Ticketing and Event Admissions with QR Codes in Doubleknot

Doubleknot's Ticketing and Event Admissions Module enables administrators to track attendance at events by employing the use of: 1) a QR Code on the attendee's receipt that can be scanned with a mobile device, and 2) a webpage where administrators have access to a checklist of registrants. Once someone is scanned in as having attended an event they will be checked off on that list. If an administrator needs to make an adjustment, they can uncheck a registrant and that registrant will no longer be recorded as attending the event.

Event Set Up

The option to set up ticketing is located at the bottom of the event set up page.

- For a Calendar Activity, Class, or Dues Event go to Manage Events→Calendar Activities/Class/Dues Event→Edit (Or New if it's a new one)
- For a Facility go to Create and Edit Facilities→New or Edit Facility
- For a Program go to Manage Programs→Manage All→Edit

A separate ticket can be issued for each **individual**, or one ticket for the entire **group**. Users can also specify how many hours before the start of the event **to allow checkin**. An email reminder that includes links to the tickets, can be optionally sent up to three days (72 hours) before the event, or in as little as one hour before. Make sure to press **Save** after configuring the event.

None ▼ Ticketing and Event Admission: Issue A Ticket For The Whole Group Issue A Ticket For Each Individual		Allow check in any time Allow check in any time Allow check in 24 Hours Before Event	asterCard, American ress, Discover Card Notification	Send Reminder 1 Hour Before Event Send Reminder 2 Hours Before Event Send Reminder 3 Hours Before Event
Payment Details Payment Type: None Pay Online only Pay by Mail only Pay Online or by Mail Convenience Fee: Payees pay convenience fee Deposit Payments into: General Save Save and Add Another Cancel	Payment Type: Convenience Fee: Deposit Payments into:	Allow check in 18 Hours Before Event Allow check in 12 Hours Before Event Allow check in 11 Hours Before Event Allow check in 9 Hours Before Event Allow check in 9 Hours Before Event Allow check in 6 Hours Before Event Allow check in 6 Hours Before Event Allow check in 6 Hours Before Event Allow check in 4 Hours Before Event Allow check in 4 Hours Before Event Allow check in 2 Hours Before Event Allow check in 2 Hours Before Event Allow check in 1 Hours Before Event Allow check in 1 Hours Before Event Allow check in 1 Hours Before Event	(Sign On) Prompt Collect Group Information Prompt to Signup for Elists gistration Details	Send Reminder 5 Hours Before Event Send Reminder 6 Hours Before Event

If a reminder is set, a message will be created in Communications Center with a scheduled delivery when the event is saved. Editing the event and changing the reminder time will up the scheduled delivery time in Communications Center.

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Communications Center Reminder

If a reminder is set, it will be sent through Communications Center. (Feature List→Communications Center). Be sure not to change the items tagged with ^%()%^, such as Full Name and QR Code. The location of these items can be moved, but if these items themselves are changed, the message may be incorrect.

From Name:	dk admin	
Reply to Address:	rtam@doubleknot.com	
Subject:	Your Tickets for Camping Overnight	
Message:		
	🗏 Source 🗓 🚔 💰 🛍 🍓 🏙 🦘 🥕 👭 🏨 📰 🥙 💖 -	
	B / U == X ₂ x ² Ø ∃ ⊟ = = = 9 16 ≡ ≡ ≡ = 1 16	
	DK 🗎 🏨 🏨 陀 🛄 🧶 🚍 🖶 😜 Ω 岩 🚳	I
	Format 👻 Font 😨 Size 😨 🗛 🗛 🖨	
	^%(fullname)%^, here is your ticket(s) for Camping Overnight - 1/15/2012	
	You can retrieve your ticket(s) by clicking on the link(s) below:	
	^%(QRCodeURL)%^	
	Important information about your tickets:	
	Please print your tickets and bring them with you To make a state to be a sta	
	h	
	Include the "Share the News" invitation as part of this message.	
Attachments:	Click the Browse button to add a file as an attachment. Up to five attachments can be added.	
	Browse	
	Send Now Schedule to Send Save as Draft Cancel	

If you wish to change the message and save either with **Save as a Draft** or **Schedule to Send**, communications center will have created two messages. **Be sure to delete the previous message, otherwise both will go out**.

Sample Communications Center Email Reminder:

The Zoo 16924 Park Trail Dr Monument, CO 80132

Ticket(s) for Dancing with the Big Cats on 1/13/2012 for Doubleknot Test

You can retrieve your ticket(s) by clicking on the link(s) below: Download Ticket To Print Display Mobile Ticket

Important information about your ticket(s):

- Please print your ticket(s) and bring them with you
- · If mobile ticket is available, please have it ready to display at arrival
- Question? Call (719) 963-0573 or e-mail test@doubleknot.com

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Ticketing

Once the event is set up and people have registered for it, the email receipt that they receive will include a link to '**Download Tickets To Print**' for the event. Tickets can be customized to look the way you want and to fit your organization.

US Tamika@ 510	Knowles burth St. b, CA 95070 Knowles.co		x0005	Number: CONF - P8927 Receipt Date: 1/16/201	
Registrat Yoga Day				Start: 4/20/2012 Add to calendar	
	its for this pa NOT, INC.	yment are in	US Dollars (\$) and wi	ll appear on your statement as	
Quantity	Name		Description	Unit Cost A	mount
1	Tamika Knowles	Adults	Yoga Day	\$20.00	\$20.00
1	Brandon Knowles	Children	Yoga Day	\$10.00	\$10.00
				Total: Total Payment:	\$30.00 \$30.00
				Balance:	\$0.00

Ticketing (click on link to view): Download Tickets To Print

Since this event was set to issue Individual Tickets, the purchaser will be issued two tickets. They will be asked if they want to open or save the PDF File that contains the tickets.

	Yoga Day		Yoga Day	
Ticke Purchaser Details: Tamika Knowles 20655 Fourth St. Saratoga, CA 95070 US Number: 2821911 Event Date: 4/20/2012	t for Brandon Knowles	Tamika Knowles 20665 Fourth St. Saratoga, CA 95070 US Number: 2821911 Event Date: 4/20/2012	Ficket for Tamika Knowles	
	Cost: \$30.00 Balance Due: \$0.00		Cost: \$30.00 Balance Due: \$0.00	
How To Use: • This is your admission • Please print your ticket	ticket (s) and bring them with you	How To Use: • This is your admis • Please print your	ssion ticket ticket(s) and bring them with you	ı

If the event is set to issue **Group Tickets**, then the receipt would have a link to '**Download Tickets to Print**' as well as a link to '**Display Mobile Tickets**'

Saratoga, US	CA 95070			Registra	tion
Registration By: George Dixon 1234 Mission Hayward, CA 94107 US ©@D.com 510				Number: CONF - R321 Registration Date: 1/2	
Registratio				Start: 2/20/2012	
rce cream	Social			Add to calendar	
	it payment to 18543) in the			\$20.00. Please include your re	gistration
Quantity	Name		Description	Unit Cost	Amount
1	Mason Dixon	Adult	Ice Cream Social	\$10.00	\$10.00
1	George Dixon	Scout	Ice Cream Social	\$5.00	\$5.00
1	Lee Dixon	Scout	Ice Cream Social	\$5.00	\$5.00
				Total:	\$20.00
				Balance:	\$20.00
Download Display Mo	click on link to Ticket To Pr obile Ticket nd inquiry add izatin ale Road	int			

Group Tickets differ from individual tickets since they include an option to **Display Mobile Ticket** and one ticket scan checks in the entire group (rather than having to scan each registrant's ticket). **Display Mobile Ticket** opens up a new page with the ticket on it rather than downloading a PDF.



Ice Cream Social

Ticket

Customer Details: George Dixon 1234 Mission Hayward, CA 94107 US

Number: 3218543 Event Date: 2/20/2012

First Name Last Name

George	Dixon
.ee	Dixon
lason	Dixon

Cost: \$20.00 Balance Due: \$20.00

To check in without a mobile device or to view admission records for a particular event do the following:

For a Calendar Activity, Class, or Dues Event: Go to Manage Events \rightarrow Manage Registrations \rightarrow Click what kind of event \rightarrow Select Event \rightarrow Click Checkin Radio Button \rightarrow Click OK

Manage Registrations	Manage Calendar Activities
 Calendar Activities Classes Dues 	Sort Calendar Activity List by: Date Descending Date Ascending Description Show Calendar Activities: Current and Future Past Past Date Past Date Ascending Description
* Fund Raisers	Calendar Activity List Functions
* Registration Search	6/1/2012 - Merge Templates 5/1/2012 - Elephant Expo 4/20/2012 - Stowing 2/10/2012 - Jumping Jacks 2/1/2012 - Rhino Celebration O Efficiency O Efficiency O Enail Me Registration Export Event Reports O Manage Registrations O Define Who Can Register View Waitlist Image: Checkin
	OK Done

For a Program go to Manage Events \rightarrow Manage Programs \rightarrow Manage (Next to desired program event) \rightarrow Checkin

Programs	0-9 A B Description	C D E F <u>G</u> Effective Date	HIJKL End Date		R S <u>T</u> Status	<u>U</u> VWXYZ Action	
Create & Edit Programs Manage Programs	Golden Gate	3/20/2012	6/20/2012	, , , , , , , , , , , , , , , , , ,	Active	<u>Manage All</u> <u>Reports</u> <u>E-mail Program Export</u>	
 Manage Program Facilities Program Usage Report 	GG Week 1 GG Week 2	Single Session 3/20/2012 3/25/2012	Mai	nage <mark>Attendees Reports</mark> nage <u>Attendees Reports</u>			
	GG Week 3 GG Week 4	3/30/2012 4/4/2012 ate (Calendar Acti	Ma	nage Attendees Reports nage Attendees Reports			
	Description	•	••••			Action	
	GG Week 1	3/20/2012 3/24/2012		nage Registration Payme Assign Package	nt Schedul	e Registrant Ratio Export E	Email Export Reports Price Groups View
		II Session Events	_				
	Volleyball Basketball	3/20/2012 9:0 3/20/2012 10:		Edit Delete Atte Edit Delete Atte		ign Instructor ign Instructor	
	Socoer	3/20/2012 11				ign Instructor	

For a Facility go to Manage Events \rightarrow Manage Facilities \rightarrow Enter Event Category and Date Information \rightarrow Click Go \rightarrow Checkin (Next to desired Reservation)

Facilities		Manage	Bookings		
 Create & Edit F Manage Faciliti Facility Pagent 	Category: ies	Select Category		Show bookings from:	to:
* Facility Reports	Registered By		Booking Ends	Asset Name	Action
2821813	Singh, Raj	1/6/2012	1/6/2012	Test 2 (Test Mode Off)_1 Change Assignment	Change Asset Edit Registration Delete Registration View Payments Checkin
2821817	Test, Doublekno	t 1/6/2012	1/6/2012	Test 2 (Test Mode Off)_1 Change Assignment	Change Asset Edit Registration Delete Registration <u>View Payments</u> Checkin
2821825	Test, Doubleknot	1/10/2012	1/10/2012	Test 2 (Test Mode Off)_1 Change Assignment	Change Asset Edit Registration Delete Registration <u>View Payments</u> Checkin

The Check In Screen

The check in screen contains a checklist with all of the registrants listed. If they have been checked in, they will have a check mark by their name. If they have not been checked in, then the box near their name will be blank.

Admission Management						
The list of participants is below. A check means he/she has been admitted. To change a participant's admission, click on the check box next to his/her name.						
Select/Unselect All						
Almundsen, Frank						
Almundsen, Louis						
🗹 Davis, Vernon						
Knowles, Brandon						
Knowles, Tamika						
Master, Priyanka						
Master, Sandeep						
Master, Vasudev						
McAllister, Annie						
McAllister, Ian						
Snipes, Brandon						
Snipes, Jason						
Cancel Update						

This page can be used to manage and view checkins. You can also check or uncheck anyone on the list to adjust attendance records. Click **Update** when finished.

Configuring Mobile Device

 Using an iPhone, it is necessary to search for and install "Doubleknot Event Check In" from the app store.





After installing, configure the app by going to Settings S → Checkin (usually towards the bottom of the menu). Enter your User ID in Username field, Password, and "webservice.doubleknot.com" in the Server field.

**Reminder—User logging in needs to have 'Manage Events' permission in order for the app to work.

util Verizon 3G 2:53 PM		utl. Verizon 3G 2:54 PM 👄
Settings		Settings Checkin
Rhotos	>	Username
Notes	>	Osername
Store	>	Password
		Server
Checkin	>	Play Failed Sound
FF & Friends	>	Play Success Sound ON
Mike + iPod	>	Network Latency Adjustment
WYTimes	>	
Smack Gugl	>	
Voxer	>	

Checking In Constituents to an Event

When people bring in their printed tickets, staff can scan the tickets with an iPhone by placing the camera lens over the QR Code and pressing **Scan**. They will be then checked in as having attended.

atti. Verizon 3G 9:33 AM	📑 📲 util. Verizon 3G 9:34 AM 🔤
Scan	Stop Scan
	ay an Davis
Welcome. Press Scan to login and begin scanning.	Check in successful!
	Balance Due: 10.00
	Number: 2821958
	People: 1 Event: Yoga Day
	Date: 4/20/2012
	Name: Vernon Davis