

DEVICES

You can use any device that connects to the Internet via wi-fi or cellular for check-in (in order to use the “Scan Ticket” feature, it will also need to have a camera.)

Each device being used will need to be logged-in to the promoter account. Go to www.farechild.com and enter the user name and password to log-in.

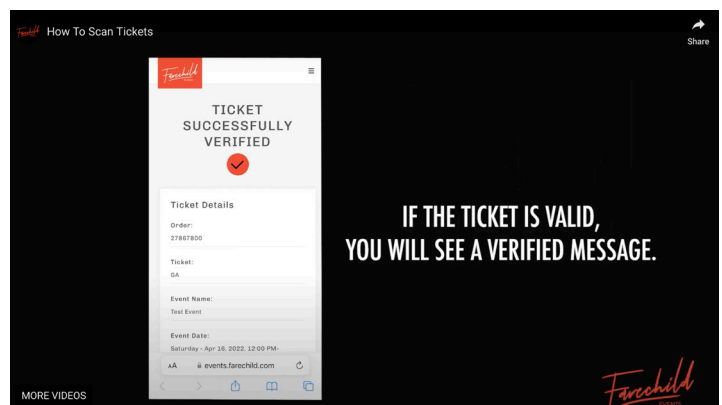
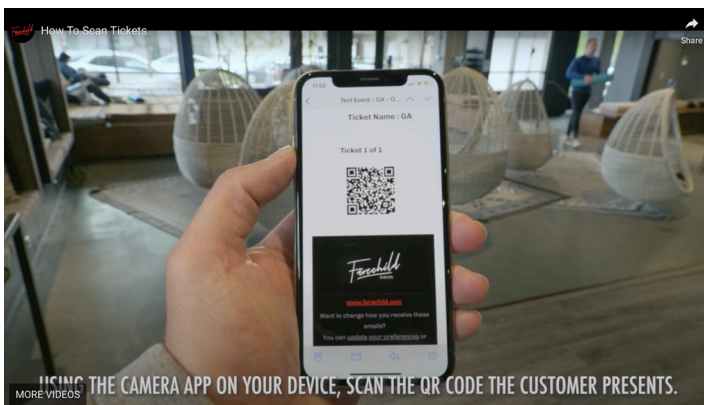
SCANNING TICKETS - QR CODES

Every ticket that is issued will have a QR code associated to it. When a ticket is purchased the guest will receive two emails, one that is their transaction receipt and one that has the QR code ticket. Please note that if the guest cannot find the QR code, they may be looking at the transaction receipt email and not the second email that includes the QR code.

To scan the QR code follow these steps (make sure the device is logged into the promoter account):

1. Open the device camera and hold over the QR code.
2. A link should appear that may need to be “clicked” to go to
3. Once the link is opened you will see a screen that will confirm that the ticket is valid
4. Issue the correct credential based on the type of ticket (shown directly above the QR code)

Pro tip - if there is poor wi-fi connection and the ticket scanning is taking a long time to process, use the next step instead of scanning tickets.



MANUAL CHECK-IN

If using the QR code scanning feature seems to be sluggish, or you just prefer to manually check people in, this is how you can do it.

To use the manual check-in follow these steps (make sure device is logged into promoter account):

1. Once logged-in to the promoter account click the menu on the top right and then choose "Manage Events".
2. Navigate to the event you are hosting, scroll to the right and click the "Edit" button (the one with the pencil and square icon)
3. Click "Attendees" and you will then be able to manually check-in guests by searching for their tickets by using their name, order number or email. If using a phone, you will need to scroll right to see more ticket info like "ticket type" to give them the correct credential.
4. Once you find the order, click "Check-In"

Pro tip - if you are using the "search" feature to search by name; after typing it in, follow it with a space (space-bar) to refine the search.

The first screenshot shows the app's main menu with 'MANAGE EVENTS' highlighted. The second screenshot shows the 'EDIT YOUR EVENT' screen for 'High On Life 2 - Las Vegas', with the 'Attendees' tab circled in yellow. The third screenshot shows the 'Attendees' list with a search bar and a table of attendees.

Check In	Order	First	Last
Check In	16049727	Neil	Sudra
Check In	47986190	Dustine	Alfaro
Check In	47986190	Dustine	Alfaro
Check In	72186557	Deborah	Casselbe
Check In	84044743	Joseph	Arroyo

Showing 1 to 5 of 13 attendees

Previous 1 2 3 Next