

A large crowd of people is gathered at the base of the Eiffel Tower in Paris. The tower's intricate metal lattice structure is visible, with a French flag flying from a balcony. In the foreground, several women are seen from behind, looking towards a stage area. The stage is illuminated with warm lights and features two large video screens. The scene is set during sunset, with a golden glow over the entire event.

Day of the event

Pre-event preparation

1. Preparations for the event

- 1) Prepare the attendee list
- 2) Send a message to the attendees

The day of the event

2. Check-in at the event

- 1) QR-code check-in
- 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

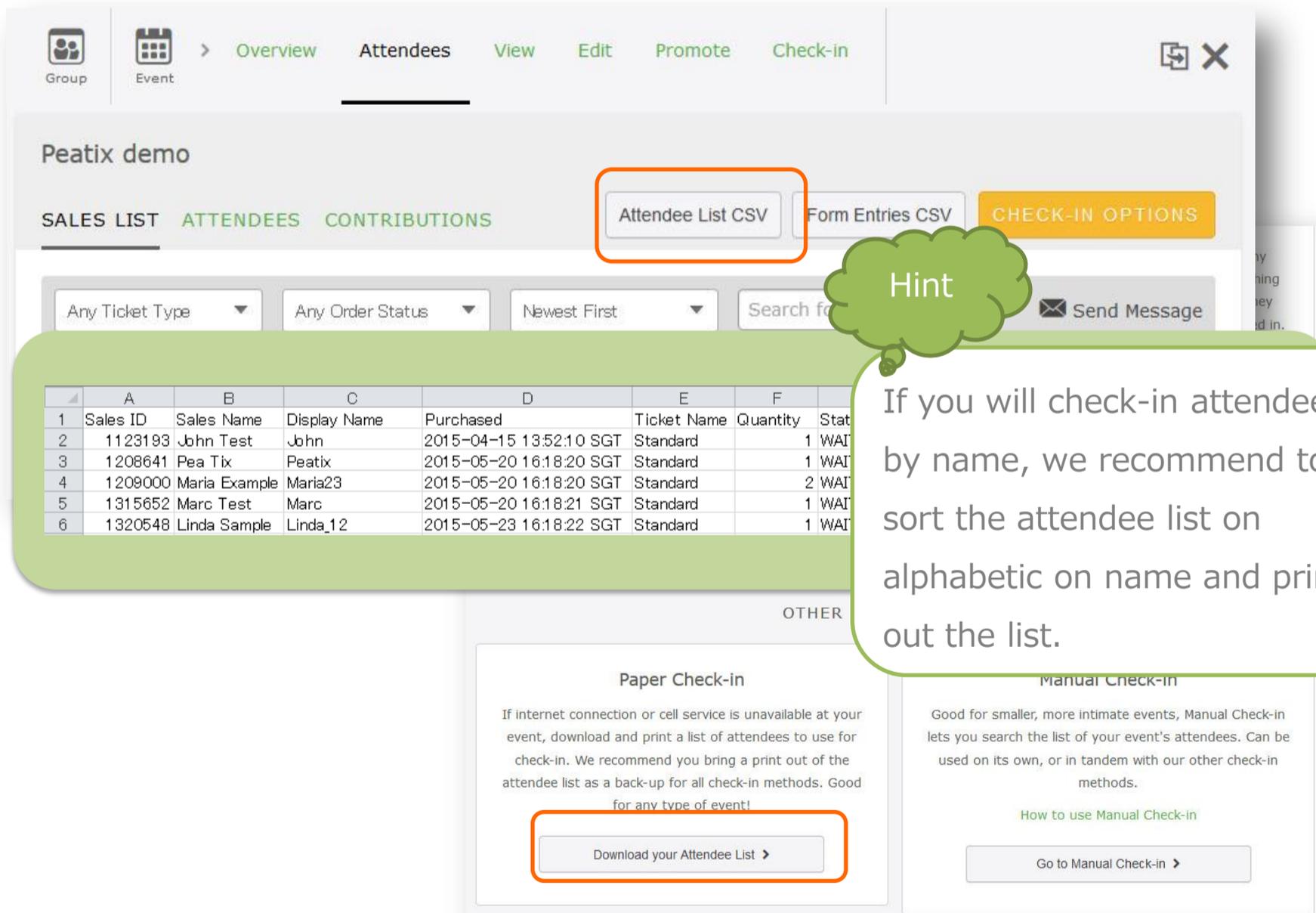
Because of updates to the website, the display on the website can differ from this document. Please check the website for the latest version.

1-1) 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 >

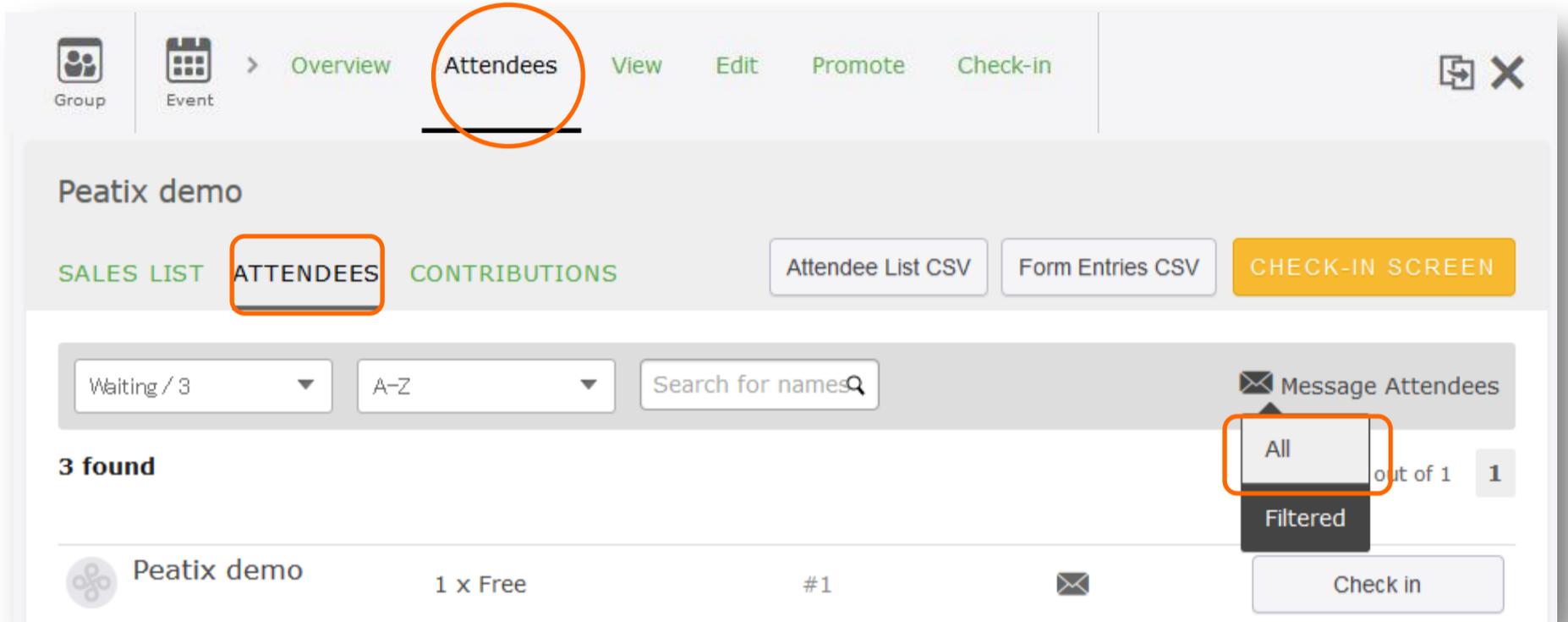
Hint

If you will check-in attendees by name, we recommend to sort the attendee list on alphabetic on name and print out the list.

1-2) Send a message to the attendees

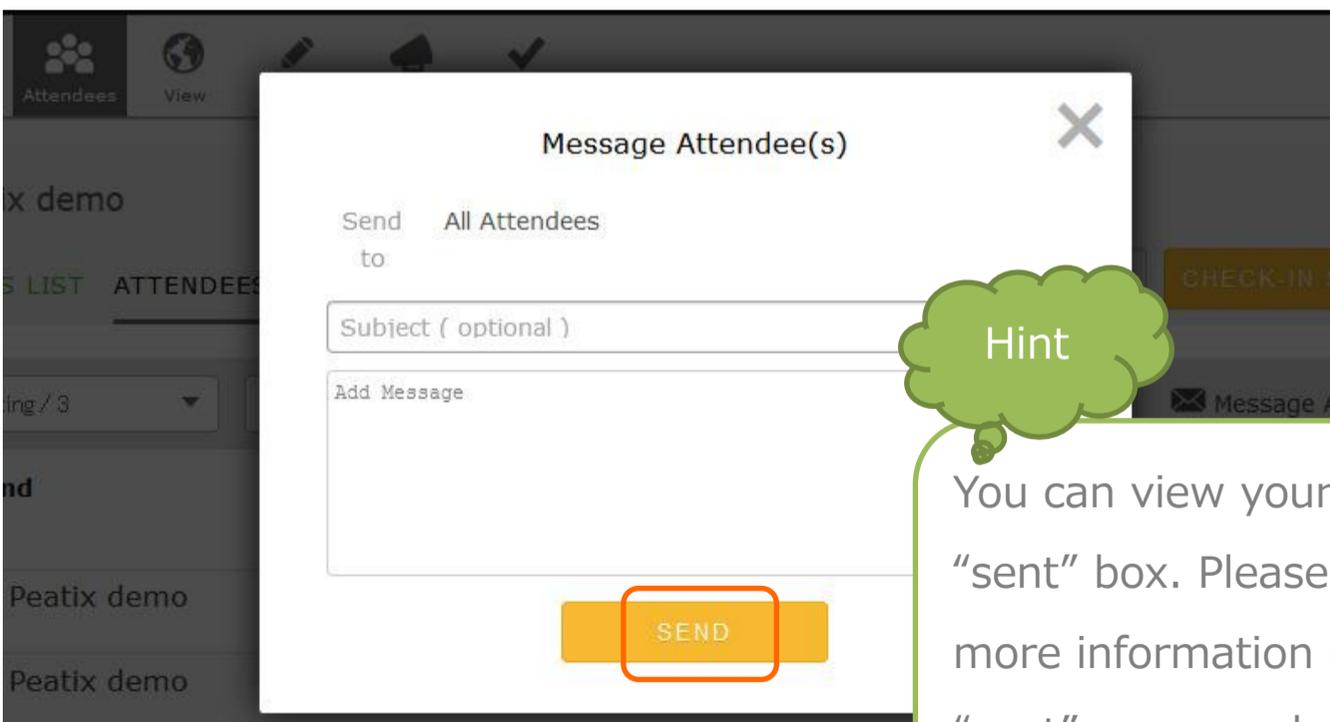
If you want to share a notification about the event with the attendees, you can email the attendees through the “Attendee page”.

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". To the right are 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 visible, with a dropdown menu open showing "All" (circled in orange) 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 email 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 large orange "SEND" button is at the bottom, 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 39 for more information on accessing the “sent” message box.

2-1) 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.

2-2) 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.



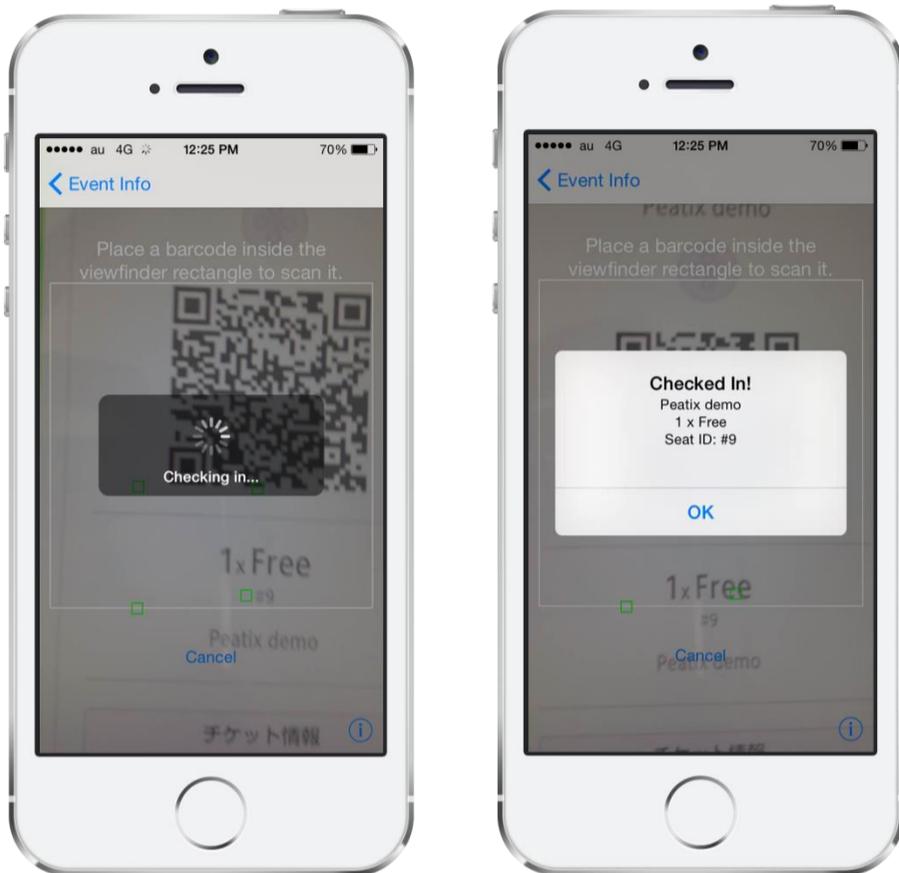
- ※ Search for "Peatix Scan"
- ※ The App needs to be installed on every device that will be used to check-in attendees.
- ※ To use more than one device to check-in attendees, please use the Assistant Mode. Please see page 50.

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



2-2) How to use the Peatix scan app

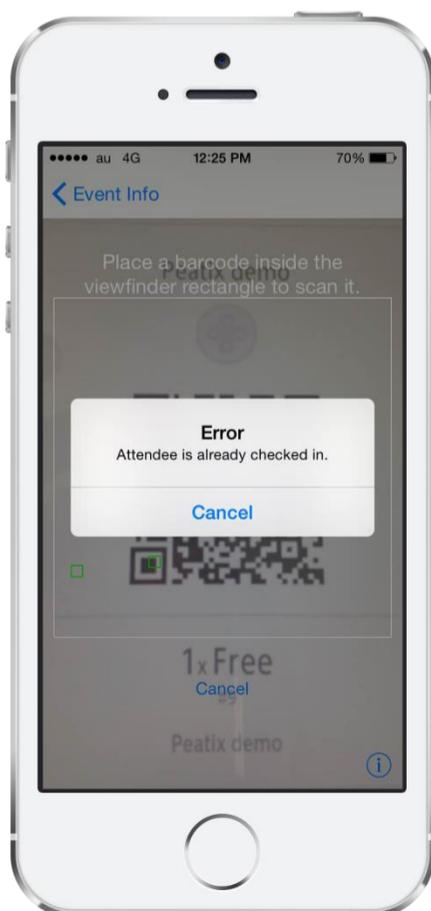
Scan the QR-code on the tickets of the attendee, and the attendee is automatically checked in. Tap “OK” to scan the next ticket.



※ 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.

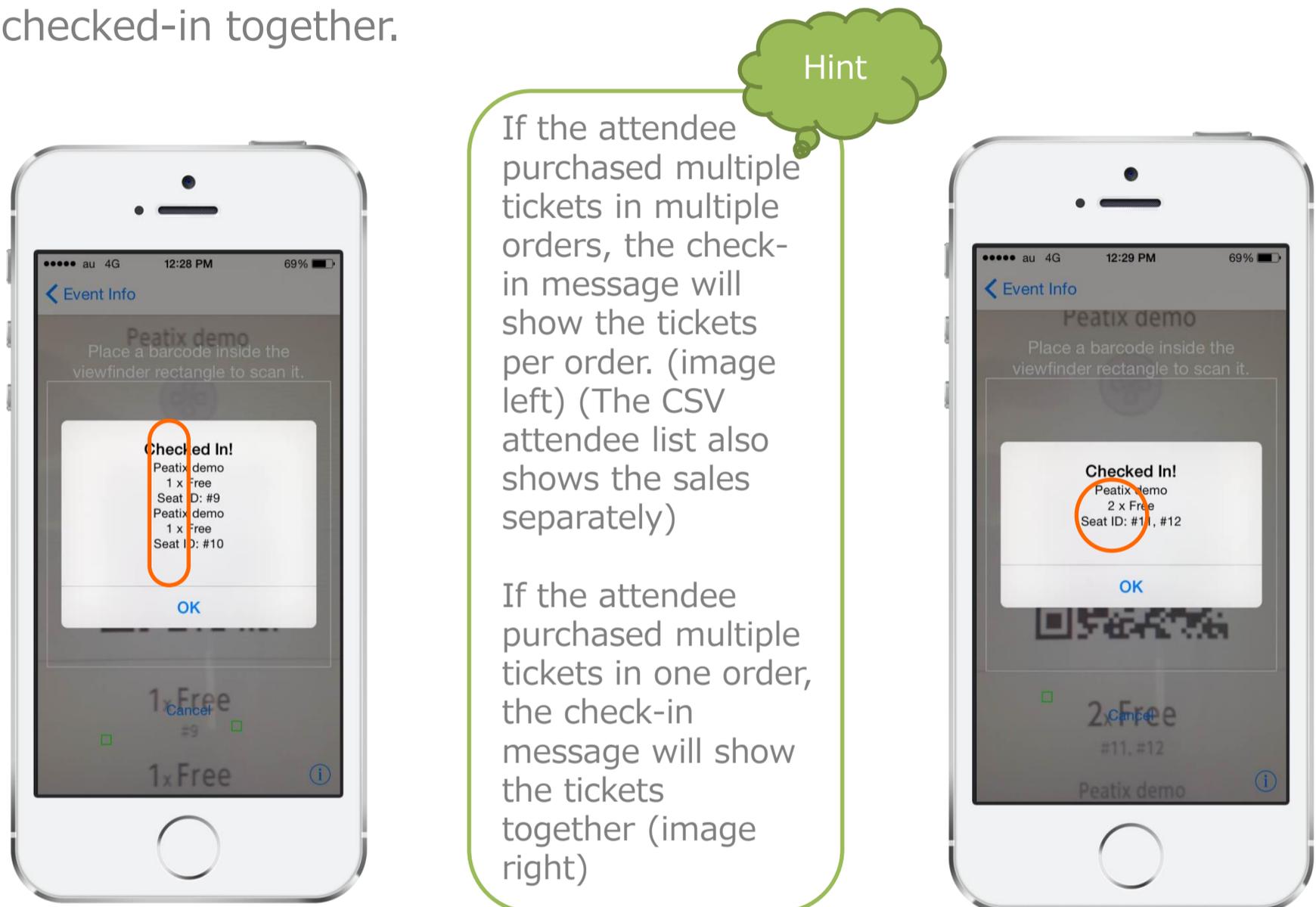
You can only scan each QR-code once.



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

2-2) 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.

2-2) 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.

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.

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

2-3) 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.

2-3) 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.



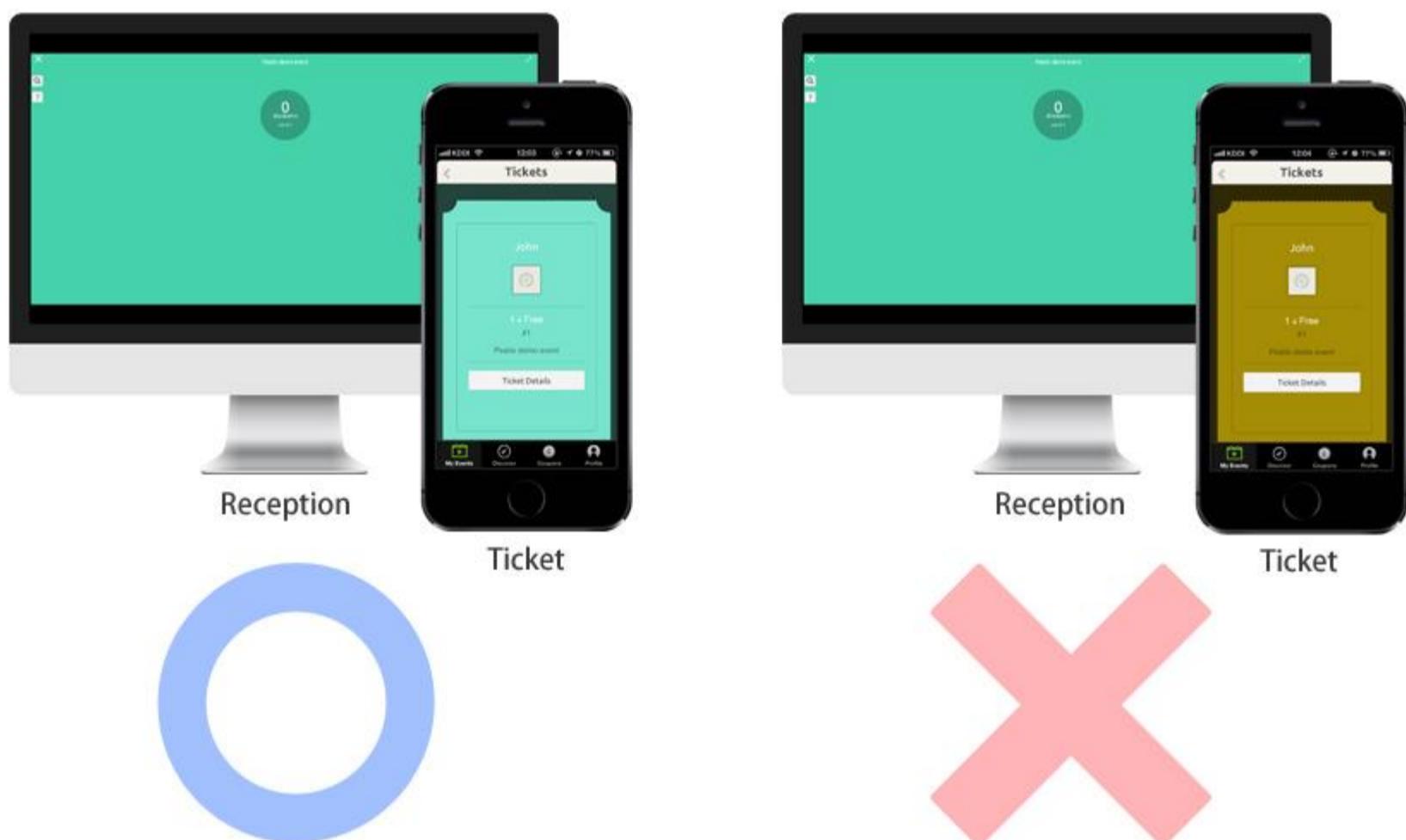
Click “ok”, and you're ready to check in attendees.



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.

2-4) 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.

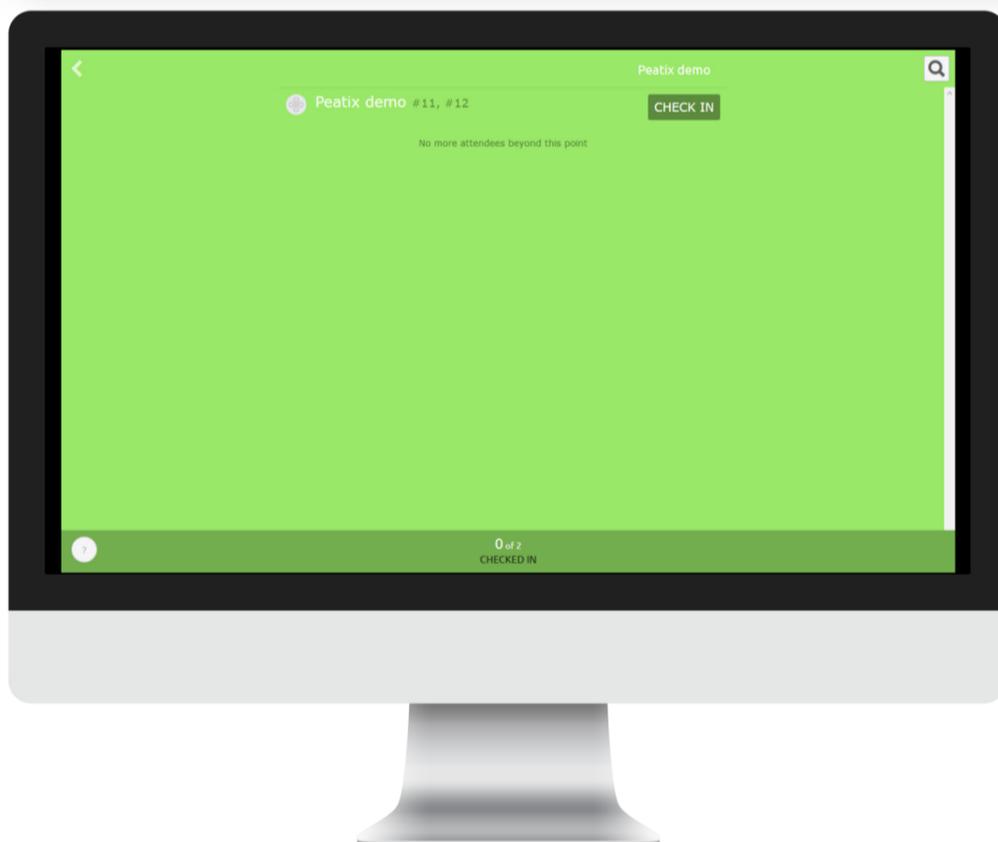
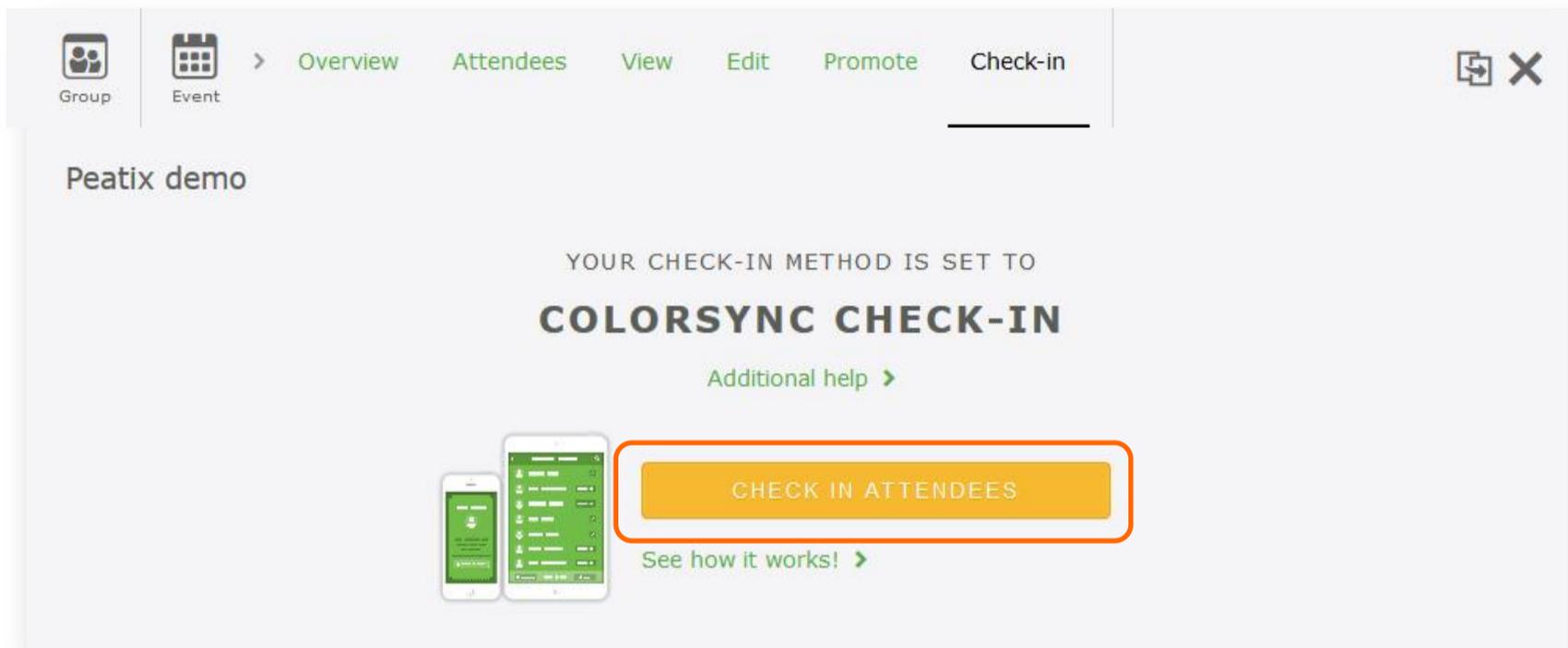


Valid ticket: If the changing colors match, the ticket is valid. The attendee will automatically be checked in.

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

2-4) ColorSync check-in

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

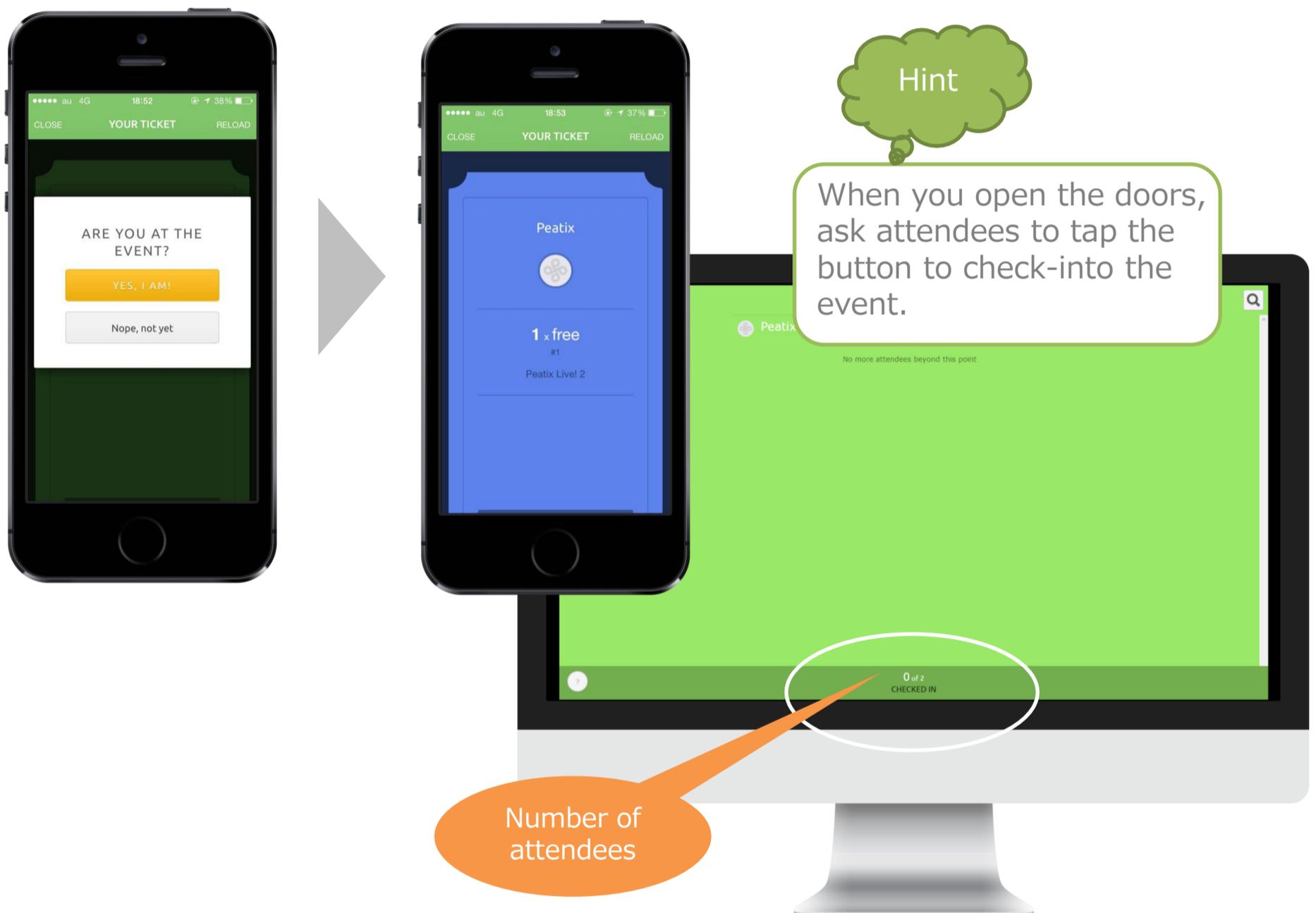


When you open the ColorSync check-in screen, the screen will start flashing colors.

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

2-4) 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.

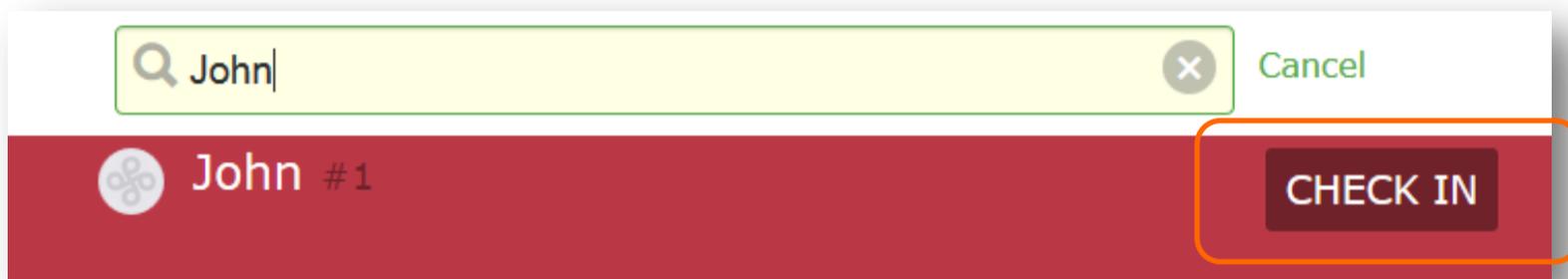


The ColorSync reception screen, and the attendees ticket screen will synchronously change colors every second. The attendees will be automatically checked in.

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

2-4) 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".

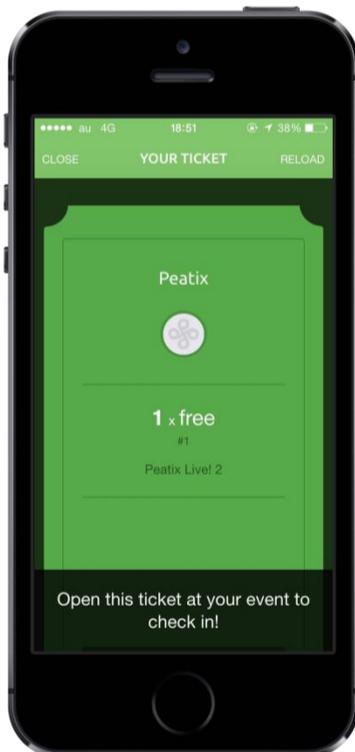


Hint

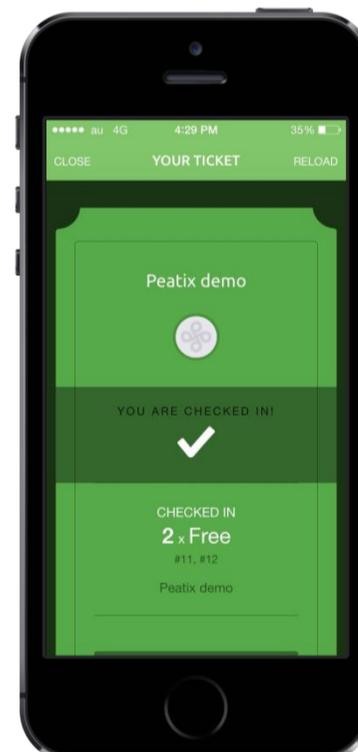
If the ticket screen doesn't change colors

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.

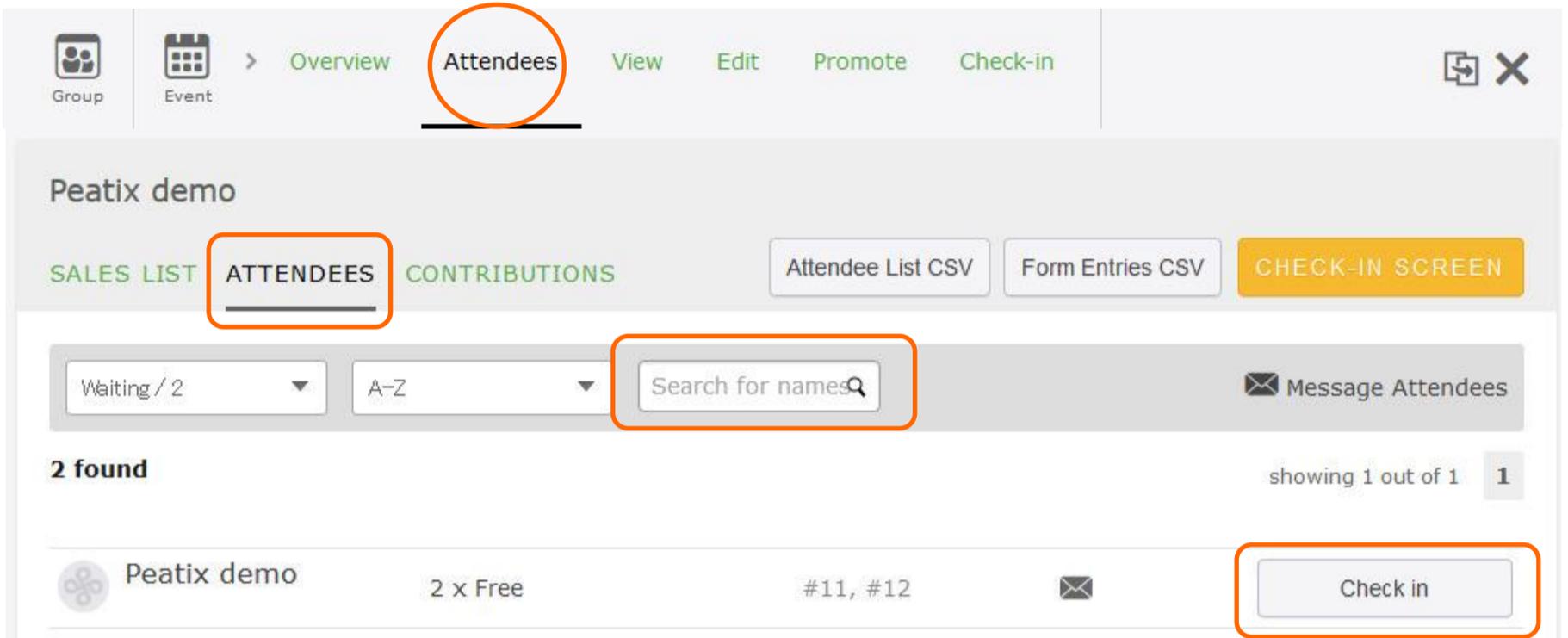


When the attendee pressed the "Yes, I am" button while waiting in line, the ticket status can already become "checked in".

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

2-5) 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.



Peatix demo

SALES LIST **ATTENDEES** CONTRIBUTIONS

Attendee List CSV Form Entries CSV CHECK-IN SCREEN

Waiting / 2 A-Z Search for names Message Attendees

2 found showing 1 out of 1 1

Peatix demo	2 x Free	#11, #12	Message	Check in
-------------	----------	----------	---------	----------

Search for the attendee name, and click “Check in”.



Checked In / 2 A-Z Search for names Message Attendees

2 found showing 1 out of 1 1

Peatix demo	2 x Free	#11, #12	Message	Undo Check in
-------------	----------	----------	---------	---------------

The attendee is then moved to the “Checked in” list.

Hint

The name displayed in the Attendees tab is the display name (account name). This name can differ from the name in the Sales List. You can search for both names.

The name displayed on the ticket is the account name, the same as displayed in the Attendees tab.



2-6) Irregular / manual check-in

When you wish to manual check-in attendees, please print out the attendee list.



Hint

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

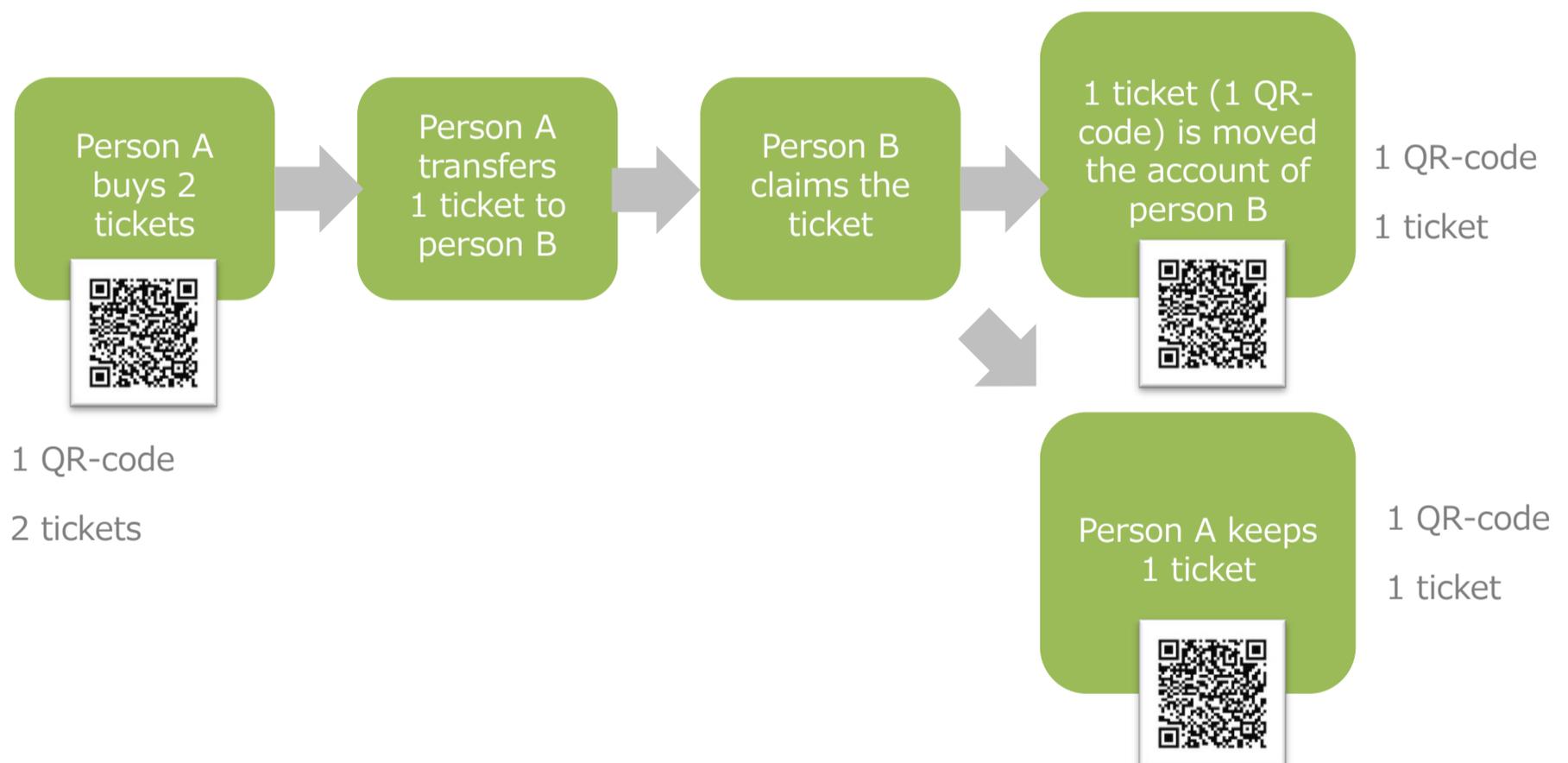
- ✓ The attendee's ticket isn't shown due to internet connection issues.
- ✓ The print out is blurry, and the QR-code cannot be scanned.
- ✓ The attendee forgot to bring his/her ticket

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.

2-6) 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.

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>

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>