Evvnt Onsite App and Operations
Download The App - Android or iPhone/iPad
Scanning Tickets

Select Scan Tickets
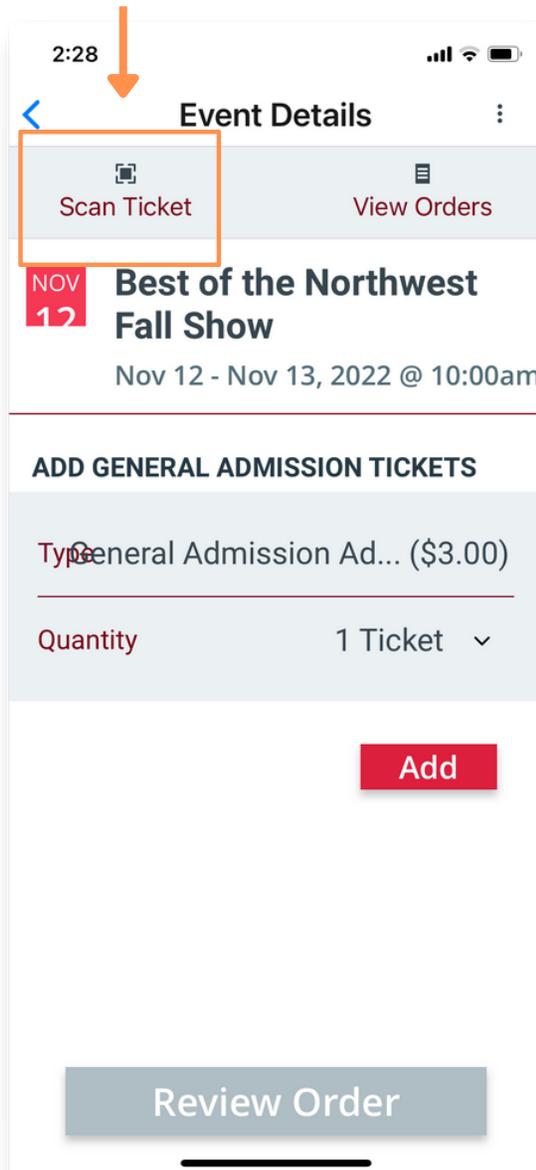
Scan Tickets!
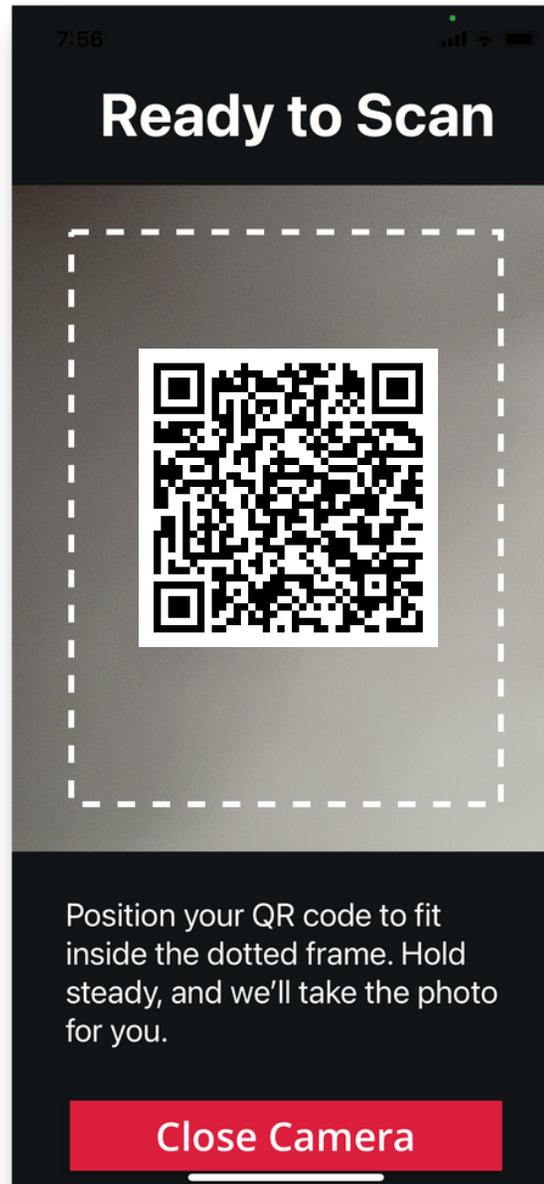
App Logins:
- Create app logins for any **Staff users** to access the app
- You will need to add **email addresses** that can receive a **verification email** to set up a password

Useful Links:

Set up Users in your system

Set up a training webinar

Mobile App Guide

Day of Operations Guide

I forgot my tickets!

evvnt

Look up ticket orders under View Orders
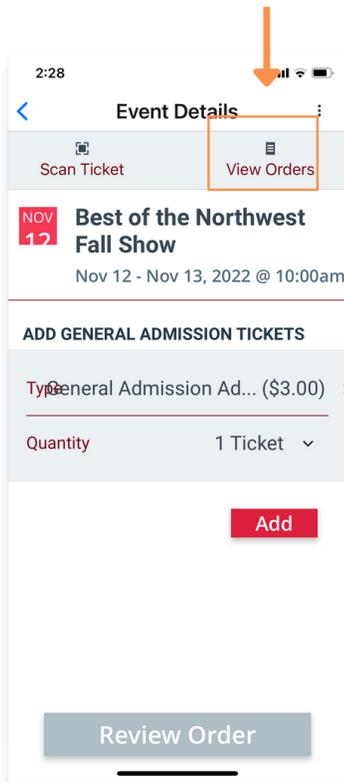
Use search bar to look up orders by last name.
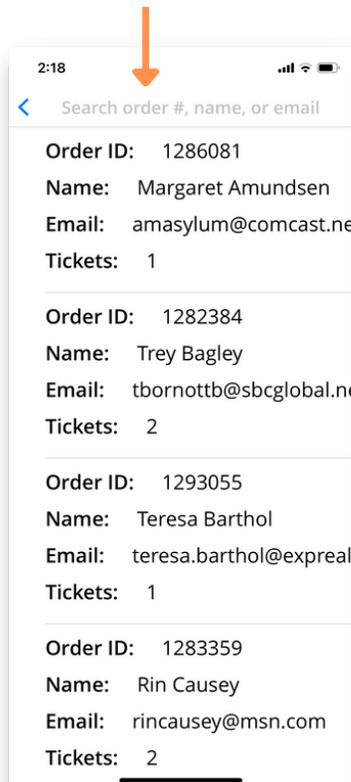
Manually check in tickets by touch within the order
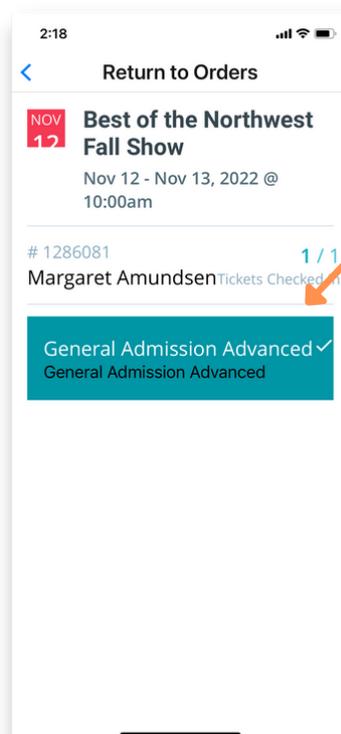
TIPS FOR CHECKING IN TICKETS:

- Each ticket scanner must have a separate login and password
- To test the app to make sure you are connected to WIFI or Cellular, select "View Orders". If this populates, then you are connected. If blank, you are not
- When not scanning tickets, return to the home screen to save your device battery life. The camera draws the most power
- When scanning, point your camera at the QR code on the ticket. Make sure to only scan one QR code at a time
- If a ticket appears as "already checked in", go to View Orders and check how many tickets are in the order. You might have accidentally scanned the ticket already or it's a duplicate ticket

Onsite Support:
Telephone: +1 844 415 1665
Email: tickets@evvnt.com
Hours of Services: 9 AM - Midnight EST, 7 days a week

Evvnt Onsite App
Download The App - Android or iPhone/iPad
Box Office Sales

evvnt

Select Ticket Type/ Quantity/ Add
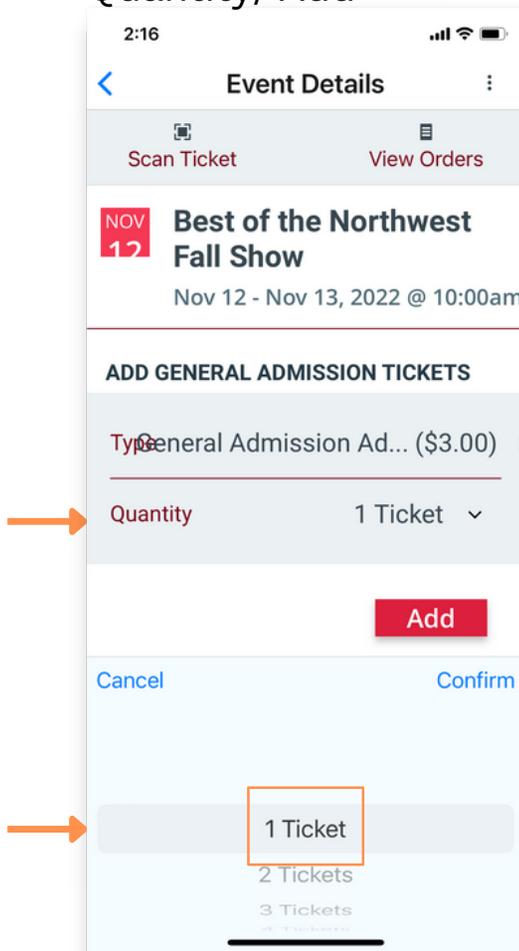
Review / Check out
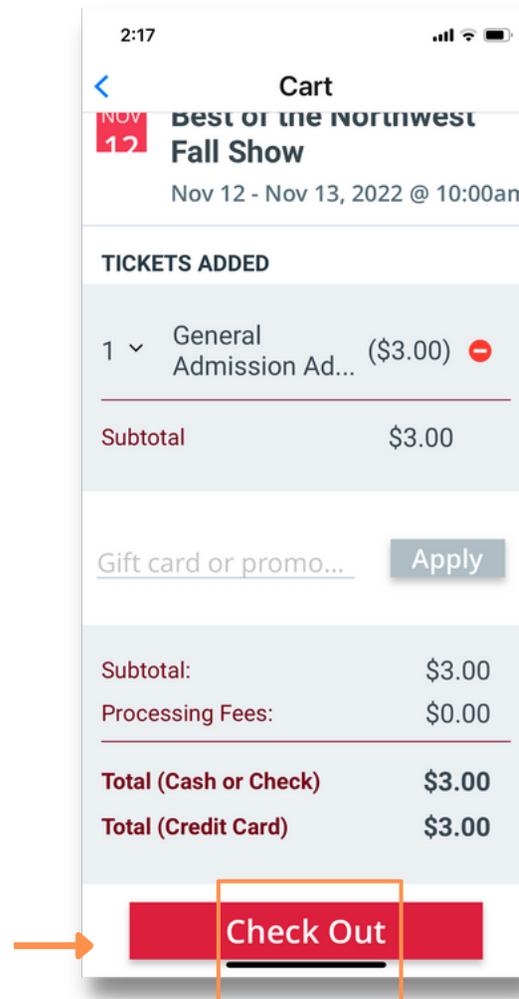
Select Payment
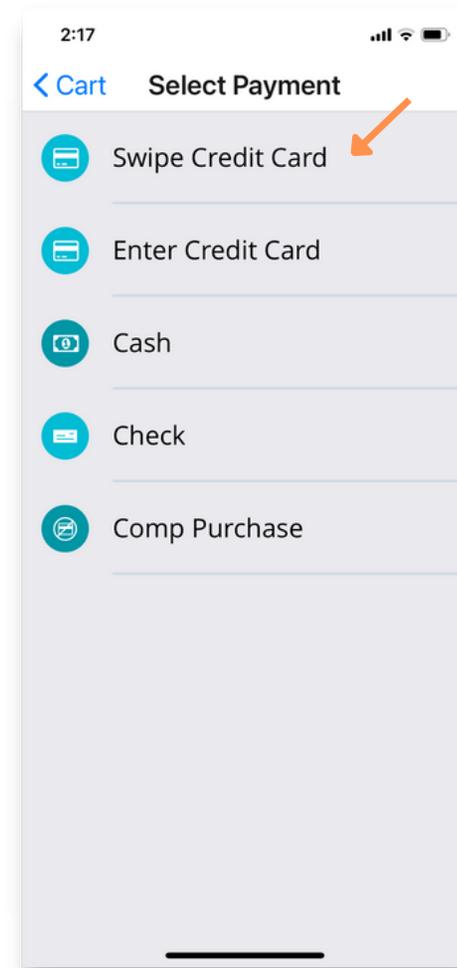
Evvnt Onsite App
Download The App - <u>Android</u> or <u>iPhone/iPad</u>
Box Office Sales

evvnt

Credit Card readers will automatically pair
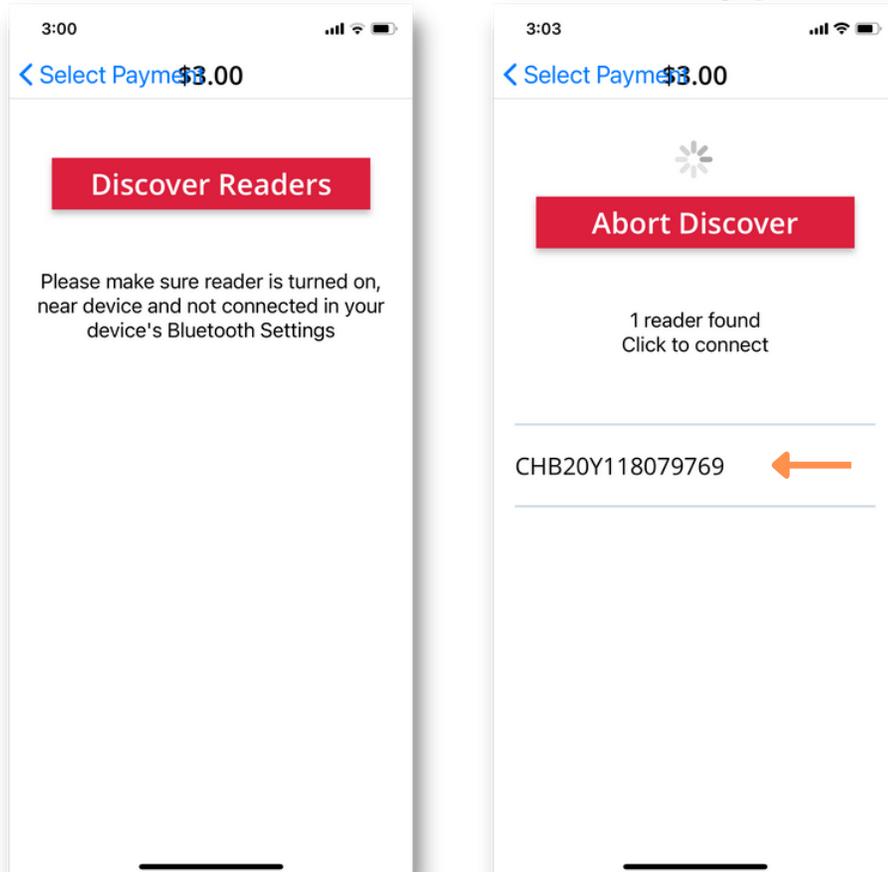
TIPS FOR BOX OFFICE SALES:
- You can order credit card readers through our Client Services team at tickets@evvnt.com
- **The credit card readers are Bluetooth enabled and will automatically pair with your device**
- When your reader appears on the app, **tap it once** and allow a few minutes for it to pair
- Once you are paired, your reader will be quickly accessible for transactions

BOX OFFICE SALES PROCESS
- The buyer will not receive tickets via email unless you select the email option at checkout
- The buyer will receive a notification of their purchase to your event on their credit card statement with the name of your event
- Once a ticket order is made, the buyer(s) should be allowed immediate entrance into the event
- If the entrance is not located at the box office, the buyer should be given vouchers or tickets that they can present at the gate for entry

Onsite Support:
Telephone: +1 844 415 1665
Email: tickets@evvnt.com
Hours of Services: 9 AM - Midnight EST, 7 days a week

Troubleshooting Guide

evvnt

BOX OFFICE SALES

- The #1 culprit for technical issues is your **WIFI connection**
  - Make sure you have a dedicated and strong **PRIVATE** WIFI connection
  - A cell phone hotspot is not adequate for completing transactions at volume
  - You can purchase a device like a **MIFI Hotspot** directly at a cellular phone store and add a service level
  - A public shared WIFI is not recommended no matter the signal strength
- Have a backup plan to **use cellular devices** with your app already installed at the box office
- Make sure to **pair your credit card reader** to your iOS or Android device **one at a time**
  - Other readers should be off or not in the same area as the reader you are trying to pair
  - To pair the reader, go through the process to purchase a ticket. The app will Discover the reader and tap only once to pair. This may take up to a minute the first time you pair
  - Once you have connected your device to the reader, write down the last two digits of the reader to make sure you are consistently connecting that reader to that device
- Make sure your **devices and readers are at least 5 feet apart**. This will lessen the likelihood of pairing with the wrong reader when taking orders
- Place your **WIFI in a central location** to your devices and readers in the box office
- It's advised to have as few devices connected to your WIFI as possible to ensure that you have enough bandwidth to process orders
- Have your ticket scanners use **cellular devices to check in tickets**

Other Tips:

- If you experience issues pairing a reader or processing an order
  - Reboot your WIFI
  - Reset your credit card reader by inserting a pin/paper clip into the reset hole next to the charging input and hold until device flashes
  - Close out the app on your IPad completely by double-tapping the Home button and swiping away the app
  - Restart the app and login
  - Complete a test transaction which will automatically pair the reader with the device again

Onsite Support:
Telephone: +1 844 415 1665
Email: tickets@evvnt.com
Hours of Services: 9 AM - Midnight EST, 7 days a week

Useful Link:
Troubleshooting
Stripe Credit Card Reader