

OZTIX CHECK-IN

End User Guide

**For help using Oztix Check-in,
call our Client Services team on 07 3503 6806**
Available 6:00 A.M. – 10.00 P.M. (AEST), 7 days



Oztix Check-in is our mobile entry management solution that turns your phone into a ticket scanner. Download the tickets from your event created within Studio to easily scan tickets at your event.

Features and Benefits

- Seamlessly synchronize live scan data across multiple devices
- Search ticket records by customer name, order number and/or email address
- View live scanning reports segmented into ticket types
- Free download from Apple Store and Google Play
- Night-time scan mode for dimly lit areas and evening events (IOS Only)
- Available on IOS and Android
- **Oztix Check-in** is not compatible with SPBES or Ozscan. Ensure other apps have been deleted from your phone prior to starting.

Download and Installing Oztix Check-In

You can download **Oztix Check-in** to your IOS and Android devices from the *Oztix Product Suite Page*.

Oztix Product Suite Page



<https://apps.oztix.com.au>

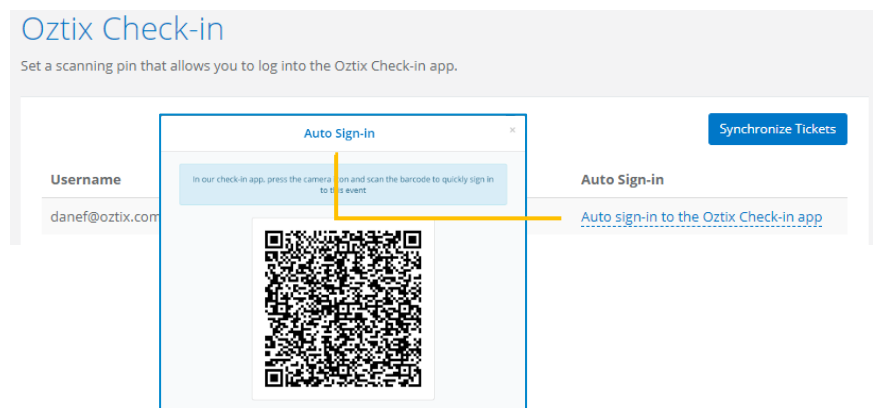
Scanning Pin

If this is your first time using **Oztix Check-in** you'll need to setup a 6-digit scanning pin. Your pin is required to log into the **Oztix Check-in** app each time and is managed in Studio:

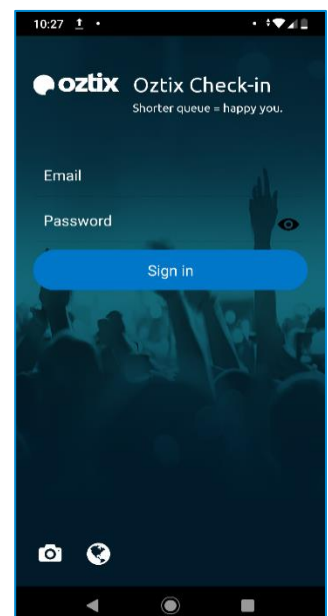
1. Login to your Studio account
2. Select your event, then click on the **Oztix Check-in** tab
3. Existing users will see their username and scanning pin and an option for *Auto Sign-in*
4. First time users need to click the box to *Set Scanning Pin* which will prompt you to enter your 6-digit number into the scanning pin field and click to save. Please note it may take up to 5 minutes for changes to be saved within the app.

Auto Sign-In

You can speed up your sign-in to **Oztix Check-in** by generating a unique QR code and scanning it with your phone. In Studio go to **Oztix Check-in** and click on the *Auto sign-in to the Oztix Check-in app* link to generate the QR code.



On your phone go to the login screen of the **Oztix Check-in** app and select the camera icon to scan the QR code with your phone's camera.



Getting Started with Oztix Check-in

If using **Oztix Check-in** for the first time you'll need to allow **Oztix Check-in** access to your camera.

Login to the app with your email address and your scanning pin.
Forgotten scanning pins can be reset following the process in Step 1 of this guide.

Once you've logged in successfully a list of eligible events will display, ready to download. Select your event to start the download process.

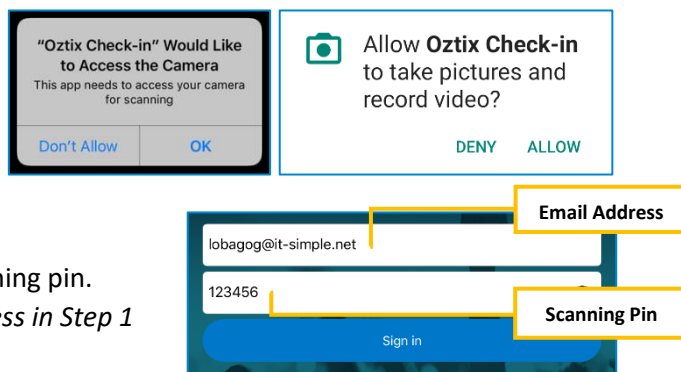
If tickets are still on sale online the app will automatically update every few minutes and include any new tickets sold. If multiple scanners are managing entry across additional entry points, as needed for larger events, the autosync feature will automatically refresh and combine ticket scan data across all devices.

You can scan events you have access to in Studio, however they have to fall within 7 days either side of the event date. This means that eligible events must display 7 days before and 7 days after the event date in Studio:

Event start date: **10th January 2020**

Event end date: **12th January 2020**

Within the **Oztix Check-in** app, the event will be available to download from: **3rd - 19th January 2020**.

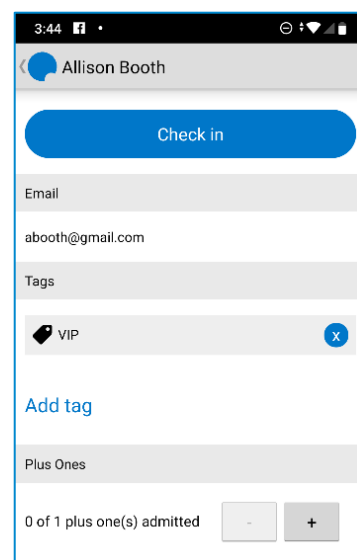


Search and Scan Tickets

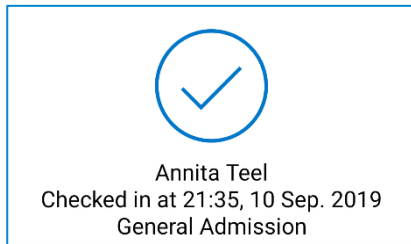
Once your event has downloaded you're ready to start checking in people to your venue.

Scanning a Ticket: Start in the **SCAN** tab and click on *Tap to Scan* to get started. Use the camera in your phone to scan the barcode by allowing the camera to autozoom.

Looking up a Customer: If a customer doesn't have their ticket with them or you're having trouble scanning their barcode you can manually search for their name or email address. Go to the **GUEST LIST** tab. Enter and search for the person's details and once displayed on the screen tap their name then tap on *Check-In*.



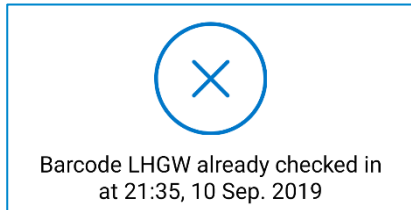
Always check the ticket scan result shown on the screen of the phone to confirm if the ticket is valid for entry.



Display:

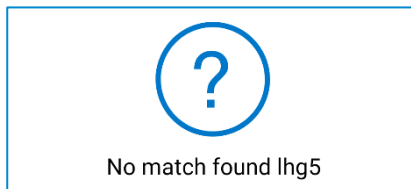
Persons Name
Checked in at *Time, Date*
Ticket Type

RESULT: Ticket has been verified and valid for entry.



Display: Barcode *hash* already checked in at *Time, Date*

RESULT: Ticket *hash* has already been checked in either by your device or another scanner. Double check the timestamp in case an accidental double scan by your device.



Display: No match found *hash*

RESULT: Barcode is not recognised by the system. Check the correct is displayed on the ticket. Verify that the customer has purchased the ticket online from Oztix. If unable to find a ticket record escalate to your venue supervisor.

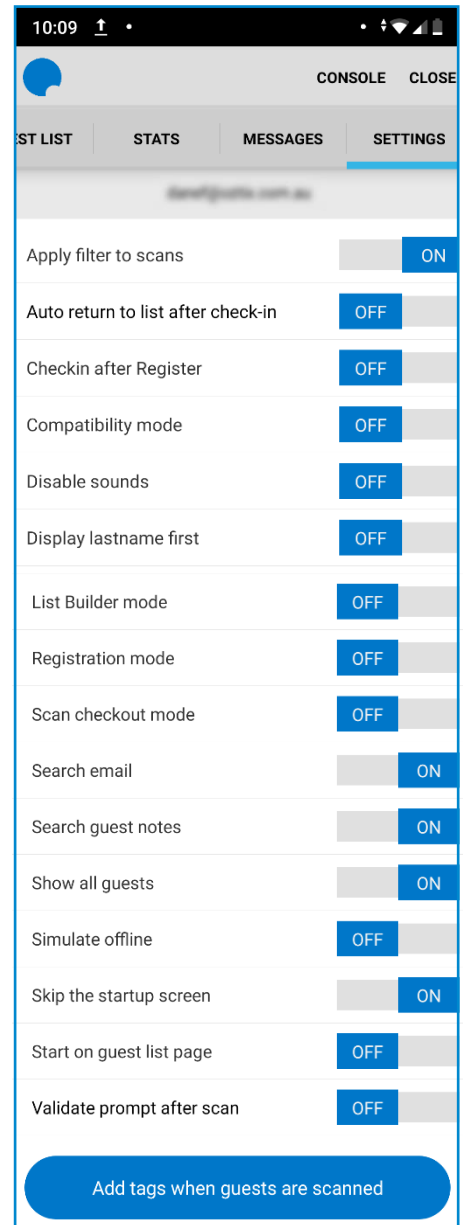
IMPORTANT NOTE: Ticket data may take up to 5 mins to update in the **Oztix Check-in** app. If tickets are selling at the same time as scanning, allow time for the new ticket to update and display to be scanned. If you still cannot see a recently purchased ticket after 5 minutes, contact Client Services for help.

Recommended Settings

Oztix Check-in has some advanced settings that need to be considered when scanning. All these settings can be managed from within the app itself within the **SETTINGS** tab.

It's important to note that all settings are maintained on the device, even after closing the app, switching events and switching users.

- **Apply filter to scans (Ticket Type Filtering)**
 - OFF by default.
 - Recommended: ON
If this is switched on, you will need to set filters from the scan tab
- **Search Email**
 - OFF by Default.
 - Recommended: ON
Allows you the option of searching for people by email address
- **Search Guest Notes**
 - OFF by Default.
 - Recommended: ON
Allows searching through notes entered against people/tickets. Hash codes are searchable when Guest notes are on.

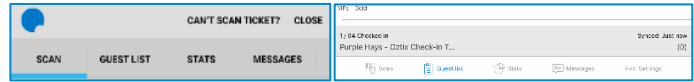


Recommended Default Settings

Navigating the App

IOS vs Android

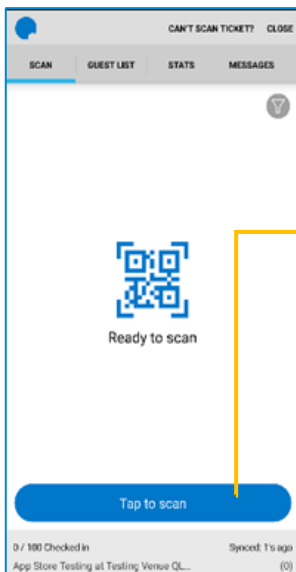
On **Android**, the various tabs are located at the top of the screen, whilst in **iOS** the tabs are located at the bottom of the screen.



Android tabs

iOS tabs

Scan Tab



Close: Log out of the event. Use this to change between event by typing **YES** when prompted. Only one event can be downloaded at any point in time on each device.

Tap to Scan: Tap this button to scan a ticket.

Sync Timer: Displays the last Sync time. Syncing includes:

- Downloading any new sold tickets
- Uploading any check-ins

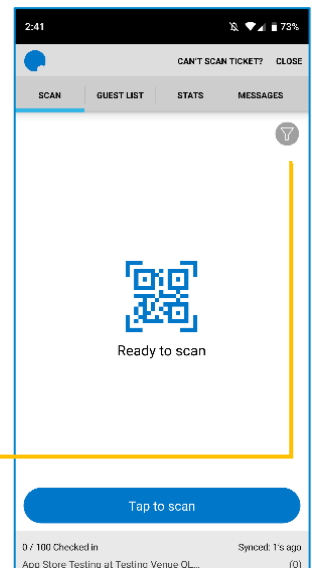
If this indicator turns red, check your internet connectivity.

Left to Sync: Displays the number of tickets left to Synchronize.

Current Event: The event that you are currently scanning.



Filter Icon: Any filters you have applied from the guest list tab, will be applied to scans. Read the section on "Filtering Entries" for more information.



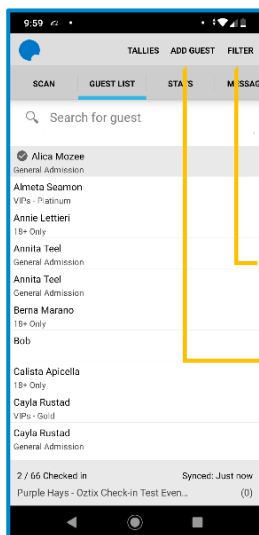
Guest List

All tickets issued for an event can be viewed in the **GUEST LIST** tab. If needed you can manually check in by swiping their name.

Filter: You can filter your guest list to a specific ticket type through the filter option. By default, all ticket types will display.

Adding a Guest: If anyone has been added manually to the Guest List within the **Oztix Check-in** app their details do not upload to the event and will remain in the device database and synchronize across all devices that have downloaded the event.

Viewing Person/Ticket Details: Selecting a person's name to expand and view additional details about the ticket order.

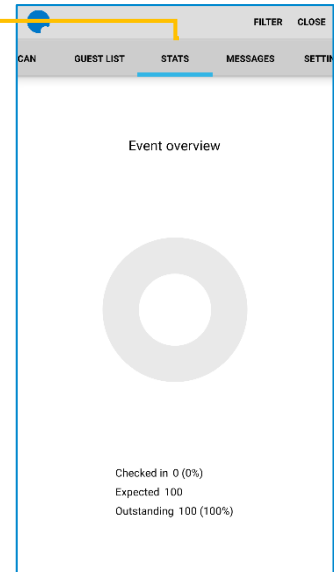


Scan Reports

Oztix Check-in reports on total scanned tickets and displays tickets yet to arrive within the **STATS** tab. You can filter the **STATS** tab with the filter button at the top of the page. This will only allow you to filter one ticket type at a time.

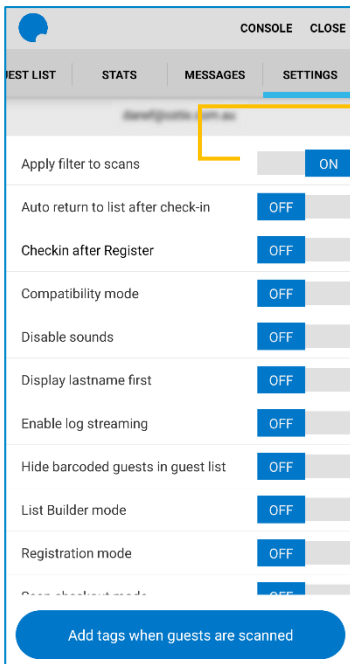
Please note that if you are still selling tickets, the number of tickets sold will refresh and update with up to a maximum of a 5-minute delay.

Filter Scan Report to Ticket Type: Select *Filter*. Select a Ticket Type. The Scan report will update to reflect scans for the selected Ticket Type.

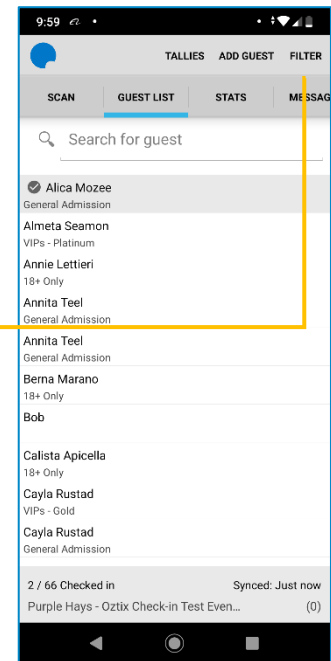


Filtering Ticket Types

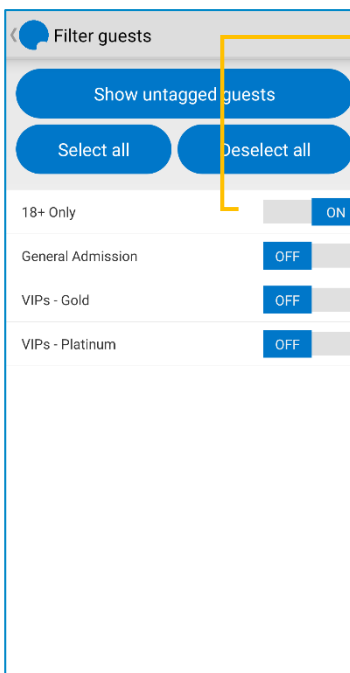
Filtering Entries is the process of restricting a device to a specific ticket type and gives you additional entry control for events that have different tickets. For example, if VIP tickets are processed through a separate area you can make it easier to manage by not allowing any other ticket to be checked in on the device used there. By turning on filters to restrict the device to scan only VIP ticket types it will automatically reject all other types. Please note that this does not mean the ticket is not valid for entry; only that check-in won't validate on that device.



Step 1. Within the **SETTING** tab, ensure *Apply filter to Scans* is turned on.



Step 2. Within the **GUEST LIST** tab, tap *FILTER*.

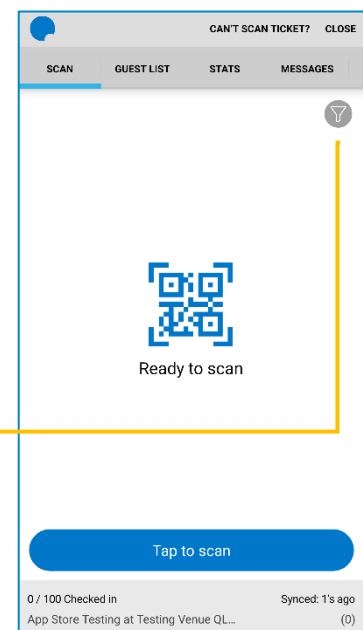


Step 3. Turn on the filter for any ticket types you wish to be visible in the **GUEST LIST** tab and eligible for check-in.

Step 4. Your device now has active filters applied and can only scan in the valid ticket types selected to be *ON*. This will also restrict names displayed in the **GUEST LIST** tab.

Whenever you login to **Oztix Check-in** all filters will be removed and reset automatically.

TIP: Keep an eye out for the filter symbol displayed on the scan tab in the top right-hand corner of the screen. This indicates that filtering may be active.



PRO TIP: If scanning phone to phone you may need to turn up the brightness of the screen in order to scan a barcode off their display.

Troubleshooting: Logging In

Error: Username or Password is incorrect

Possibility 1: You are mis-typing your Scanning Pin

Solution: Your scanning pin is different to your Studio password.

If you have forgotten your scanning pin or wish to reset it, you can view and reset it from within Studio. Log into Studio select any available event, open the **Oztix Check-In** tab and check or edit your Scanning pin from the table.

Possibility 2: Your user is not setup for Oztix Check-in

Solution: If this is the first time you are using **Oztix Check-in**, or you've recently changed your scanning pin, make sure you have an event within Studio, that is currently within an Eligible time-frame.

Error: No Events Available

Possibility 1: You have not created any events within Oztix Studio.

Solution: Go to apps.oztix.com.au, login to Studio and create an event.

Possibility 2: The event does not meet the eligible event time criteria

Solution: If you have an event created, check the Start and End Date of the event. Only events that are due to start within the next 7 days, or have finished within the past 7 days will be available within **Oztix Check-in**.

Possibility 3: You have not been linked to the event

Solution: If you were not the creator of the event, it is possible that you may not be linked to the event. Get the creator of the event to login to Studio and add your contact details to the event.

Troubleshooting: Ticket Error Messages

Error: Barcode *HASH* already checked in at *DATE, TIME*

The ticket barcode has been scanned previously, either by your device or another device scanning the same event.

Ticket History

Ticket History can provide some clarity on the issue. To access Ticket History, tap the error text on the screen or track down the barcode from your guest list. Tapping the *View History* will provide a list of when the ticket was last used.

Possibility 1: Accidental Double Scan

Description: If the *time, date* is very similar to the current time and date, you or someone else at the same entry point may have already scanned the ticket. If you have signed in to the various phones with different users, you will be able to see who scanned in the last ticket.

Possibility 2: Fraudulent Activity

Description: If the above possibility does not make sense in the instance, there is a chance the person is trying to scan in a duplicate ticket. If someone has presented a duplicate ticket, the ticket is not valid for the event. You may want to find out where the ticket holder obtained the ticket.

Error: No Match Found *HASH*

Possibility 1: The Patron is at the wrong Event

Solution: Check the persons ticket. Are they at the correct event on the correct date? This should be indicated on their ticket and in their confirmation email.

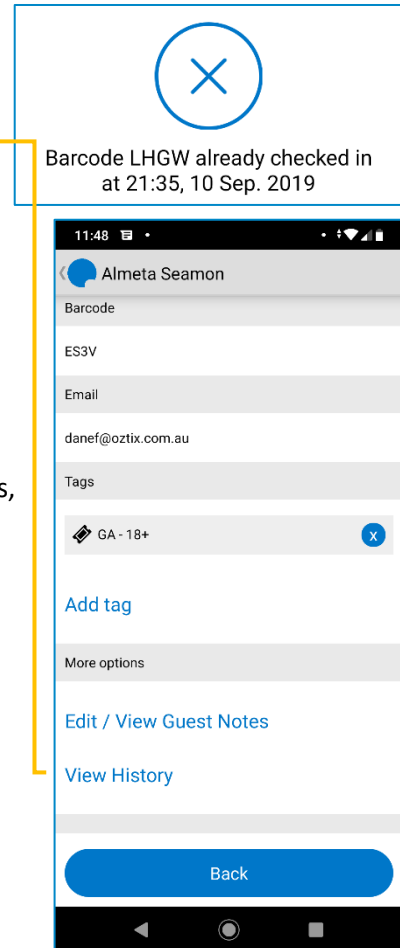
Possibility 2: The wrong event is downloaded to the device

Solution: Only one event can be downloaded at any point in time.

From the scan tab, you can see the name of the event currently downloaded to the phone. Make sure this is the event you wish to be scanning. If it's not, tap on *Close*, login again and select the correct event.

Possibility 3: The Ticket has been filtered out

Solution: Try turning off Scan filtering and re-scanning the ticket. To turn off Scanning, navigate to the **SETTINGS** tab, and set *Apply filter to scans* to *OFF*.



Troubleshooting: Unable to scan a ticket

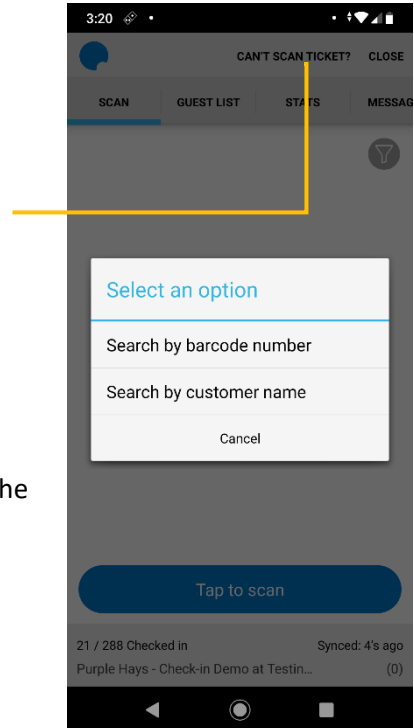
Issue: A person has a damaged ticket or has forgotten their ticket

Detail: The ticket barcode is damaged but the Ticket Hash is still visible

Solution: Click on “CAN’T SCAN TICKET?” on the scan tab. Tap Search by barcode number. This will automatically check the user in.

Detail: The person does not have access to their ticket, but they have a valid ID

Solution: Click on “CAN’T SCAN TICKET?” on the scan tab. Tap Search by customer name. Search for the person by their name or initials. Tap on the resulting found user will automatically check the person in. Searching by customer name will override and filtering currently set.



Troubleshooting: Other Errors

Error: There is an error using compatibility mode

Solution: Go to the **SETTINGS** tab and turn off *Compatibility mode*

Error: Check-in button replaced by “register” button

Solution: Go to the **SETTINGS** tab and turn off *Registration mode*

Error: Guest List is unpopulated unless searching

Solution: Go to **SETTINGS** tab and turn on *Show all Guests*