



Quick Guide

EVENTIM.Access

Scan-App

May 2024

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



To the step-by-step guide

Step-by-step guide

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

To configure the Scan-App, we provide you with a special QR code 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” (<https://www.eventim-light.com/se/access/config>).

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 code for just this event via the first link below.

If you are hosting **several events** in the next few days, you can download a QR code 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 the QR code will open. You can use both configuration codes for an unlimited number of mobile device.

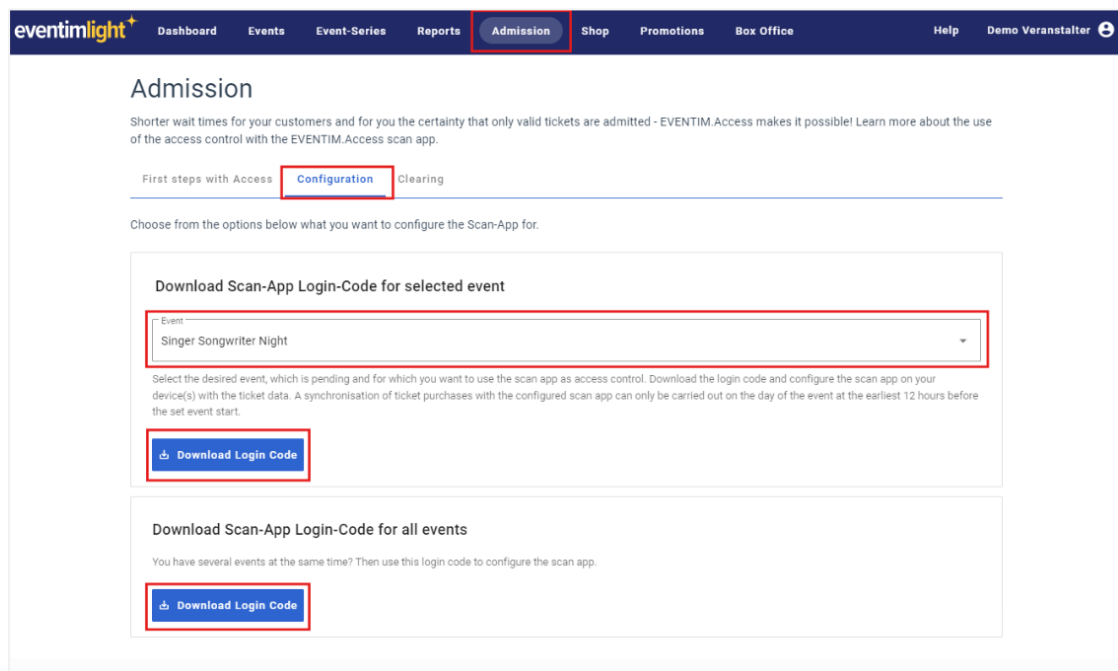


Image: View of the tab “Configuration” > <https://www.eventim-light.com/se/access/config>

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. You can find the links under “Admission” in the tab “First steps with access”.

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 the QR code from the PDF document downloaded in step 1.

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.

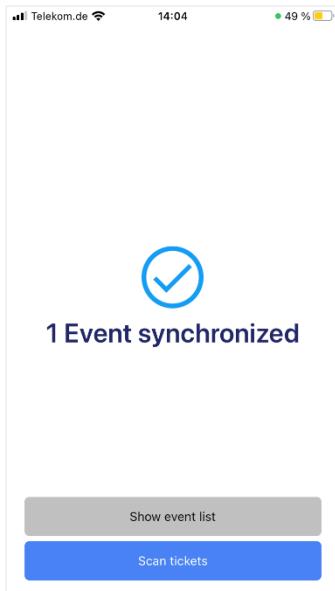


Image: Status synchronisation complete

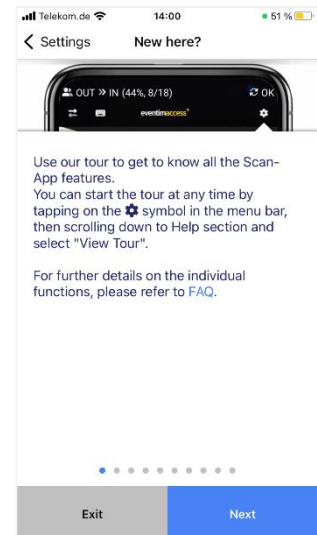
If the QR code has been successfully read and the configuration loaded, a corresponding message (x Events synchronized) appears on your display. If you want to scan tickets with more than one mobile device, follow the steps 2. and 3. again on every other devices.

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 with Internet connection

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.



b. End of presale when scanning without Internet connection

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.

***Please note:** 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.*

Image: Settings „Schedule“ in the event editing

5.) Info mode

Use the info mode to find out the usage and status information about the ticket without validating the barcode and activating the ticket. To do this, tap “Info” at the bottom.

After the ticket has been scanned, details including validity, usage history, seat information, etc. are displayed. This can support in many ways such as accompanying a guest to their seat, troubleshooting or to find out the result of the check-in scan in advance.

Important: If you want to validate tickets, switch off the info mode beforehand.

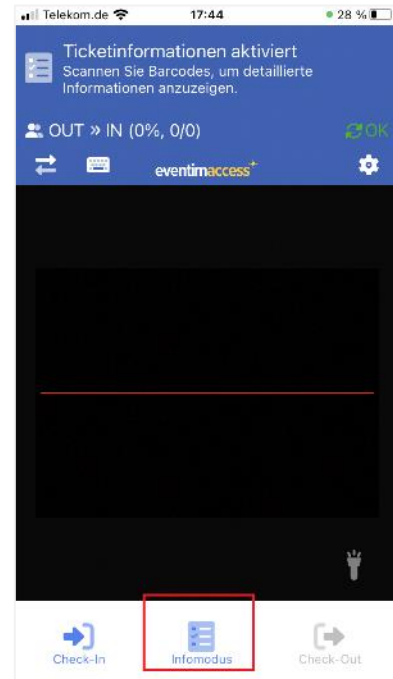


Image: Info mode activated

6.) 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.

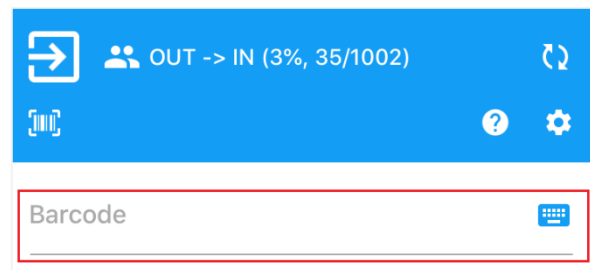


Image: Entering a barcode in the Scan-App

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.

Ticket List

Questions about a ticket? You can view information about the ticket using the ticket barcode, customer surname and/or ticket area. In case of tickets sold via the EVENTIM.network, the best solution is to search using the barcode, since we do not provide you with any customer names in this context.

Barcode ▮▮▮

Surname

Ticket area ▾

Reset
Search

Image: Entering a barcode in the Web-Version

7.) 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.

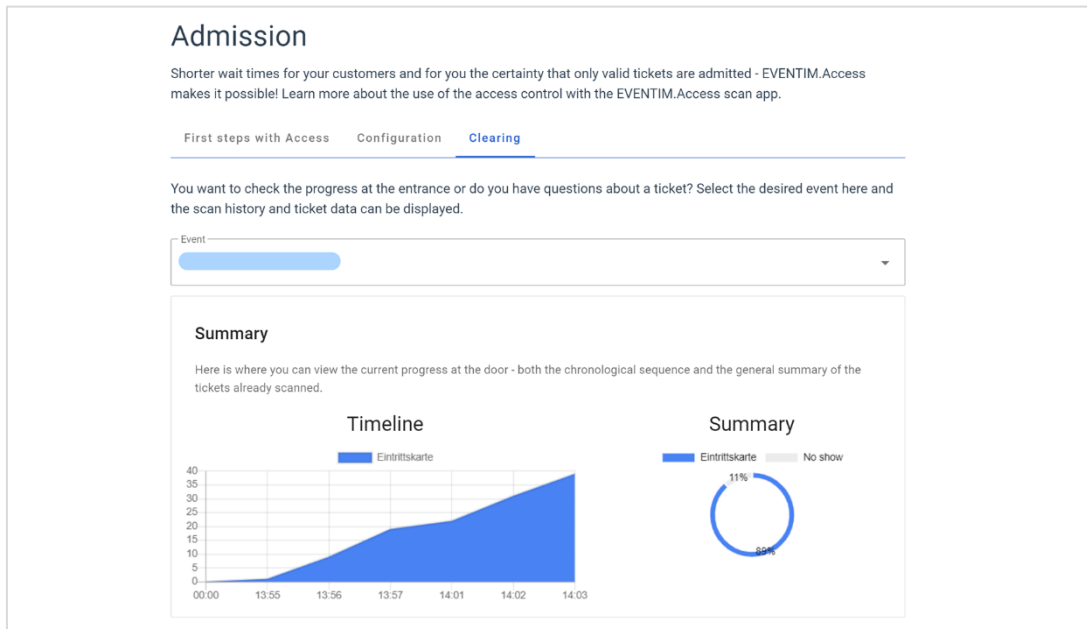


Image: Reporting overview of scanned tickets

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



Image: Mode IN and statistics

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.



Image: Scan result 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.




Image: Scan result already checked in

Unknown Barcode

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

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

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.

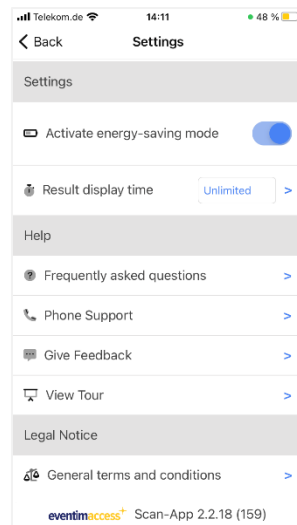


Image: Support in the Scan-App

Contact

For questions about EVENTIM.Light you can contact us via email: support@eventim.se