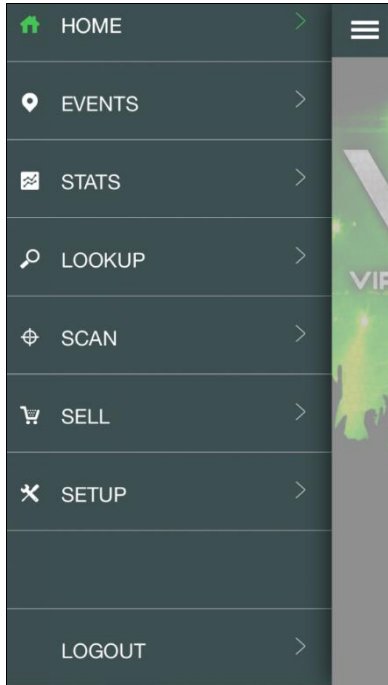# CaribTix Promoter App User Guide

Before you begin, please ensure you are connected to the internet. Launch app and when presented, enter User Name and Password.

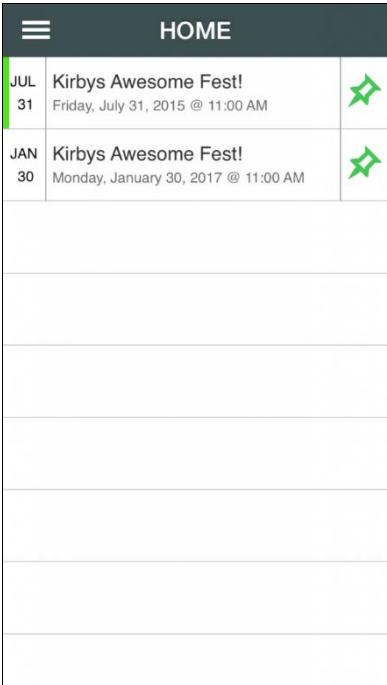**How to activate your event to begin processing:**
1. Select the menu icon in the top left then locate and press the events button, the events page should appear.

2. Select an event and a green indicator will show on the left.

3. You can also press the pin symbol to bookmark events so that it can be easily accessed directly once you login in the future.


To view event stats once logged in:

1. Select the menu icon in the top left, a menu will appear then locate and press the Stats button, the stats page should appear.

2. View basic stats regarding your event, quantity of tickets sold, orders, and total sales. A graph is also present to visualize of sales progress.
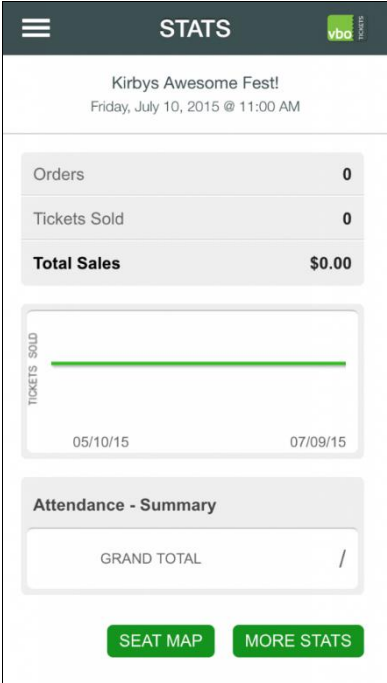
Selling once logged in:

1: Locate and press the sell button, the sell page should appear.
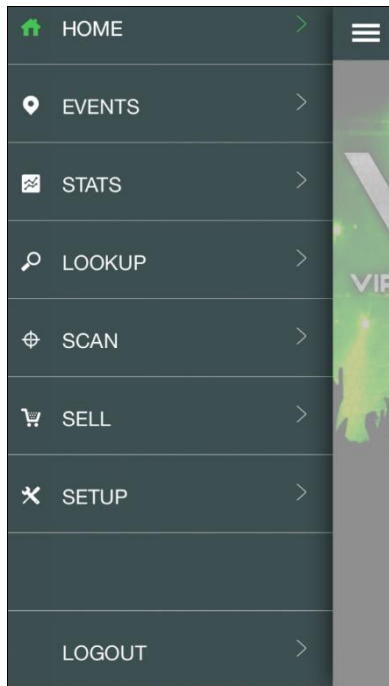
2: You will find the title "Tickets" highlighted in green alongside the ticket types for purchase. The plus sign indicates for the addiction of tickets and minus sign for the subtraction of tickets. The total amount of sales will automatically calculate until the checkout basket is complete.
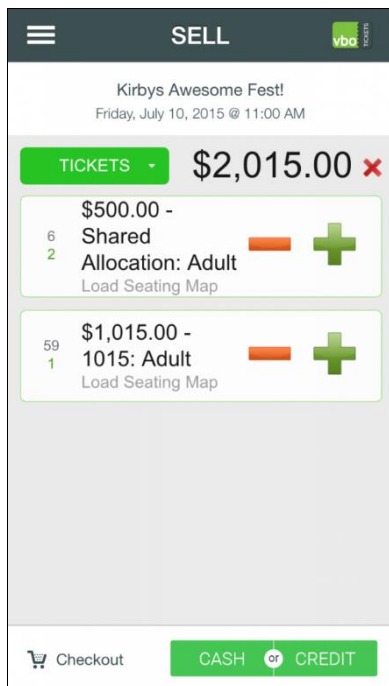
3: For check out you will be presented with two options; **A) Cash** and **B) Credit**.

A: Once cash is selected, you will be shown to the next page where you may enter sales details. Once you complete the order, you will have the option to email, save, and print receipts.

WE RECOMMEND INPUTTING PATRON NAME FOR GUEST LOOKUP… YOU MUST ENTER COMPLETE PHONE NUMBER WITH AREA CODE AND EMAIL ADDRESS THEN SELECT <u>SAVE</u> FOR THE ORDER TO PROCESS AND FOR EMAIL OR TEXT MESSAGE TO BE SENT.

**How to scan tickets using image scanning, once logged in:**

1. Select the menu icon in the top left, a menu will appear, then locate and press the scan button, the scan page should appear.
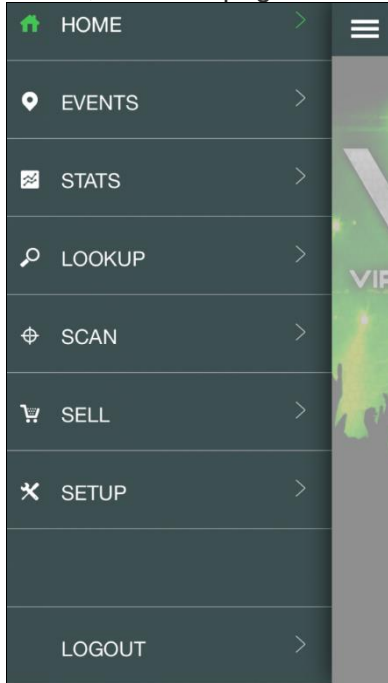
2: With normal image scanning, the camera sight will appear. Place camera view over ticket to scan the ticket. Two buttons below indicate the type of scanning beginning with check-in highlighted in green that you will be scanning guests into a event. If you're scanning a group of the same order, select group scan located next to the check in button to scan one ticket, which will check in the whole party. To check out guests, press the check in button and it will switch to check out highlighted in blue.
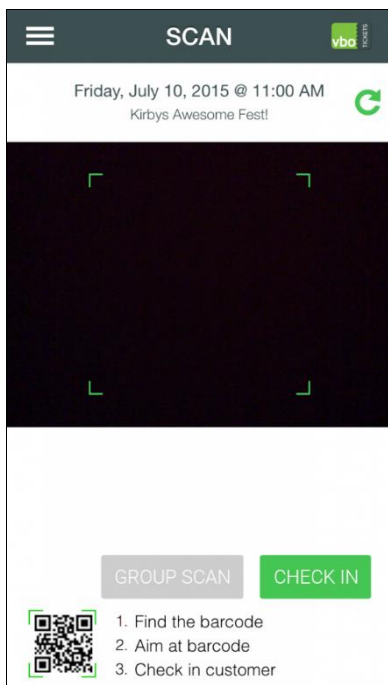
4: Once ticket is scanned, green will indicate valid tickets red will indicate invalid tickets or duplicates. Request that guests present the original ticket printed to avoid complications of duplicate tickets.
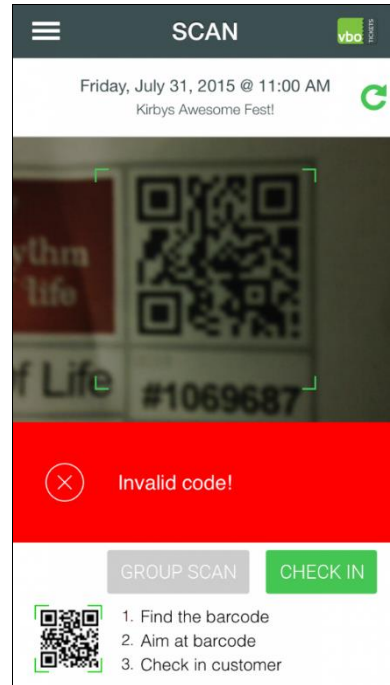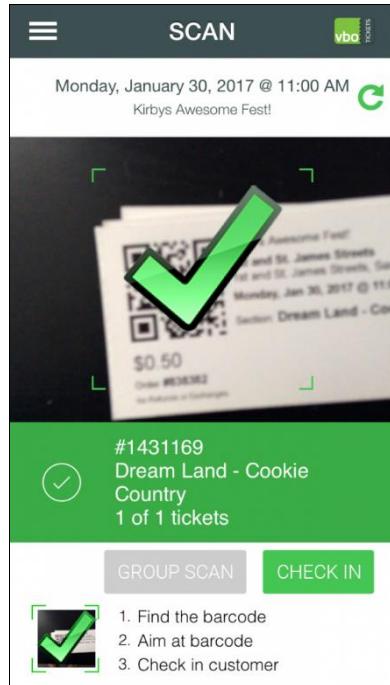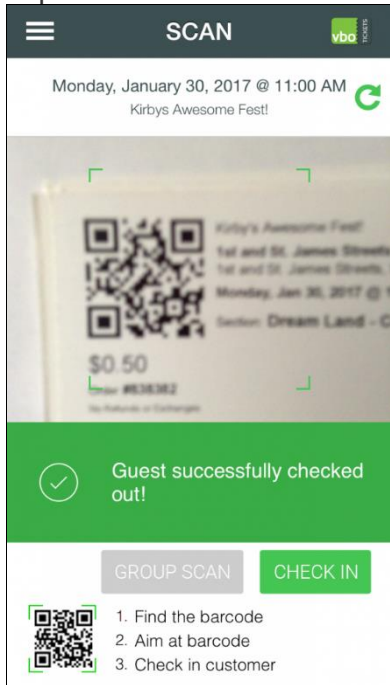
How to use lookup feature once logged in:

1. Select the menu icon in the top left, a menu will appear.

2. Select events and choose the event and event date.

3. Select the menu button again and click on Lookup, a full list should appear (if list is 500 guests and under). If over 500 guests, the list may appear blank but is not, continue your search. (Be sure you have already set the device to the event date so that the guest list is synced).

4. Use the search bar to enter a guest's name or order number. (You may also check guests in and out with the lookup feature)