Apps TicketSource Express App User Guide

**Express App
User Guide**

EXPRESS USER MANUAL

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Introduction

TicketSource Express is a companion product to the TicketSource service.

The easy-to-use software takes the hassle out of validating TicketSource booking confirmations when customers arrive at your events.

Using a compatible barcode scanner connected to your desktop or laptop system, you can quickly scan and validate your customers' booking confirmations. No barcode scanner? No problem! We can either supply you with a compatible barcode scanner or you can simply enter your customer's booking confirmation numbers via the keyboard.

The intelligent software ensures that booking confirmations can't be scanned more than once, preventing unauthorised entry to your event. Unrecognised booking confirmations are also visibly and audibly rejected.

TicketSource Express is designed to operate on systems running Windows 7 or later.

For further information, visit **www.ticketsource.co.uk/featiures/ticket-scanning**

Before you start

In order to benefit from the barcode scanning capabilities of TicketSource Express, you will first need to ensure that you've enabled barcodes to appear on your customers' booking confirmations.
To enable barcodes on your customers' booking confirmations:

- visit **www.ticketsource.co.uk** and log in to your TicketSource dashboard,
- choose the Settings| Tickets menu option (see figure 1),
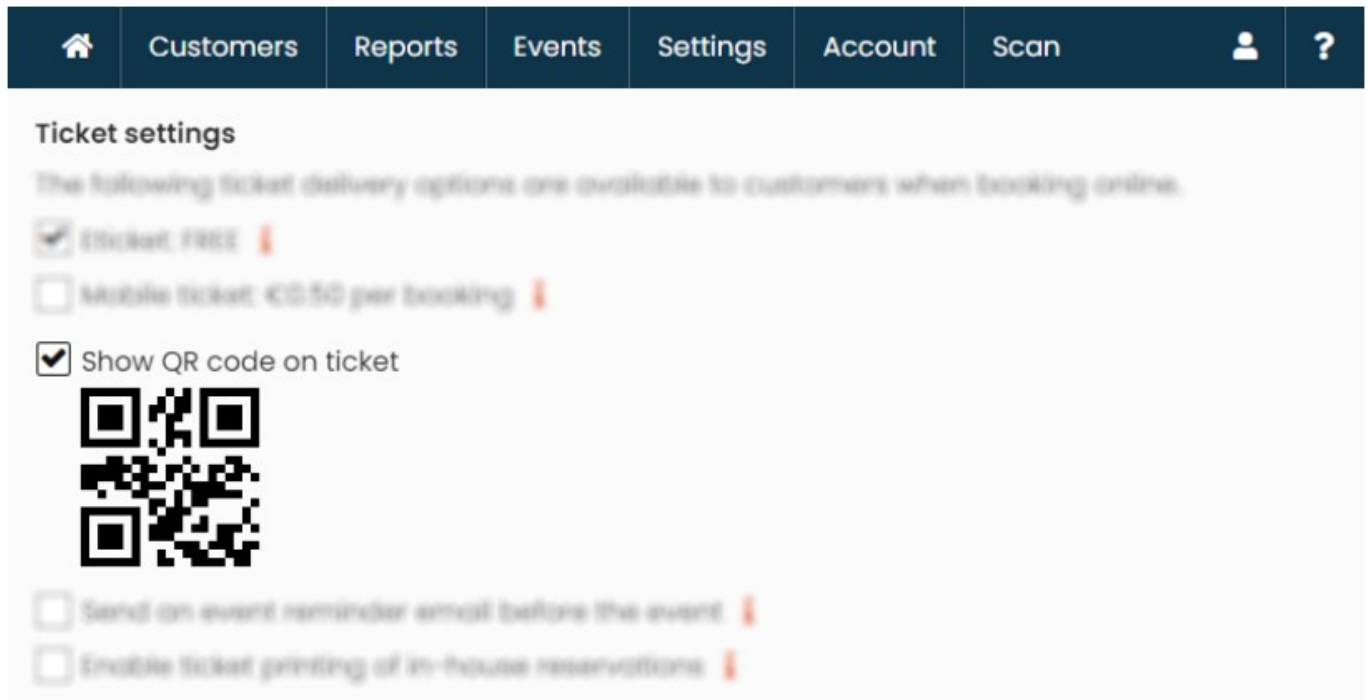- ensure that the Show QR Code on ticket option is ticked,
- click save changes

Figure 1: Ticket settings

Installing TicketSource Express for Windows

- download the TicketSource Express installer from your TicketSource dashboard via the Scan | Ticket Scanner App for Windows menu option,
- after downloading the TicketSource Express installer (setup_express.exe), locate the file on your computer and double-click it to start the installation (see figure 2),
- follow the on-screen prompts to install TicketSource Express on your computer,
- the installer will create a TicketSource Express icon on your desktop,
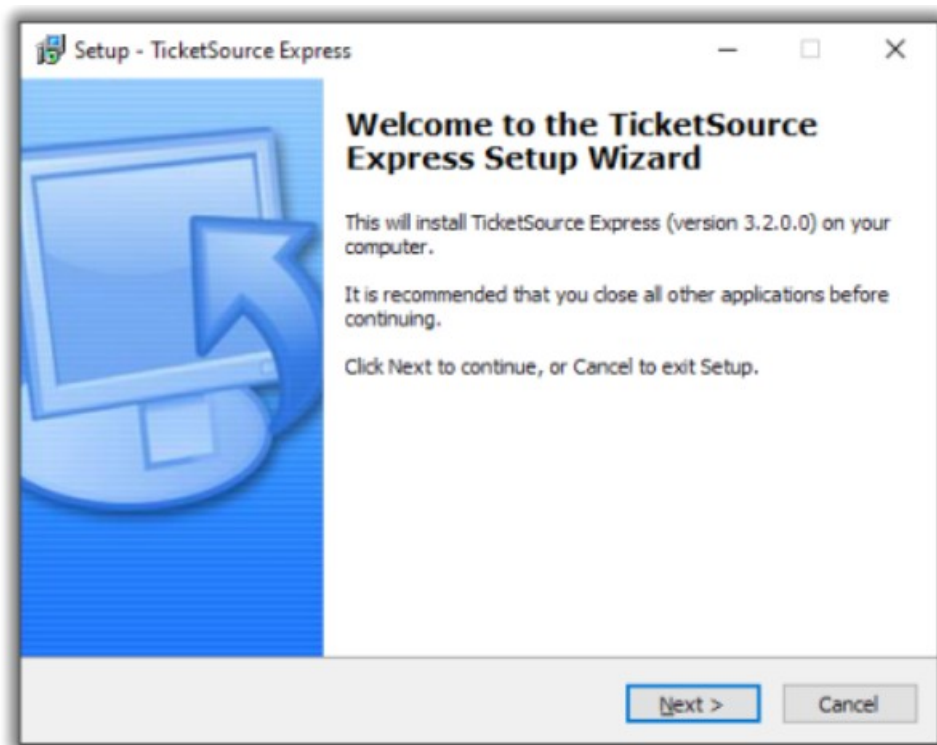- double-click the icon on your desktop to start TicketSource Express.

Figure 2: TicketSource Express installer

Before the event

At some point prior to the event you will need to import a finalised list of bookings for the current event in to TicketSource Express.
PLEASE NOTE: the following steps require an available internet connection:

- start TicketSource Express,
- click the "Import Event" button,
- enter your TicketSource log in details and click Log in to connect to the TicketSource website,
- select the event(s) for which you want to import a list of bookings by placing a tick next to the relevant event(s) (see figure 3),
- click Import to import the list of bookings for the selected event(s),
- you will also be prompted to deactivate ticket sales for the selected event(s) Make your selection and continue
- a confirmation window will appear indicating that the list of bookings for the selected event(s) has been imported successfully and (where applicable) ticket sales for the selected event(s) deactivated.
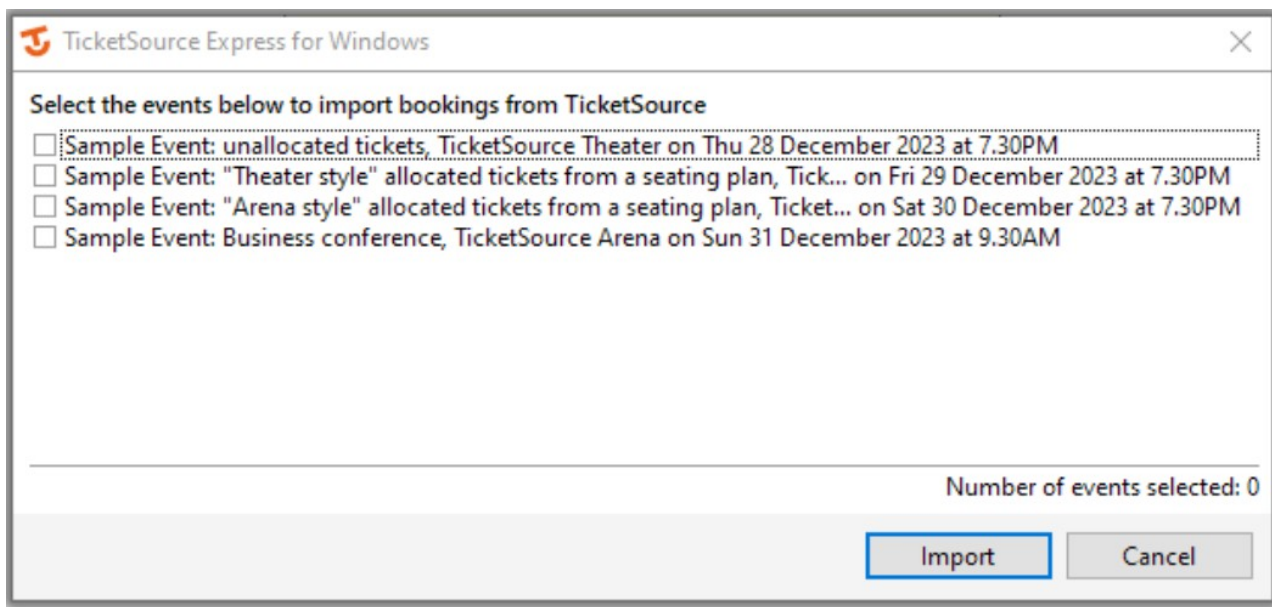
Figure 3: Import event bookings

At the event

On the door, when you're ready to start validating bookings:

- plug in the barcode scanner to an available USB port (if applicable)
- start TicketSource Express,
- click the Select Event button,
- select the event(s) for which you want to validate bookings by placing a tick next to the relevant event(s) (see figure 4),
- click OK to select the event(s)

If you are using the barcode scanner, press the button on the barcode scanner and scan the barcode on the customer's booking confirmation. A short beep from the barcode scanner indicates that the barcode scanner has successfully read the barcode. TicketSource Express automatically validates the barcode and displays the result on screen (see figure 5).

If you are entering the booking confirmation numbers manually, enter the booking confirmation number via the keyboard and press Enter. TicketSource Express will validate the booking confirmation number and display the results on screen.

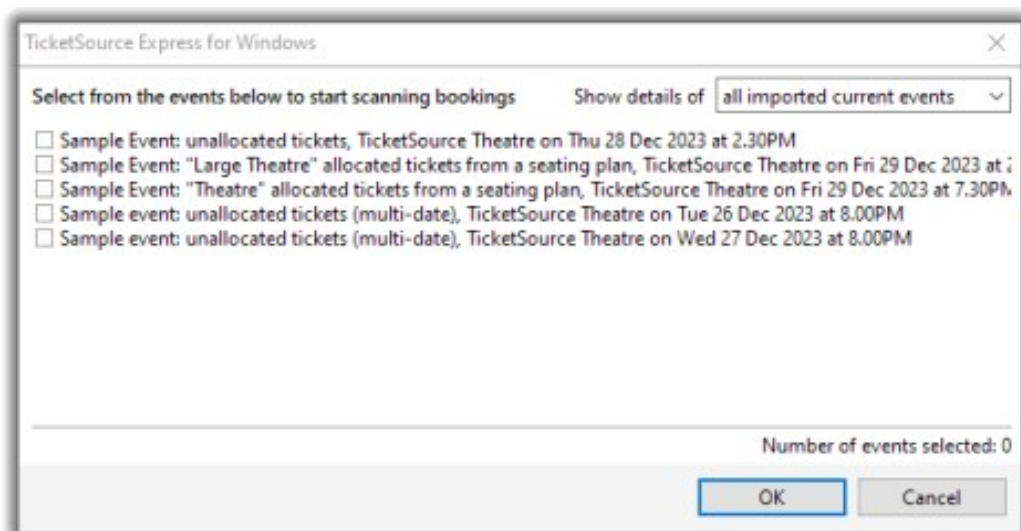A summary of the booking appears on screen whenever a booking is successfully validated.
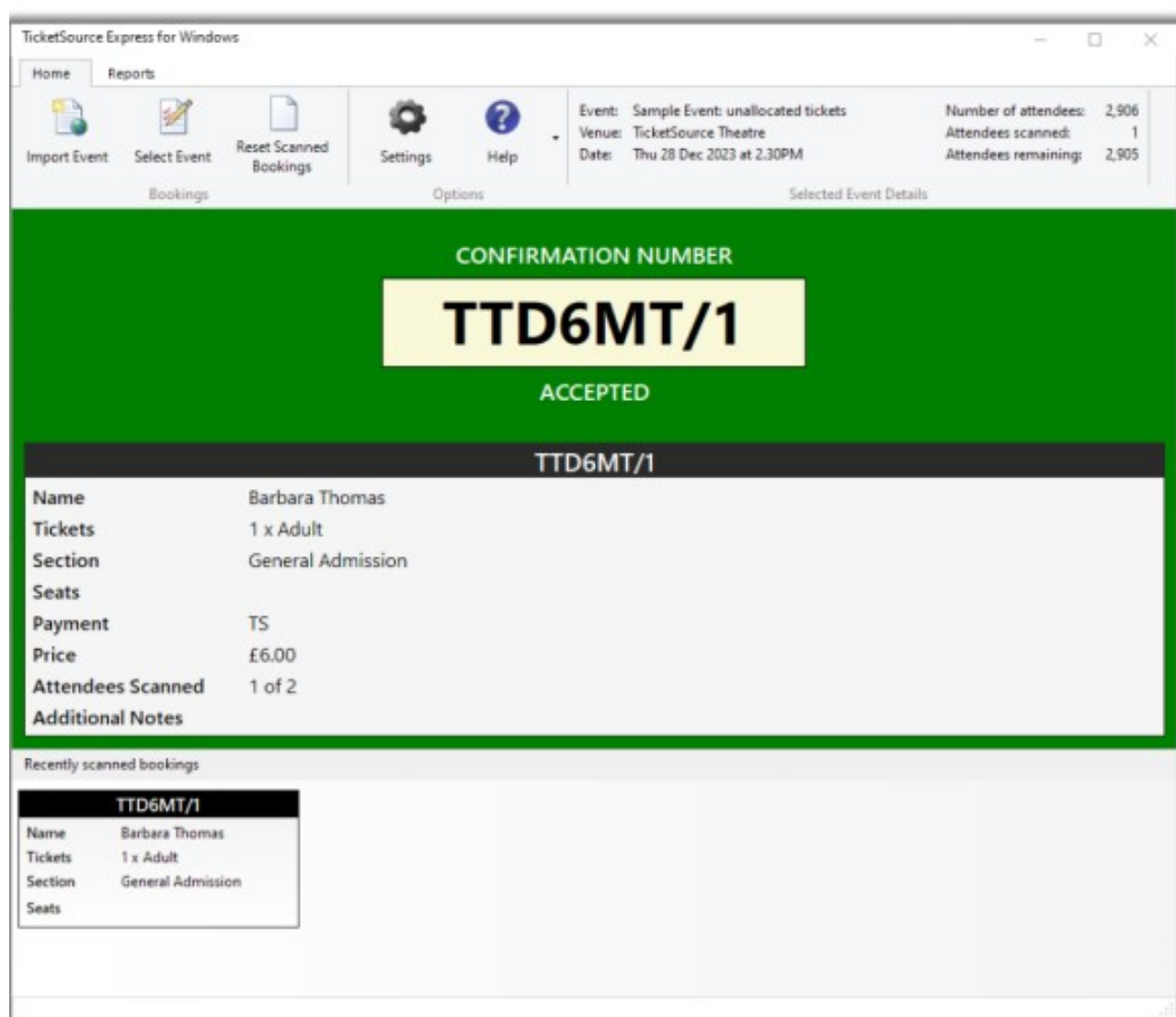
Figure 4: Select event bookings

Figure 5: Booking confirmation validation

Advanced settings

By default, scanning a barcode once will admit all of the attendees on the booking (for example, scanning the barcode once for a booking of 2 x Adults and 2 x Children will admit all four attendees)

If you would prefer to scan the barcode for each attendee on the booking separately (for example, a booking of 2 x Adults and 2 x Children must be scanned four times to admit all four attendees):

- click the Settings button,
- select the option scan the ticket for each attendee on the booking,
- click OK to save the changes

Frequently asked questions

Q. Do I need an internet connection at the venue when using TicketSource Express for Windows?

A. No. Simply import the list of bookings in to TicketSource Express prior to the event i.e. before you leave from home or the office.

Q. I have imported the list of bookings in to TicketSource Express but there are no events listed when I click the "Select Event" button?

A. To see a list of all events (current and past) imported in to TicketSource Express, click the Select Event button and select Show details of all imported events from the drop-down list. You also need to ensure that the date, time and country settings are correctly set for your computer in the Regional options section of the Windows control panel.

Q. The barcode scanner appears to be scanning the barcodes correctly but TicketSource Express is not validating them?

A. Ensure that you've selected your event(s) using the Select Event button. The currently selected event details should appear in the Selected Event Details panel at the top of the window. A. Ensure that TicketSource Express is the currently focussed window by clicking the mouse anywhere inside the application.

Q. How can I reset all bookings for the selected event(s) so that they don't appear as scanned?

A. Click the Reset Scanned Bookings button and confirm.

Apps

Documents / Resources

	Apps TicketSource Express App [pdf] User Guide TicketSource Express App, TicketSource Express, App

References

- 🎟 **Sell Tickets Online | Free Event Ticketing with TicketSource**