

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

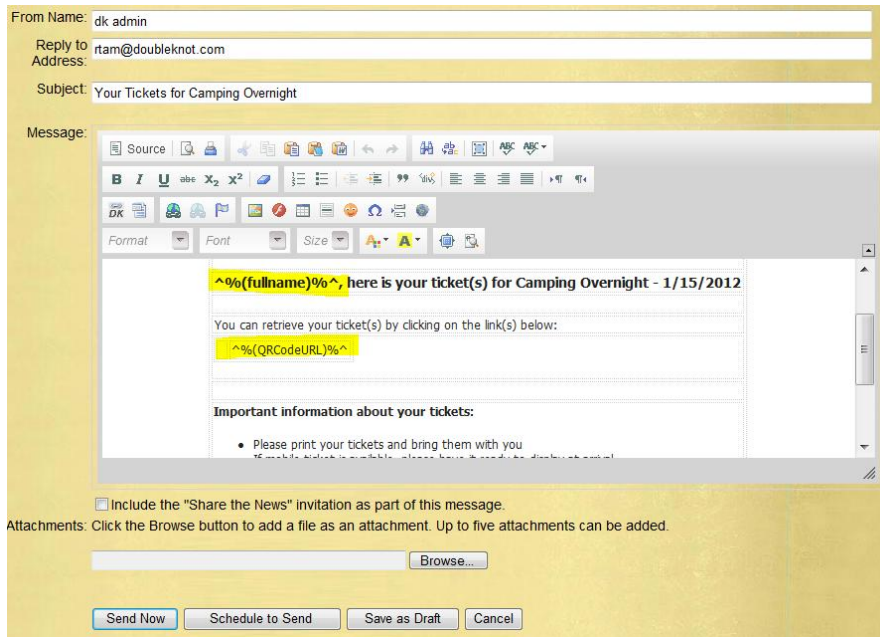
A separate ticket can be issued for each **individual**, or one ticket for the entire **group**. Users can also specify how many hours before the start of the event **to allow checkin**. An email reminder that includes links to the tickets, can be optionally sent up to three days (72 hours) before the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

The screenshot displays the 'Ticketing and Event Admission' configuration section. A red box highlights the 'Ticketing and Event Admission' dropdown menu, which is currently set to 'None'. The dropdown options are: 'None', 'Issue A Ticket For The Whole Group', and 'Issue A Ticket For Each Individual'. Below this, the 'Payment Details' section includes radio buttons for 'Payment Type' (None, Pay Online only, Pay by Mail only, Pay Online or by Mail) and a checkbox for 'Convenience Fee'. The 'Deposit Payments into' dropdown is set to 'General'. To the right, a list of check-in options is shown, ranging from 'Allow check in any time' to 'Allow check in 1 Hour Before Event'. A 'Notification' section on the right allows selecting a reminder time, with 'Do Not send Reminder' currently selected.

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.

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.**



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
 US

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

Copyright © 1998-2012 Doubleknot, Inc. All rights reserved.
 20665 Fourth Street, Suite 103
 Saratoga, California 95070


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.

Receipt By:
Tamika Knowles
20665 Fourth St.
Saratoga, CA 95070
US
Tamika@Knowles.com
510
American Express XXXXXXXXXXXX0005

Number: CONF - P892765
Receipt Date: 1/16/2012

Registration for:
Yoga Day

Start: 4/20/2012
 [Add to calendar](#)

All amounts for this payment are in US Dollars (\$) and will appear on your statement as **DOUBLEKNOT, INC.**

Quantity	Name	Description	Unit Cost	Amount
1	Tamika Knowles	Adults Yoga Day	\$20.00	\$20.00
1	Brandon Knowles	Children Yoga Day	\$10.00	\$10.00
			Total:	\$30.00
			Total Payment:	\$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

Ticket for Brandon Knowles

Purchaser Details:
 Tamika Knowles
 20665 Fourth St.
 Saratoga, CA 95070
 US

Number: 2821911
Event Date: 4/20/2012



Cost: \$30.00
Balance Due: \$0.00

How To Use:


- This is your admission ticket
- Please print your ticket(s) and bring them with you

Yoga Day

Ticket for Tamika Knowles

Purchaser Details:
 Tamika Knowles
 20665 Fourth St.
 Saratoga, CA 95070
 US

Number: 2821911
Event Date: 4/20/2012



Cost: \$30.00
Balance Due: \$0.00

How To Use:

- This is your admission ticket
- Please print your ticket(s) and bring them with you

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’**

test organization
 555 Fruitvale Road
 Saratoga, CA 95070
 US

Registration By:
 George Dixon
 1234 Mission
 Hayward, CA 94107
 US
 G@D.com
 510

Registration for:
 Ice Cream Social

Registration

Number: CONF - R3218543
Registration Date: 1/20/2012

Start: 2/20/2012
[Add to calendar](#)

Please remit payment to test Organizatin in the amount of \$20.00. Please include your registration number (3218543) in the memo field.

test organization
 555 Fruitvale Road
 Saratoga, CA 95070
 US

Registration By:
 George Dixon
 1234 Mission
 Hayward, CA 94107
 US
 G@D.com
 510

Registration for:
 Ice Cream Social

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

Ticketing (click on link to view):
[Download Ticket To Print](#)
[Display Mobile Ticket](#)

Payment and inquiry address:
 test one
 test Organizatin
 555 Fruitvale Road
 Saratoga, CA 95070
 555-1212
 test@test.com

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

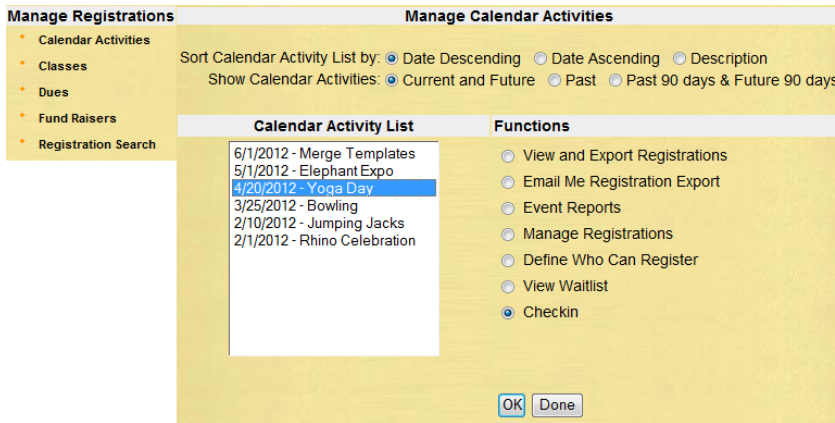
First Name Last Name

George	Dixon
Lee	Dixon
Mason	Dixon

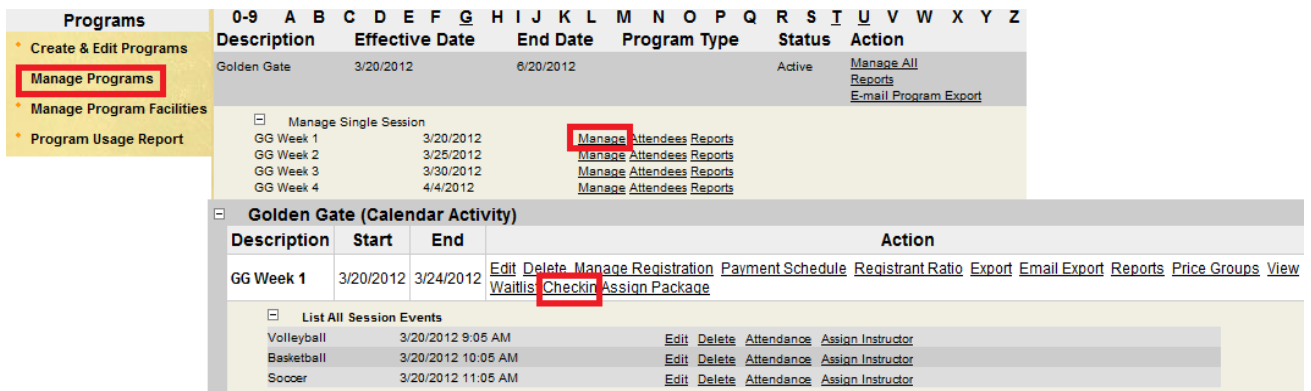
Cost: \$20.00
Balance Due: \$20.00

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**→**Manage Registrations**→ Click what kind of event →Select Event→Click **Checkin** Radio Button→Click **OK**



For a Program go to **Manage Events**→**Manage Programs**→**Manage** (Next to desired program event) →**Checkin**



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

Facilities
Manage Bookings

- * Create & Edit Facilities
- * Manage Facilities
- * Facility Reports

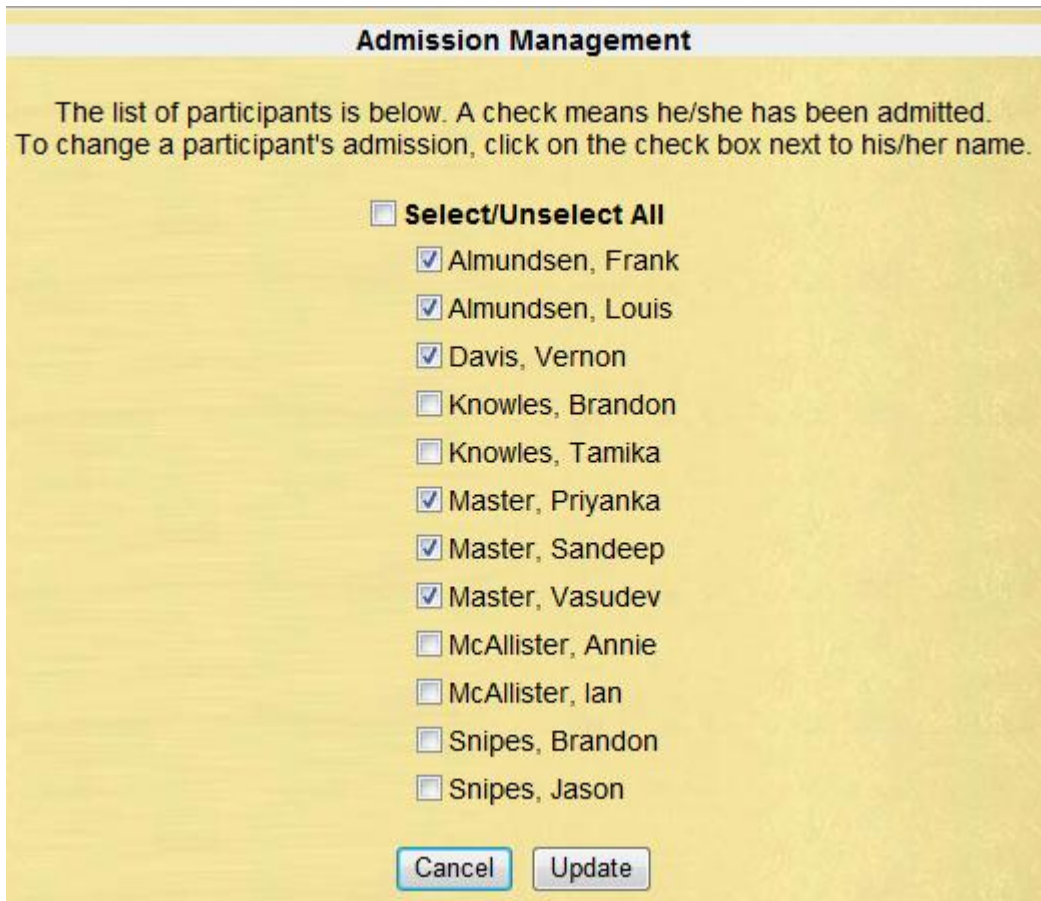
Category:

Show bookings from: to:

Registration #	Registered By	Booking Starts	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, Doubleknot	1/6/2012	1/6/2012	Test 2 (Test Mode Off)_1 Change Assignment	Change Asset Edit Registration Delete Registration View Payments Checkin
2821825	Test, Doubleknot	1/10/2012	1/10/2012	Test 2 (Test Mode Off)_1 Change Assignment	Change Asset Edit Registration Delete Registration View Payments 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

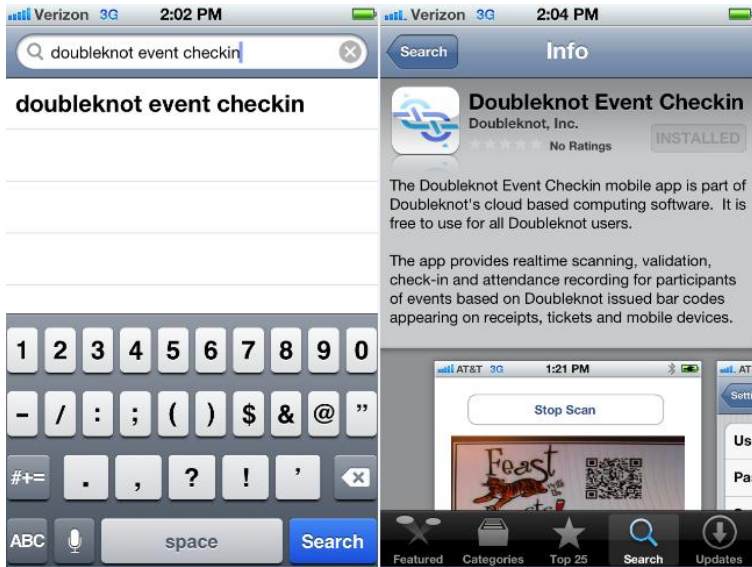
The list of participants is below. A check means he/she has been admitted. To change a participant's admission, click on the check box next to his/her name.



- Select/Unselect All**
- Almudsen, Frank
- Almudsen, Louis
- Davis, Vernon
- Knowles, Brandon
- Knowles, Tamika
- Master, Priyanka
- Master, Sandeep
- Master, Vasudev
- McAllister, Annie
- McAllister, Ian
- Snipes, Brandon
- Snipes, Jason

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  →  **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.**



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.



Scan

Stop Scan



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**