

CHECKLIST EVENTIM.ACCESS:

Preparations for admission

Your event will take place in the next few days? What are the next steps you can take now in order to prepare admission on the day of the event?

In this document, we provide you with a short checklist as well as detailled step-by-step instructions so that you can prepare yourself optimally for admission.

What you need for admission:



At least one mobile device with the operating system Android or iOS and an autofocus camera with flash LED.

The EVENTIM.Access Scan-App (you will find the link to download the app under the tab "Admission" in your EVENTIM.Light account).

Short checklist:

- Download QR codes for the configuration of the EVENTIM.Access Scan-App via your EVENTIM.Light account (<u>https://www.eventim-light.com/de/access</u>)
- Download EVENTIM.Access Scan-App
- Configure the EVENTIM.Access Scan-App
- Synchronise ticket sales (possible from 12 hours before the start of admission)





Step-by-step guide

1.) Download QR codes for the configuration of the EVENTIM.Access Scan-App

To configure the Scan-App, we provide you with special QR codes in a PDF file, which you must first download. To do so, log into your EVENTIM.Light account and navigate to **"Admission"** and open the tab **"Configuration"** (<u>https://www.eventim-light.com/de/access</u>).

If you would like to prepare entry for a **dedicated event**, please select the desired event from the drop-down menu. Then you have the possibility to download the login QR codes for just this event via the first link below.

If you are hosting **several events** in the next few days, you can download QR codes for the configuration of all events in the next 30 days via the second link below.

No matter which of the two links you click on, a PDF document with 8 QR codes each will open. Each of these codes is intended for the configuration of one individual mobile device.

eventimlig	tt ⁺ Events Event-Series Reports Admission Shop Promotions Box Office	Help	Maria Musterfrau 😫
	Admission		
	Shorter wait times for your customers and for you the certainty that only valid tickets are admitted - EVENTIM. Access makes it possible! Learn more of the access control with the EVENTIM. Access scan app.	e about the	euse
	First steps with Access Configuration Clearing		
	Choose from the options below what you want to configure the Scan-App for.		
	Download Scan-App Login-Codes for selected event		
	Event Poetry Slam	*	
	Select the desired event, which is pending and for which you want to use the scan app as access control. Download the login codes for up to 8 devices and config app on the respective devices with the ticket data. A synchronisation of ticket purchases with the configured scan app can only be carried out on the day of the ev earliest 12 hours before the set event start.		n
	는 Download Login Codes		
	Download Scan-App Login-Codes for all events		
	You have several events at the same time? Then use these login codes to configure the scan app.		
	ف Download Login Codes		

Image 1: View of the tab "Configuration" > <u>https://www.eventim-light.com/de/access</u>



2.) Download EVENTIM.Access Scan-App

Now download the EVENTIM.Access Scan-App for your mobile device from the App Store or Google Play-Store.

3.) Configure the EVENTIM.Access Scan-App

After the successful download, please start the Scan App and allow it to access the camera. Then scan one of the 8 QR codes from the PDF document downloaded in step 1.

<u>Note: The configuration of the mobile devices must be done within 48 hours after</u> <u>downloading the QR codes! If you do not do it in the 48 hours, follow step 1. again and then</u> <u>proceed with step 3.</u>

4.) Synchronise ticket sales (possible 12 hours before the start of admission)

After scanning the QR code, the app will indicate that the data is being synchronised.

Note: Please ensure that your mobile device has Internet access during setup. This enables you to synchronise ticket data. The synchronisation of ticket sales is possible at the earliest 12 hours before the start of admission.

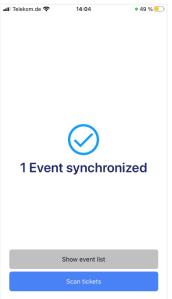


Image 2: Status synchronisation complete

If the QR code has been successfully read and the configuration loaded, a corresponding message (x Events synchronized) appears on your display. If you want to scan tickets with more than one mobile device, follow the steps 2. and 3. again on every other devices.



If you are using the Scan App for the first time, you can watch a guided tour through the app. The individual functions are then explained in detail.

a. End of presale when scanning <u>with Internet</u> <u>connection</u> ⁽²⁾ OK

If your mobile device has an Internet connection when scanning, ticket sales can continue until the start of the event (or end of sale) because your device synchronizes automatically at regular intervals.

If you use multiple devices with an Internet connection to scan, the already scanned tickets are automatically matched among these devices, eliminating the possibility of multiple ticket use.

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b. End of presale when scanning without Internet connection ⁽¹⁾ Offline

If you use the Scan-App while scanning without an Internet connection, the presale must be completed before ticket sales are synchronized.

You can end the advance sale manually by navigating to the desired event in your EVENTIM.Light account and clicking on "Edit event". In the "Schedule" section, set the date for the "Sales end" to a time only a few minutes in the future and save the event (see image 4)

The advance sale will then automatically stop when this time is reached, so that you can then synchronize.

<u>Please note:</u> All tickets sold while the Scan-App is offline will be rejected as "Unknown". When using several devices in offline mode, there is no update between the devices, which means that if necessary a ticket can be scanned several times as valid. In addition, make sure that your event is in the "Published" status to ensure that you can perform the admission with the EVENTIM.Access Scan-App.

Event 🕕	Admission period (optic	onal) 🗊 Sales p	eriod (optional) 🗊
Event date	Doors open (DD.MM.YYYY H	H:MM) Sales st	tart (DD.MM.YYYY HH:MM)
30.07.2022 20:00	30.07.2022 17:00	01.06	.2022 00:00
Multi-day event	Doors closed (DD.MM.YYYY H	HH:MM)	nd (DD.MM.YYYY HH:MM)
Multi-day event	30.07.2022 20:00	30.07	.2022 16:00

Image 4: Settings "Schedule" in the event editing

5.) Help with scanning problems

To achieve the best possible scanning experience, keep the barcode at a distance of about 30 cm at a 90° angle to the scanner. Avoid blinding light and strong movements of the camera. If a ticket cannot be scanned correctly, you can check the ticket manually.



To enter the barcode manually in the Scan-App, first tap the "Keyboard" symbol, enter the barcode and confirm with "Info".

You will then receive a message on the display to check whether the ticket is valid.

To return to the usual scan mode, click on the "Barcode" icon.

Alternatively, you can also carry out the clearing via a **laptop / desktop PC / tablet**. For this, log in to your EVENTIM.Light account.



At the very bottom of the "Admission" tab, you will find the "Clearing" area, where you can search either by barcode or surname to check whether the ticket is valid and has not yet been redeemed.

				ets sold via the
1818	Surname		Ticket area	*
				Reset Search
				Reset
	ution is to search using the	ution is to search using the barcode, since we do not provide	ution is to search using the barcode, since we do not provide you with any customer nan	an view information about the ticket using the ticket barcode, customer surname and/or ticket area. In case of tick ution is to search using the barcode, since we do not provide you with any customer names in this context.

Image 6: Entering a barcode in the Web-Version

6.) Reporting: Keeping an eye on the current admission status

If you use the EVENTIM.Access Scan-App in online mode, you can permanently monitor the progress at the entrance and see how many visitors are already in the target area or how many ticket buyers have yet to show up.

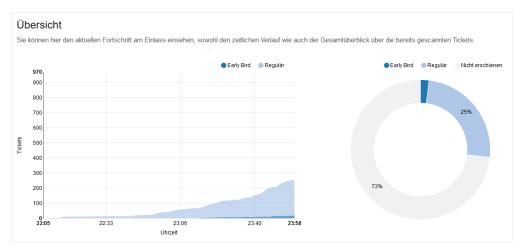


Figure 7 Reporting overview of scanned tickets



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eventimlight⁺

Further useful information

Check-In

The check-in allows guests to enter an area. This is usually the mode in which your device operates, as it allows guests to enter.

Admission figures

Statistics about your event are displayed in the header of the Scan-App. The following information is displayed:

- Percentage of admissions
- Absolute number of admissions

Message during configuration: Terminal already assigned

Have you possibly scanned the same configuration QR Code several times?

You can still use this terminal, but please note that the other user of the terminal will be logged out and cannot continue to use the Scan-App.

Scan results

Scanned successfully

If the ticket is valid and has not been scanned before, the message "OK, change to area IN" is displayed. You have successfully scanned.

Already checked in

If you receive the message "Already in the destination area", this ticket has already been scanned at the entrance. This means that it has already been devalued and is no longer entitled to enter.

Unknown Barcode

If you receive the message "Unknown barcode", this ticket is not known in EVENTIM.Access. This can have various reasons:

- The Scan-App is offline and not (fully) synchronized.
 ➡ Establish an Internet connection so that the Scan-App synchronisation starts.
- The ticket belongs to another event.
 ➡ Check ticket visually.
- The ticket has not been distributed by EVENTIM.
 ➡ Check ticket visually.



OUT -> IN (3%, 35/1002)

Image 9: Scan result successfully scanned

🧭 🛛 Ok, Wechsel zu Bereich IN

A Bereits im Zielbereich Letzteintritt: 09:47

Image 10: Scan result already checked in



If you need further help, open the settings by clicking on the 🖸 icon. There you will find the FAQ and can also start the onboarding tour again.

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Settings		
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Legal Notice		
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eventimaccess	+ Scan-App 2.	2.18 (159)

Image 11 Support in the Scan-App

Contact

##Enter your local support channels here##