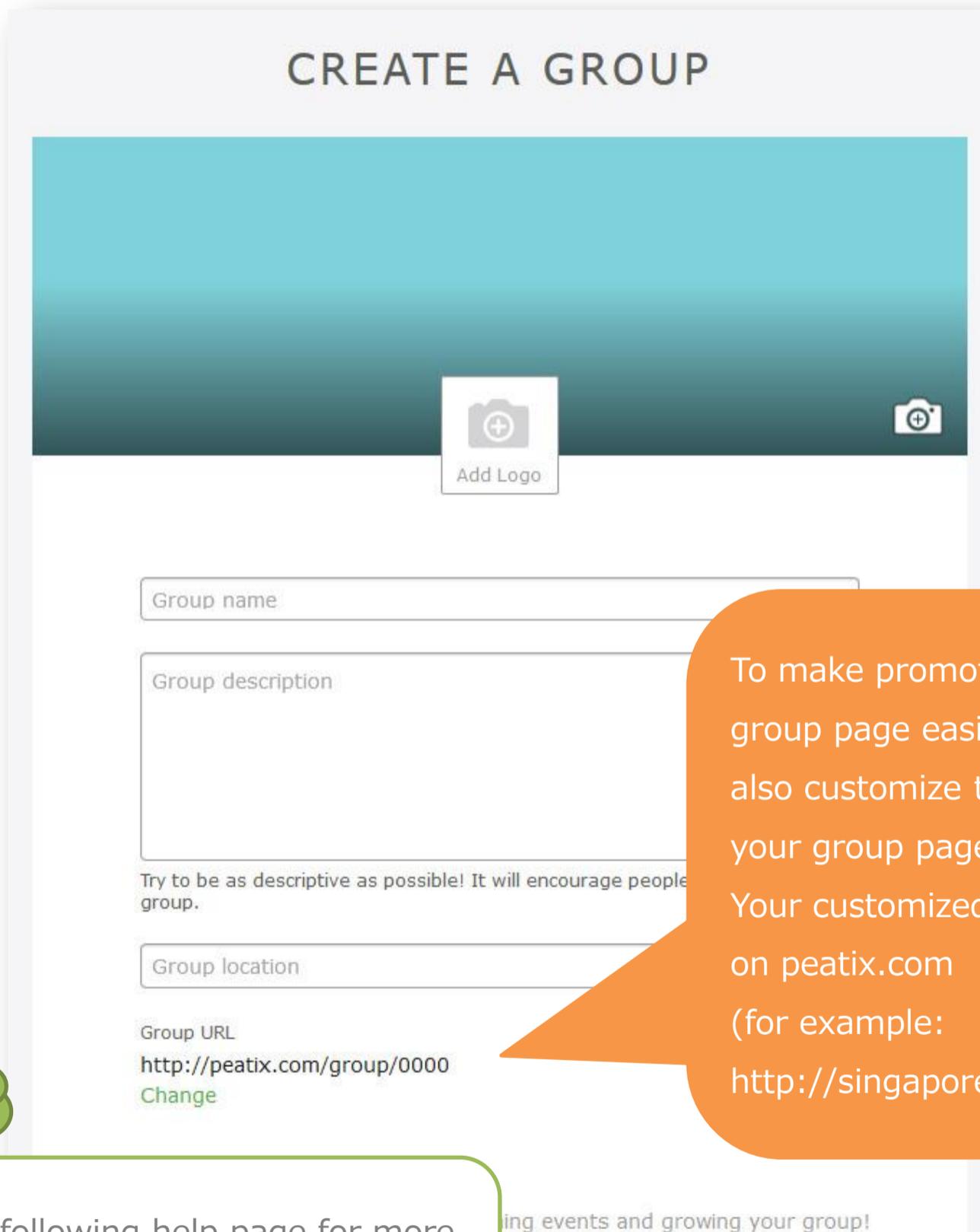


To start, we will first be creating a group. This group will become the community around your event(s).



1-2) Create your group

To create a new group, please set a group name and add a description (recommended) of the group. To attract more members, we also recommend to add a group logo (size: 80px x 80px), and a cover image.



CREATE A GROUP

 Add Logo

Group name

Group description

Try to be as descriptive as possible! It will encourage people to join your group.

Group location

Group URL
<http://peatix.com/group/0000>
[Change](#)

ing events and growing your group!

Hint

See the following help page for more information about groups:

<http://ptix.co/1SLn4OW>

To make promoting your group page easier, you can also customize the URL of your group page. Your customized URL will end on peatix.com (for example: <http://singapore.peatix.com/>).

2-1) Create your event

After you created your group, please click “Create an event” to get started on your event page.



CREATE AN EVENT

Enter the event name, country, start date and time of the event, time zone (depends on country) and venue, and click “Save event”. You can still edit these details after saving.

Create an event

It's easy to get started!

Event Name

Country

Starts :

Date Time

Timezone

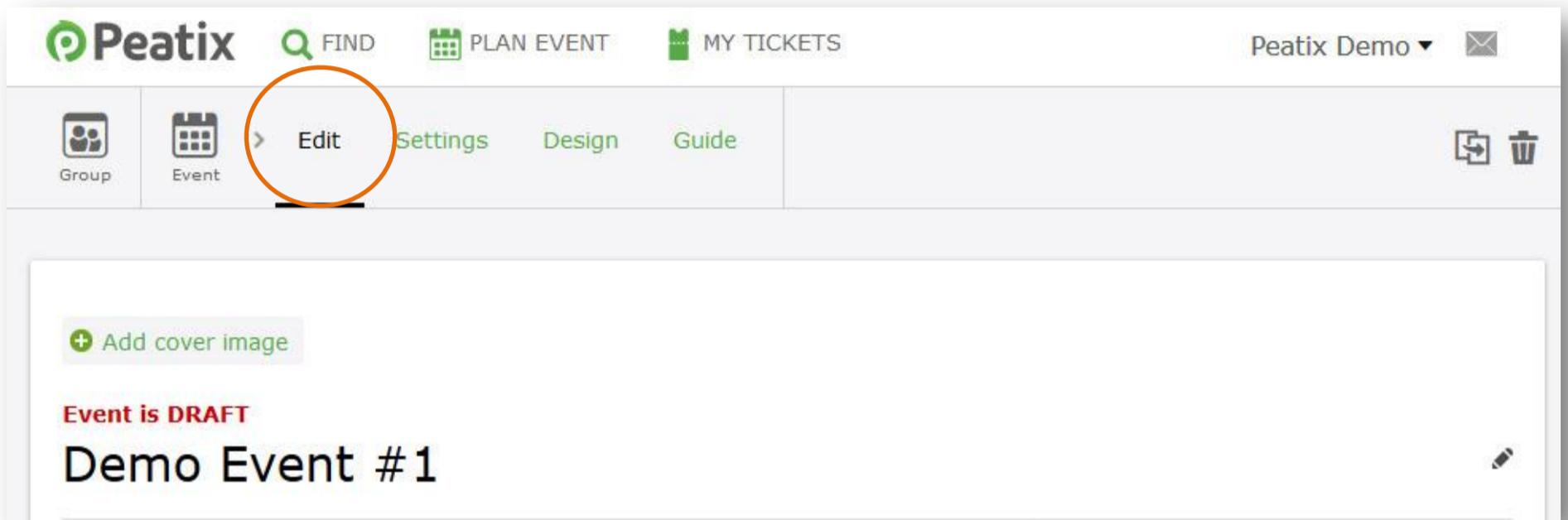
Venue

SAVE EVENT

You'll be able to edit your event details after saving.

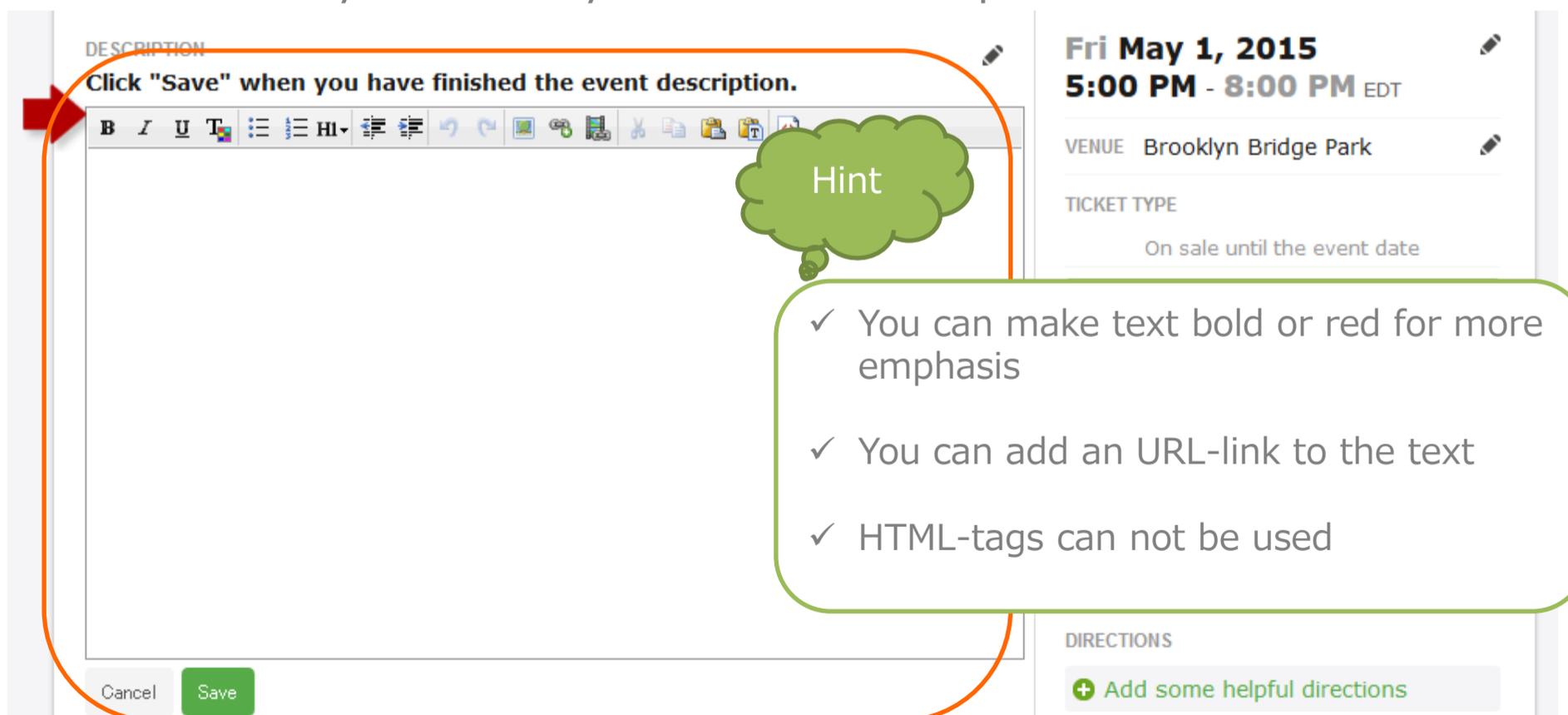
2-2) Register your events content

The Edit event page will be displayed. The event name will automatically be set, and you now create the rest of your event page.



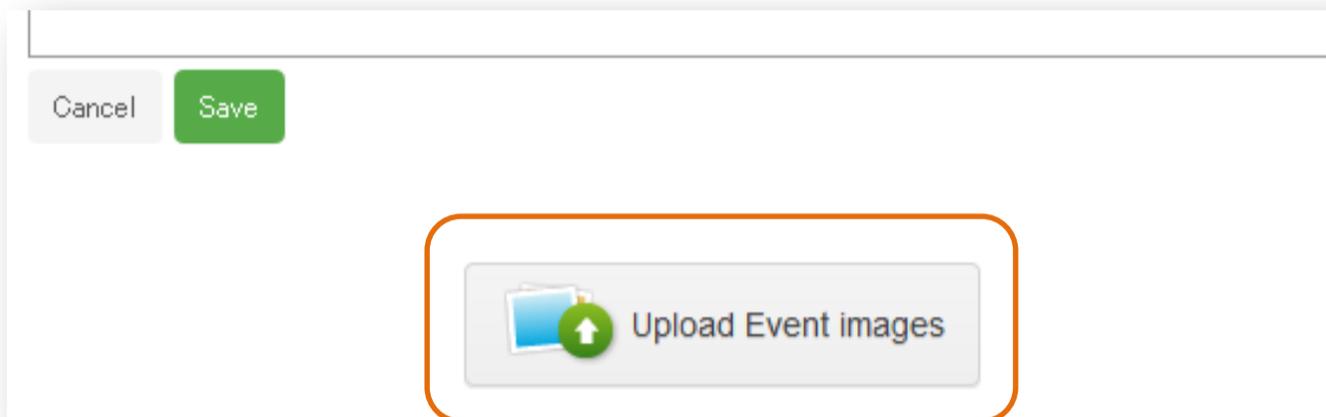
First, under "Description", you can enter the content of your event. When you are ready, please click "Save".

You can at any time edit your events description.

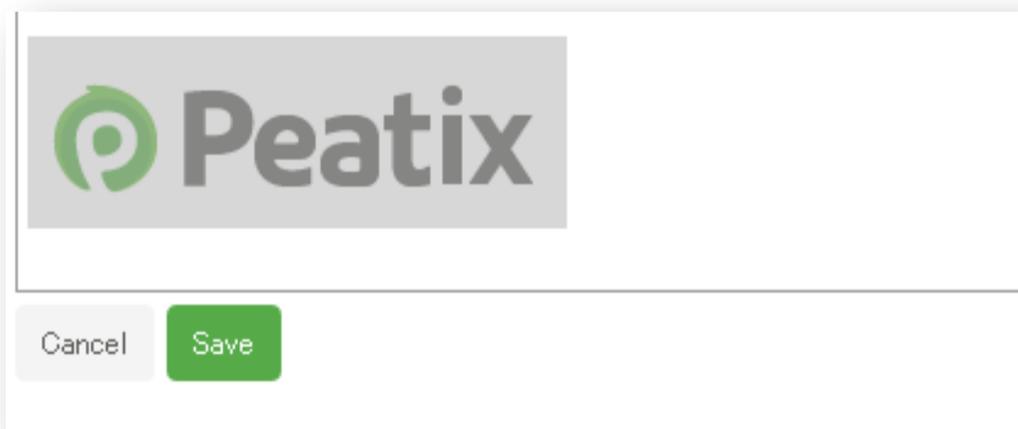


2-3) Enter images

By entering images and/or videos into your event page, you can make the description more attractive. To insert your image, click “upload event images” and select your file.



The uploaded picture will be placed at the bottom of the page. To change the position, select the image by clicking with the mouse on the right side on the image and dragging to the left side of the image. Right-click with your mouse, cut the image, and paste it in the desired location.



Hint

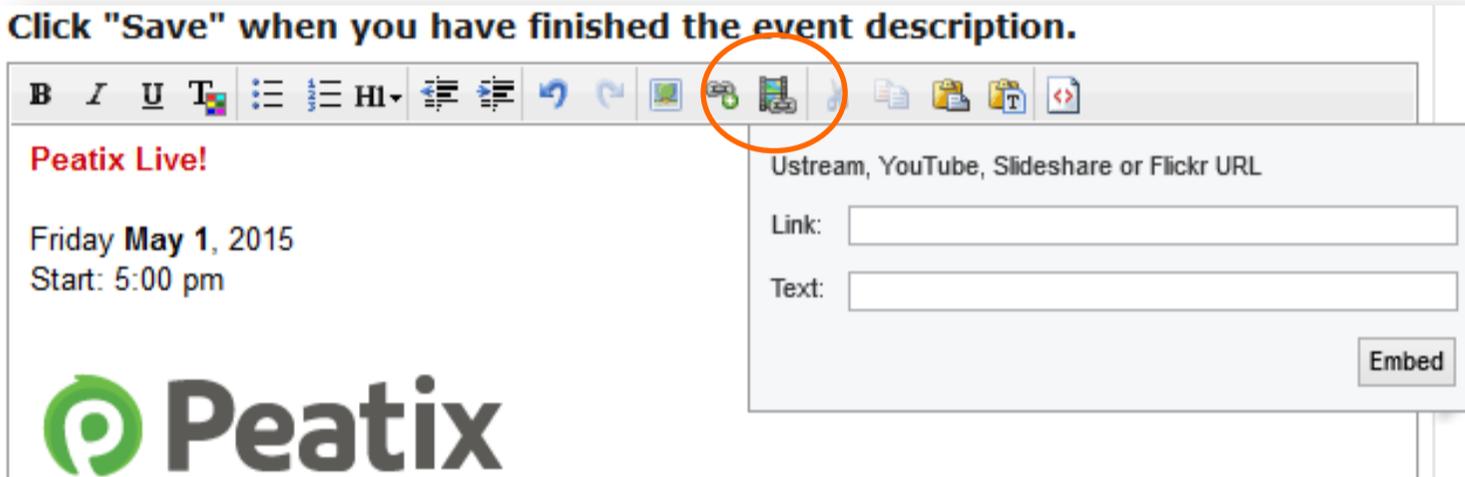
There is no limit on how many images you can insert!

- ✓ You can upload any **JPEG**, **PNG** or **GIF** file.
- ✓ The maximum size file you can upload and insert is up to **5 MB**.
- ✓ The maximum width of the image is **430 pixels**.

2-4) Enter a video

If you have a video related to your event, we recommend to insert it in your event page. To insert a video click “Insert Embeds” in the toolbar, enter the URL and a title of your video, and click “Embed”

Click "Save" when you have finished the event description.



Ustream, YouTube, Slideshare or Flickr URL

Link:

Text:

Embed

Click “Save” under the event description, and the video will be inserted into your events description.

Peatix Party



2-5) Set cover image

The cover image is an important item of your event page, as it is the first thing a visitor of the event pages sees. To set a cover image, please click “Add cover image” and select your image file.

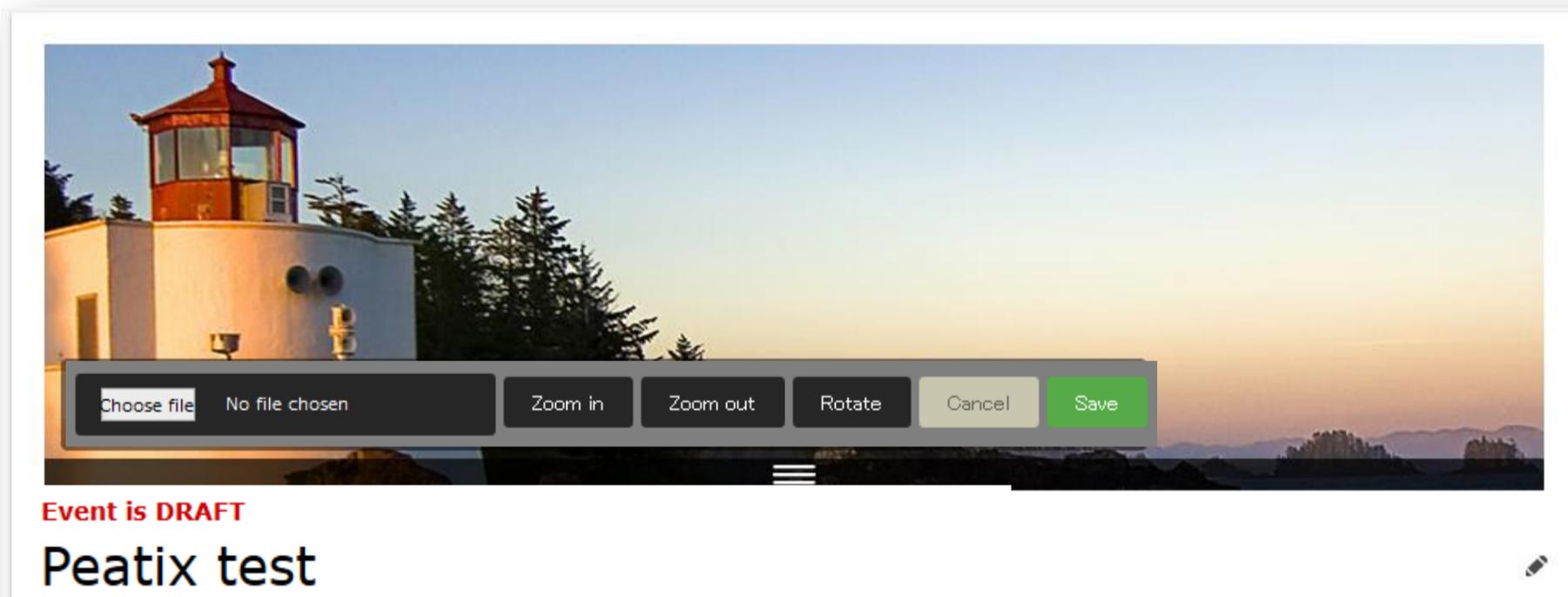


+ Add cover image

Event is **DRAFT**

Peatix test

The size of your image is automatically resized to 910 pixel (width). You can adjust height between 80px and 640px by moving the slide at the bottom. To change the position, just click on the image and move it to your desired position.



Tips

Include information about the event in the cover image.

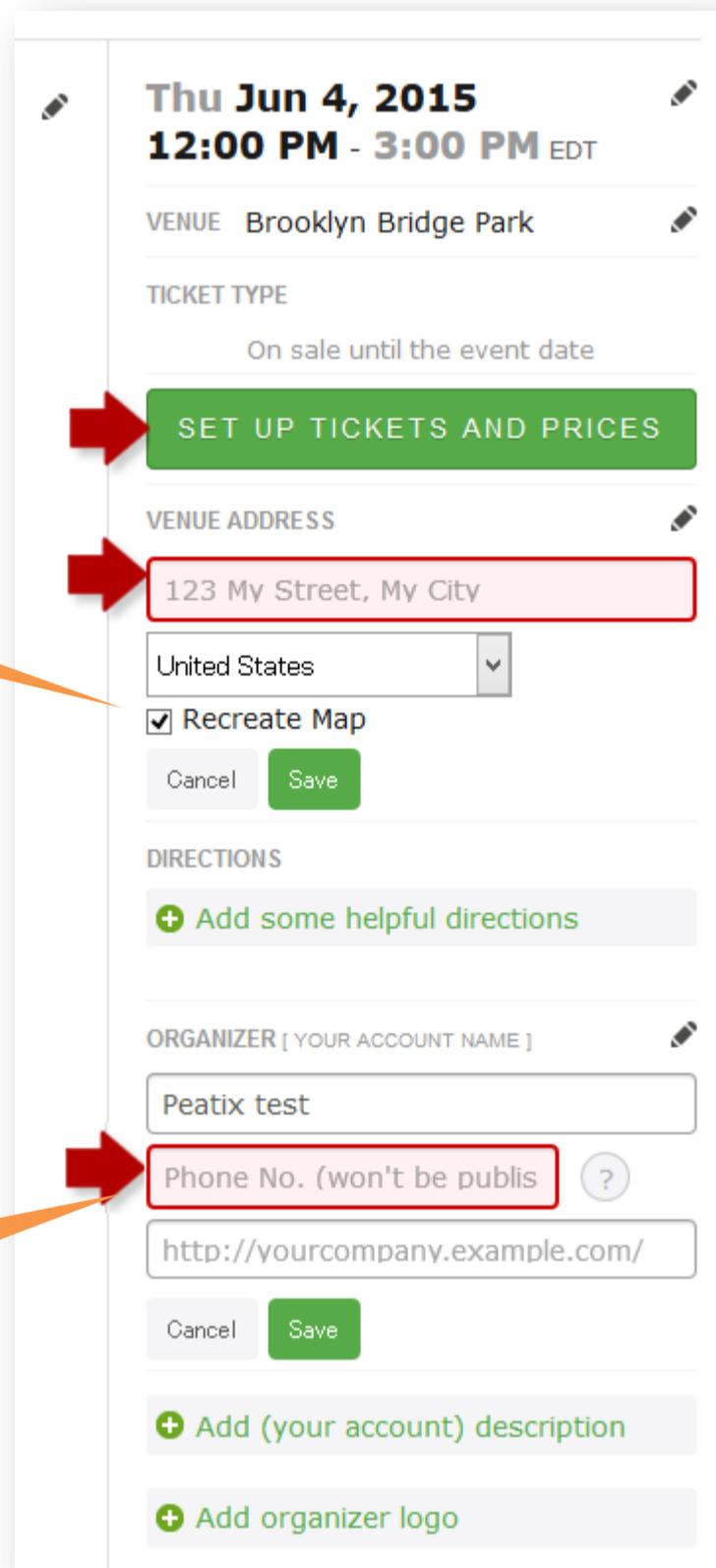
When the event is shared on Facebook, the cover image will be used, so we advise to upload an attractive image!

2-6) Register date, time, venue, etc. 

Click on the pencil-marks on the right side, and enter the date & time, the venue, address, access information and organizer information.

Add a check to include a map in the event page

Your phone number won't be published on the event page



Thu Jun 4, 2015
12:00 PM - 3:00 PM EDT

VENUE Brooklyn Bridge Park

TICKET TYPE
 On sale until the event date

SET UP TICKETS AND PRICES

VENUE ADDRESS
 123 My Street, My City

United States

Recreate Map

Cancel Save

DIRECTIONS
 + Add some helpful directions

ORGANIZER [YOUR ACCOUNT NAME]

Peatix test

Phone No. (won't be published) ?

http://yourcompany.example.com/

Cancel Save

+ Add (your account) description

+ Add organizer logo

Tips

If you enter the building name, or floor number in the address, it is possible that the address can not be successfully displayed on the map. Please enter detailed information about the venue under "Directions".

3. Create tickets

From the edit event page, please click “Set up tickets and prices”



Set the name of ticket, the price and the number of seats, and click “Save ticket type”. For free tickets, check “free”.

✕

Create Ticket

Ticket Type	Price	Sold	Seats	?
VIP	\$30.00		0 / <input style="width: 50px;" type="text" value="25"/>	✕

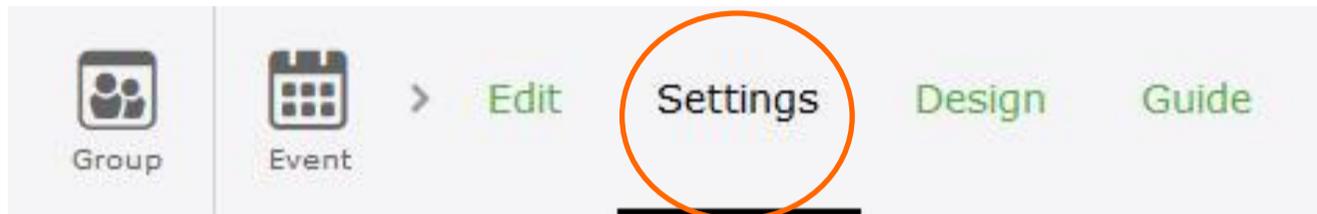
\$

Free

- ※ You can create multiple ticket types
 - ※ You can at any time change the number of tickets, but you can not change the name or the price. If you made a mistake, please delete and re-create the ticket (not possible after the event is published and the ticket is sold)
 - ※ For payment at the door tickets, check the ‘free’ box to create a free ticket.
- Please specify in the ticket name the amount that needs to be paid at the door. (e.g. “payment at the door – 25\$”)

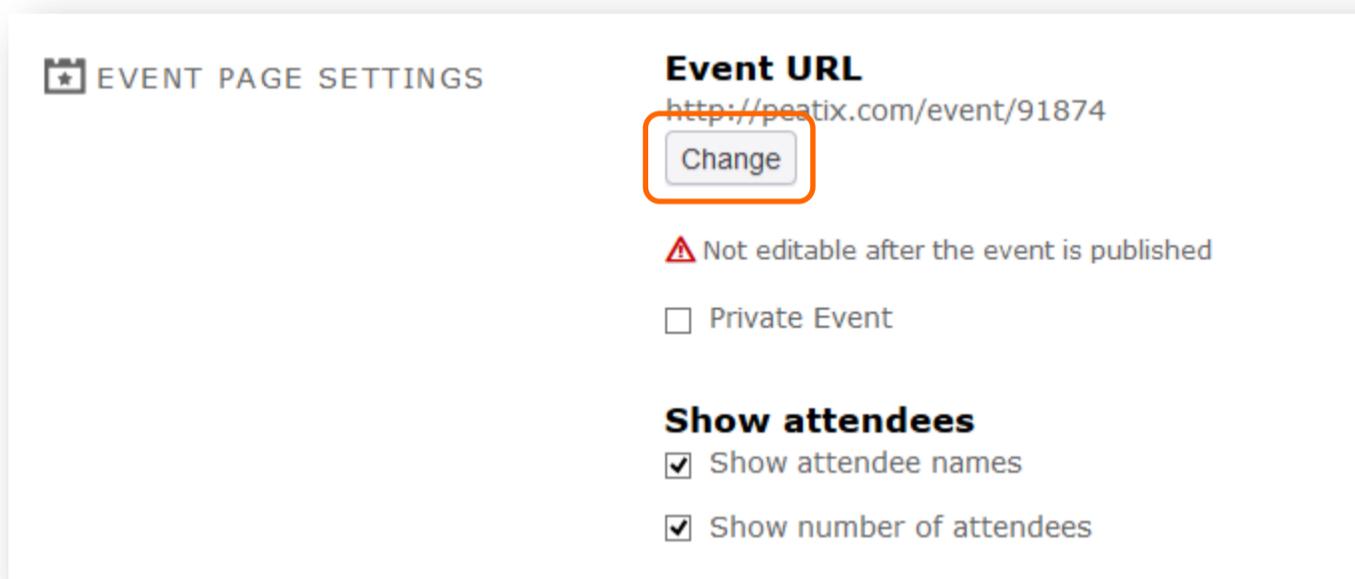
4-1) Customized URL

In “settings”, you can adjust a wide variety of settings.



You can customize your event URL into something meaningful and easy to remember.

To change the URL, please click “Change”.



You cannot change the URL after you publish the event page.

※ The URL will end with peatix.com

E.g. <http://rabbit-festival.peatix.com>

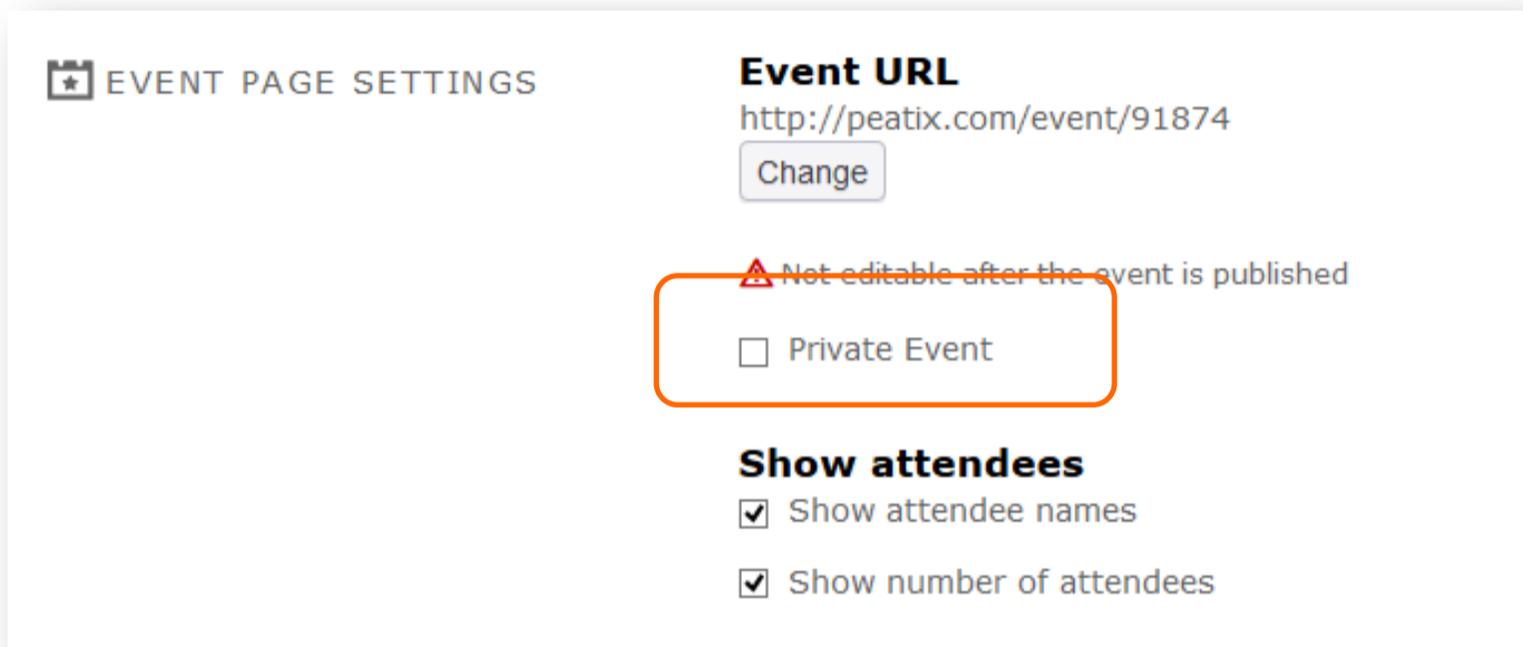
※ An underscore (_) can not be used in the URL

※ Your customized URL can only be used once. If you organize a recurring event, we advise to register the date in the URL to create unique URL for each event.

E.g. <http://rabbit-festival2015.peatix.com>

4-2) Private event

If you want to create an event that is not publicly visible, but only viewable to people of your choice, you can create a private event. Access to the event page will be restricted by a password set by you.



EVENT PAGE SETTINGS

Event URL
http://peatix.com/event/91874
Change

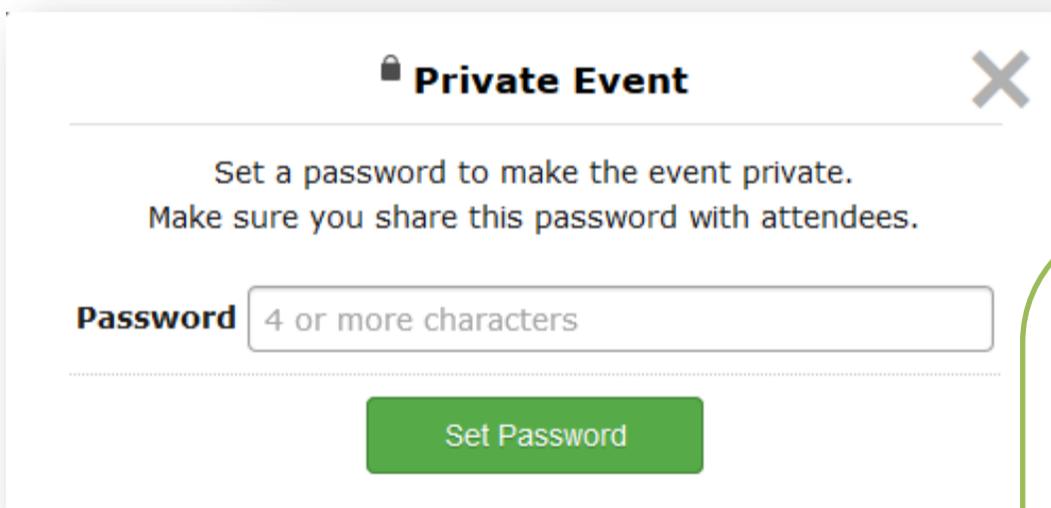
 Not editable after the event is published

Private Event

Show attendees

Show attendee names

Show number of attendees



Private Event 

Set a password to make the event private.
Make sure you share this password with attendees.

Password 4 or more characters

Set Password

 Hint

- ✓ If you wish to preview the event page before you start the ticket sales, publish the event as “private event”. When you want to start the ticket sales, click the checkbox again to remove the check and make the event public.

4-3) Show/hide attendees

You can choose to show or hide the attendee names and/or number of attendees on the event page.

To show the attendee names and/or numbers, please add a check.

EVENT PAGE SETTINGS

Event URL
<http://peatix.com/event/91874>

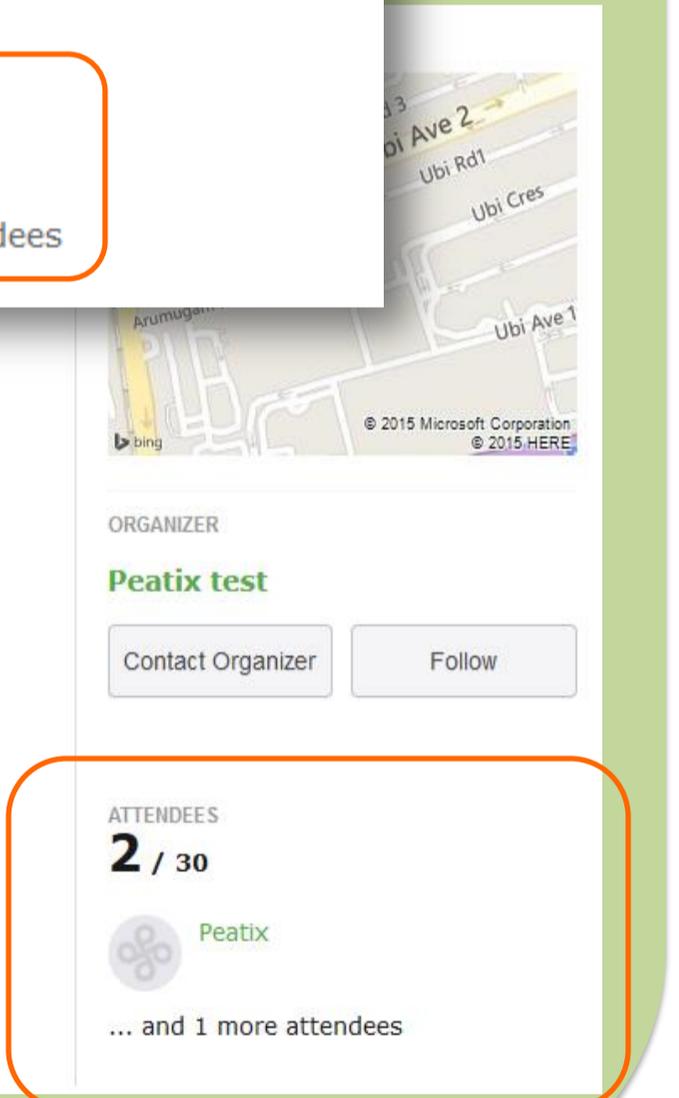
 Not editable after the event is published

Private Event

Show attendees

Show attendee names

Show number of attendees



ORGANIZER

Peatix test

ATTENDEES

2 / 30

 Peatix

... and 1 more attendees

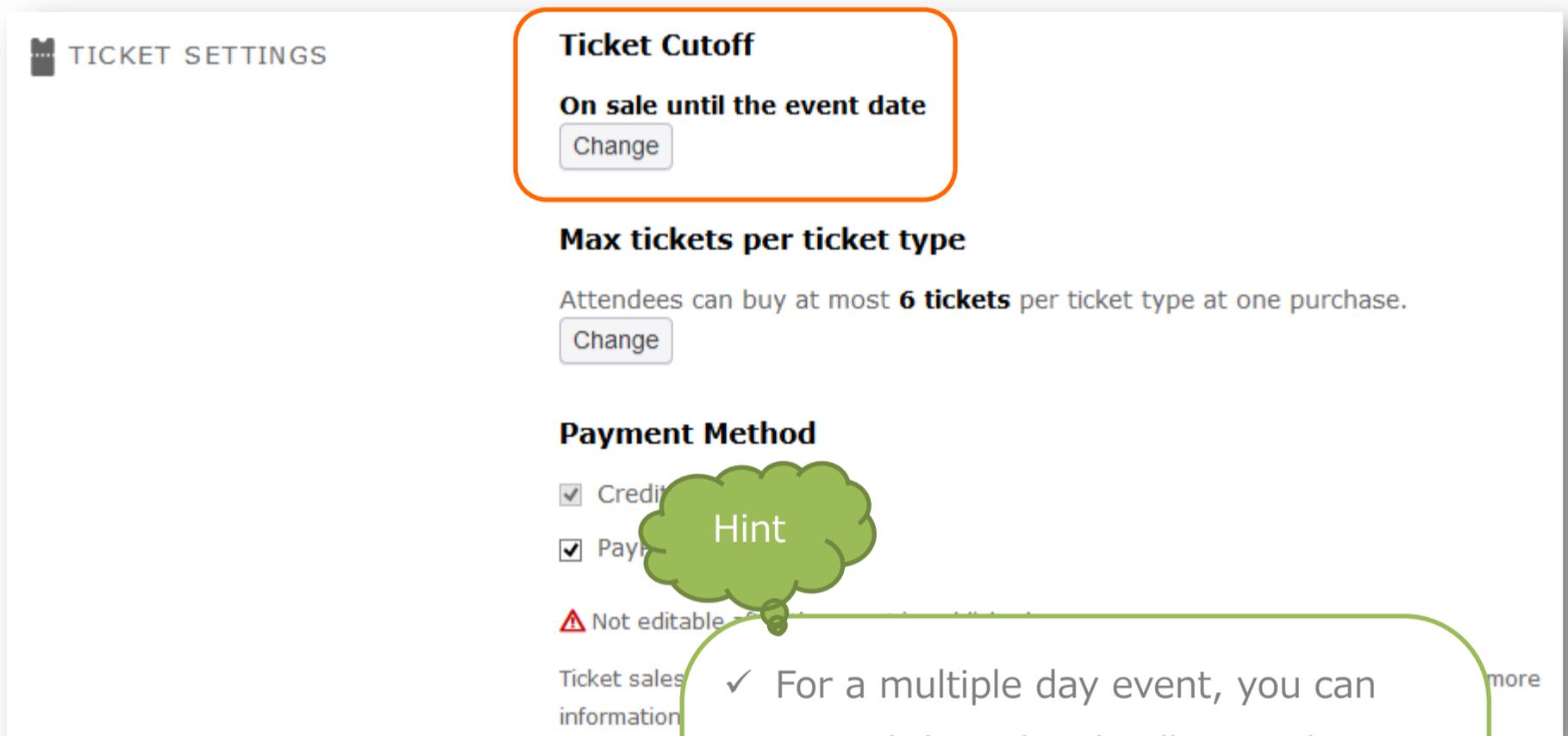
Hint

- ✓ Regardless of this setting, you can always check the attendee names, and number of attendees from your organizers account.
- ✓ By showing the number of attendees, you can show the number of remaining tickets.

4-4) Ticket sales deadline

You can set the ticket sales deadline (paid and free tickets).

By default, the ticket sales deadline is set to the start time of your event. To change the ticket sales deadline, please click “change”.



TICKET SETTINGS

Ticket Cutoff

On sale until the event date
Change

Max tickets per ticket type

Attendees can buy at most **6 tickets** per ticket type at one purchase.
Change

Payment Method

Credit
 Pay

Hint

Not editable

Ticket sales information

more

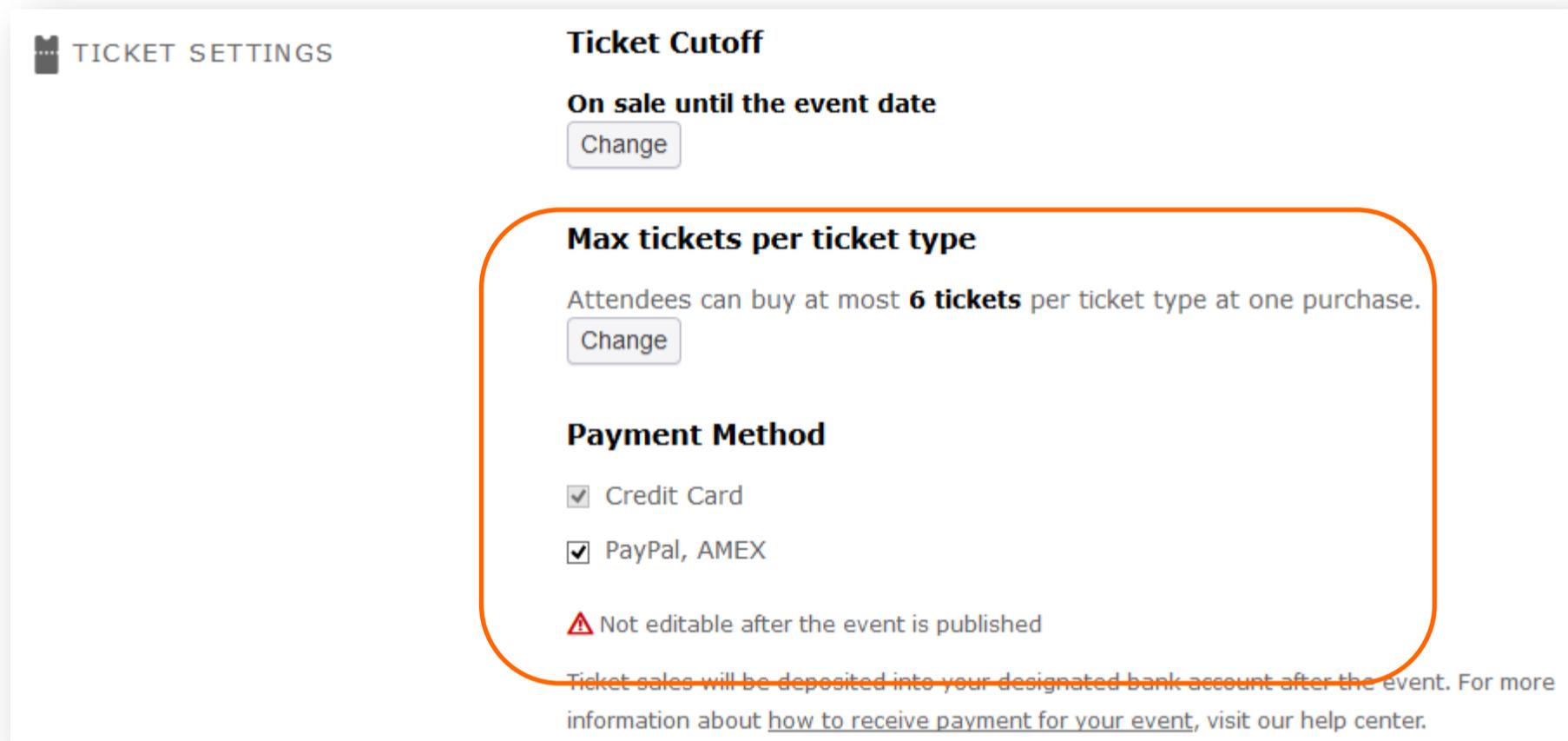
- ✓ For a multiple day event, you can extend the sales deadline to the finish time of your event.
- ✓ If you wish to set the sales deadline to the finish time of your event for a 1-day event, please [contact us](#).

Hint

※ You can also extend the ticket sale after the sales deadline has passed and you wish to continue selling tickets. (please see page 46)

4-5) Purchase limit/ payment method

You can adjust the maximum number of tickets per order, and the payment options.



The screenshot shows the 'TICKET SETTINGS' interface. It features three main sections: 'Ticket Cutoff', 'Max tickets per ticket type', and 'Payment Method'. The 'Max tickets per ticket type' section is highlighted with an orange rounded rectangle. Below this section, there is a warning icon and text indicating that settings are not editable after the event is published. At the bottom, there is a note about ticket sales being deposited into a designated bank account.

TICKET SETTINGS

Ticket Cutoff
On sale until the event date
[Change](#)

Max tickets per ticket type
Attendees can buy at most **6 tickets** per ticket type at one purchase.
[Change](#)

Payment Method

Credit Card
 PayPal, AMEX

 Not editable after the event is published

~~Ticket sales will be deposited into your designated bank account after the event. For more information about [how to receive payment for your event](#), visit our help center.~~

Purchase limit

Standard, the maximum number of tickets for each ticket type that can be bought in one purchase is set to 6. You can change this ticket limit, with a maximum of 10 ticket per order.

Payment Methods

The payment methods differ depending on the country of the event. As default, all payment methods are turned on. To disable a payment option, just remove the check.

After you have published the event, the payment methods can not be changed.

4-6) Custom form

By setting a form to your event, you can collect all kind of information (e.g. email address) from the ticket buyers.

Standard, as organizer you can only view the attendee name. If you require more personal information as phone number and/or email address, please set up a form.

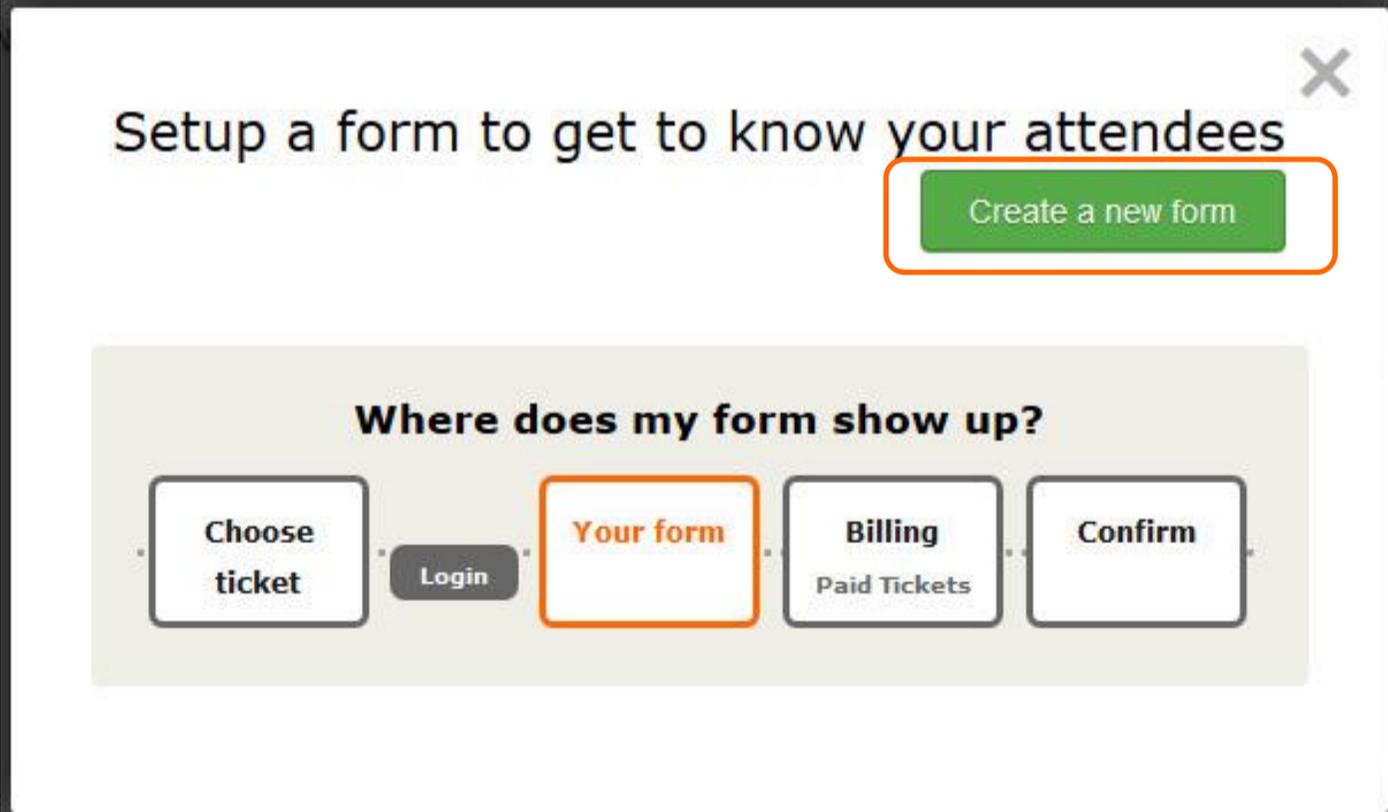
CUSTOM FORM

[Set up a custom form](#)

Great for marketing and CRM. Get to know your attendees by setting up a custom form.

You can collect more information such as email and name from attendees.

To get started creating your form, click "Create a new form"



Setup a form to get to know your attendees

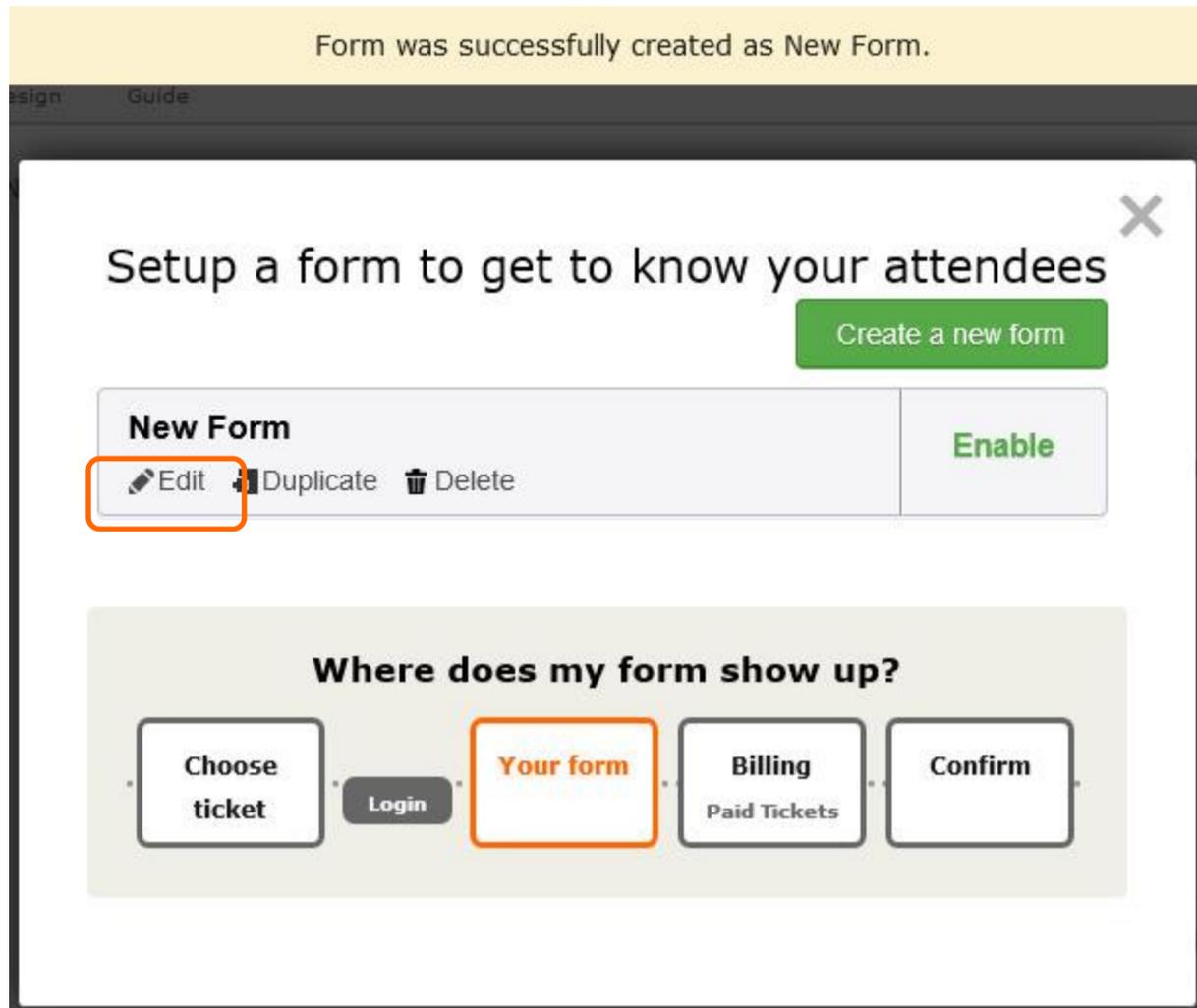
Create a new form

Where does my form show up?

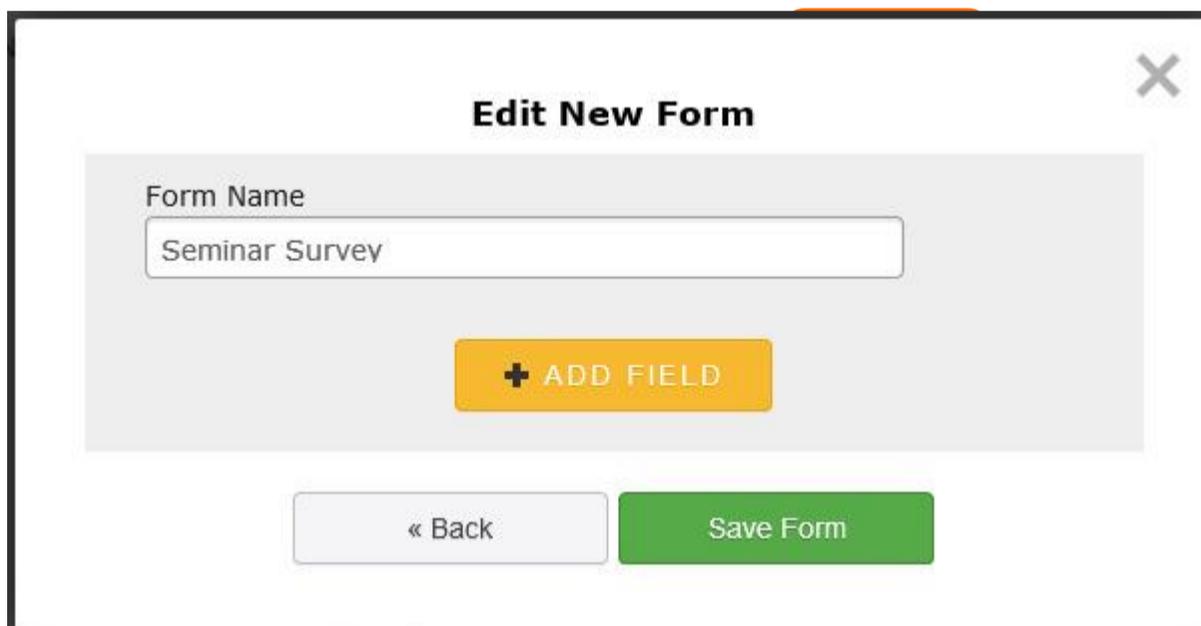
Choose ticket · Login · **Your form** · Billing Paid Tickets · Confirm

4-6) Custom form

A new form is created. Click “Edit” to start creating/editing your form.

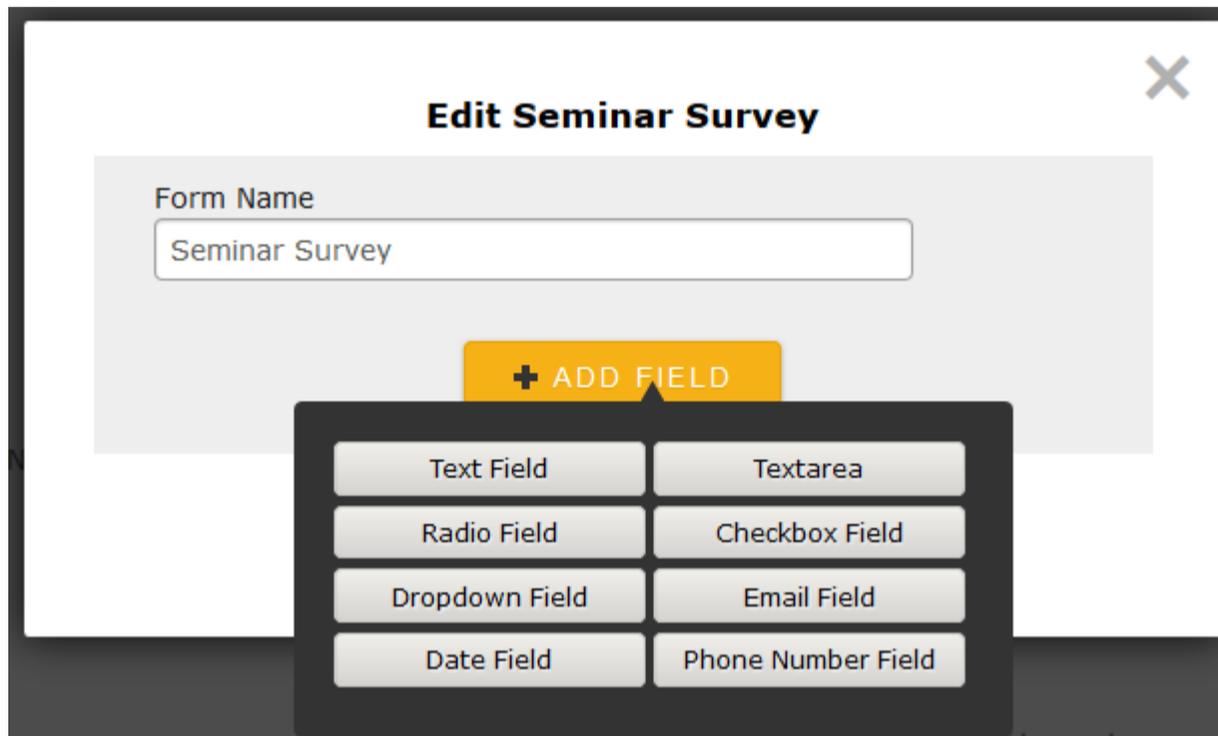


First, enter the name of the form, and click “Save Form”. The name of the form will not be shown to attendee, but will only be displayed in your account.



4-6) Custom form

Depending on the kind of answers you want, you can different types of fields. Click the “Add Field” button to start adding questions.

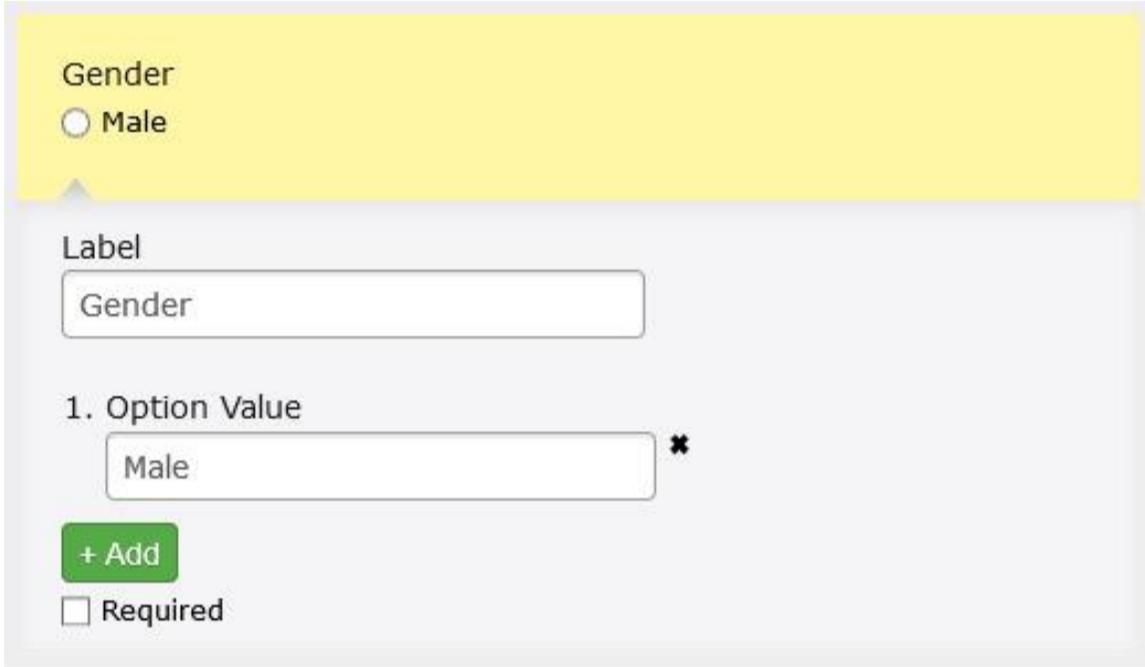


To customize the questions, click “Edit”.



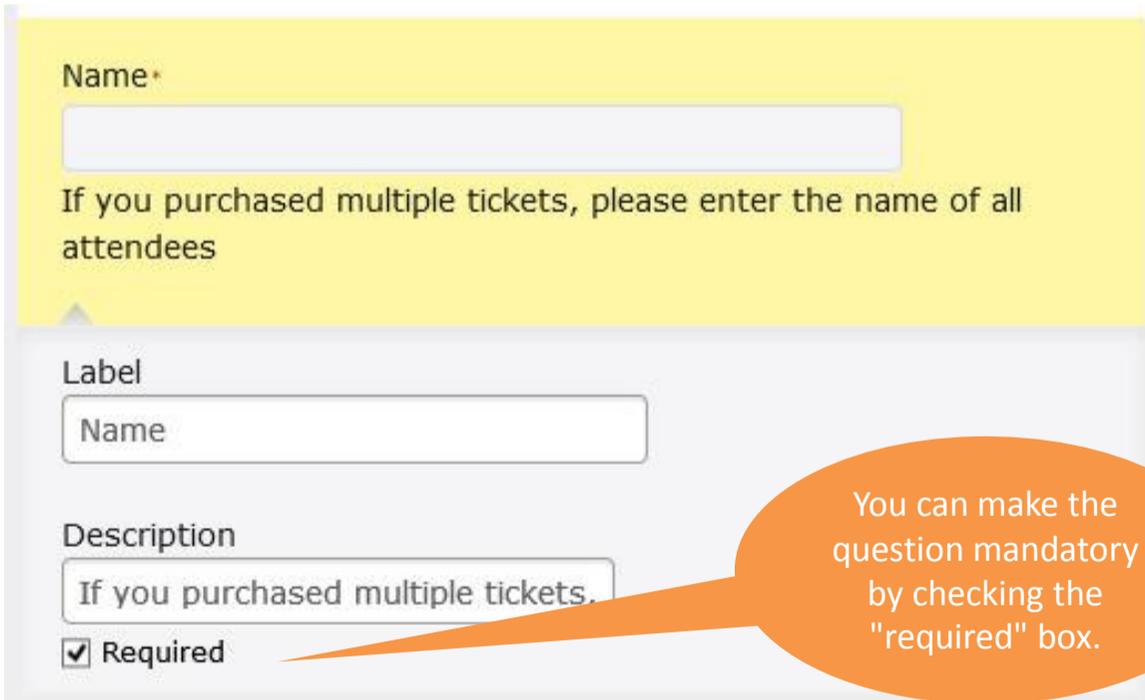
4-6) Custom form

Enter the question under "label", and enter the answer options under "Option value". Click "Add" to add more answers options.



The screenshot shows a form editor interface. At the top, a yellow header contains the text "Gender" and a radio button labeled "Male". Below this, a "Label" field contains the text "Gender". Underneath, a section titled "1. Option Value" contains a text input field with "Male" and an asterisk. A green "+ Add" button is located below the input field. At the bottom, there is a checkbox labeled "Required" which is currently unchecked.

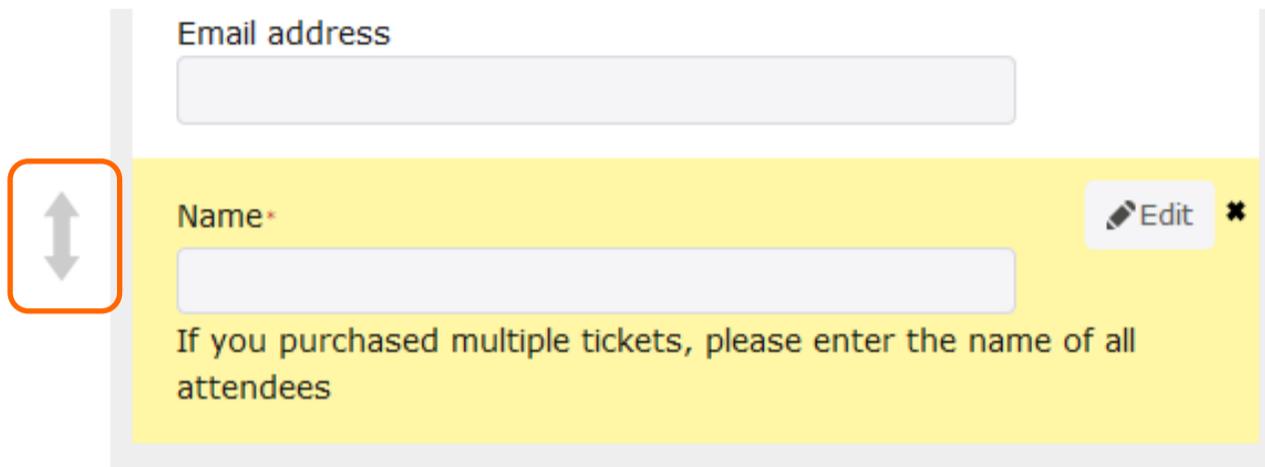
If you wish to let the buyer freely enter his answer, please choose the "Text field" or "Textarea" option.



The screenshot shows a form editor interface. At the top, a yellow header contains the text "Name*" and a text input field. Below this, a "Label" field contains the text "Name". Underneath, a "Description" field contains the text "If you purchased multiple tickets, please enter the name of all attendees". At the bottom, there is a checkbox labeled "Required" which is checked. An orange callout bubble points to the "Required" checkbox with the text: "You can make the question mandatory by checking the 'required' box."

4-6) Custom form

By moving the arrow on the left side, you can change the order of the questions.



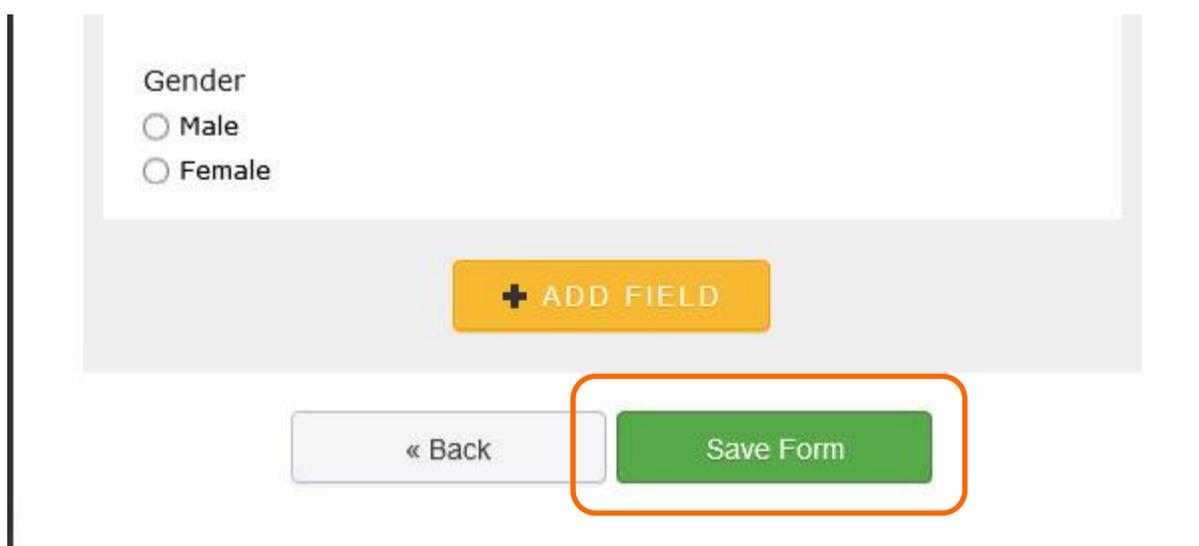
The screenshot shows a form editor interface. At the top, there is a text input field labeled "Email address". Below it is a yellow question card. On the left side of this card, there is a vertical double-headed arrow icon, which is highlighted with an orange box. The question text is "Name*" and there is an "Edit" button with a pencil icon and a close button with an "X" icon on the right. Below the question text, there is a text input field and a note: "If you purchased multiple tickets, please enter the name of all attendees".

To delete a question, click the [X] button on the right side.



The screenshot shows a form editor interface. It features a yellow question card with the text "New radio" and a radio button labeled "New Option 1". On the right side of the card, there is a green "Edit" button with a pencil icon and a close button with an "X" icon, which is highlighted with an orange box.

When you are finished editing, please click "Save form" to save your form.

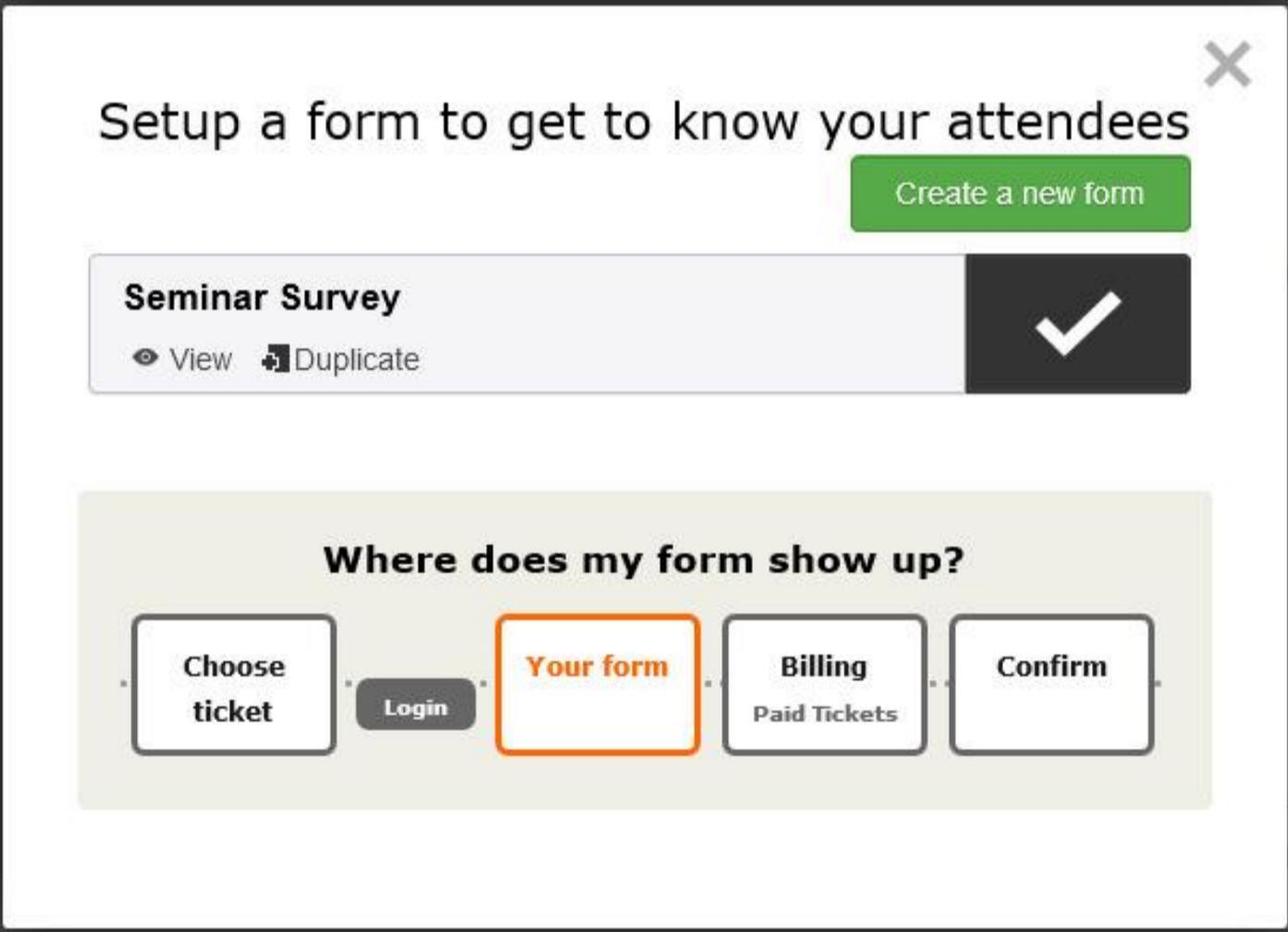


The screenshot shows a form editor interface. At the top, there is a question labeled "Gender" with two radio button options: "Male" and "Female". Below the question is a grey bar with a yellow "+ ADD FIELD" button. At the bottom of the editor, there are two buttons: a grey "« Back" button and a green "Save Form" button, which is highlighted with an orange box.

4-6) Custom form

To set the form to your event, please click “Enable”. After you enabled the form, a check-mark will be displayed.

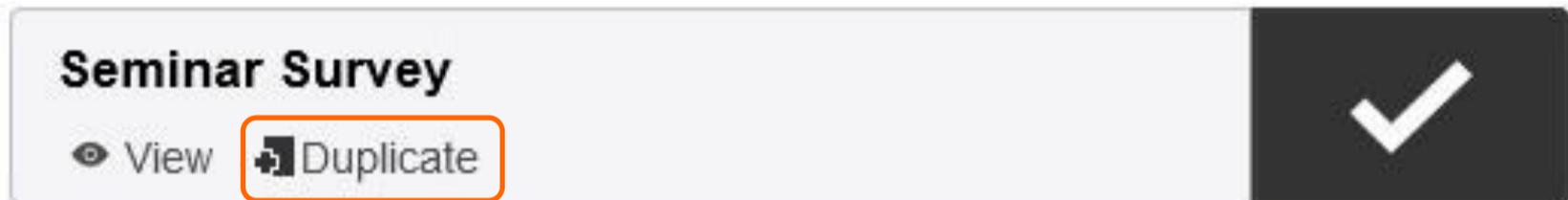
After you have enabled the form to your event, you cannot make any changes to the form. Please check the questions of your form before enabling the form to your event.



The screenshot shows a modal window titled "Setup a form to get to know your attendees" with a close button (X) in the top right corner. Below the title is a green button labeled "Create a new form". Underneath, there is a card for a "Seminar Survey" form. This card includes "View" and "Duplicate" icons on the left and a large black button with a white checkmark on the right, indicating the form is enabled. Below this card is a section titled "Where does my form show up?" which contains a horizontal flow of five boxes: "Choose ticket", "Login", "Your form" (highlighted with an orange border), "Billing Paid Tickets", and "Confirm".

4-6) Custom form

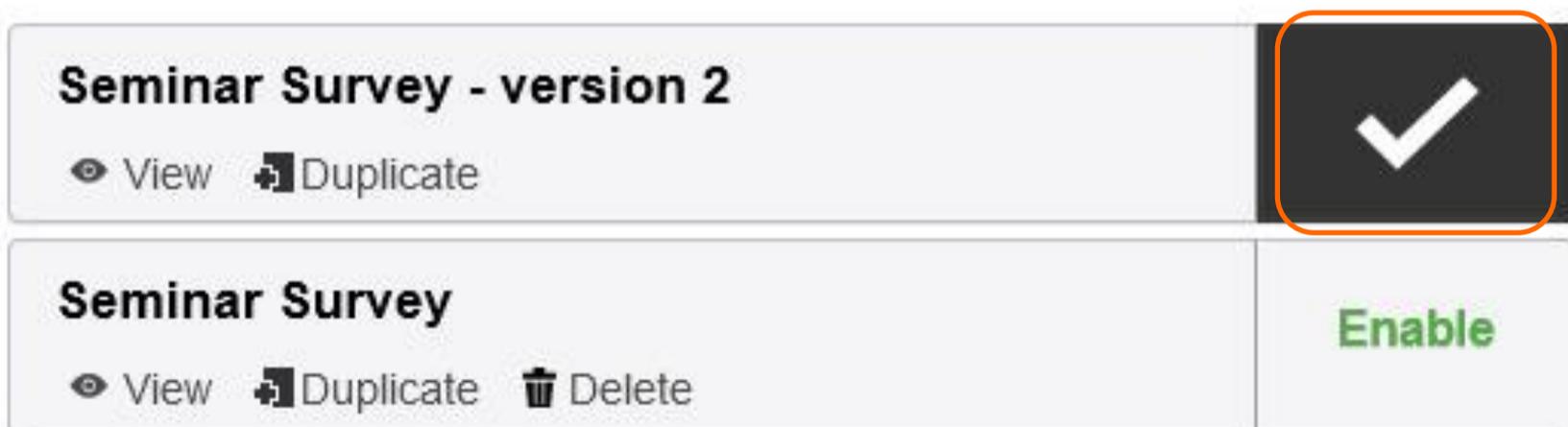
After you enabled the form, you cannot make any further changes. If you need to edit the form after you enable the form, please duplicate the form.



Click edit to make changes to the duplicated form



After you have updated your form, you can enable the new form to your event.



4-6) Custom form

Your created questionnaire will be added to the order screen.

Peatix demo

Choose Ticket > **Form** > Confirm

Gender
 Male
 Female

Name*

If you purchased mutiple ticket, please enter the name of all attendees

Email address

Tickets	
free	
1 ×	SGD \$0.00
Total	SGD \$0.00



Hint

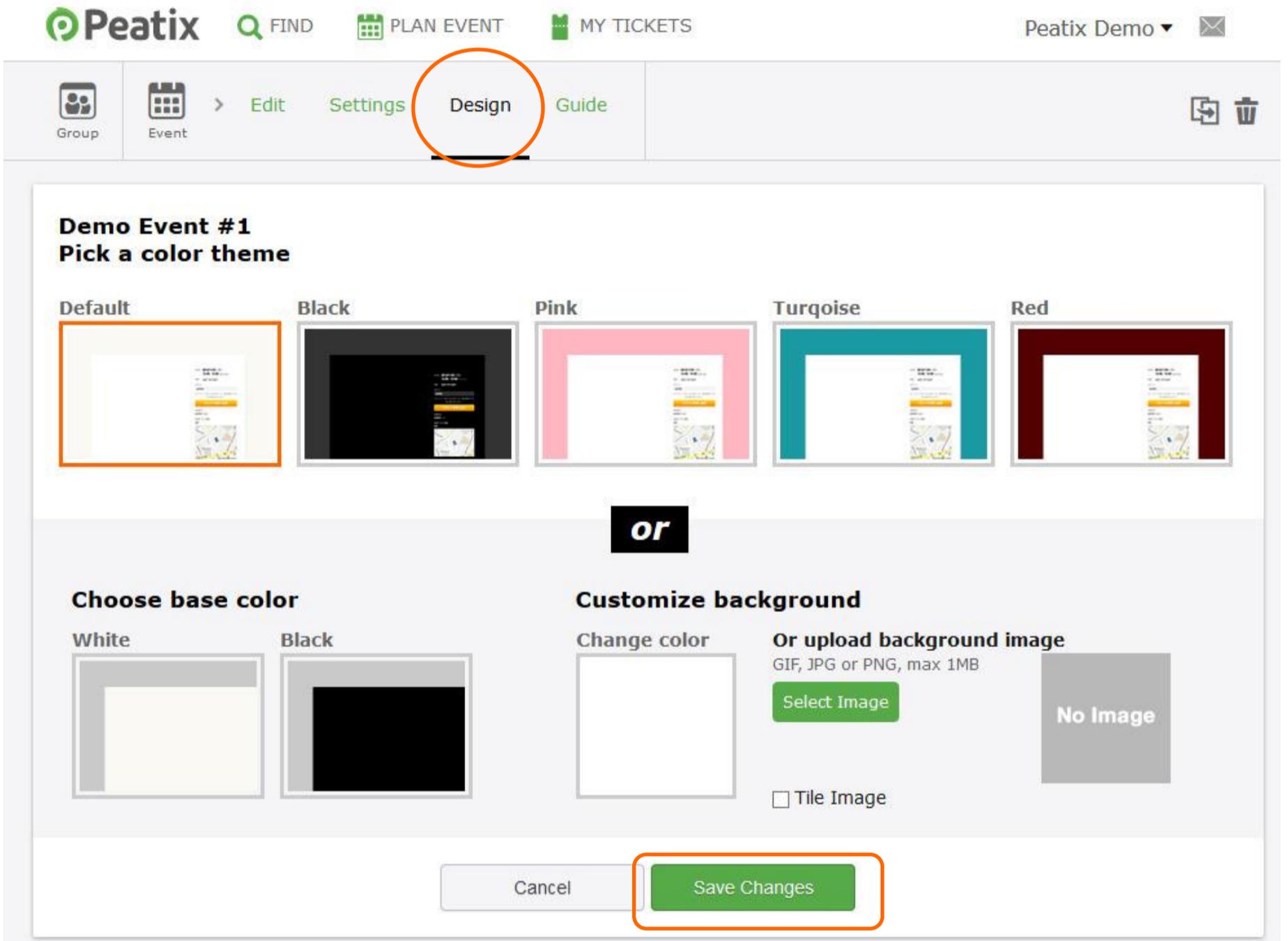
- ✓ Mandatory questions are marked with a (*). If a buyer tries to proceed without answering a mandatory question, a error message is shown.

You can download the form in CSV-file. Please see page 42 for more information.

5. Design

You can freely set the background of the event page.

You can choose a background color, or you can customize the event page by uploading your own background image.



The screenshot shows the Peatix event page design settings interface. At the top, there are navigation links: Peatix, FIND, PLAN EVENT, and MY TICKETS. The user is logged in as "Peatix Demo". Below the navigation, there are tabs for Group, Event, Edit, Settings, Design (highlighted with an orange circle), and Guide. The main content area is titled "Demo Event #1 Pick a color theme" and offers five color theme options: Default (highlighted with an orange border), Black, Pink, Turquoise, and Red. Below these options, there is a section for "Customize background" which includes "Choose base color" (White and Black), "Change color" (a color picker), "Or upload background image" (with a "Select Image" button and a "No Image" option), and a "Tile Image" checkbox. At the bottom, there are "Cancel" and "Save Changes" (highlighted with an orange border) buttons.

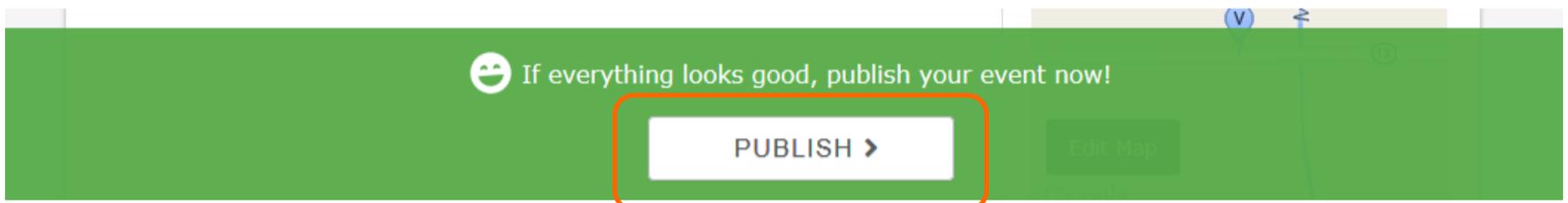
To upload your own image, please click "Select image", and upload your image. To place the background image side-by-side, please check the "Tile image" option.

Click "Save changes" to set the background to your event page.

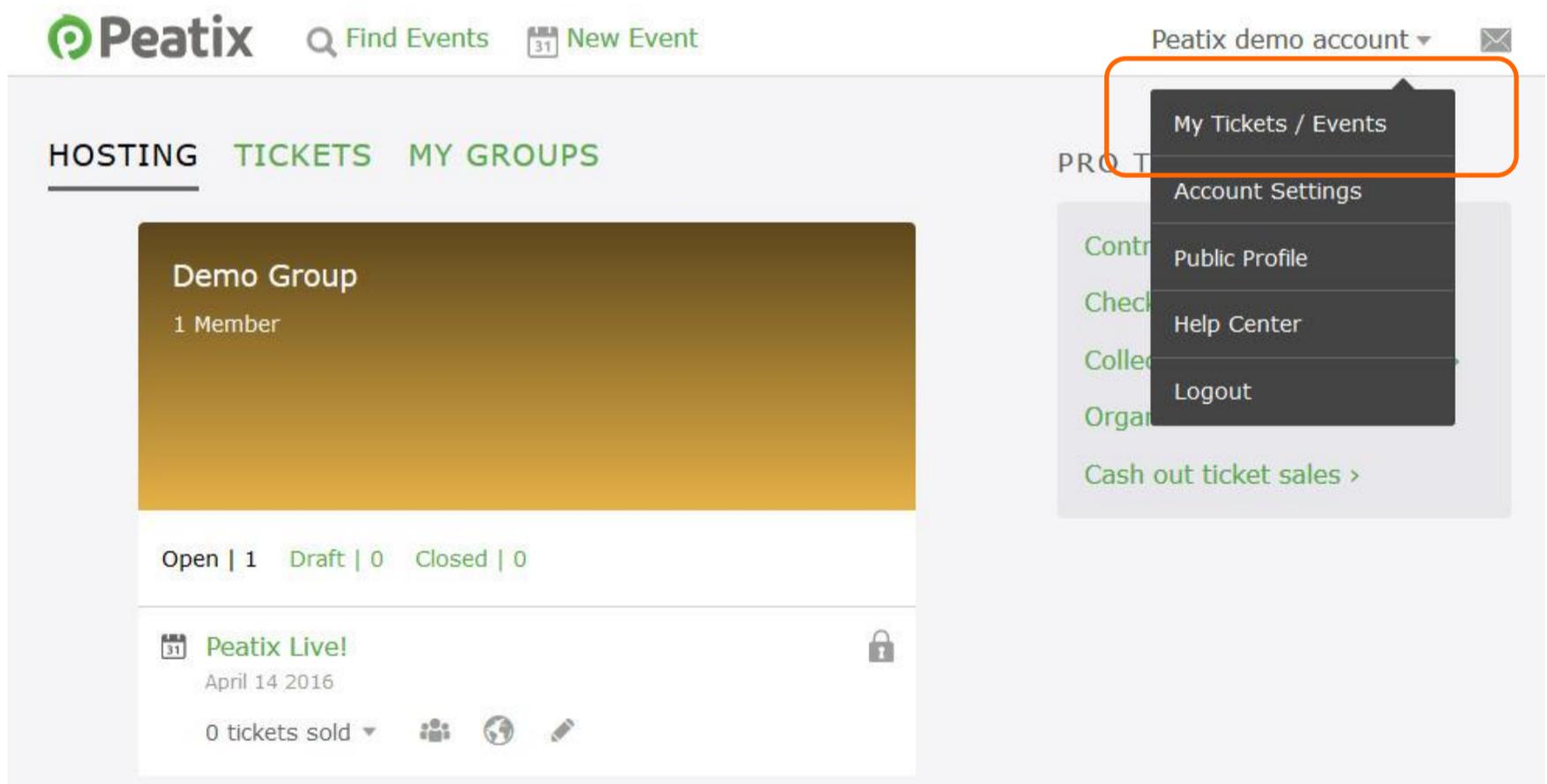
6. Publish event

When you are finished editing the event page, click the “Publish” button at the bottom of the page.

When you publish your event, the ticket sale will automatically start.



Your event will be listed under HOSTING on your Dashboard. To access your dashboard, click on **My Ticket / Events**.



7. Start ticket sale

After you published the event page, the ticket sale will automatically start. Attendees can order tickets through the “get ticket” button.

The image shows a desktop view of a Peatix event page and a mobile phone displaying the same event. The desktop page features a large banner with the event title "BACKSTAGE PASS PENANG" and "All You Need is Art: Arts for All". Below the banner, it lists speakers: Lainie Yeoh, Lim Ee Loe (Kakiseni, #Otherfest), Danny Mahes (Say It Like You Mean It), and Karen Khoo (CAFFA). The event is scheduled for Wednesday, January 13, 2016, at 7 PM at Hin Bus Depot. The page includes a description, a table of ticket prices, a venue address, and a map. A red circle highlights the "GET TICKET" button on the desktop page. The mobile phone overlay shows the event details and the "GET TICKET" button, also highlighted with a red circle.

Event is FINISHED
Backstage Pass PG by Peatix: All You Need is Art

DESCRIPTION
 We are psyched to kickstart Backstage Pass in 2016 in Penang! And given the growing reputation of Penang as a hub for the arts and heritage, this edition of Backstage Pass PG will zoom in on how arts events are relevant for all--specifically how the organisers of these arts initiatives hope to help their community experience, own and, in some cases, practice the arts.

Wed Jan 13, 2016
7:00 PM - 9:30 PM MYT

VENUE Hin Bus Depot

TICKETS	Price
RSV-Pea (Early Bird)	18.00 MYR
RSV-Pea (Standard)	24.00 MYR
Vendor	30.00 MYR

On sale until Jan 13, 2016 9:00:00 PM

GET TICKET

Remind me later

VENUE ADDRESS
 31, Jalan Gurdwara, George Town, 10300 Pulau Pinang Malaysia

ORGANIZER
 Peatix Malaysia
 157 Members

GET TICKET

7. Start ticket sale

Ticket buyers first select their tickets and payment method (paid tickets only) and continue their purchase.

Choose tickets for Peatix demo

Ticket Name	Qty	Ticket Price
Free	<input type="checkbox"/>	
VIP	<input type="text" value="2"/>	\$25.00

You'll never be charged for any ticket fees on Peatix!

Total \$50.00

Select Payment Method





Peatix demo

Choose Ticket > Login > Form > Confirm

Login

Register with your email

Full Name

Email

Set Password

By logging in or creating an account you agree to the TOS and Privacy Policy.

* To purchase a ticket, it is necessary to create a Peatix account. Buyers can also use their Facebook, Twitter or Google+ account to create a Peatix account.

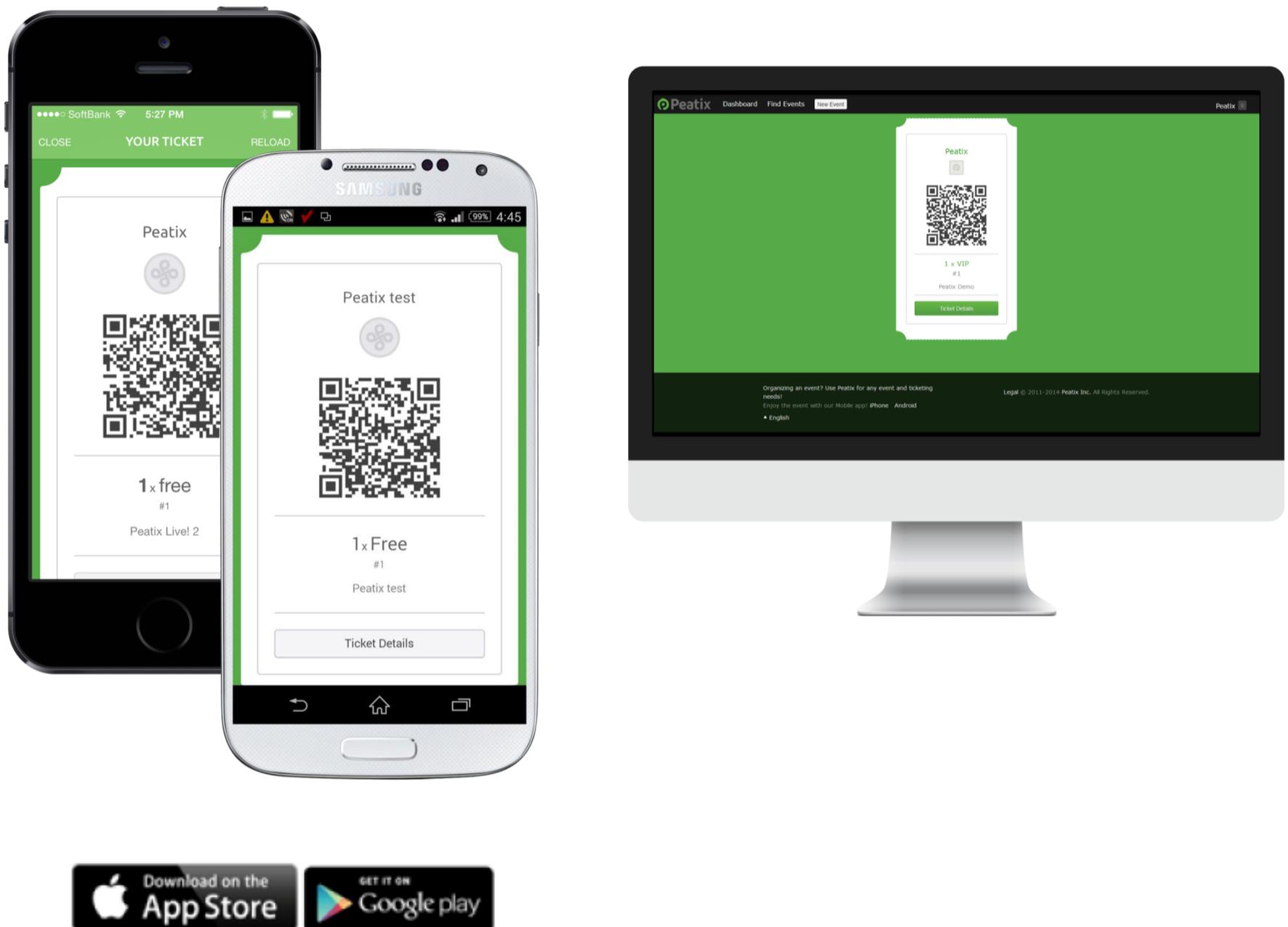
* Payment Methods differ per country.

* For more information about the ticket purchase, please see the following help page:

<http://help.peatix.com/customer/en/portal/topics/67719>

8. About tickets

Tickets can be accessed in the Peatix app (free), or on a computer.



From the confirmation screen or the confirmation email, customers can directly access the App Store/Google Play, and download the Peatix app. Otherwise, buyers can log in on a computer and access their ticket.

Tickets include the account name, event name and a QR-code.

* For more information about Peatix tickets, please see the following help page:

<http://help.peatix.com/customer/en/portal/topics/67719>

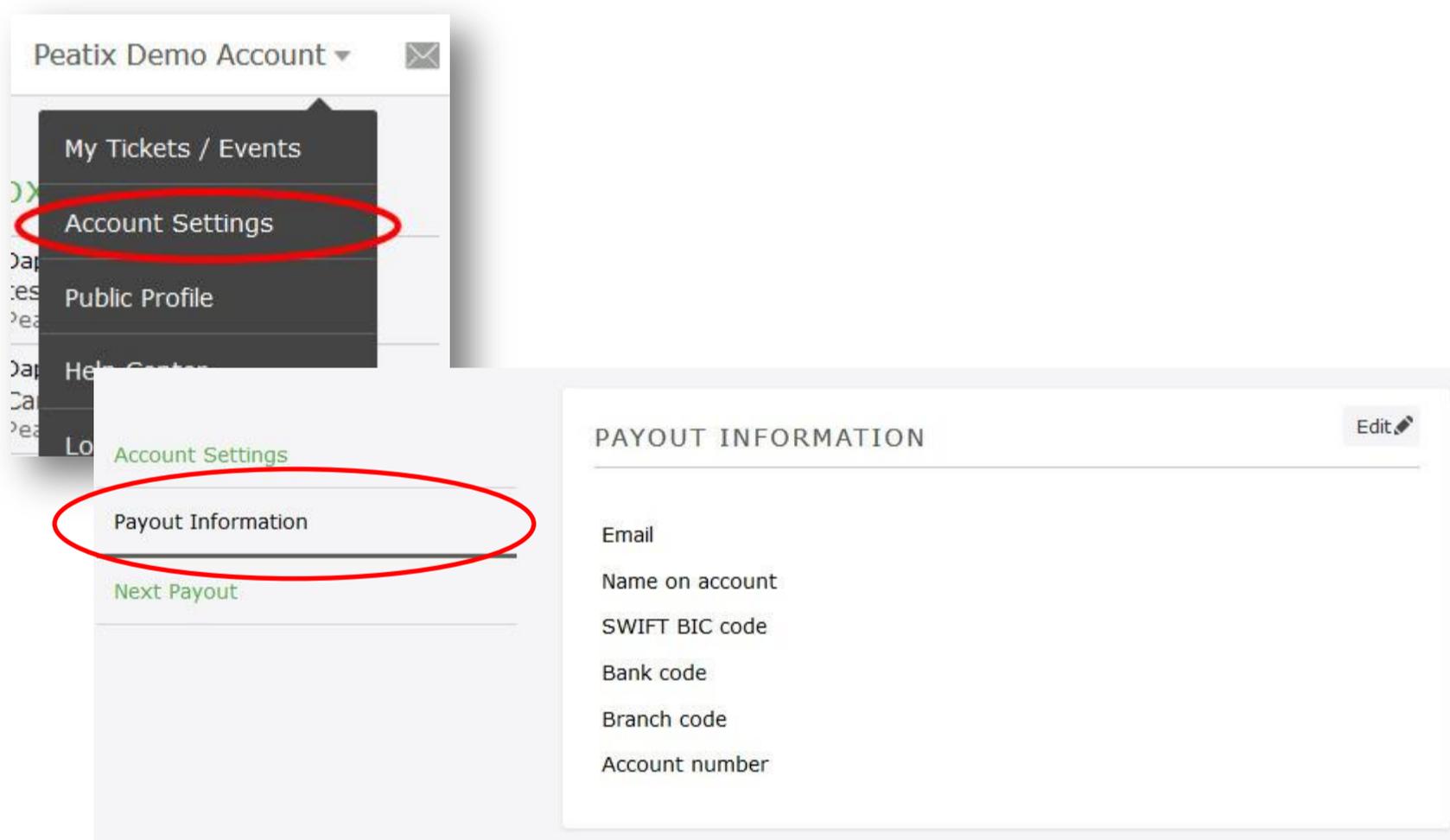
* If you selected ColorSync Check-in, the ticket will not include a QR-code.

9. Register payout information

For paid events, we will payout the ticket sales (less payment processing fees) of your event within 5 business days after your event date(s).

Please register the payout information prior to the event date.

You can register the payout details through your account settings.



※ The payout process differs per country.

Please see the following help page for more information on the payout process per country:

<http://help.peatix.com/customer/en/portal/articles/905220>

※ You can only register your payout information after you have published your event. The payout registration form is not provided for events in the draft mode.

10. Set check-in method

Peatix offers several ways to check-in attendees. Please choose the check-in method depending on the size and content of your event.

QR-code Check-in

Ticket : QR-code

With this check-in method, you can simply check in attendees by scanning the QR code on their ticket. Useful for events with many different ticket types, or if you prefer printed tickets. See page 51 for more information.



ColorSync Check-in

Ticket : ColorSync

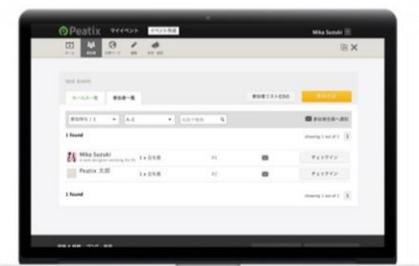
ColorSync Check-in is a mobile ticketing system. Simply compare the flashing colors on your screen to those on the ticket. If they match, the ticket is valid and the attendee is checked in. Useful for events with many people arriving at the same time. See page 58 for more information.



Manual / Paper Check-in

Ticket : QR-code

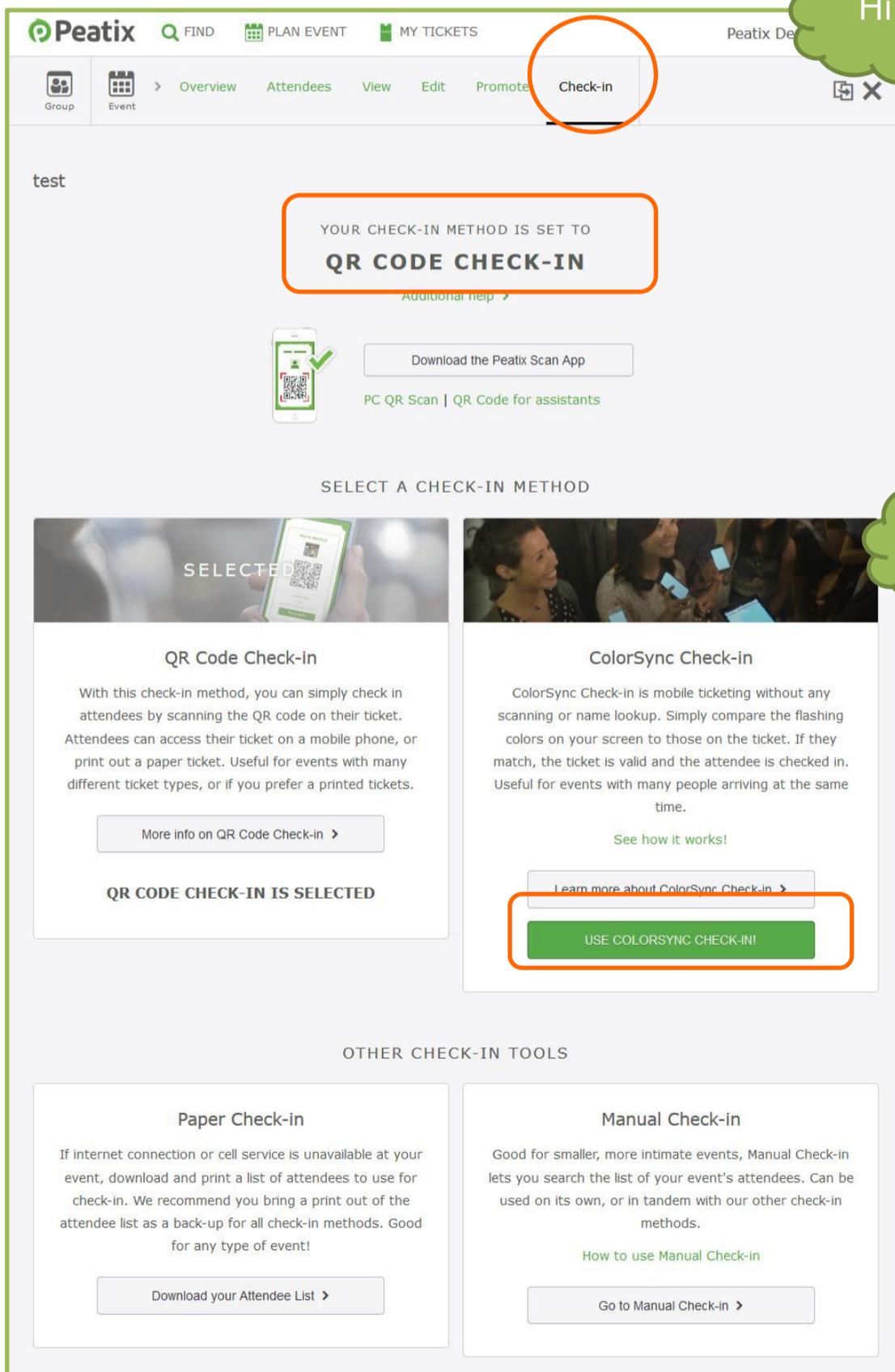
Search on the attendees names, and manually check-in attendees. In case an internet connection is unavailable at your event, we recommend to bring a print out of the attendee list as a back-up for all check-in methods. See page 62 for more information.



10. Set check-in method

From the “Check-in” screen, you can select your check-in method. Per default the check-in method is set to QR-code Check-in.

If you wish to change to ColorSync check-in, please click “Use ColorSync check-in”. The tickets will then change from QR-code to ColorSync-tickets.



Peatix [FIND](#) [PLAN EVENT](#) [MY TICKETS](#) Peatix De

Group Event > Overview Attendees View Edit Promote **Check-in**

test

YOUR CHECK-IN METHOD IS SET TO
QR CODE CHECK-IN

[Additional help >](#)

 [Download the Peatix Scan App](#)
PC QR Scan | QR Code for assistants

SELECT A CHECK-IN METHOD

QR Code Check-in

With this check-in method, you can simply check in attendees by scanning the QR code on their ticket. Attendees can access their ticket on a mobile phone, or print out a paper ticket. Useful for events with many different ticket types, or if you prefer a printed tickets.

[More info on QR Code Check-in >](#)

QR CODE CHECK-IN IS SELECTED

ColorSync Check-in

ColorSync Check-in is mobile ticketing without any scanning or name lookup. Simply compare the flashing colors on your screen to those on the ticket. If they match, the ticket is valid and the attendee is checked in. Useful for events with many people arriving at the same time.

[See how it works!](#)

[Learn more about ColorSync Check-in >](#)

USE COLORSYNC CHECK-IN!

OTHER CHECK-IN TOOLS

Paper Check-in

If internet connection or cell service is unavailable at your event, download and print a list of attendees to use for check-in. We recommend you bring a print out of the attendee list as a back-up for all check-in methods. Good for any type of event!

[Download your Attendee List >](#)

Manual Check-in

Good for smaller, more intimate events, Manual Check-in lets you search the list of your event's attendees. Can be used on its own, or in tandem with our other check-in methods.

[How to use Manual Check-in](#)

[Go to Manual Check-in >](#)

Hint

When you change the check-in method to ColorSync, all tickets will change to ColorSync ticket. As some customers might have already printed their QR-code, we advice to select your check-in method soon after you publish your event.

Hint

If you will use Paper or Manual check-in, please leave the check-in method set to QR-code check-in. The tickets will include a QR-code.

✓ Paper check-in :
Please click 「Download your Attendee List」 to download the complete list of attendees. Page 42

✓ Manual check-in :
Check-in through the attendee screen. Page 62

11-1) Share the URL

Let's share the event page URL on your homepage, Facebook, Twitter, etc. to announce the event!

There are 2 different URLs: the URL as shown in the address bar, and the URL from the event settings.

You can use both to share your event.



Example :

<http://peatix.com/event/82317/> (Normal URL)

<http://ptix.co/1Cf5tCC> (Sharing URL)

When sharing the event page on Twitter (with character limits), we recommend to use the shorter Sharing URL

You can share your event directly on Facebook and Twitter from your event page. In the upper right corner of your event page, click the "Tweet" or "Share" button to share you're a link to your event page on your social media.

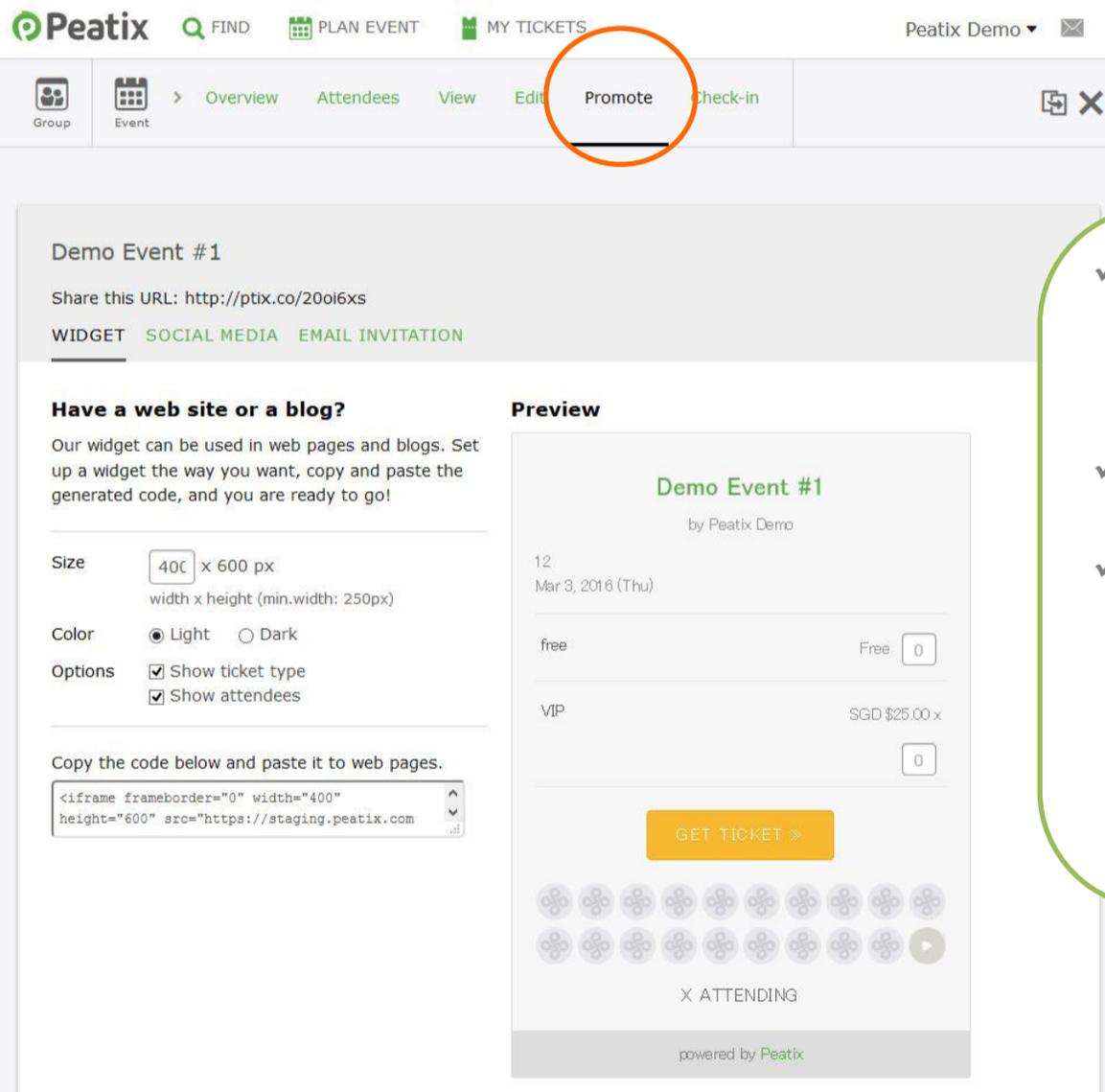
Share this URL: <http://ptix.co/1Cf5tCC>



11-2) Embed a widget

After you created an event, you can embed a widget on your website or on your blog. You can use the widget to give attendees an easy gateway to the ticket purchasing process.

Click “Promote” and select “widget”. Select the size, color and options of your widget, and check the Preview.



Peatix Peatix Demo

Group Event > Overview Attendees View Edit **Promote** Check-in

Demo Event #1
Share this URL: <http://ptix.co/20oi6xs>
WIDGET SOCIAL MEDIA EMAIL INVITATION

Have a web site or a blog?
Our widget can be used in web pages and blogs. Set up a widget the way you want, copy and paste the generated code, and you are ready to go!

Size x px
width x height (min.width: 250px)

Color Light Dark

Options Show ticket type Show attendees

Copy the code below and paste it to web pages.

```
<iframe frameborder="0" width="400" height="600" src="https://staging.peatix.com
```

Preview

Demo Event #1
by Peatix Demo

12
Mar 3, 2016 (Thu)

free Free

VIP SGD \$25.00 x

powered by Peatix

Hint

- ✓ Size: Enter the size to match the space on your website. (minimum width 250px)
- ✓ Color: Please choose light or dark.
- ✓ Option: 1) Show ticket types, 2) Show the attendee names
* If you disabled “show attendees” in Event Settings, option 2 will be not be available.

Copy the HTML code, and paste it in your webpage.

Hint

Copy the code below and paste it to web pages.

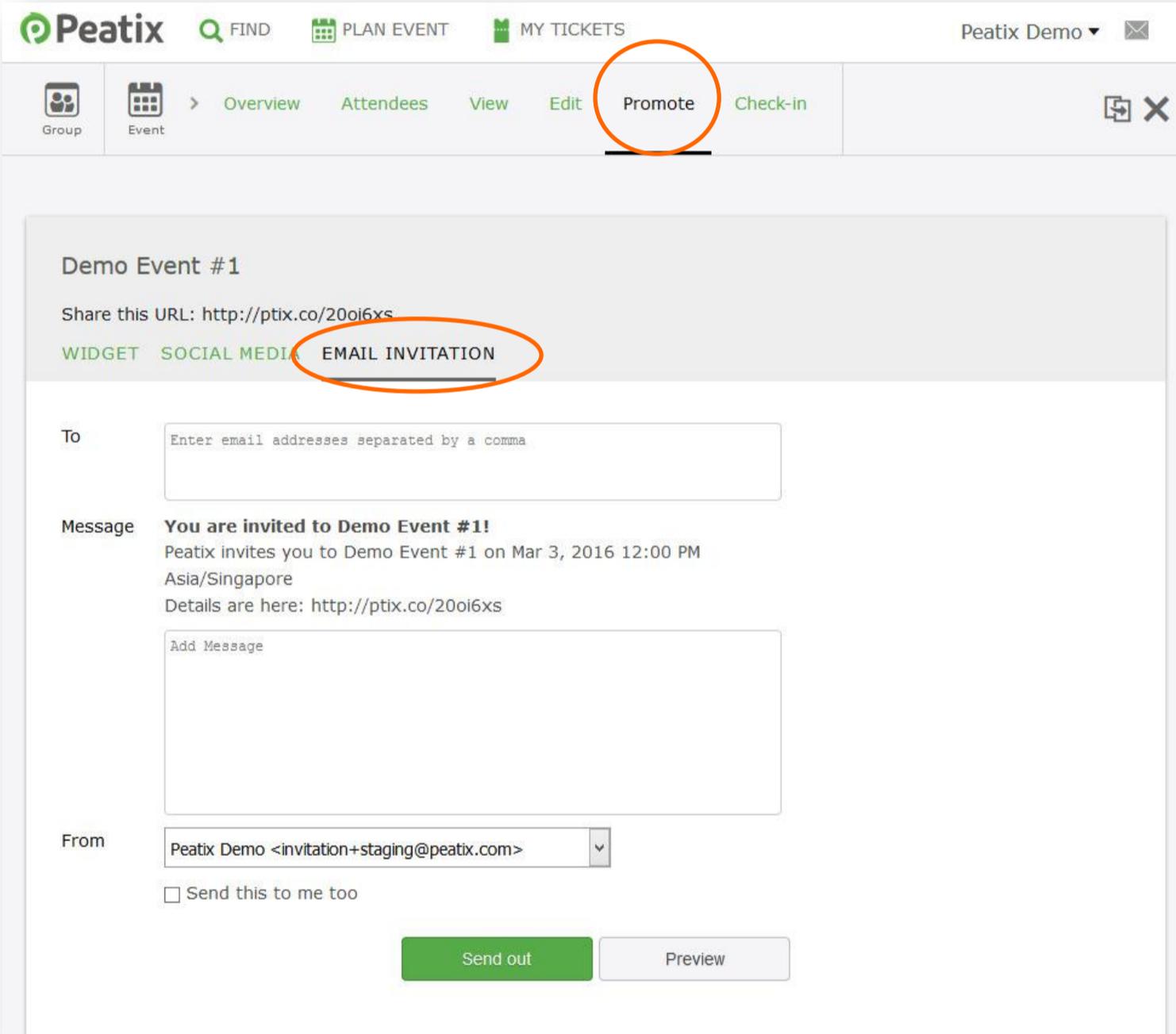
```
<iframe frameborder="0" width="400" height="600" src="http://peatix.com/event/82317
```

Some blogs prohibit the use of the `<iframe>` HTML tag. Please check if the blog you uses allows `<iframe>` tags.

11-3) Send invitation emails

You can send invitation emails directly to your customers.

Click “Promote” and select “Email invitation”. Enter the email addresses separated by a comma (up to 50 email addresses per send out).



The screenshot shows the Peatix web interface. At the top, there are navigation links: FIND, PLAN EVENT, and MY TICKETS. The user is logged in as 'Peatix Demo'. Below the navigation, there are tabs for Group, Event, Overview, Attendees, View, Edit, **Promote** (circled in orange), and Check-in. Under the 'Promote' tab, there are three sub-tabs: WIDGET, SOCIAL MEDIA, and **EMAIL INVITATION** (circled in orange). The 'EMAIL INVITATION' form includes:

- To:** A text input field with the placeholder text 'Enter email addresses separated by a comma'.
- Message:** A text area containing the following text:
You are invited to Demo Event #1!
Peatix invites you to Demo Event #1 on Mar 3, 2016 12:00 PM
Asia/Singapore
Details are here: <http://ptix.co/20oi6xs>
- From:** A dropdown menu showing 'Peatix Demo <invitation+staging@peatix.com>'.
- A checkbox labeled 'Send this to me too' which is currently unchecked.
- Two buttons at the bottom: a green 'Send out' button and a grey 'Preview' button.

Enter your message, and click “Send out”. You can check the message in your ‘Sent’ message box. For more information about your message box, see page 45.

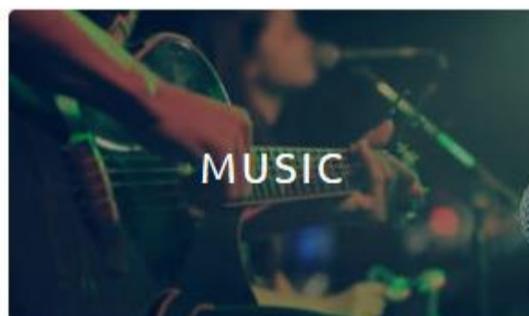
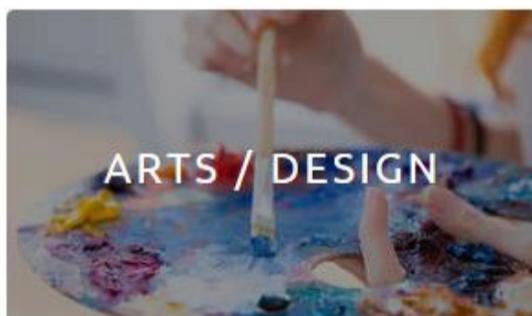
12. Attract customers

Peatix helps get the word out for your events & groups on the platform through a number of ways:

- Peatix Search: Where people can search for and discover new events & groups on Peatix. We tags events to the appropriate category, but it can take 2-3 business days before your event shows up in searches
- Peatix Recommendation Emails: Peatix automatically sends out recommendation emails to selected users based on among others the types of events they have attended in the past.

Browse Categories

Be the first to know what's on! Join groups that match your interests. [See all categories.](#)



13. Monitor ticket sales

Please click "Overview" to view the number of ticket sales and the page views of your event page.

1 Ticket Sales
 Ticket sold/total number of tickets, and amount of ticket sales is displayed. The above number (2/25 ticket sold) is updated real time. The numbers below are updated every 10 minutes.

2 Sales by Date
 By clicking "Sales by Date" you can view the transition in ticket sales per day.

3 Page views
 The graph shows you the number of page views by date. Page views refers to the number of times visitors have looked at your event page.

4 Top Referrer Domains
 The graph shows you the top reference sites. You can see the top domains where visitors most frequently come from.

Referrer Domain	Percentage
(direct)	22.7%
Facebook	19.4%
sglist	16.4%
google	10.6%
Peatix Newsletter	9.7%
raf:33350	6.6%
Twitter	2.2%
timeoutsingapore.com	2.1%
Peatix Featured	2.1%
Peatix Singapore Organisers	2.1%
Other	6.0%

13. Monitor ticket sales

You will not be notified by email when a ticket has been sold. Please regularly check the latest ticket sales information on the Overview page of your event.

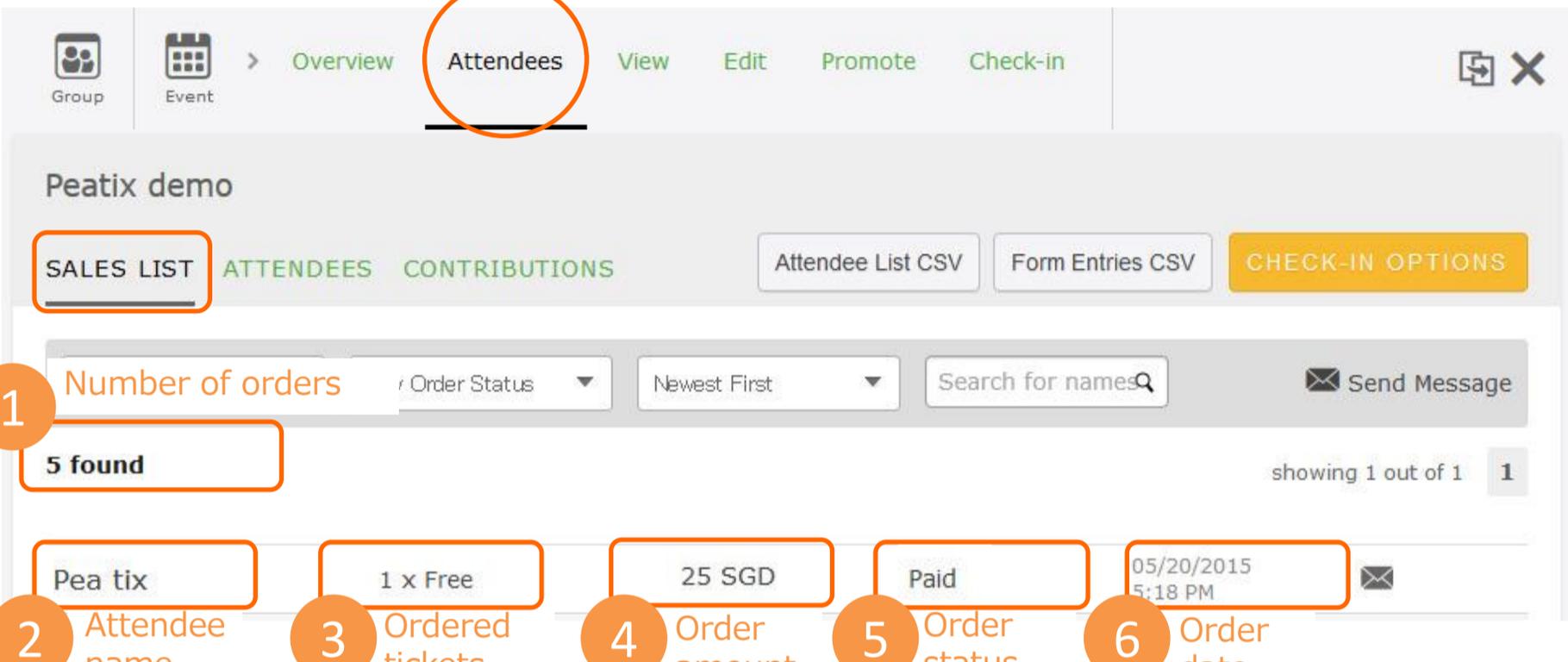


Hint

- ✓ Any number of visits within the same session (30 minutes) will only count as one page view.
- ✓ Bitly Clicks refers to the number of times visitors have clicked short URL (<http://ptix.co>). If your event uses customized URL, no Bitly Clicks count is shown.
- ✓ The number of page views is updated every 24 hours. All data up until the previous day is shown.

14-1) Manage attendees

Click “Attendees” to access the “Sales List” of your event. You can check the following information:



Peatix demo

SALES LIST ATTENDEES CONTRIBUTIONS

Attendee List CSV Form Entries CSV CHECK-IN OPTIONS

Number of orders / Order Status Newest First Search for names Send Message

5 found showing 1 out of 1 1

1	2	3	4	5	6
Number of orders	Attendee name	Ordered tickets	Order amount	Order status	Order date
5 found	Pea tix	1 x Free	25 SGD	Paid	05/20/2015 5:18 PM

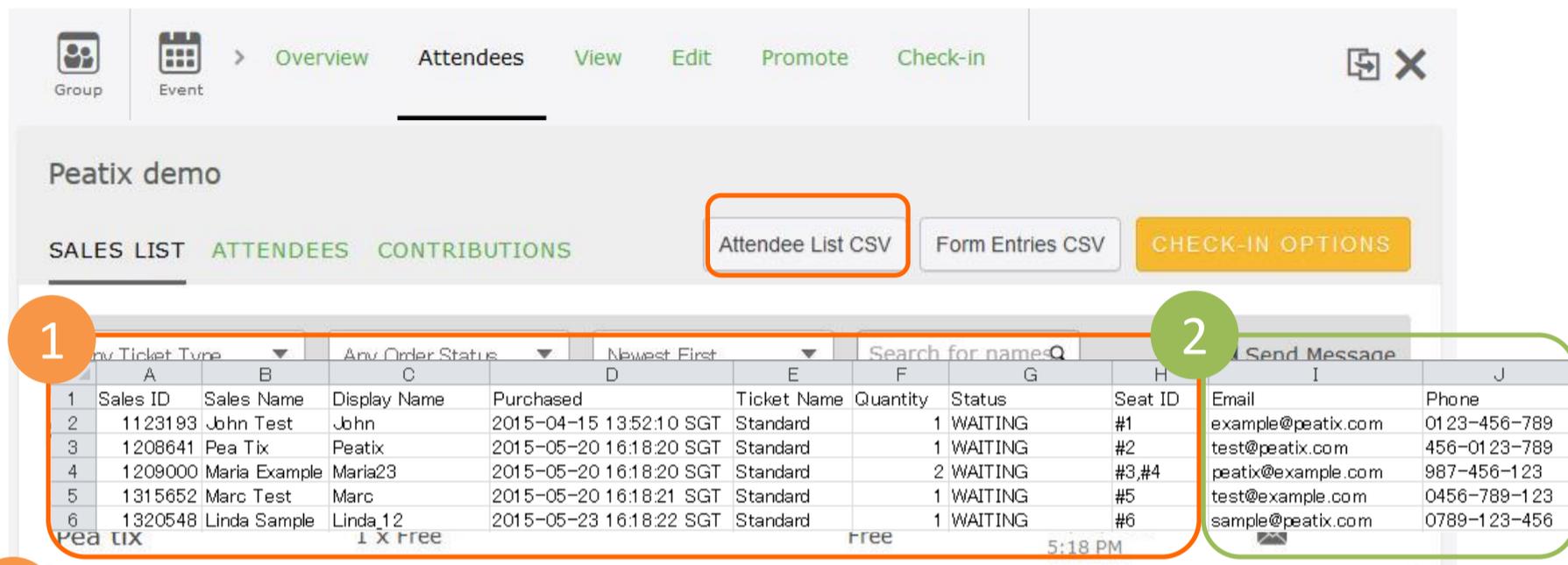
With the pulldown menus you can filter the orders by Ticket Type and Order Status(⑤). With the right pulldown, you can sort the orders newest first/oldest first. You can also look up an order belonging to a specific customer.

Order status

Paid	The payment is completed
Free	An order of a free ticket, or of a ticket that has become free by using a discount code
Cancelled	An order that is cancelled
Discount code	An order purchased with a discount code

14-2) Download the attendee list

You can download a list of attendees and order information in a CSV-file. Open the downloaded list in Excel or similar application.



The screenshot shows the Peatix interface for an event. The 'Attendees' tab is active, and the 'Attendee List CSV' button is highlighted with a red box. A table of attendee data is visible, with columns for Sales ID, Sales Name, Display Name, Purchased, Ticket Name, Quantity, Status, Seat ID, Email, and Phone. A green box highlights the 'Attendee List CSV' button and the table headers. A red box highlights the table content.

1	A	B	C	D	E	F	G	H	I	J
1	Sales ID	Sales Name	Display Name	Purchased	Ticket Name	Quantity	Status	Seat ID	Email	Phone
2	1123193	John Test	John	2015-04-15 13:52:10 SGT	Standard	1	WAITING	#1	example@peatix.com	0123-456-789
3	1208641	Pea Tix	Peatix	2015-05-20 16:18:20 SGT	Standard	1	WAITING	#2	test@peatix.com	456-0123-789
4	1209000	Maria Example	Maria23	2015-05-20 16:18:20 SGT	Standard	2	WAITING	#3,#4	peatix@example.com	987-456-123
5	1315652	Marc Test	Marc	2015-05-20 16:18:21 SGT	Standard	1	WAITING	#5	test@example.com	0456-789-123
6	1320548	Linda Sample	Linda_12	2015-05-23 16:18:22 SGT	Standard	1	WAITING	#6	sample@peatix.com	0789-123-456

1 Order data

- ✓ Sales name: Attendee name (the name the buyer registered when purchasing his/her ticket)
 - ✓ Display name: Account name (nickname)
 - ✓ Status :
 - ◆ Waiting : Order is completed, buyer is awaiting attendance.
 - ◆ Invited : If the ticket buyer uses our "**Gift to friend**" function to send a ticket to a friend, the ticket status will become "Invited", until the friend has claimed the ticket to his/her own account.
- Gift to friend function: <http://help.peatix.com/customer/en/portal/articles/155703>

2 Form data

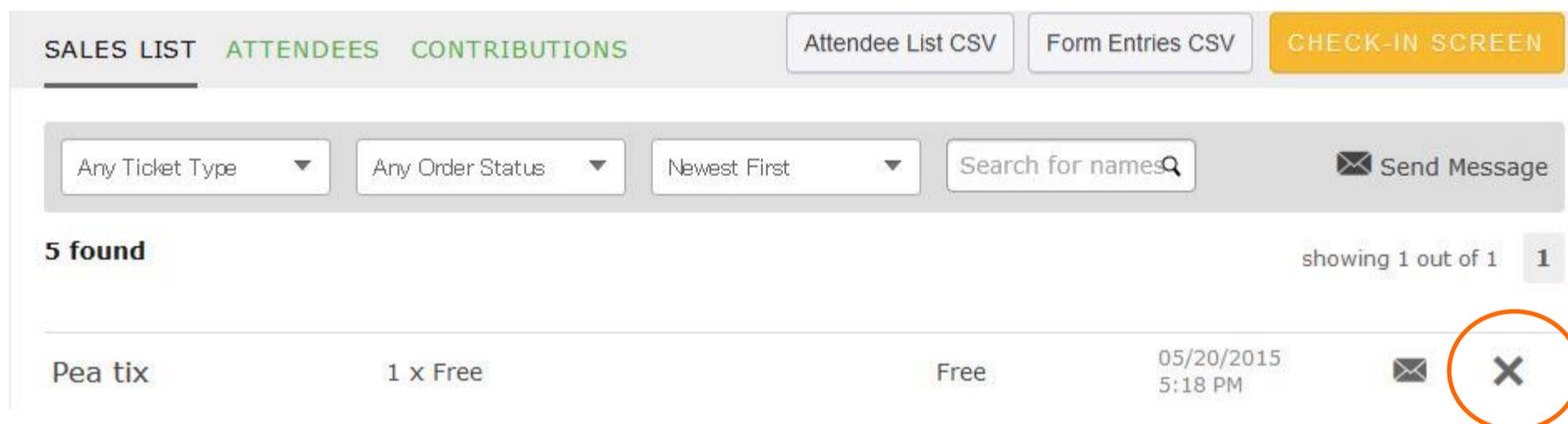
If you have created Custom form, information entered by the attendees will also be included in the CSV list. (the above is an example)
Please see page 19 for more information on setting a form to your event.

14-3) Cancel tickets

Buyers cannot cancel their ticket by themselves. If they wish to cancel their tickets, they request the organizer.

If you allow cancellations and would like to grant the cancellation request from an attendee, you can cancel the order through the “Sales List” tab. After you have cancelled the order, Peatix will automatically handle the refund.

Search the relevant attendee, and click the cancellation button on the right to cancel the order.



The screenshot shows the Peatix 'Sales List' interface. At the top, there are navigation tabs: SALES LIST (underlined), ATTENDEES, and CONTRIBUTIONS. To the right are buttons for 'Attendee List CSV', 'Form Entries CSV', and 'CHECK-IN SCREEN'. Below the tabs is a search and filter section with dropdowns for 'Any Ticket Type', 'Any Order Status', and 'Newest First', a search box 'Search for names', and a 'Send Message' button. Below this, it says '5 found' and 'showing 1 out of 1'. A table lists one attendee: 'Pea tix' with '1 x Free' tickets, a price of 'Free', and a date of '05/20/2015 5:18 PM'. To the right of the table row is a cancellation button (an 'X' icon) which is circled in red.

If more than 50 days have passed since the ticket purchase, a cancellation fee will be charged to the buyer. The cancellation fee (depending on currency of the event) will be displayed under the cancellation button.

When you cancel a ticket, the ticket will immediately be available for purchase again.

However, if you cancel a ticket after the ticket has become sold out and you wish to make the ticket available for purchase again, you have to manually re-open the tickets sales. See page 46.

14-3) Cancel tickets

After you cancelled the order, Peatix will refund the ticket price. The refund will be handled by the credit card company of the credit card used to purchase the tickets.

The refund process will vary depending on the cut-off date of the credit card :

- Cancellation date **before the credit card cut-off date**: The refund process will be handled in the current month so no money will be deducted for ticket payment. In most cases, both the ticket payment and the refund will appear separately on the credit card statement.
- Cancellation date **after the credit card cut-off date**: The payment of the ticket order will be processed. We will refund the amount in the next month through a negative invoice

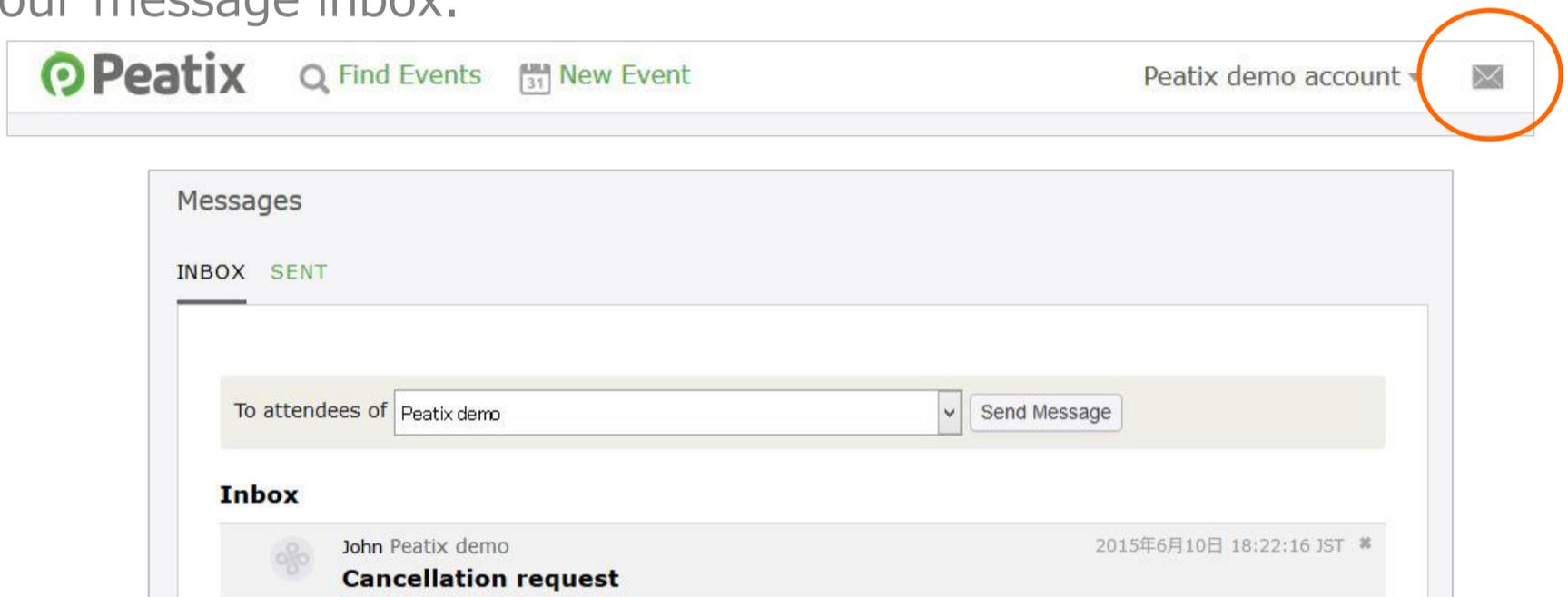
If more than 50 days have passed since the ticket purchase, the refund cannot be handled by the credit card company. We will send the buyer an email regarding the refund process.

In this case, the buyer will be charged a cancellation fee when we process the refund.

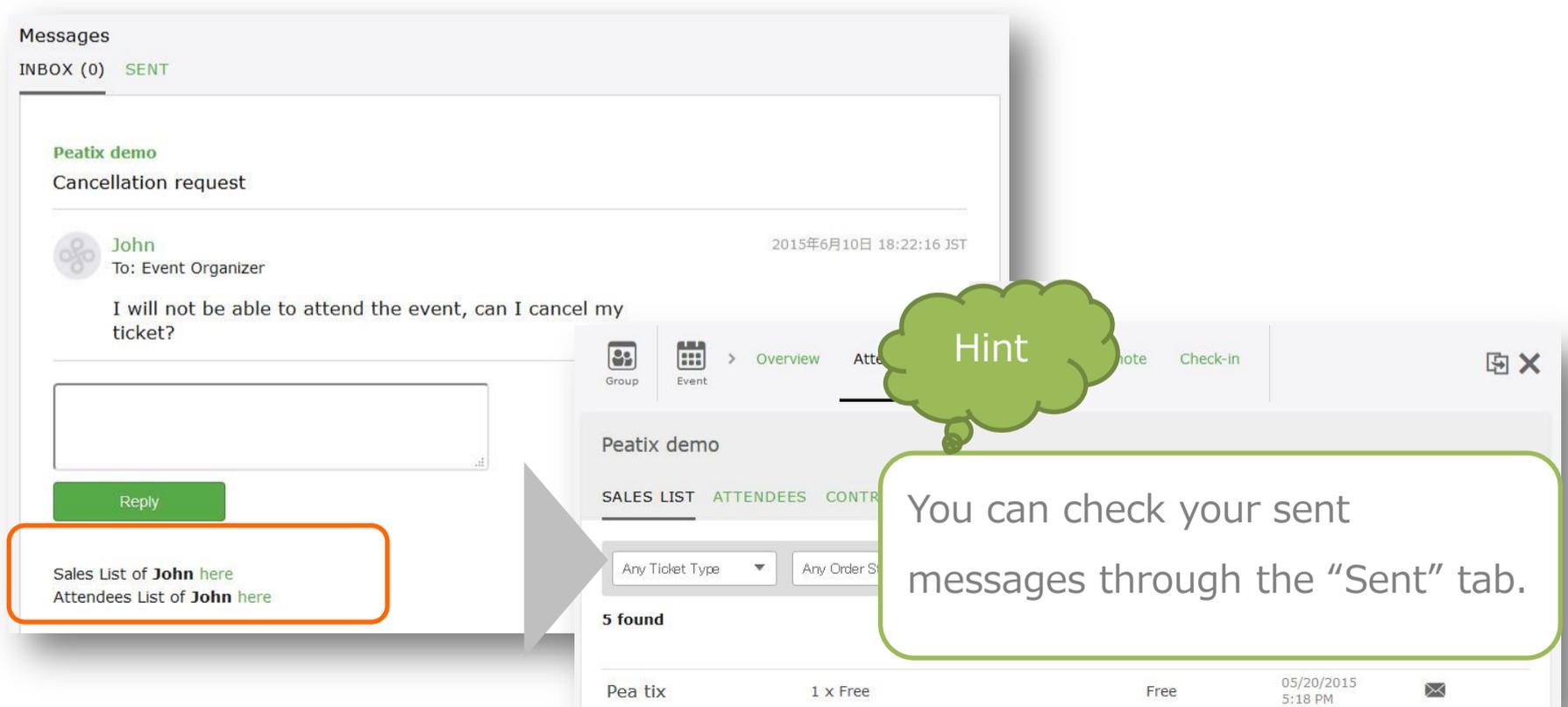
14-4) Responding to questions

All questions from event attendees will be forwarded to the email address you used to create your Peatix account.

To reply to messages from event attendees, log into your Peatix account and click the number next to your account name to access your message inbox.



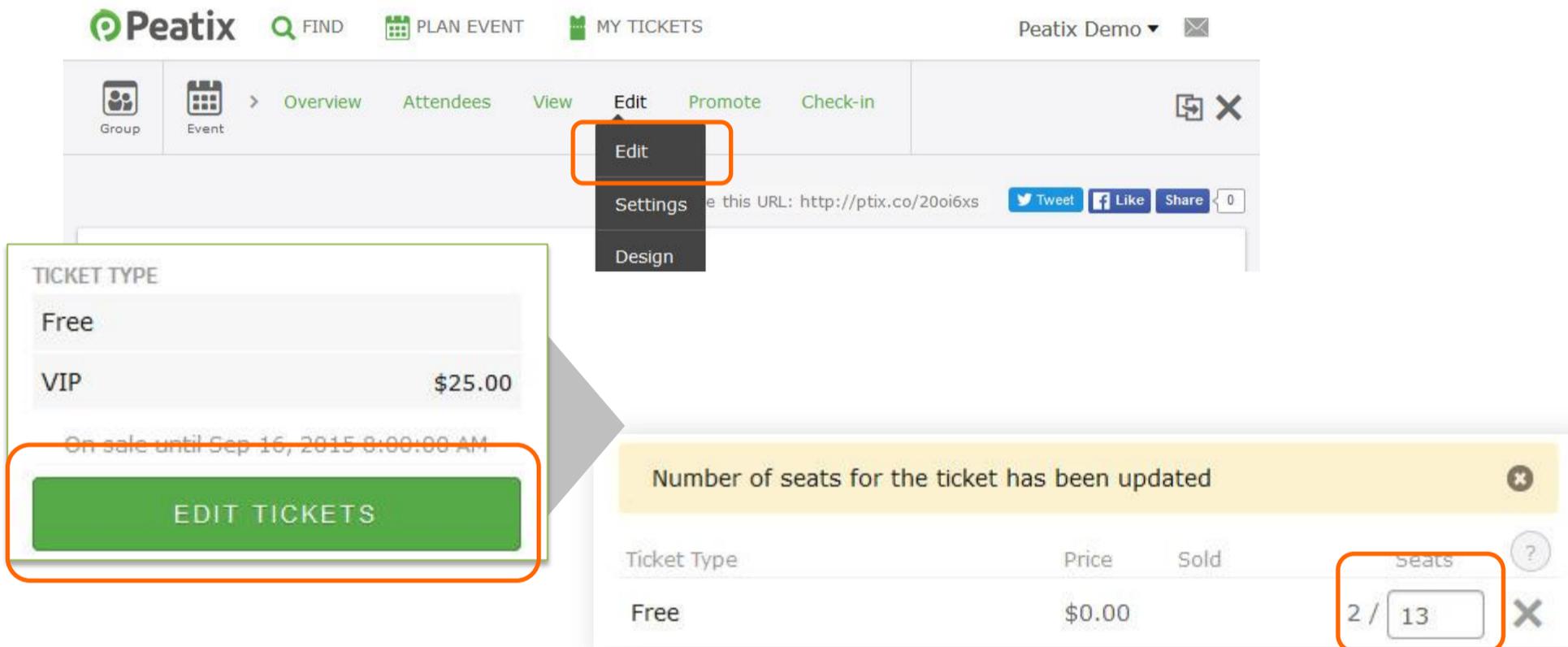
Enter your reply in the box, and send your message to the buyer. If you click "here" under the Reply button, you can check the relevant order of the buyer.



15-1) Change number of tickets

You can change the number of tickets on sale at any moment. Also, when a tickets sells out, it is possible to add extra tickets.

Click “Edit Tickets” from the Edit event page. In the Edit Ticket screen, enter the new number of tickets you would like to sell and click anywhere in the screen to update the number of tickets.

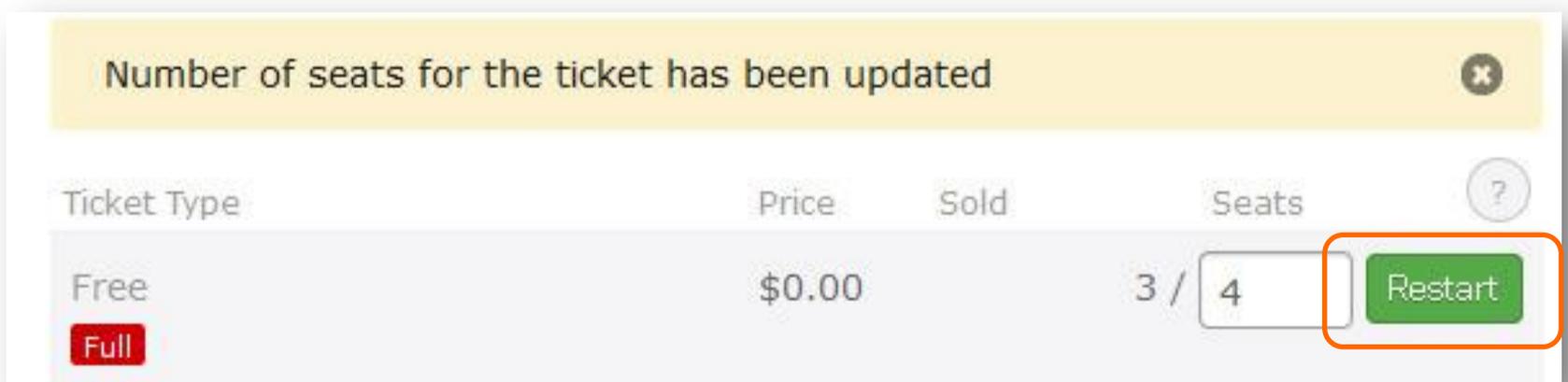


The screenshot shows the Peatix interface with the following elements:

- Top navigation: Peatix logo, FIND, PLAN EVENT, MY TICKETS, Peatix Demo.
- Event navigation: Overview, Attendees, View, **Edit** (highlighted), Promote, Check-in.
- Modal window:
 - TICKET TYPE: Free, VIP \$25.00.
 - On sale until Sep 16, 2015 8:00:00 AM.
 - EDIT TICKETS** button (highlighted).
- Notification banner: Number of seats for the ticket has been updated.
- Table:

Ticket Type	Price	Sold	Seats
Free	\$0.00	2 /	<input type="text" value="13"/>

When the ticket has sold out, change the number of tickets and click the “Restart” button to re-open the ticket sales.



The screenshot shows the Peatix interface with the following elements:

- Notification banner: Number of seats for the ticket has been updated.
- Table:

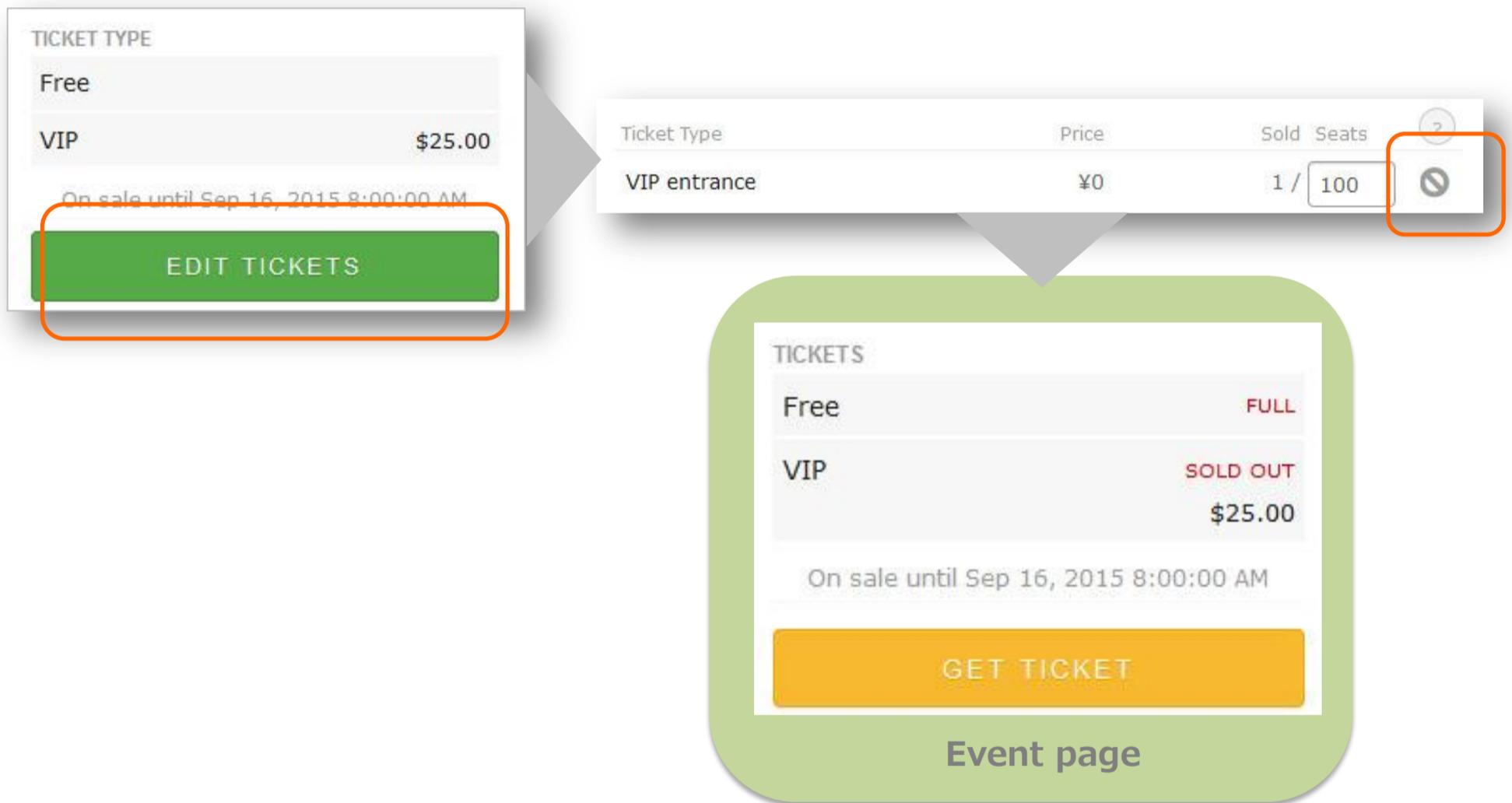
Ticket Type	Price	Sold	Seats
Free Full	\$0.00	3 /	<input type="text" value="4"/> Restart

15-2) Stop the ticket sale

You can at any time stop/pause the ticket sales.

From the Edit Event page, click the [Edit Tickets] button. To stop the sale of a certain ticket, click the "Stop Sale" icon next to the ticket.

- Stopped sales for free tickets will show as "Full" on the event page
- Stopped sales for paid ticket will show as "Sold out" on the event page.



The image shows two parts of the Peatix interface. On the left, the 'EDIT TICKETS' button is highlighted with an orange box. This button is located below a table of ticket types. The table has columns for 'Ticket Type', 'Price', 'Sold', and 'Seats'. The 'VIP' ticket type is listed with a price of '\$25.00' and '1 / 100' seats. A 'Stop Sale' icon (a circle with a diagonal line) is visible next to the 'VIP' ticket type, also highlighted with an orange box. On the right, the 'Event page' is shown, which displays the status of the tickets. The 'Free' ticket type is marked as 'FULL' and the 'VIP' ticket type is marked as 'SOLD OUT' with a price of '\$25.00'. A 'GET TICKET' button is visible at the bottom of the event page.

Ticket Type	Price	Sold	Seats
Free			
VIP	\$25.00	1 /	100

On sale until Sep 16, 2015 8:00:00 AM

EDIT TICKETS

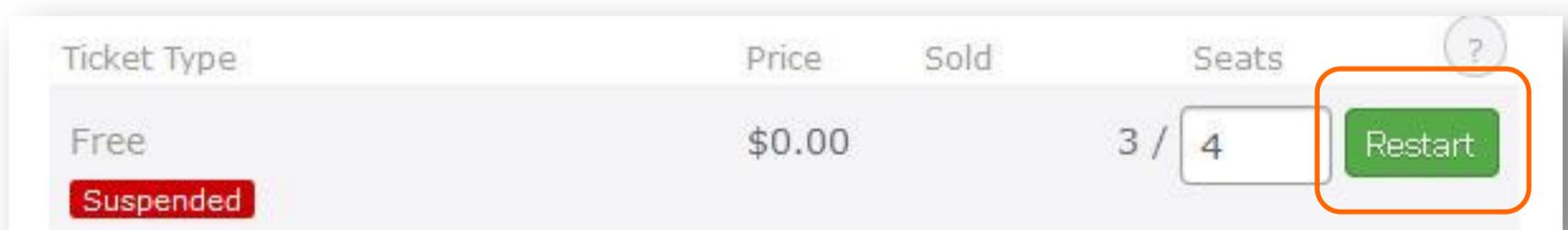
Event page

TICKETS	Status	Price
Free	FULL	
VIP	SOLD OUT	\$25.00

On sale until Sep 16, 2015 8:00:00 AM

GET TICKET

To resume the ticket sale, click the "Restart" button next to the ticket.



The image shows a table of ticket types with a 'Restart' button highlighted by an orange box. The table has columns for 'Ticket Type', 'Price', 'Sold', and 'Seats'. The 'Free' ticket type is listed with a price of '\$0.00' and '3 / 4' seats. A 'Restart' button is visible next to the 'Free' ticket type, also highlighted with an orange box. A red 'Suspended' label is visible below the 'Free' ticket type.

Ticket Type	Price	Sold	Seats
Free	\$0.00	3 /	4

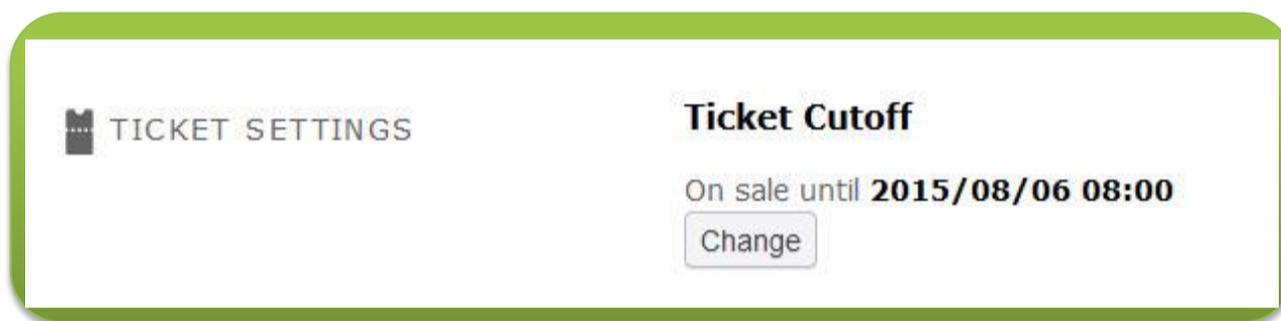
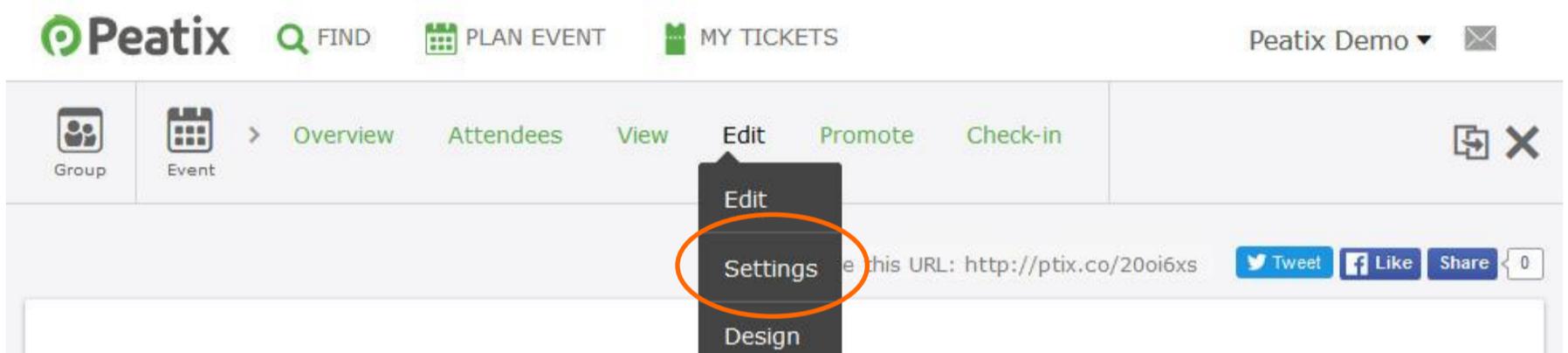
Suspended

Restart

15-3) Extend the sales deadline

You can at any time extend the sales deadline you set to your event.

Please access the event settings. From your event settings you can change the ticket sales deadline.



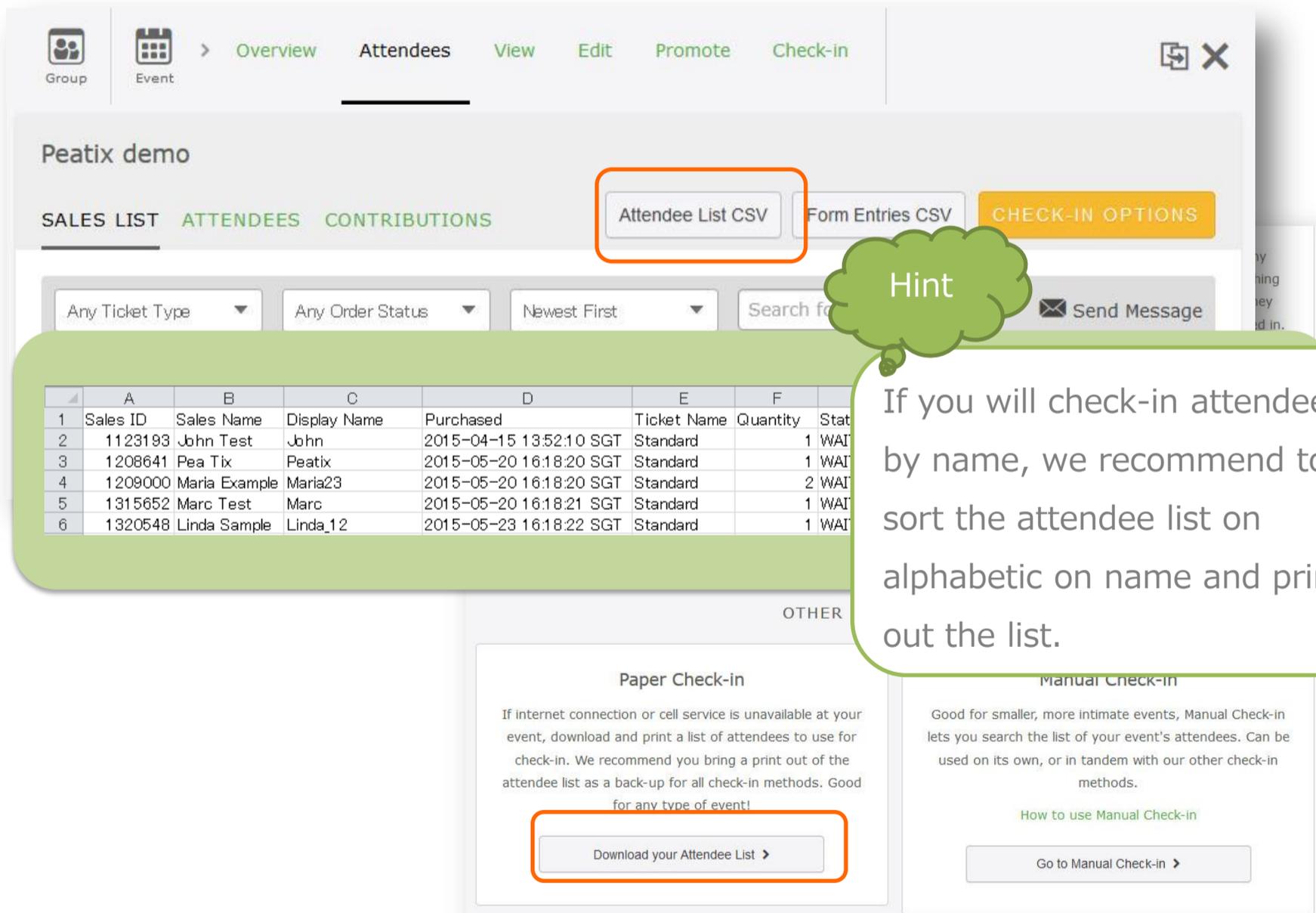
If you extend the ticket sales period after the tickets sale cutoff date has passed, you will also need to re-open the tickets sales. (see page 20)

16-1) Prepare the attendee list

In preparation of the event day, we advise to download the attendee list (CSV-file). Even if you plan to check-in attendees by scanning the QR-code, or by PC check-in, we recommend to bring the attendee list as back-up.

The attendee list can also help you in the following cases:

- ✓ The attendee's ticket isn't shown due to internet connection issues.
- ✓ The print out is blurry, and the QR-code cannot be scanned.
- ✓ The attendee forgot to bring his/her ticket



Peatix demo

SALES LIST **ATTENDEES** CONTRIBUTIONS

Attendee List CSV Form Entries CSV CHECK-IN OPTIONS

Any Ticket Type Any Order Status Newest First Search for Send Message

	A	B	C	D	E	F	
1	Sales ID	Sales Name	Display Name	Purchased	Ticket Name	Quantity	Stat
2	1123193	John Test	John	2015-04-15 13:52:10 SGT	Standard	1	WAI
3	1208641	Pea Tix	Peatix	2015-05-20 16:18:20 SGT	Standard	1	WAI
4	1209000	Maria Example	Maria23	2015-05-20 16:18:20 SGT	Standard	2	WAI
5	1315652	Marc Test	Marc	2015-05-20 16:18:21 SGT	Standard	1	WAI
6	1320548	Linda Sample	Linda_12	2015-05-23 16:18:22 SGT	Standard	1	WAI

OTHER

Paper Check-in

If internet connection or cell service is unavailable at your event, download and print a list of attendees to use for check-in. We recommend you bring a print out of the attendee list as a back-up for all check-in methods. Good for any type of event!

Download your Attendee List >

Manual Check-in

Good for smaller, more intimate events, Manual Check-in lets you search the list of your event's attendees. Can be used on its own, or in tandem with our other check-in methods.

How to use Manual Check-in

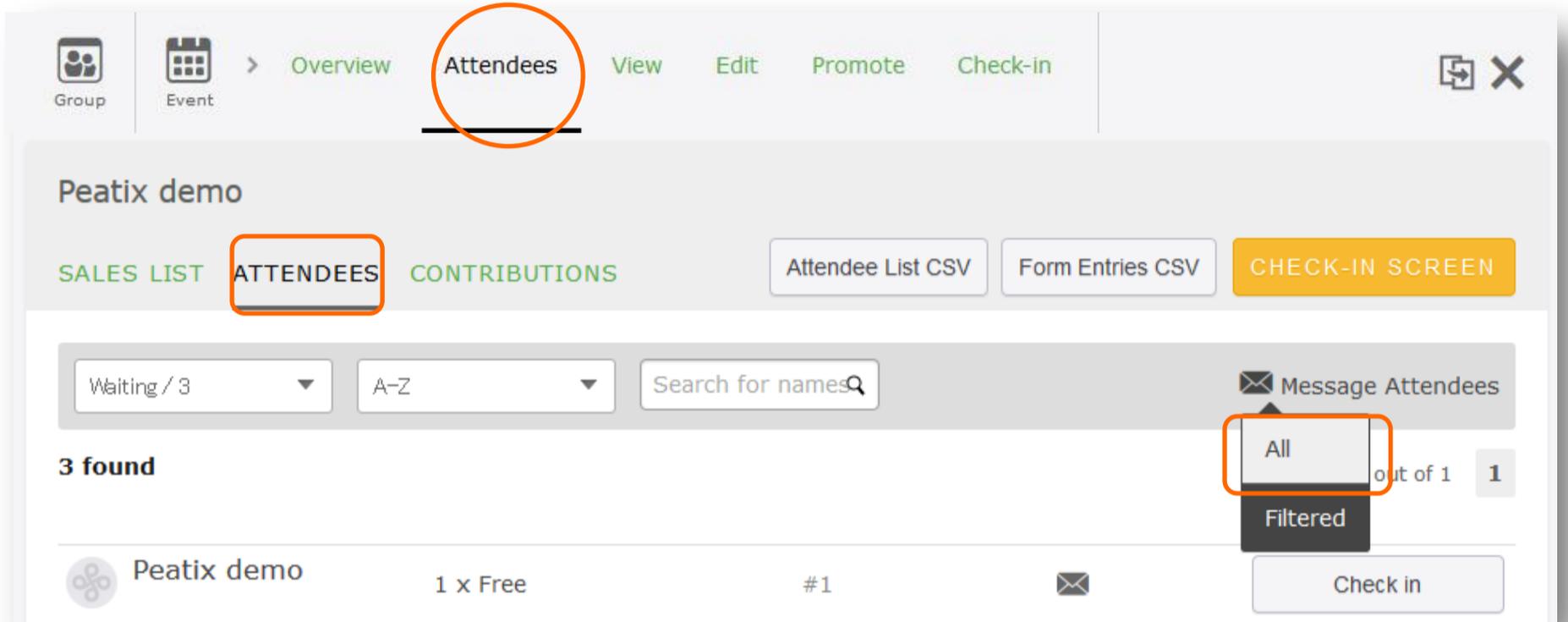
Go to Manual Check-in >

Please see page 42 for more information about downloading the attendee list.

16-2) Send a message to the attendees

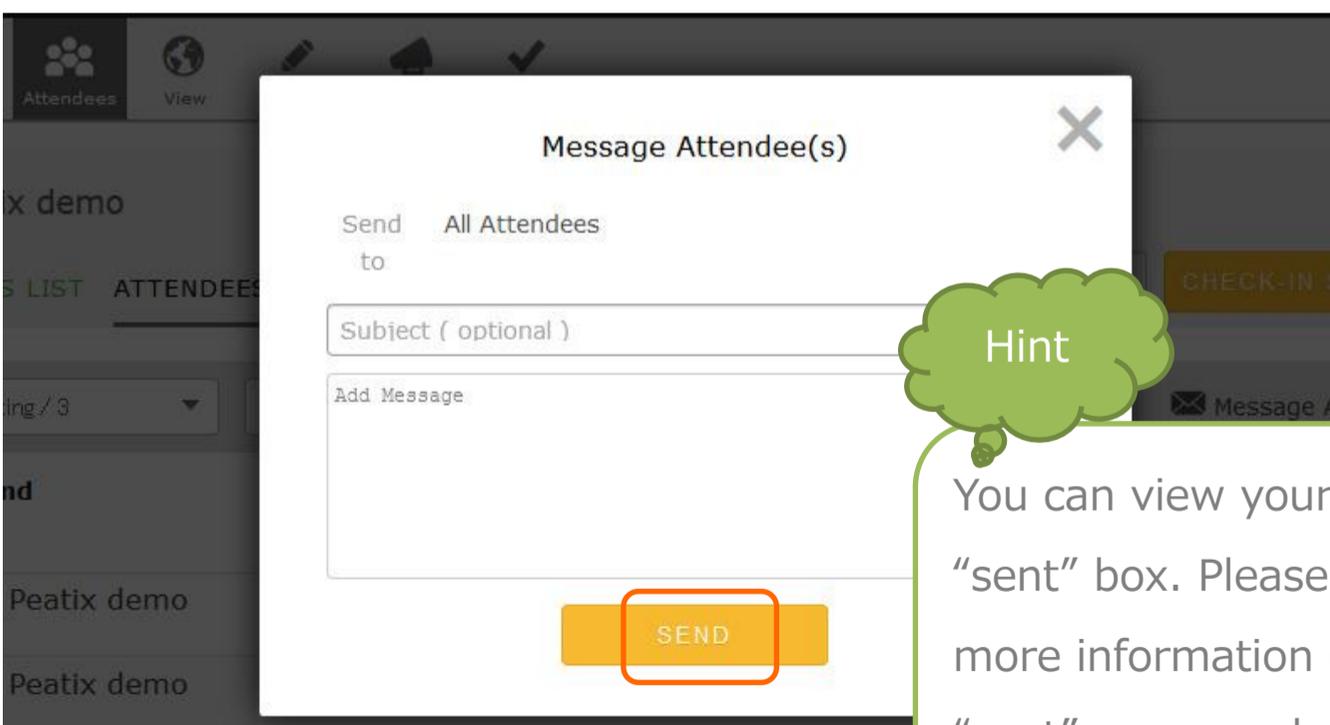
If you want to share a notification about the event with the attendees, you can email the attendees through the “Attendee page”.

Click “Message Attendees” and select “All”.



The screenshot shows the Peatix interface for an event named "Peatix demo". The "Attendees" tab is selected and circled in orange. Below the navigation bar, there are buttons for "SALES LIST", "ATTENDEES" (circled in orange), and "CONTRIBUTIONS". There are also buttons for "Attendee List CSV", "Form Entries CSV", and "CHECK-IN SCREEN". A search bar is present with "Waiting / 3" and "A-Z" dropdowns, and a "Search for names" input field. A "Message Attendees" button is circled in orange, and a dropdown menu is open showing "All" (selected) and "Filtered". Below this, it says "3 found" and "1 out of 1". At the bottom, there is a table with columns for "Peatix demo", "1 x Free", "#1", an envelope icon, and a "Check in" button.

Enter your message, and click “Send”.



The screenshot shows a "Message Attendee(s)" dialog box. It has a "Send" button and a dropdown menu set to "All Attendees". There is a "Subject (optional)" field and a "Add Message" text area. A yellow "SEND" button is circled in orange. A green callout bubble with the word "Hint" points to the dialog box.

You can view your sent message in the “sent” box. Please see page 45 for more information on accessing the “sent” message box.

17-1) QR-code check-in

On a standard Peatix Ticket, the event name, the attendees name and a QR-code are shown. The basic check-in method on Peatix is to scan the QR-code on the ticket.



The picture is only an illustration. No actual green beams are used when scanning QR-codes.



By scanning the QR-code in the ticket with our Peatix Scan App, you can verify the validity of the ticket. Using the Peatix Scan App to check in attendees, you can in real-time check the number of attendees that have arrived at your event.

If you have a smartphone or tablet, you do not need another special device to scan the QR-codes. Please install the Peatix Scan App on your smartphone and/or tablet and use this app to check in attendees at the start of your event.

17-2) How to use the Peatix scan app

Download the Scan App from Google Play or the App Store, and install the App on every device that will be used to check-in attendees.



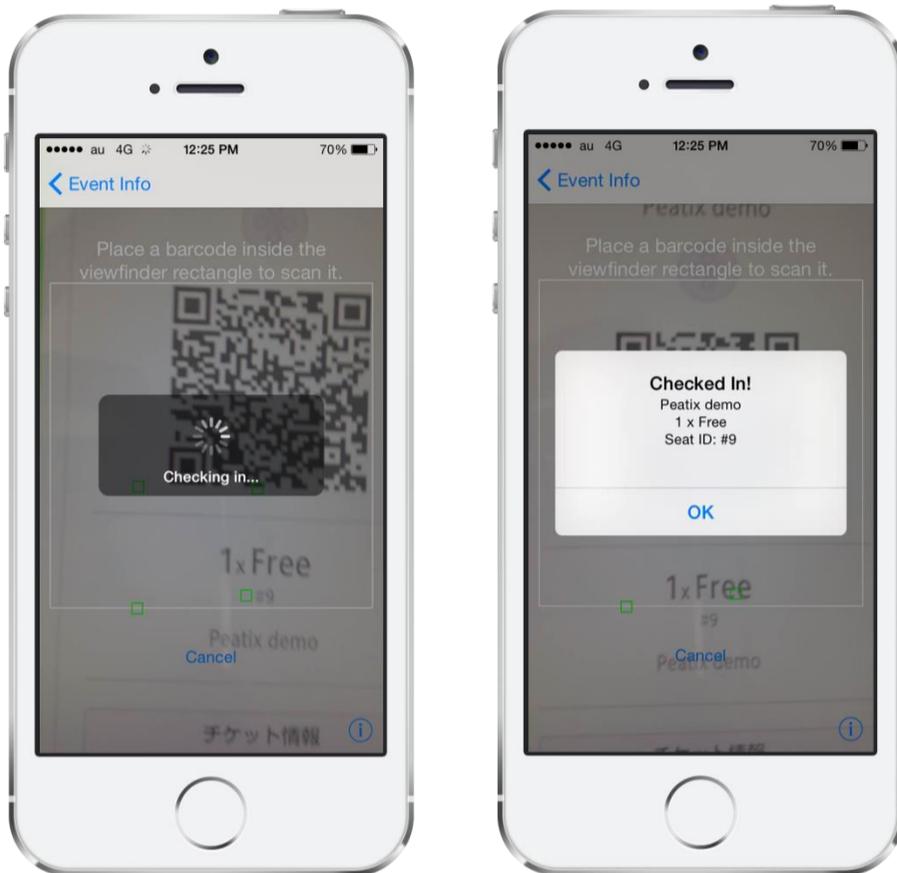
- ※ Search for "Peatix Scan"
- ※ The App needs to be installed on every device that will be used to check-in attendees.
- ※ To use more than one device to check-in attendees, please use the Assistant Mode. Please see page 50.

Start the application, and log into the account you used to create the event. Select the event, and click "Scan QR code".



17-2) How to use the Peatix scan app

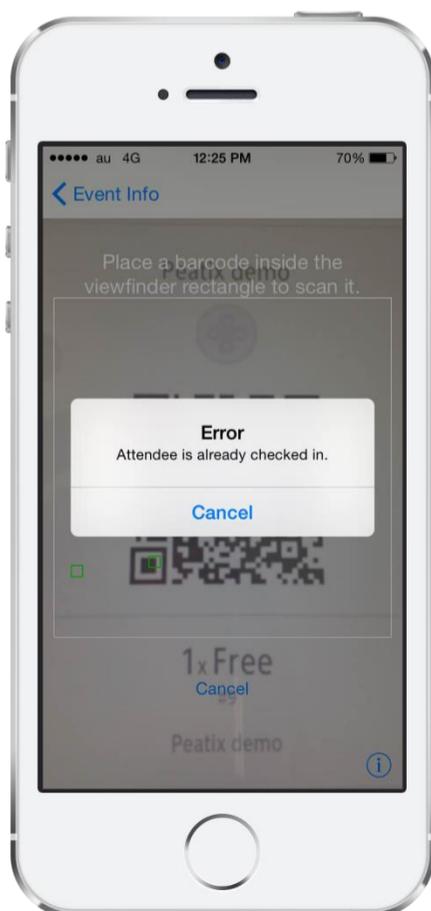
Scan the QR-code on the tickets of the attendee, and the attendee is automatically checked in. Tap “OK” to scan the next ticket.



※ When you scan the ticket, the attendee name, number of tickets, and seat ID are displayed.

※ The check-in information from the scan app is synchronized in your account, and the check-in information can also be accessed from your computer.

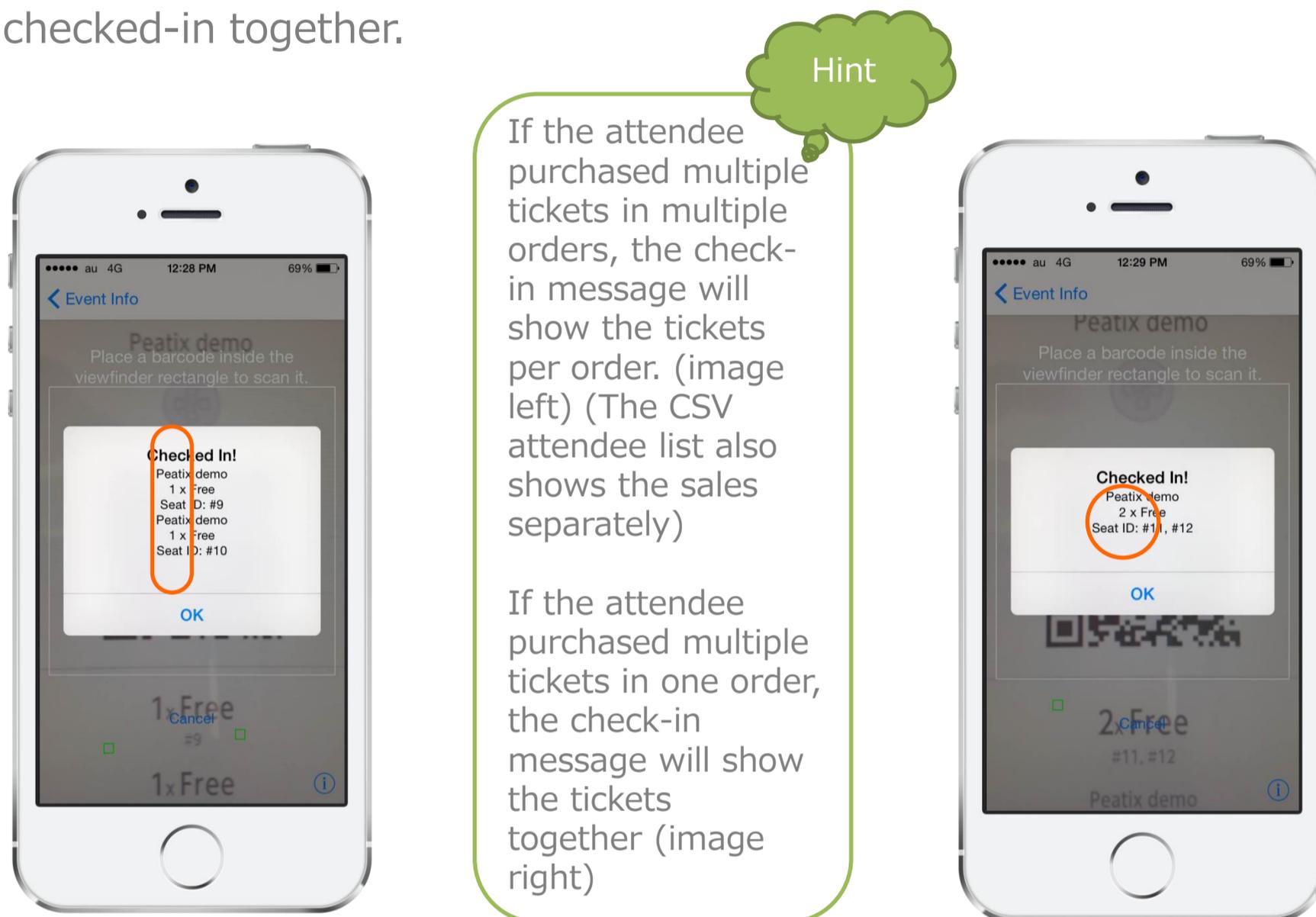
You can only scan each QR-code once.



If you scan a ticket for the second time, an “Attendee is already checked in” error is shown.

17-2) How to use the Peatix scan app

If the attendee purchased multiple tickets, all tickets are included in the same QR-code. By scanning the QR-code, all tickets are checked-in together.



Hint

When the number of tickets in the check-in message is more than the number of attendees who arrived?

1. Write down the name of the ticket buyer (name on the ticket), and the name of the attendee who will arrive later. (recommended to make note on the attendee list)
2. When the other attendee arrives, check his/her name on your note/attendee list.

17-2) How to use the Peatix scan app

When you will check in attendees by scanning the QR-code, we recommend that you print out the attendee list (CSV-file) as back-up. Please see page 42 for more information about downloading the attendee list.

Hint

What if you cannot scan the QR-code ?

Quickly switch to your paper attendee list. The name on the ticket (account name) is displayed on your attendee list under 'Display Name'. Check the name and number of tickets.



	A	B	C	D	E	F
1	Sales ID	Sales Name	Display Name	Purchased	Ticket Name	Quantity
2	1123193	John Test	John	2015-04-15 13:52:10 SGT	Standard	1
3	1208641	Pea Tix	Peatix	2015-05-20 16:18:20 SGT	Standard	1
4	1209000	Maria Example	mariaz5	2015-05-20 16:18:20 SGT	Standard	2
5	1315652	Marc Test	Marc	2015-05-20 16:18:21 SGT	Standard	1
6	1320548	Linda Sample	Linda_12	2015-05-23 16:18:22 SGT	Standard	1

When an attendee forgot his/her ticket, ask for his/her name, and check the 'Sales Name' on your attendee list.

※ Since 'Display name' is the account name of the attendee (nickname), the display name does not have to be the same as the real name.

17-3) How to use the assistant mode

If the reception will be staffed by several persons, using the assistant mode in the Peatix Scan App can be very useful.

Download the Scan App from Google Play or the App Store, and install the App on every device that will be used to check-in attendees.

Open the Scan app and log into the organizers account (the account used to create the event). Select the event, and the Assistant Scanner QR-code will be displayed.



The assistant mode QR code will be valid for 24 hours after being shown. Within those 24 hours, you can use to QR-code any number of times. After 24 hours the session will expire, and the QR-code will be updated. If your event will last for several days, or if more than 24 hours has passed since you first accessed the QR code, please log into your organizers account again and use the newly updated assistant mode QR-code.

17-3) How to use the assistant mode

Ask your reception staff to open the Scan app, and click “Assistant mode”. The camera will appear and launch scanning mode. Scan the Assistant Scanner QR Code from the organizers account.



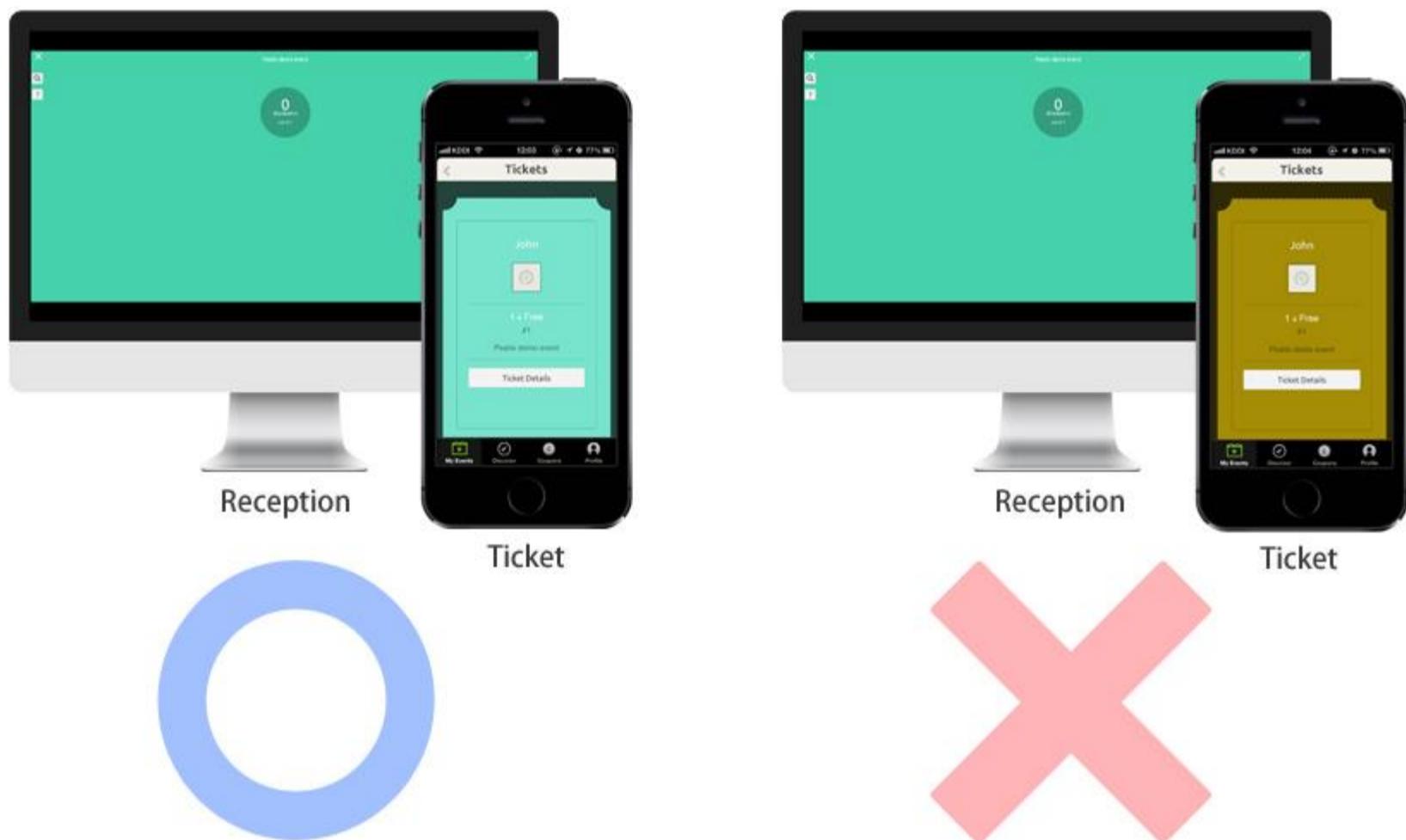
Click “ok”, and you're ready to check in attendees.



After you press OK, the check-in assistant is valid to scan tickets. If after you press OK, you scan the code from the organizers account (from step 2) again, a "Error: Invalid QR code format" will be shown.

17-4) ColorSync check-in

With ColorSync you can easily check the validity of the attendees ticket by comparing the flashing colors on your own computer/ smartphone and the flashing colors on the attendees ticket.

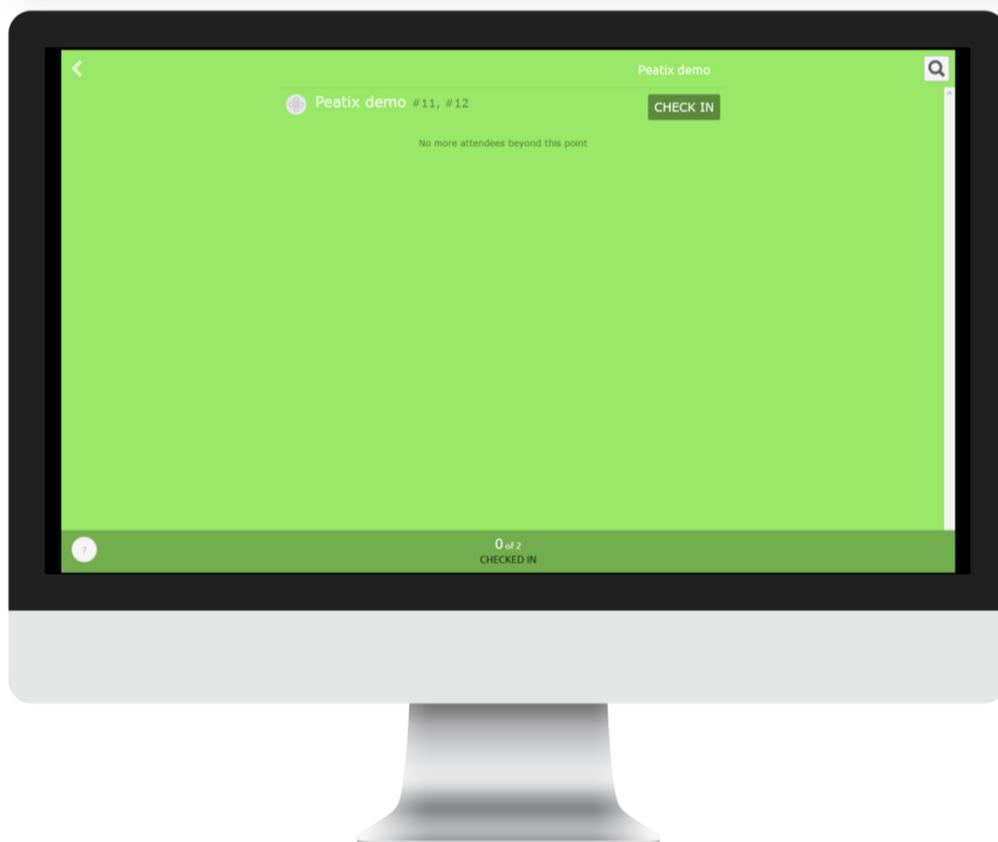
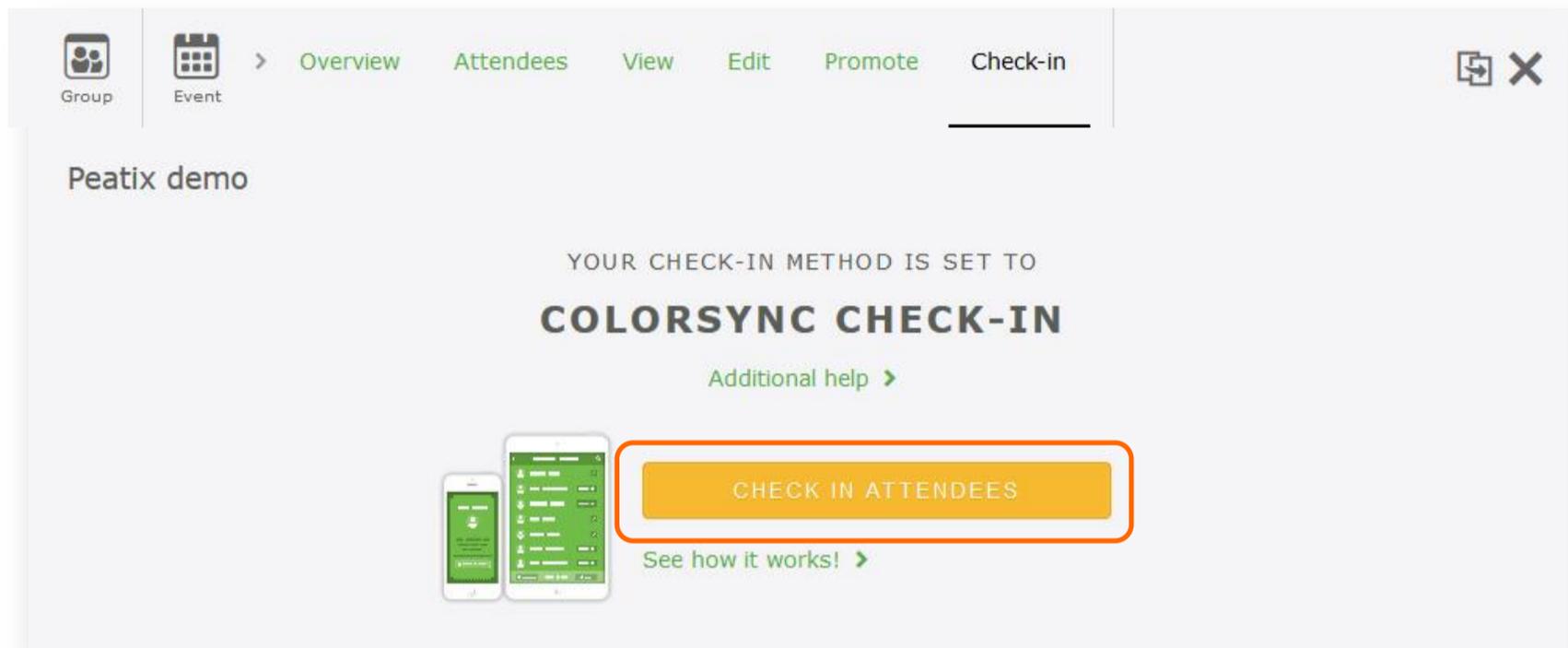


Valid ticket: If the changing colors match, the ticket is valid. The attendee will automatically be checked in.

Invalid ticket: If the colors don't match, or the attendee brings a printout of his ticket, please check the attendees tickets manually.

17-4) ColorSync check-in

Click “Check-in Attendees” from the Check-in screen, and the ColorSync screen will open.

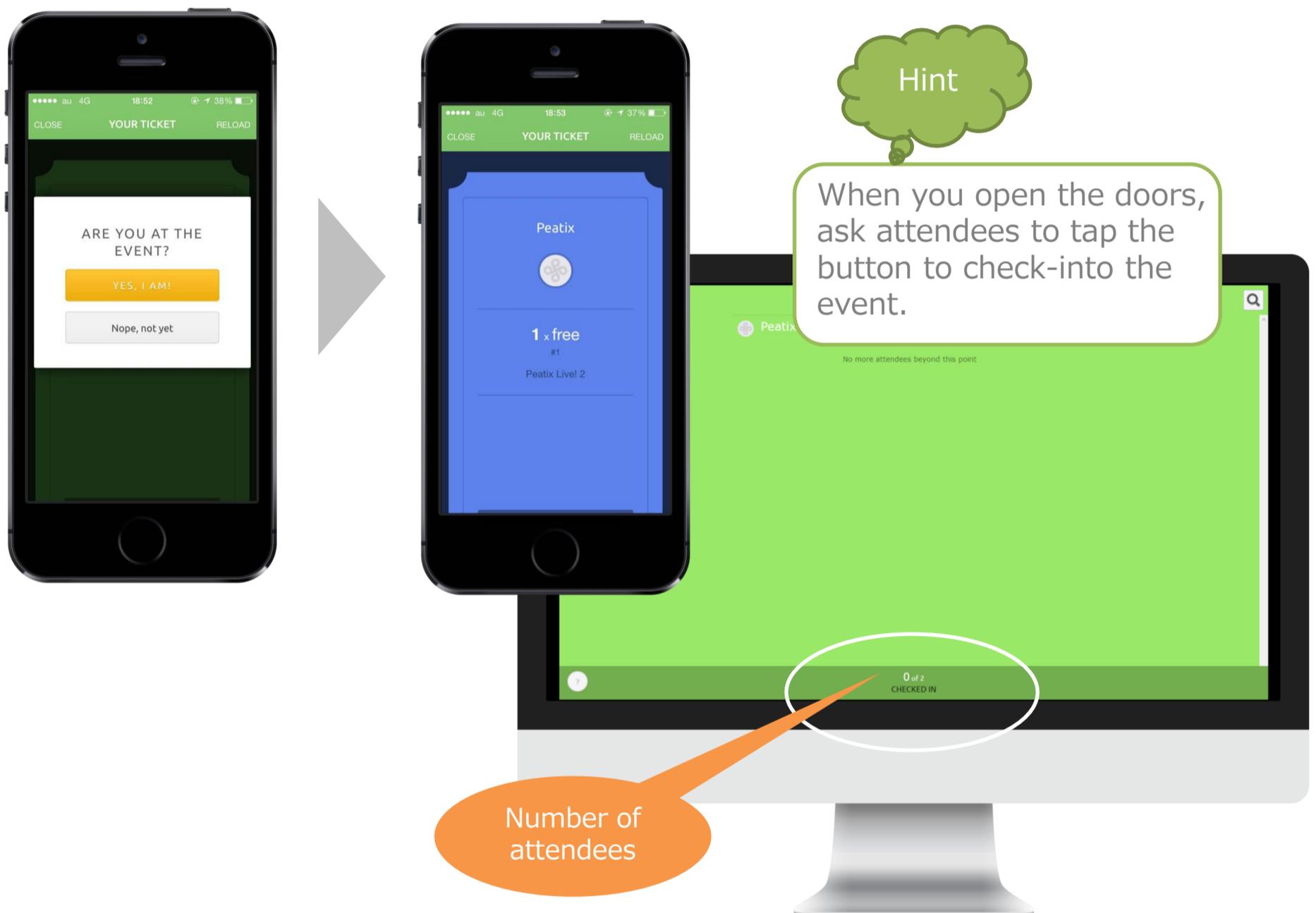


When you open the ColorSync check-in screen, the screen will start flashing colors.

Please leave this screen open. If you close this screen, or move to another page, the tickets of the attendees will also stop flashing.

17-4) ColorSync check-in

When the attendee opens his/her ticket, a “Yes, I am “ button will be displayed. When the attendee taps the button, the ticket screen will start flashing colors.

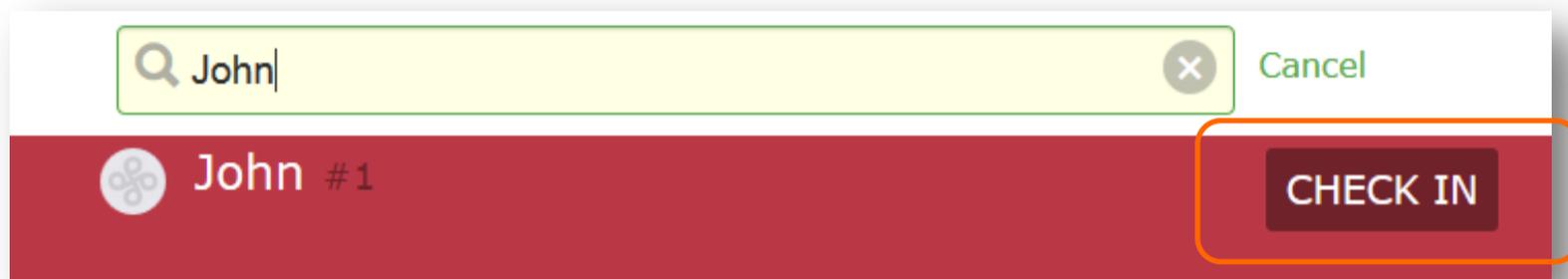


The ColorSync reception screen, and the attendees ticket screen will synchronously change colors every second. The attendees will be automatically checked in.

The number of checked in attendees will be real-time updated.

17-4) ColorSync check-in

Please manually check-in attendees who brought a print out, or forgot their ticket. Click the question mark in the upper right corner to look up the attendee and click "Check in".

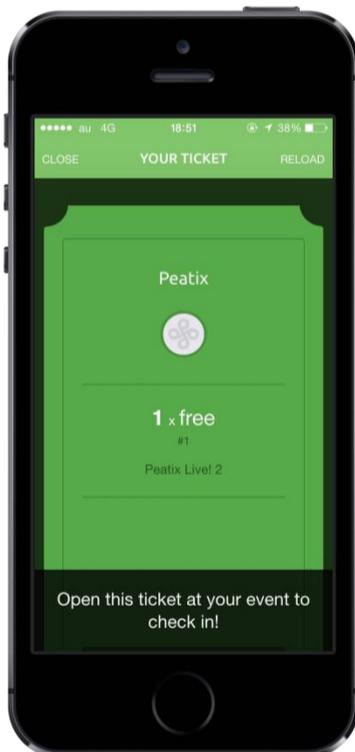


Hint

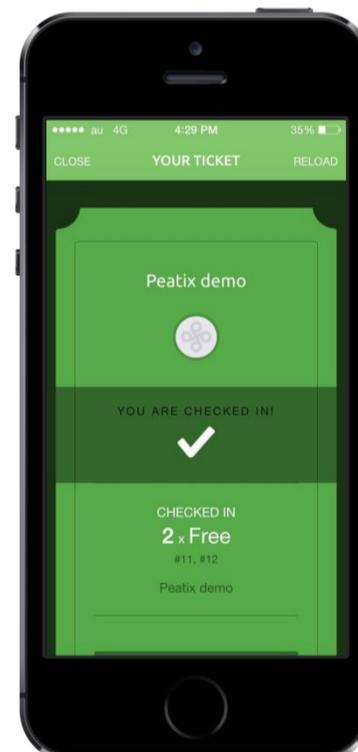
If the ticket screen doesn't change colors

or

is already checked-in



When the above screen is shown, please ask the attendee to refresh the screen, and click the "Yes, I am" button. The screen will then start changing colors.

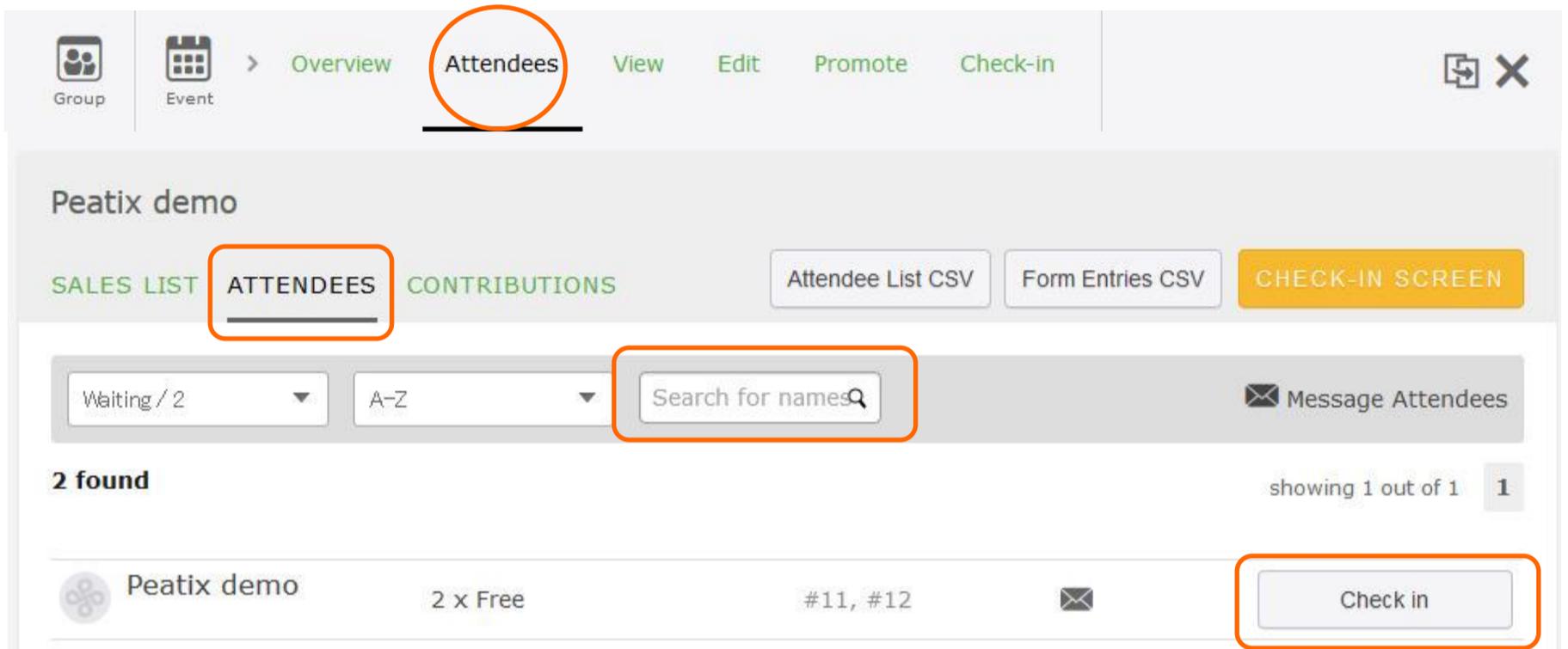


When the attendee pressed the "Yes, I am" button while waiting in line, the ticket status can already become "checked in".

If in other cases the ticket doesn't flash colors (e.g. connection issues), please check-in the attendee manually.

17-5) Check-in with a computer

If you have a computer with internet available at the day of the event, you can use your computer to check in attendees.



The screenshot shows the Peatix interface for an event named "Peatix demo". The "Attendees" tab is selected and highlighted with an orange circle. Below the navigation bar, there are tabs for "SALES LIST", "ATTENDEES" (highlighted with an orange box), and "CONTRIBUTIONS". To the right of these tabs are buttons for "Attendee List CSV", "Form Entries CSV", and "CHECK-IN SCREEN". Below the tabs, there are filters for "Waiting / 2", "A-Z", and a search box labeled "Search for names" (highlighted with an orange box). A "Message Attendees" button is also visible. Below the filters, it says "2 found" and "showing 1 out of 1". A table row shows "Peatix demo" with "2 x Free" tickets, ticket numbers "#11, #12", and a "Check in" button (highlighted with an orange box).

Search for the attendee name, and click "Check in".



The screenshot shows the Peatix interface after the check-in process. The filter dropdown now shows "Checked In / 2" (highlighted with an orange box). The search box still contains "Search for names". Below the filters, it says "2 found" and "showing 1 out of 1". A table row shows "Peatix demo" with "2 x Free" tickets, ticket numbers "#11, #12", and an "Undo Check in" button.

The attendee is then moved to the "Checked in" list.

17-6) Irregular / manual check-in

When you wish to manual check-in attendees, please print out the attendee list. (more information about downloading the attendee list on page 42)



Hint

When you check-in with QR-code or ColorSync, the following cases require irregular check-in support:

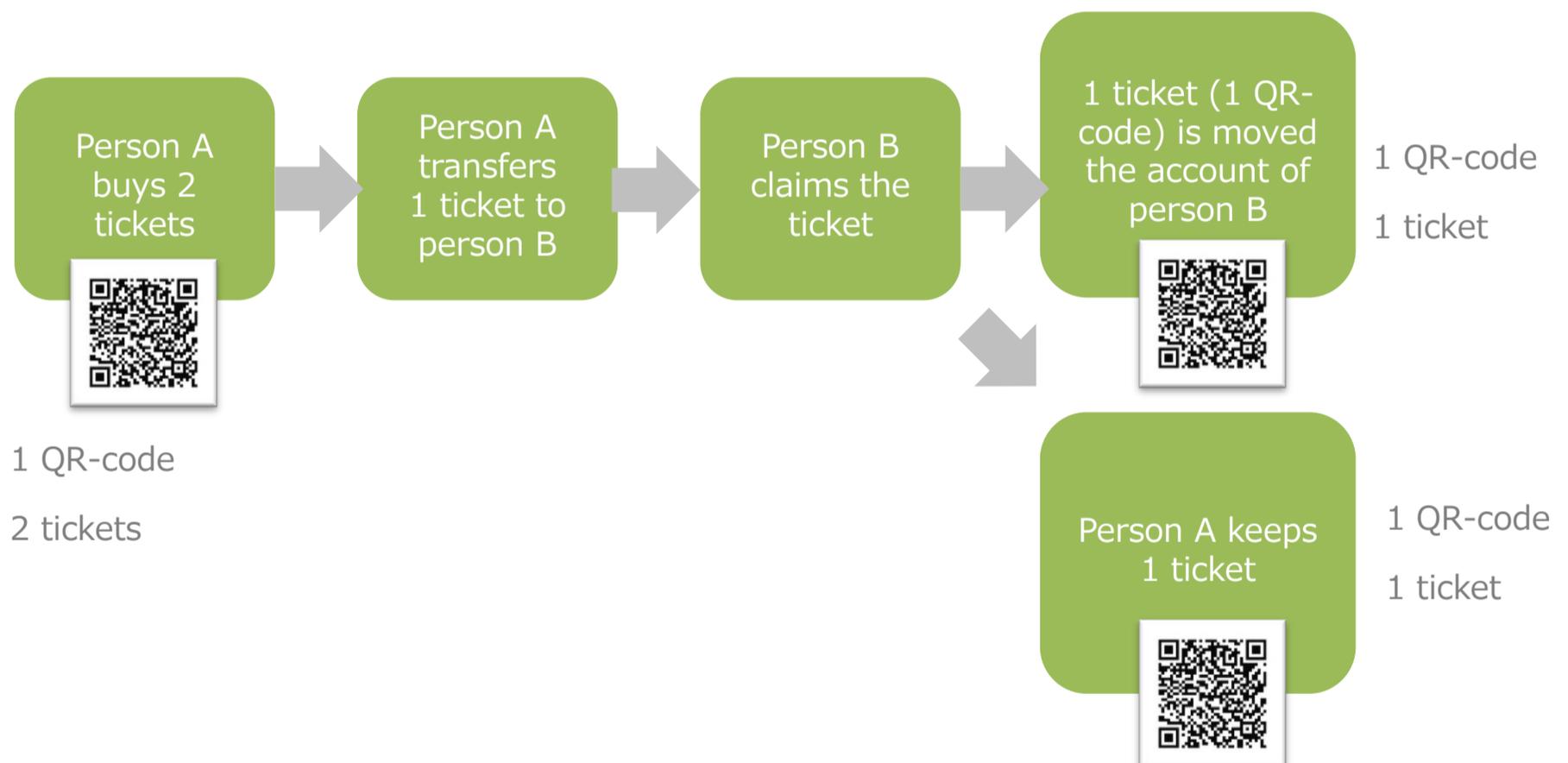
- ✓ The attendee's ticket isn't shown due to internet connection issues.
- ✓ The print out is blurry, and the QR-code cannot be scanned.
- ✓ The attendee forgot to bring his/her ticket

We recommend to have both a standard and an irregular reception desk. If there are problems checking in the attendee, you can refer the attendee to the irregular desk. This way, you can manually check-in the attendee at the irregular desk and you keep the attendee flow smooth at the standard check-in desk.

17-6) Irregular / manual check-in

If the attendee purchased multiple tickets, all tickets are included in the same QR-code. By scanning the QR-code, all tickets are checked-in together. (Page 54)

If the attendee purchased multiple tickets, but they will go to the event separately, they can use our Gift to Friend feature to transfer the tickets.



Please see the following help page for more information about the transfer function:

<http://help.peatix.com/customer/en/portal/articles/155703>

18) Frequently asked questions

Q1. Can I create multiple events with different dates?

A1. We recommend the use of the duplicating function.

<http://help.peatix.com/customer/en/portal/articles/312449>

Q2. Can I set up discount codes for ticket buyers?

A2. Yes, you can set up discount codes!

<http://help.peatix.com/customer/en/portal/articles/976445>

Q3. The Peatix website will not work properly

A3. We recommend that you use the latest version of your browser

<http://help.peatix.com/customer/en/portal/articles/1553070>

Q4. Will a receipt be issued?

A4. Attendees can download a PDF receipt.

<http://help.peatix.com/customer/en/portal/articles/825721>

Q5. Will you send me the payout details of my event?

A5. You can to check the payout details in your account settings.

<http://help.peatix.com/customer/portal/articles/1503354>



Hint

For more FAQ, please see our help pages:

<http://help.peatix.com/customer/en/portal/articles>

If you have any questions, please feel free to contact us:

<http://help.peatix.com/customer/en/portal/emails/new>