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# 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 <a href="here">here</a>.

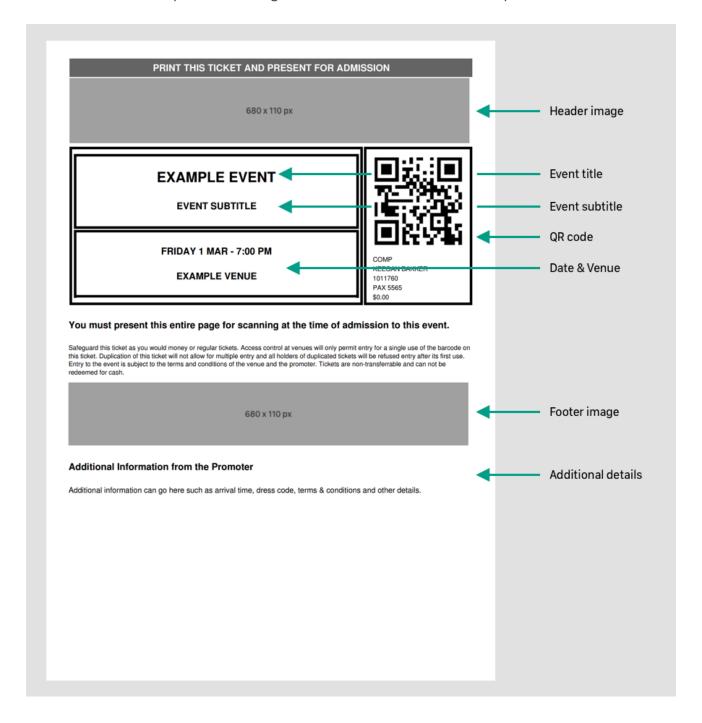
Once provided with these details, the Audata Events team will usually respond with your Event Code within 48 hours.

## **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.



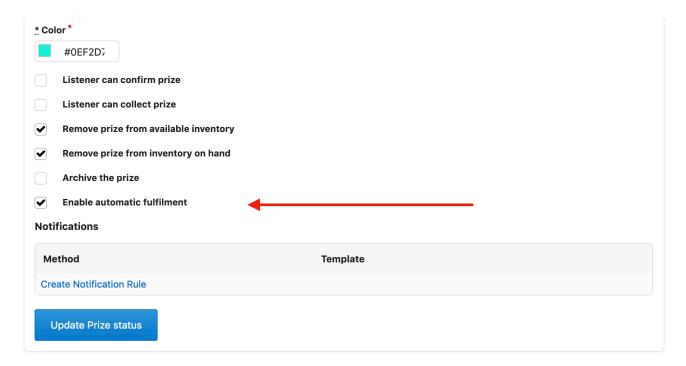
# 2. Creating an E-Ticketed Status

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"



### STEP 2:

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

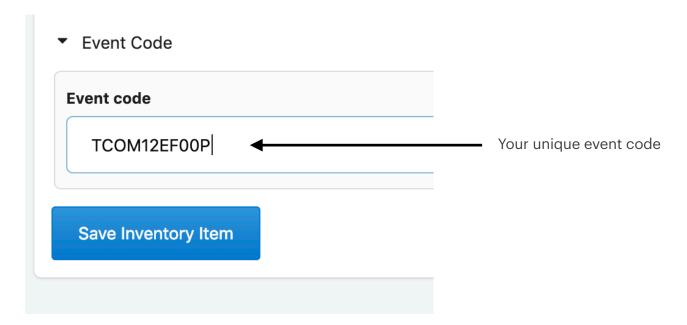
- 1. Hover over your name in the top right hand corner of the screen and click "Administration"
- 2. Click "Prize Statuses" in the sidebar menu
- 3. Click "New Prize Status"
- 4. In the **Name** field, enter "E-Ticketed"
- 5. In the **Color** field, select any colour you'd like to use
- 6. Click "Create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

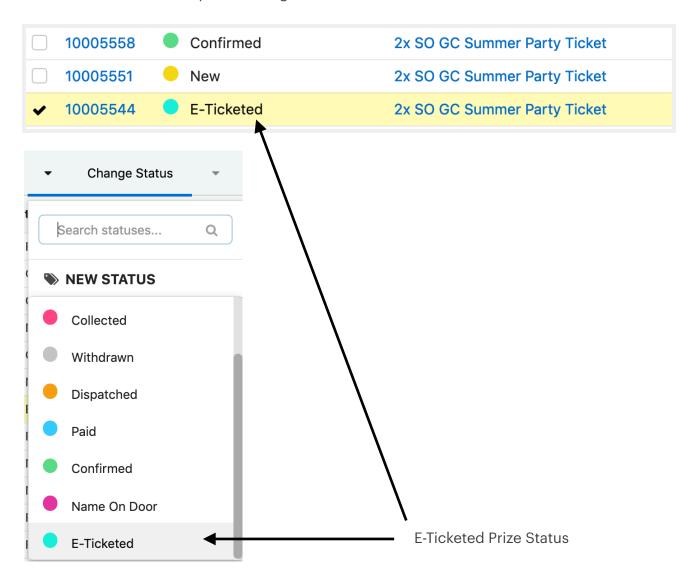


## NOTE

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 Eticketed to show that the prize no longer needs to be actioned.



#### **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.

**P** 

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**

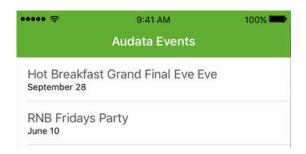
Once you open the app, login with the details below when prompted.

USERNAME: keegan@audata.io

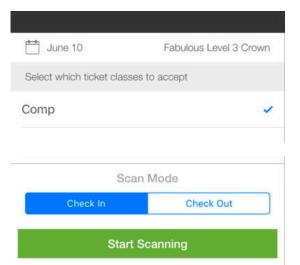
PASSWORD: password

#### **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).