TICKETINO Browser Client

For an easy and smooth ticket control directly via the browser - without having to install any software!

Instruction

TICKETINO Instruction
Browser Client

The TICKETINO Browser Client offers a pleasant and user-friendly way to manage your access control with your PC or Mac, without the need to install anything! Just like the TICKETINO ScanApp, this tool can be used to scan and validate any ticket. It displays important information about the ticket, such as the name of the buyer and the purpose of payment.

Requirements

To use the Browser Client, a laptop / PC or Mac with a working internet connection is required. The tool works on the browsers Chrome, Firefox, Microsoft Edge and Safari. Internet Explorer is no longer supported and therefore we recommend using another browser. The numeric ticket code (1) can be entered in the text field, with or without dots. Since the ticket code is a 12-digit number, it is easier to scan the barcode (2) or the QR code (3).

This requires a scanning device which must be connected to the computer via USB interface. For this kind of admission control no special high-tech scanner is needed, so we recommend a normal USB hand scanner. TICKETINO uses hand scanners from Zebra, which can be purchased at www.digitec.ch. The Browser Client can also be used with a tablet or smartphone, but scanners cannot be connected to such devices.

Default Settings
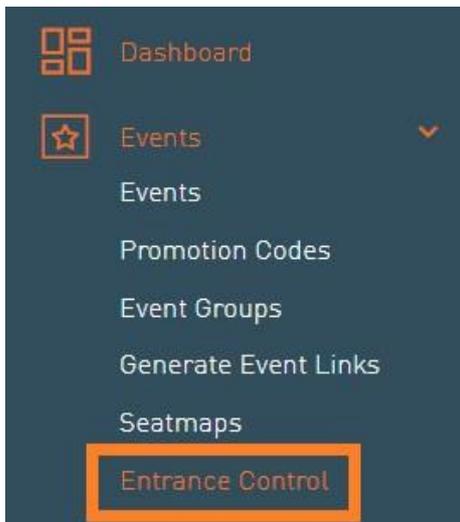
The Browser Client can be accessed via the TICKETINO Cockpit. Log in at **www.ticketino.com** with your organizer login and go to the organizer cockpit. Here you will see the tab "Events" and the item "Entrance control". If you select this, you will already have the Browser Client in front of you.

In the "Select Event" dropdown you select the event for which the tickets have to be scanned. A new dropdown appears where you can select the ticket type. Do you only want to scan Early Bird tickets? Or only the VIP's? You can select them here and all other tickets from the same event will be shown as invalid. In this way you do not have to check every single ticket by hand. If this distinction is not needed, you can leave the selection "Ticket type: All" as it is.

Please make sure that the cursor, i.e. the mouse, is always in the text field "Ticketcode" when the USB scanner is connected. If the cursor is in this field, the ticket can be read with the scanner. Also check if the code changes each time you scan. **Many USB scanners emit a beep signal when scanning. Attention: This signal does not come from the browser client and is no guarantee that the ticket has been read correctly or is valid!**
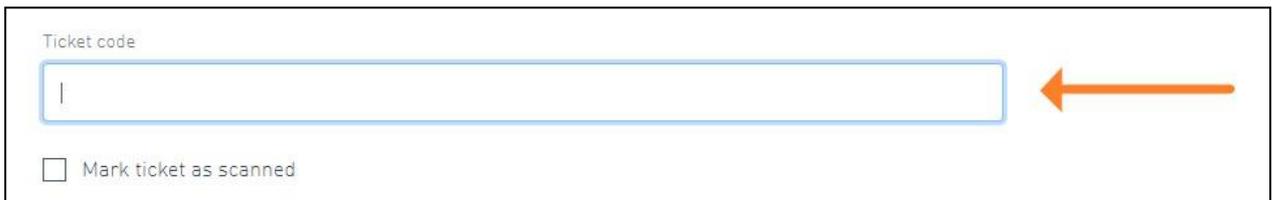
Mark ticket as scanned
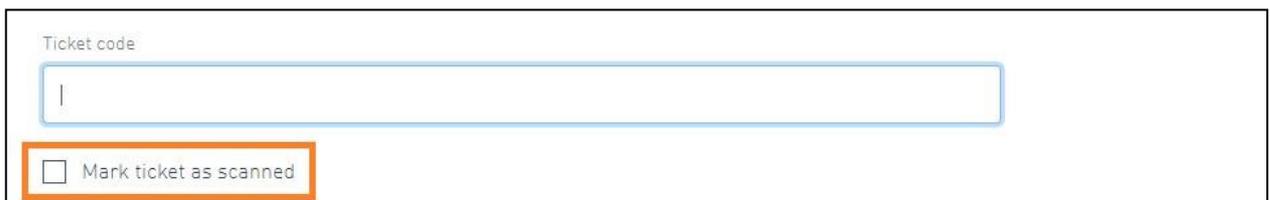
The function "Mark ticket as scanned" is used to perform test scans. Tests should be performed before the event to avoid errors on the day of the event.

If this checkbox is not ticked, as shown in the picture, each ticket can be scanned countless times and therefore always has the status valid, i.e. not yet entered. In the background the scan is not debited.
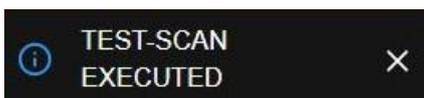
After scanning, the message "Test-scan executed" appears in the upper right corner of the window. This is another indication that the scans are not debited. Before the event, the checkbox must be clicked to ensure that the tickets are validated correctly. Otherwise it will not be visible in the evaluation who has entered and who has not. If the checkbox is selected, the message "Scan executed" is displayed.
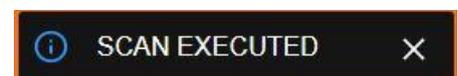
As soon as the scans are validated correctly, the number of entrants (framed in red in the following image) is also updated automatically. Thanks to this counter, you always have an overview of the number of guests that have entered. If you have additionally selected a single ticket category in the right drop-down menu, it will only show you the entered guests of this ticket type. If "Ticket type: All" is selected, it will display all ticket categories of the selected event.

Details

As soon as a ticket is scanned, various information about the ticket appears.

1) <u>Ticket Status</u>

There are the following possible statuses:

Valid - the ticket is valid, and the guest can enter.

Used - the ticket has already been scanned.

Not paid - the invoice has not yet been paid.

Canceled - the ticket was cancelled and is therefore no longer valid.

Wrong event or ticket type - the ticket does not match the selected event or ticket type, the dropdown must be checked.

2) <u>Information about the ticket</u>

Here it is described what is written on the ticket: The numeric ticket code, the price of the ticket and as from when the ticket is valid. **The validity date does not mean that it cannot be scanned before. It specifies the start of the event, which is explicitly written on the ticket.**

3) <u>Information about the order</u>

At a glance, you will find the most important information about the order: the order number, which is also on the ticket (just before the numeric ticket code), when the order was placed, whether it was paid or not, which payment method was selected and the name of the guest. This information is used to clarify most of the questions that can be asked upon admission.

4) <u>Name of the point of sale</u>

Below the title "Point of sale", there is nothing else than where the guest bought his or her ticket. TICKETINO has well over 1'000 points of sale in Switzerland and Germany. The online store (www.ticketino.com) and our call center are two of them.