



Audata Events User Guide

For Audata Promo Customers
Revised January 2021

Contents

1. Request Your Event Code	3
Briefing Instructions	3
Ticket Classes	3
Example Ticket	4
2. Creating an E-Ticketed Status	5
3. Distributing Tickets to Prize Winners	6
Setting Up Your Event Code	6
Issuing Tickets	7
Verifying Ticket Delivery	8
4. Scanning Tickets	9
Download The Scanner App	9
Logging In	9
Scanning Tickets	9

1. Request Your Event Code

BRIEFING INSTRUCTIONS

Before requesting your event code, please ensure you have your artwork ready to submit. You will need a ticket header image (680 x 110px). You can also include a ticket footer in the same size if you would like. See next page for example ticket.

To request a new event setup, please complete the required form [here](#).

Once provided with these details, the Audata Events team will usually respond with your Event Code within 48 hours.

TICKET CLASSES

You can request multiple ticket classes. For example: General Admission, VIP, etc. which can be accepted at specific entry points at your event. Each ticket class has its own unique event code.

EXAMPLE TICKET

The below is an example of a ticket generated via the Audata Events system.

PRINT THIS TICKET AND PRESENT FOR ADMISSION

680 x 110 px

EXAMPLE EVENT

EVENT SUBTITLE

FRIDAY 1 MAR - 7:00 PM

EXAMPLE VENUE

QR code

COMP
NEEDAN BANKER
1011760
PAX 5565
\$0.00

You must present this entire page for scanning at the time of admission to this event.

Safeguard this ticket as you would money or regular tickets. Access control at venues will only permit entry for a single use of the barcode on this ticket. Duplication of this ticket will not allow for multiple entry and all holders of duplicated tickets will be refused entry after its first use. Entry to the event is subject to the terms and conditions of the venue and the promoter. Tickets are non-transferrable and can not be redeemed for cash.

680 x 110 px

Additional Information from the Promoter

Additional information can go here such as arrival time, dress code, terms & conditions and other details.

Labels and arrows on the right side of the ticket:

- Header image
- Event title
- Event subtitle
- QR code
- Date & Venue
- Footer image
- Additional details

2. Creating an E-Ticketed Status

Before you can issue tickets, you will need to setup your Prize Statuses in your Audata Promo system.

Note, you must be logged in as an Administrator to be able to create custom Prize Statuses. Ask an Admin at your station if you do not have permission to do this.

STEP 1:

1. Hover over your name in the top right hand corner of the screen and click "Administration"
2. Click "Prize Statuses" in the sidebar menu
3. Click the "Confirmed" prize status
4. Check the *Enable automatic fulfilment* box
5. Click "Update Prize Status"

* Color *

☒ #0EF2D7

☐ Listener can confirm prize

☐ Listener can collect prize

☒ Remove prize from available inventory

☒ Remove prize from inventory on hand

☐ Archive the prize

☒ Enable automatic fulfilment

Notifications

Method	Template
Create Notification Rule	

[Update Prize status](#)

STEP 2:

The below screenshot is an example of how your status should look.

1. Hover over your name in the top right hand corner of the screen and click "Administration"
2. Click "Prize Statuses" in the sidebar menu
3. Click "New Prize Status"
4. In the **Name** field, enter "E-Ticketed"
5. In the **Color** field, select any colour you'd like to use
6. Click "Create Prize Status"

Once the prize has been confirmed, the system will automatically issue the tickets. You then update the status from confirmed to "E-Ticketed" so that you can identify the prize as needing no further action.

3. Distributing Tickets to Prize Winners

SETTING UP YOUR EVENT CODE

1. Open your Inventory Item in Audata Promo for your events tickets, or create a new Inventory Item if you don't have one yet.
2. Drop down the "Event Code" section.
3. In the "Event Code" field, enter the Event Code you were provided by the Audata Events team.
4. Save your Inventory Item.

▼ Event Code

Event code

TCOM12EF00P | ← Your unique event code

Save Inventory Item

NOTE

You must be awarding the correct quantity of tickets that you want Audata Events to issue. For example, if you call your inventory item "Double Pass" and the quantity you award is 1, Audata Events will only generate a single ticket.

ISSUING TICKETS

Once you've created or updated your Inventory Item, you can award them as you would award any other prize in your system. Once the Listener has confirmed their prize, the system will automatically send them their tickets via email. You can then go and change the status to E-ticketed to show that the prize no longer needs to be actioned.

<input type="checkbox"/>	10005558	● Confirmed	2x SO GC Summer Party Ticket
<input type="checkbox"/>	10005551	● New	2x SO GC Summer Party Ticket
<input checked="" type="checkbox"/>	10005544	● E-Ticketed	2x SO GC Summer Party Ticket

▼

Change Status

▼

NEW STATUS

● Collected

● Withdrawn

● Dispatched

● Paid

● Confirmed

● Name On Door



● E-Ticketed


E-Ticketed Prize Status


VERIFYING TICKET DELIVERY


If you would like to ensure your tickets were delivered successfully to a prize winner, open the Prize Information page and look in the “Activity” pane. If your tickets were delivered, you will see a message in the activity panel (usually within 60 seconds of awarding the prize) like the one below.

Activity

 **Tickets issued** about 4 hours ago
Tickets issued via Audata Events with order number #1011746. 

 **Prize 10005544 was updated** about 4 hours ago
The prize status was changed to E-Ticketed by User John Smith.

 **Prize 10005544 was updated** about 12 hours ago
The prize status was changed to Confirmed by Listener Jessica Example.

 **Matthew Wishart won 2x Example Event Tickets** about 12 hours ago
Confirmation number 10005544 was created about 12 hours ago

If your tickets could not be delivered for any reason, you will see an error message in this panel. Please double-check your event code is correct and email events@audata.io for support if required.

4. Scanning Tickets

DOWNLOAD THE SCANNER APP

Download the Audata Scanner app on your iOS devices that will be used to scan tickets. Search for Audata Scanner on the App Store, or click the link below.

<https://itunes.apple.com/US/app/id1140325882>

LOGGING IN

Once you open the app, login with the details below when prompted.

USERNAME: keegan@audata.io

PASSWORD: password

SCANNING TICKETS

Once signed in, select your event from the list.

Tap each of the ticket classes you will accept so that a check mark appears next to them. If you only have one ticket class, tap it to ensure it is selected.

Ensure the Scan Mode is set to "Check In" and tap the **Start Scanning** button.

Point the camera at the QR code on the ticket so that it fits in the frame, then tap or hold the "Hold to scan" button.

You will see a GREEN bar if the ticket was accepted, or a RED bar and error message if the ticket could not be scanned (for example, if the ticket is invalid).

