Evvnt Ticketing - Mobile Box Office App
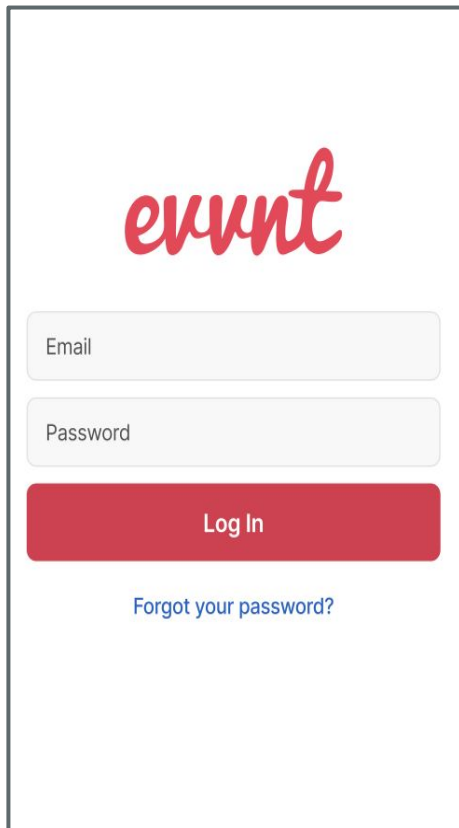
App Logins:

Create users in your ticketing account to grant access to the mobile box office app.

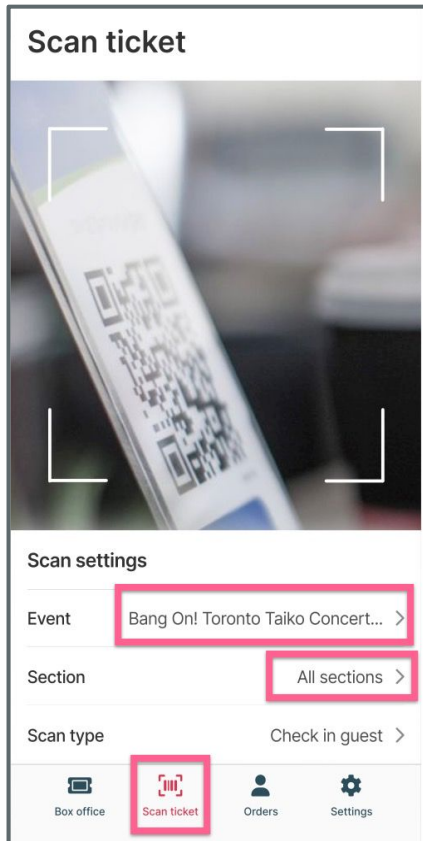**Email**

Password

Log In

Forgot your password?

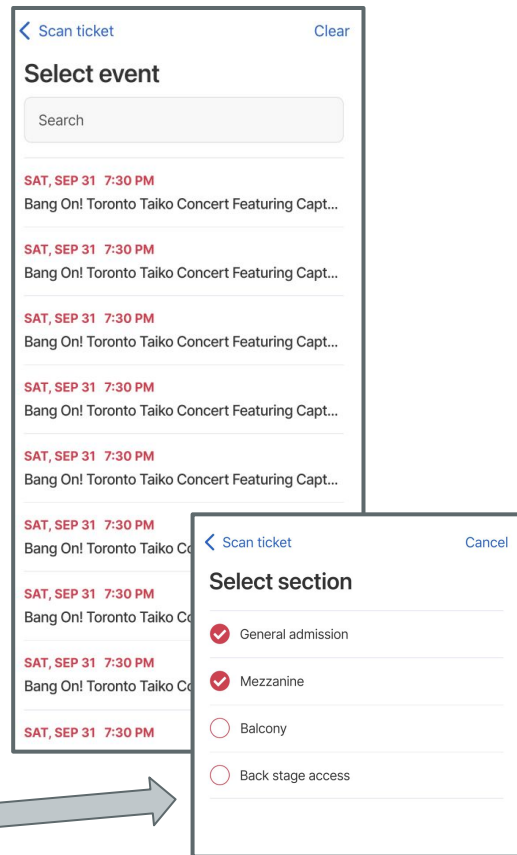Scan here to **download** the Evvnt Mobile Box Office app from the iOS App Store.

Scan here to watch **four short videos** to learn the basics of using the Evvnt Mobile Box Office

Evvnt Ticketing - Mobile Gate App

Scanning Tickets

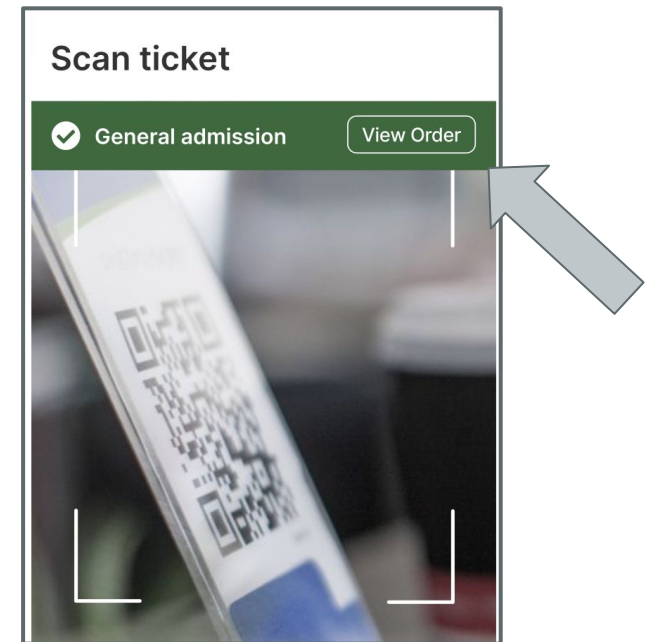*"I have my tickets"*

Successful Scan

Scan ticket

Click "Scan ticket" to open the scanning section. You must allow permission to use the camera for scanning tickets.

(Optional) Adjust the scan settings to restrict scanning to just one event or one specific ticket type.

A successful scan will show a green message with an option to view the order.

Speed up scanning by using "View Order" and find the tickets to check-in multiple tickets with some quick touches.

Evvnt Ticketing - Mobile Gate App

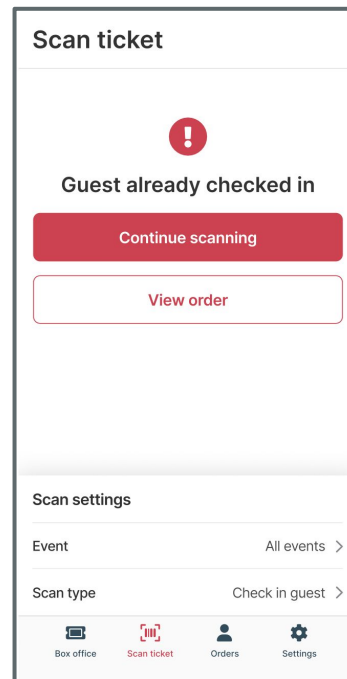## Scanning Tickets, continued…

"I have my tickets"

Successful Scan

A green message confirms the ticket was checked in and scanning will pause.

Click "View Order" to quickly see the order and view other tickets. You can then tap to check in those tickets quickly.
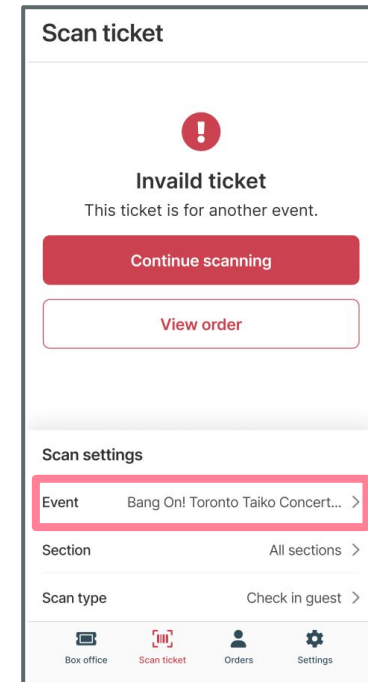
Already Scanned In

If you scan the same ticket twice, you will get this message. This happens if you hover too long over a ticket that was just scanned.

Click "View Order" to review other tickets on the order, or click "Continue Scanning".
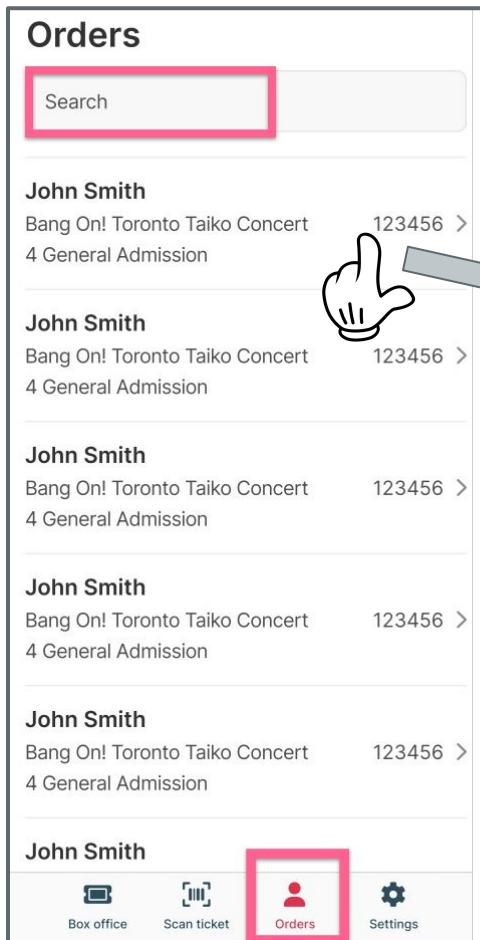
Invalid Ticket

Are you scanning for the correct event?

The customer may be showing the wrong tickets. You can also search for an order by name to find the correct tickets.
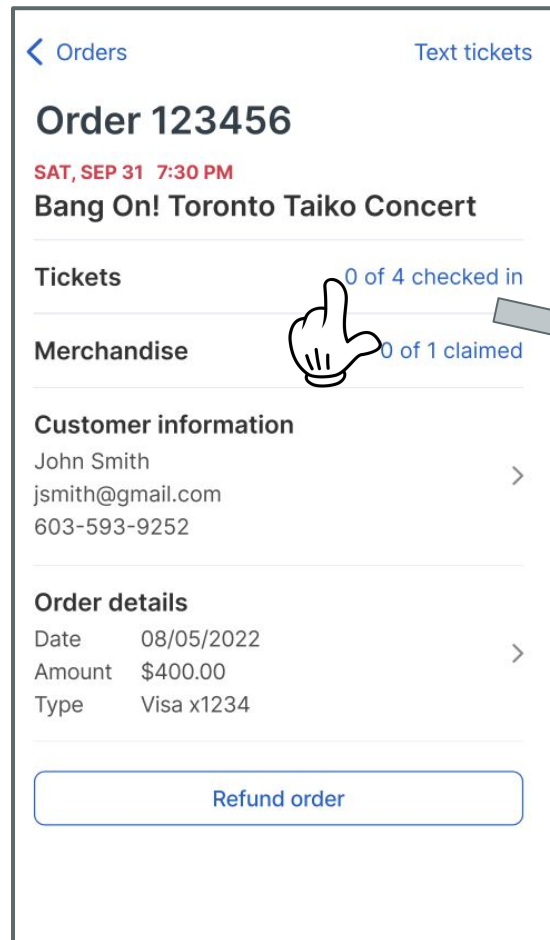
Evvnt Ticketing - Mobile Gate App
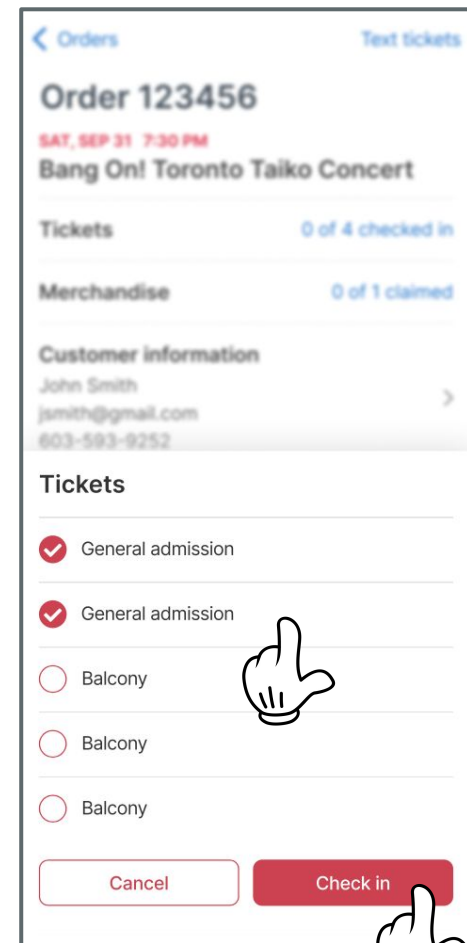
Searching Orders

"I can't find my tickets"

Select "Orders". Search by name, email, or order number

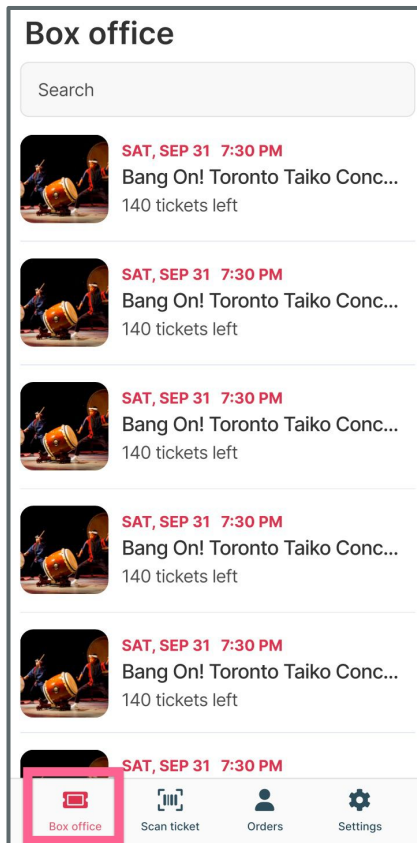Click the tickets option to see all the tickets on the order.
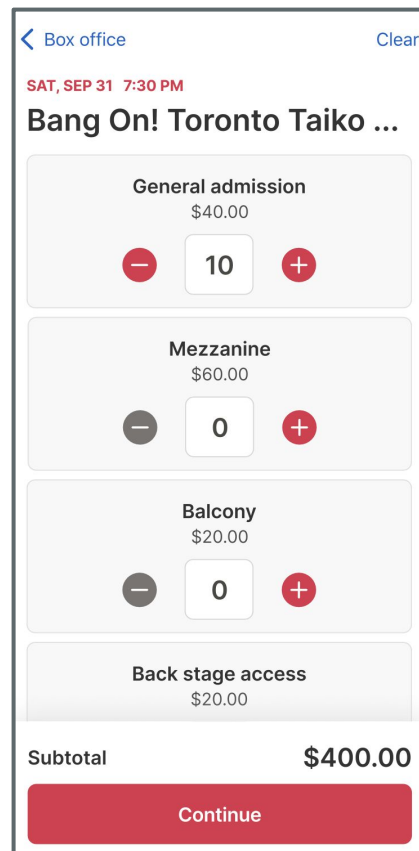
Tap on the tickets to check in and select check in.

Evvnt Ticketing - Mobile Gate App
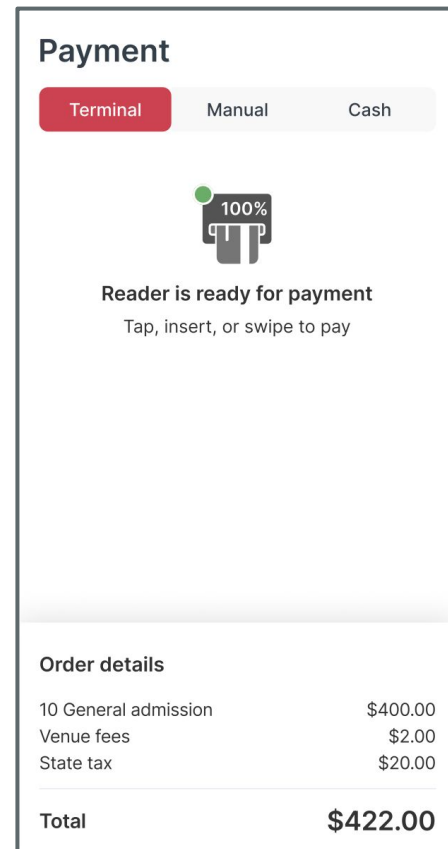
Box Office

"I need tickets"

Select "Box Office" and select the event.

Select the number of tickets for each type of ticket needed.
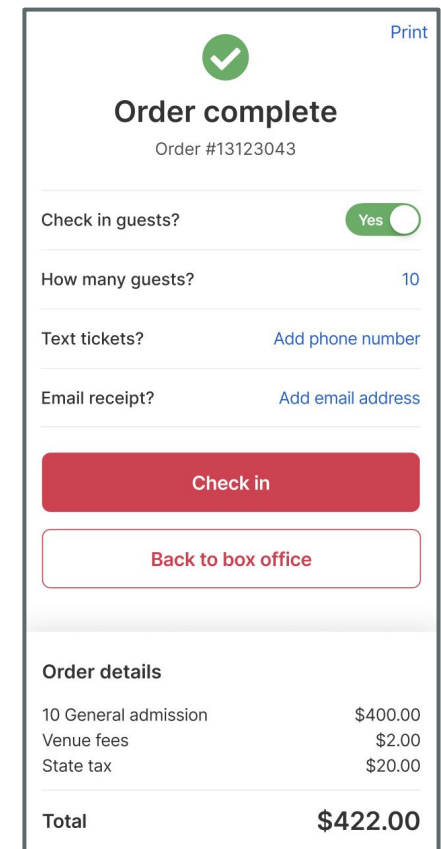
Select from reader or manual card entry, cash, (or comp if available).

A successful sale will show the option to check-in the tickets.*** Click "Check in" to let in guests and continue selling/scanning.
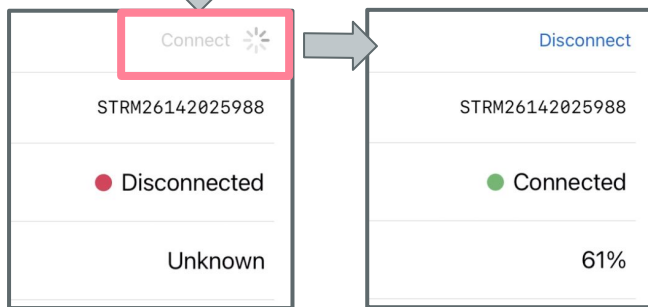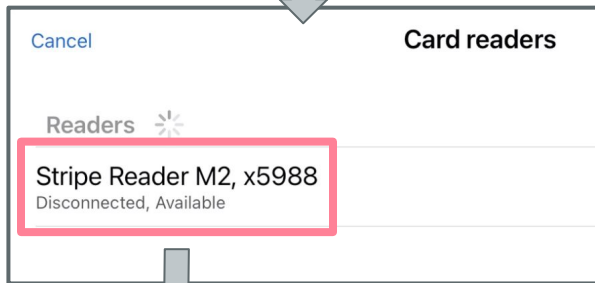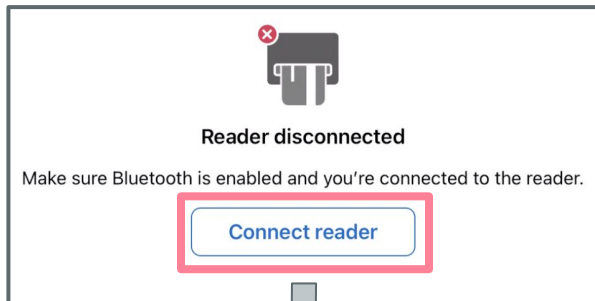

***In-person ticket buyers that need a digital version of their ticket will need to have them texted or emailed. You can enter those details when the order is complete. See here in the last step shown.

Evvnt Ticketing - Mobile Gate App

Card Readers
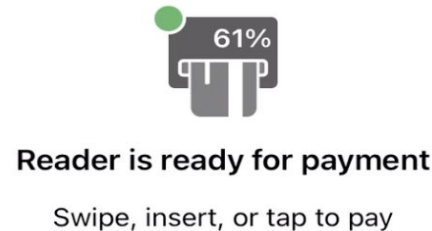
Reader disconnected

❏ Push button to power on and hear a sound
   "boo beep beep"

❏ Hold button to power off. 4 lights will come on and count down to zero lights.

Reader connected statuses

The reader is connected but not ready to collect payment.

Select "Collect Payment" and the reader will be ready to read cards or "tap-to-pay".

Warning: some unlocked phones near the reader could be charged when the reader is in the "ready for payment" state