Ticket Checker

Table of Contents

Getting Started

Introduction

Ticket Checker is a cloud based system which allows you to scan tickets or badges at events, venues or shows for validity. The system uses the power of the Internet to allow a handheld barcode reader to connect to a cloud based database (Ticket Checker) to see if a badge or ticket is valid, a duplicate, or does not exist. Using WiFi or WAN, tickets and badges can be scanned and verified real time and online. Reports and exports of the scans and results are another feature provided during or after the event or venue.

Features

- Scan 1D or 2D barcodes including PDF417, Data Matrix, and Maxicode.
- High Security prevents fraudulent or duplicates barcodes from being used.
- Lookups can present several data fields to the ticket scanner for verification purposes.
- Reports on who was scanned and when.

Requirements

- Internet and a Hi-Speed WiFi or WAN connection
- Intermec CS40 Window Mobile Device

Directions

Login

Login to www.ticket-checker.com using your login credentials (user name and password).

Once logged in, you will see four menu selections at the top on the home page.

•Configuration
•ID
•Reports

Configuration

Event

This section allows the admin user to create or add events to the ticket-checker system. Events are venues or shows which may occur at different times or dates throughout the year. When you create an event, you will give it a name and a start date and an end date.

- To add an event, go to **Configuration** and click on **Event**.
- Click on the ADD EVENT button.
- A pop-up menu will appear on the screen allowing the user to type in the **Event Name, Event Start Date** and **Event End Date**.
- **Save** or **Cancel** as needed.
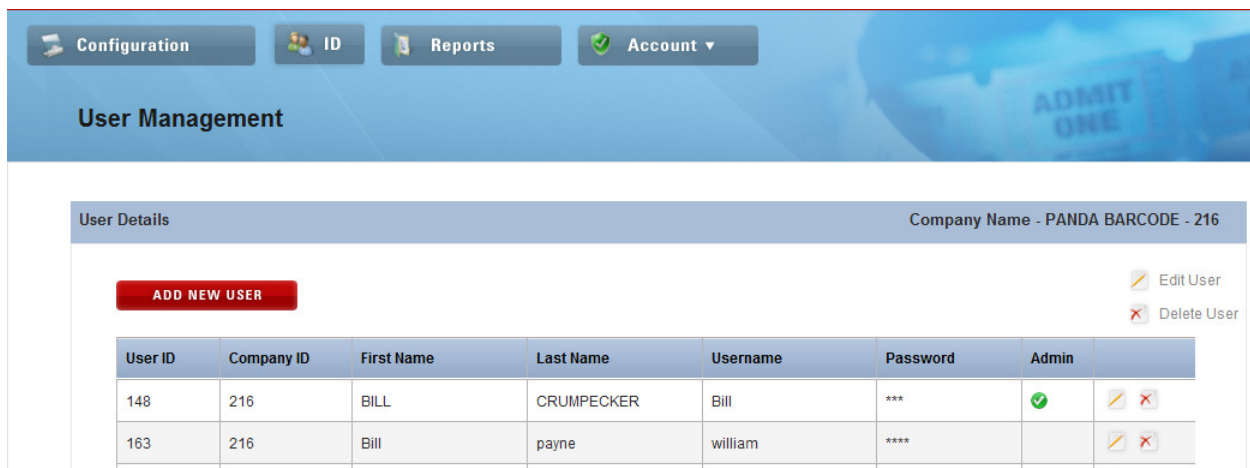
Once an event has been created; it can be selected, edited or deleted as necessary. These options are represented by icons to the right next to the start and end date of the event. Events are the starting point from which badges or tickets can be added and for this to happen; you must start out by selecting an event that you want to work with first.

Event ID	Event Name	Start Date	End Date	
163	World Congress	8/30/2011	8/31/2011	➔ ✎ ✗
166	BARCODE SYMPOSIUM	8/16/2011	8/18/2012	➔ ✎ ✗
174	HANDHELD BARCODE SEMINAR	8/16/2011	8/17/2012	➔ ✎ ✗
332	CRIS	4/1/2012	4/30/2012	➔ ✎ ✗
342	MUSIC FESTIVAL 2012	6/29/2012	7/1/2012	➔ ✎ ✗

Users

When you first signed up for Ticket Checker, one Admin User was created so that you could gain access and use the Ticket Checker system. If you wish to let others use the system, you will need to create or add new users so that they can also login and enter a password to access it.

- To add a user, go to **Configuration** and click on **Users.**
- Click on the **ADD NEW USER** button.
- A screen will appear allowing the user to type in the **User Name, Password** and other details about the user. You can also choose to make this person an admin or not.
- **Save** or **Cancel** as needed.

	Configuration		ID		Reports		Account ▾

User Management

User Details   Company Name - PANDA BARCODE - 216

ADD NEW USER   ✎ Edit User
                                                                                  ✗ Delete User

User ID	Company ID	First Name	Last Name	Username	Password	Admin	
148	216	BILL	CRUMPECKER	Bill	***	✔	✎ ✗
163	216	Bill	payne	william	****		✎ ✗

ID

The ID menu selection allows you to add tickets or badges to the event selected. As mentioned previously, you cannot select either of these two menu choices without first selecting an **Event** to work with.

The ID section will list the Event Name in the right hand portion of the page so you can be sure that you have the correct Event selected. Also, you can edit or delete existing records by selecting the icons to the right of the record in the same fashion as the Events section.

With IDs, you have the following options from which to select:

- Add ID
- Export
- Import
- Delete All IDs
- Delete Selected ID

-Add ID

When this option is selected, you can type in an **ID** number, **Field 1** and **Field 2**. The ID number is required; however Field 1 and Field 2 are not. These fields (1 and 2), when used, are presented as lookups on the barcode reader when the ID number is scanned and are helpful if you need more verification such as firstname and lastname, etc. All ID numbers must be unique.
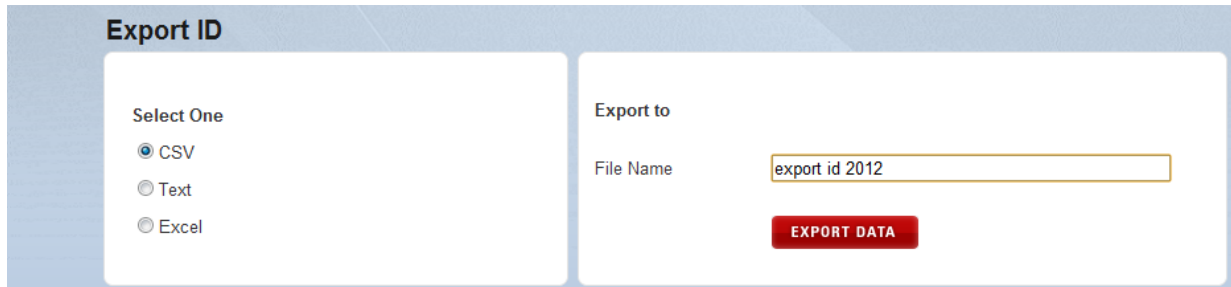
Please Note: The ID should have the exact same ID on the printed barcode as the ID in the database for the system to work properly. The barcode is what the barcode reader will read and present to Ticket Checker for verification during the process of scanning badges or tickets. If the barcode is not identical to the database record, it will return a not valid barcode response (exactly what you would want it to do if the number does not match).

So, it is very important to add the same ID into Ticket Checker as what is printed onto the barcodes for the event. **Please test your barcode before your event to avoid any issues.**

-Export ID

For any event that has IDs associated with it, these IDs can be exported to a CSV, Text or Excel format. This is helpful if the IDs were entered manually or through several spreadsheets and a complete list of the IDs need to be exported for other reports. When the **EXPORT** button is pressed, you will need to select the type of export (CSV, Text or Excel) and also where to export the file as well as the name to give the exported file. You do not need to give the file name an extension (.csv, txt or xls) since this will be done automatically by the system.

Export ID

Select One

⦿ CSV

○ Text

○ Excel
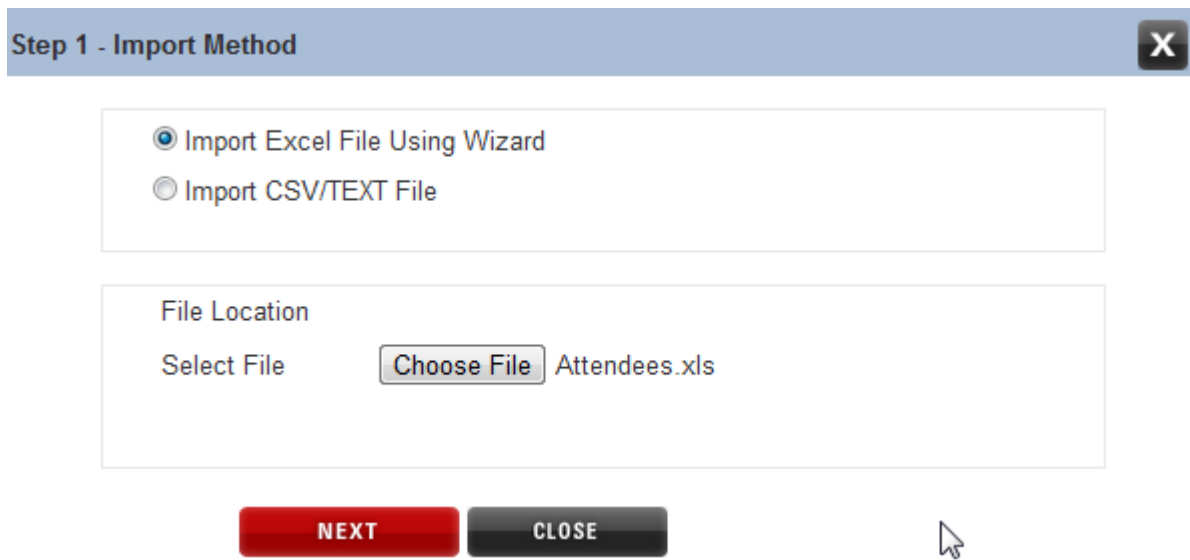
Export to

File Name   export id 2012

EXPORT DATA

-Import

When the **IMPORT** button is pressed, a pop-up menu will appear allowing you to select the import type (Excel or CSV/TEXT) and also the location of the file being imported. If you choose the Excel method, you will be presented with a wizard which will guide you through the process. If you choose the CSV/TEXT method, you will have to have the data in the correct order to import properly (ID, Field1 and Field2).

Step 1 - Import Method   ☒

⦿ Import Excel File Using Wizard

○ Import CSV/TEXT File

File Location

Select File   Choose File Attendees.xls

NEXT   CLOSE

- Importing using the Wizard

This method of importing employs the use of a wizard in which to help you map out the fields to be imported into Ticket Checker. When you select this method, you will be presented with a series of steps to move from one screen to the next. Step 1 is to select the Import Method, which in this case would be **Import Excel File Using Wizard**. You must select the file by navigating to the location on your computer where the file exists, then choosing **Next** to move to Step 2.

Step 2 allows you to Map the fields required by Ticket Checker. As mentioned before, the ID is the only required field, however, you have up to two additional fields that can be imported (Field 1 and Field 2). You will select these fields from the drop down menu on the right which will show the fields available from your spreadsheet. You can also view the data by selecting the **VIEW DATA** button. This is helpful when you want to make sure you are importing the correct data before actually importing it into Ticket Checker.

Once the mapping has been done and you are ready to import the data. Click on the **IMPORT** button to import the data. The number of records imported will be displayed at the end of the process. If any of the records are not unique or if you are importing over records that have the same IDs as existing records in Ticket Checker, they will not be imported and a message will be displayed indicating the results.

-Delete All IDs

This button allows you to wipe out all of your current IDs and should be used with caution. It is recommended that you first export all of the data before performing this action. Once you select the **DELETE ALL ID's** button, you are given one more chance to select **Yes** or **No** to proceed. If you select **Yes**, all IDs will be eliminated from your database.

-Delete Selected ID

Each record has a small checkbox button to the left of the record. If the cursor is used to select these records by clicking in the checkbox, then these records can be deleted from the database all at once by then selecting the **DELETE SELECTED ID** button. A warning message will appear asking you to select **Yes** or **No** to proceed. If you select **Yes**, then these records will be deleted permanently from your database for this event, and a message will appear confirming the deletion.

	ID	Field1	Field2
☐	200100	Nailah	Abdulbaad
☑	200101	Mojisola	Adaramola
☑	200102	Charles	Alston III
☐	200103	Claudio	Altman

Reports

Overview

Reports are a key component of Ticket Checker. It allows you to design the look and feel for your own reports so that you can see which tickets or badges were scanned and when. Since this is the most complicated part of Ticket Checker, it deserves special attention to the details of the reports and what is actually provided.You can also export this information into Excel so that you can use the data in your own reporting mechanism. Here's a list and brief overview of the reports section but more details can be gathered by looking at the specific information on what that report provides.

- **Customize**—This is not really a report, but the report setup that allows your company to setup a specific format for all the reports of that company. One configuration per company affects reports for all events. Customize is broken into three parts:
    a. Header
    b. Data Table
    c. Footer

- **Report Options**—This is a list of types of reports that can be generated.
    a. Scanned
    b. Unscanned
    c. Duplicate Scans
    d. Invalid Scans
    e. All Scans
    f. Sort by—ID, Field 1, Field 2
    g. Select Date Range

- **Scan History**—This is the results of picking a **Report Option** and selecting **Generate**. This action produces a quick view of these options. Selecting the type of export, such as the Acrobat (PDF) file, will output the view into this file format for later printing or other use.

Customize Header

You can setup the following for the Header of the report page:

•Header Font Size
•Header Text Color
•Font Family

Once these are selected, you should click on the "Save" button to save your settings for this section.

Customize Data Table

This section of the report will allow you to customize the actual data that is presented. It consists of the following customization fields:

•Header Background Color
•Header Text Color
•Data Text Color
•Odd Row Background Color
•Even Row Background Color
•Font Family
•Font Size

Once these are selected, you should click on the "Save" button to save your settings for this section.

Customize Footer

You can setup the following for the Footer of the report page:
- Font Family
- Text Color
- Font Size

Once these are selected, you should click on the "Save" button to save your settings for this section.

Report Options

There are several options in this section that can be set to display different types of reports.

Display
- Scanned—All Scanned IDs
- Unscanned—IDs that have not been scanned from the database
- Duplicate Scans—Any IDs that have been scanned more than once
- Invalid Scans—IDs that do not exist in the database
- All Scans—A list of all of the above

Sort By
- **ID**—Scans are sorted by ID numbers
- **Field1**—Scans sorted by Field1
- **Field2**—Scans sorted by Field2

Select Date Range (Optional)
•Useful when trying to narrow down a particular day or days of a multiday event.

Once these are selected, you should click on the **GENERATE** button to produce your report. You can also select the **RESET** button if you wish to start over with the default settings.

Sample Reports

Below are a few sample reports to show what is actually produced once you have your settings as you need them.

Scan History Report

ID	Field1	Field2	Scan Type	Date	Time
200100	Nailah	Abdulbaaqee	Duplicate	3/27/2012	2:45 AM
200100	Nailah	Abdulbaaqee	Duplicate	3/27/2012	8:07 PM
200100	Nailah	Abdulbaaqee	Duplicate	3/28/2012	2:53 AM
200101	Mojisola	Adaramola	Duplicate	3/15/2012	10:11 PM
200105	Tara	Amini	Duplicate	3/15/2012	11:36 PM
200125	Whitney	Berg	Duplicate	3/27/2012	8:04 PM
200130	Tracey	Boston	Duplicate	3/27/2012	2:45 AM
200130	Tracey	Boston	Duplicate	3/27/2012	8:04 PM
200149	Anne	Clemmer	Duplicate	3/27/2012	8:04 PM
200149	Anne	Clemmer	Duplicate	3/27/2012	8:05 PM
200160	Tanya	Cunic	Duplicate	3/27/2012	8:05 PM
200177	Carrie	Eugster	Duplicate	3/27/2012	8:05 PM

Total Number of Scans:	62
Good Scans:	0
Duplicate Scans:	12
Invalid Scans:	0
Remaining Scans:	353

Scan History Report

ID	Field1	Field2	Scan Type	Date	Time
000001			Invalid	3/27/2012	8:05 PM
10050			Invalid	3/15/2012	9:39 PM
1222222			Invalid	3/28/2012	2:58 AM
123456			Invalid	3/28/2012	2:56 AM
200148R			Invalid	3/16/2012	9:37 PM
200500			Invalid	3/28/2012	2:53 AM
200500			Invalid	3/28/2012	2:55 AM
34			Invalid	3/27/2012	2:45 AM
3456789			Invalid	3/28/2012	2:58 AM
UM4145			Invalid	3/27/2012	8:07 PM

Total Number of Scans:	62
Good Scans:	0
Duplicate Scans:	0
Invalid Scans:	10
Remaining Scans:	353

Account

There are two choices when it comes to account. You can choose to display your lease info or you can choose to logout.

Lease Remaining
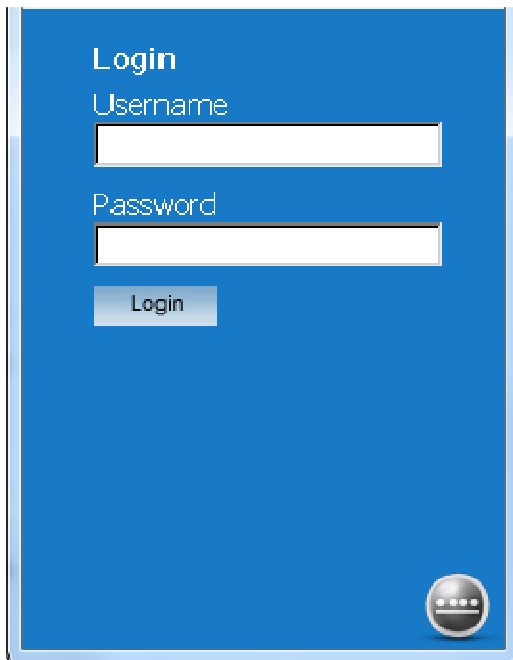
Lease Remaining	110 Days left
Start Date	8/8/2011
End Date	6/19/2012

CANCEL

# *Using a Mobile Device with Ticket Checker*

The mobile barcode readers are pretty easy to use once setup with the WiFi System and once your home page on Internet Explorer has been set to www.ticket-checker.com. This guide will show you the basic features and instructions on using the mobile device with the ticket checker application.
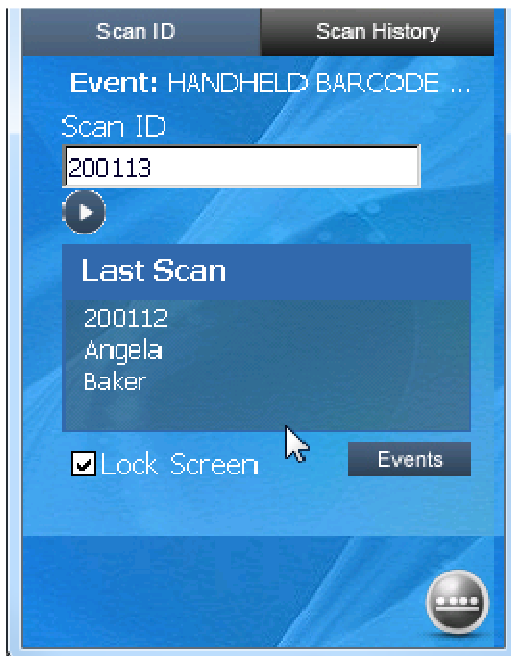
Login

You must know the **Company ID**, **Username** and **Password** in order to **Login**.

Select Event
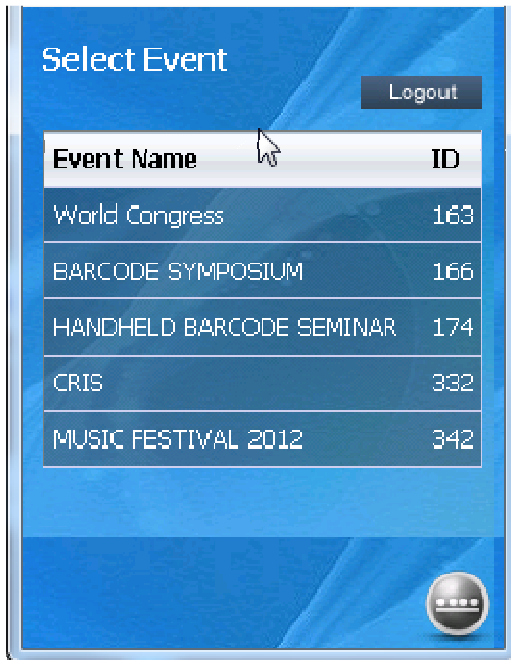
Next, you select the event that you are doing.
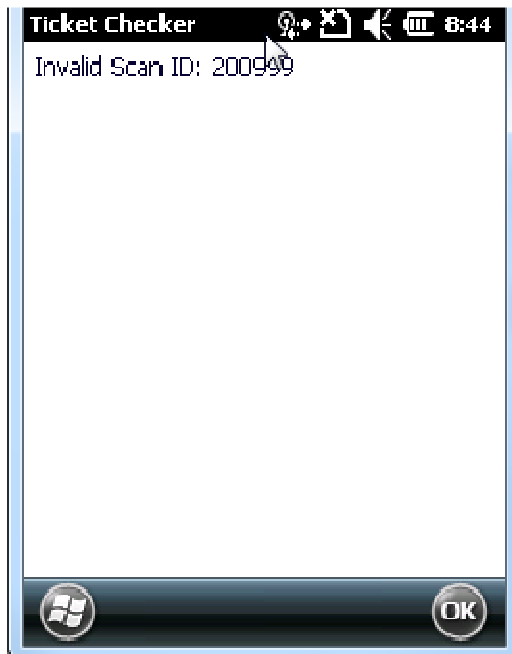
Scan ID

Here you will scan the Barcode ID of the Ticket or Badge for this event. The **Last Scan** will also be shown in the window below. You will also notice that there is a little checkbox for **Lock Screen**. By default, this is checked. This will prevent someone from accidentally moving to another screen or getting out of the **Scan ID** mode. If you wish to view **Events**, you will need to uncheck the **Lock Screen** checkbox.
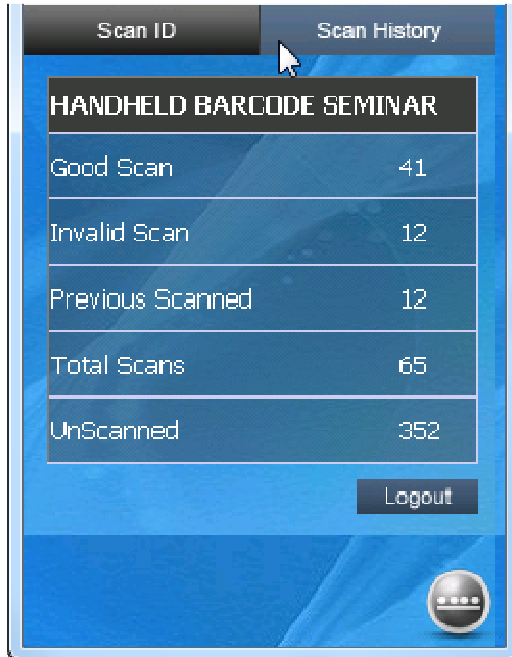
Duplicate Scans
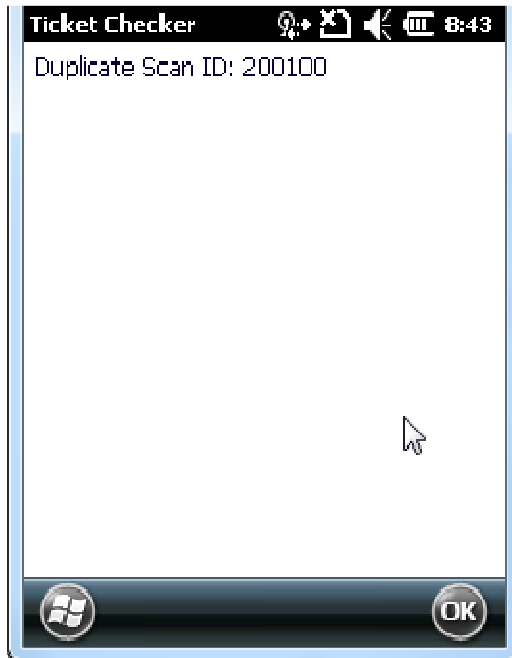
If an ID has been scanned previously, it will show up as a **Duplicate Scan ID**. Once you see this screen, you cannot proceed further until you select **OK**. Then you will be returned to the **Scan ID** screen.

Invalid Scan

If an ID is not in the database, it will show up as a **Invalid Scan ID**. Once you see this screen, you cannot proceed further until you select **OK**. Then you will be returned to the **Scan ID** screen.

Scan History

The **Scan History** page is viewable when you uncheck the **Lock Screen** checkbox. You can then select the **Scan History** tab and see a complete history of good, invalid, previously scanned, total scans, and unscanned ID's. This is useful for situations where you may need to know how many people are currently in a particular event for capacity reasons or when you need to know if the majority of the ticket holders are at the event before starting.

Final Comments

Occasionally, the Mobile Devices will freeze up or not seem to respond properly. There are a couple of things that you want to make sure of. One is that you have great WiFi coverage. The other thing is that being a small computer, they sometimes have to be rebooted. Simply removing the battery for a few seconds and then re-inserting the battery and turning it back on will allow the unit to re-start. This should correct any issues with the actual operating system.