

## CrabFest on-line ticketing tutorial

### Overview:

CrabFest is enjoying advance on-line ticketing thanks to S3 Solutions and the Yapsody ticketing platform.

This provides a convent, transaction FREE, ecommerce solution for CrabFest Crab meal sales.

Advance ticket purchasers can print off their confirmation tickets at home or simply present their digital ticket screen on their phone or handheld mobile device.

The free “YapScan App” works on Apple iOS and all Android devices.

Work flow for how CrabFest 2016 will process validation and check-in of advance purchased of Crab Meal tickets is detailed below.

Tickets are validated and redeemed one of three (3) ways:

Utilizing the YapScan App to scan tickets

Download the Yapsody at either:

- Apple Store (<https://itunes.apple.com/us/app/yapsody-youscan/id628451357?mt=8>) or
- Androids [Google Play](https://play.google.com/store/apps/details?id=com.youscan.android) (<https://play.google.com/store/apps/details?id=com.youscan.android> )
- Obtain a user log-in from Scott ([director@crabfestival.org](mailto:director@crabfestival.org)) Current user

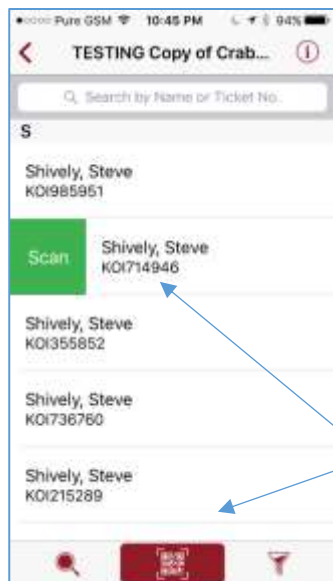


An email with subject: Yapsody: Invitation to Access CrabFest's Box Office

Will be sent to your in-box. Follow the instructions to register your Ticket Taker or Ticket Mngr. account.

### 1. Scanning Tickets

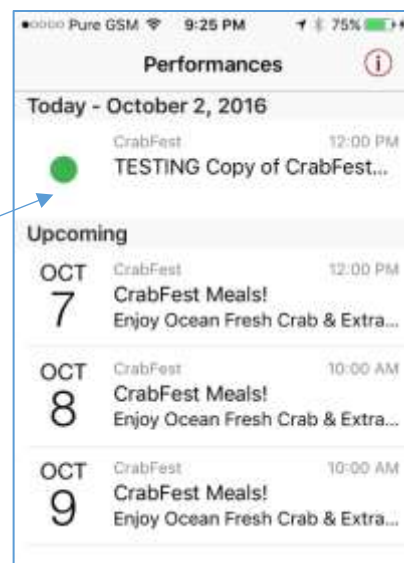
- How to use the Android scan app "Yapsody YapScan" ? <https://support.yapsody.com/hc/en-us/articles/203076208-How-to-use-the-Android-scan-app-Yapsody-YapScan->
- How to use the iOS scan app "Yapsody YapScan"? <https://support.yapsody.com/hc/en-us/articles/203073588-How-to-use-the-iOS-scan-app-Yapsody-YapScan->



A) Log into the YapScan App

B) Select “performance” from green event options (NOTE: ‘event’ TESTING Copy of CrabFest is ready for testing and training. During CrabFest Oct. 7 performance will turn green at 11AM on the 7<sup>th</sup>, again at 9AM on the 8<sup>th</sup>, etc.)

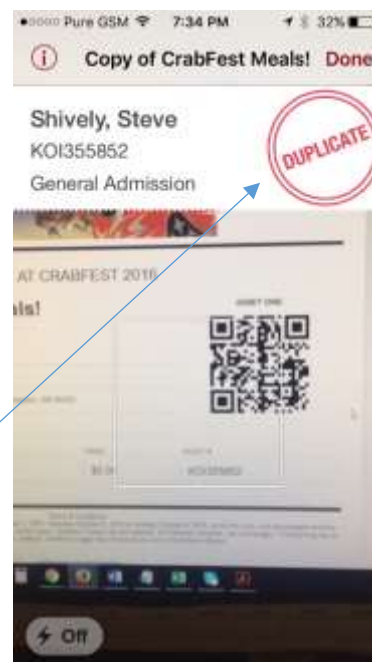
C) Either select ticket holder by last name and press name twice to “Scan” or activated your phones camera and scan the QR code on presented paper or digital ticket.





D) A valid ticket scan will return a green "Scanned" screen with a friendly "bing" sound.

An invalid will either return a red "Duplicate" screen with a loud "bong" sound if that ticket has already been scanned. Or an "X Invalid" if presented ticket is for another date or event.



## 2. Scanning Tickets without active Internet connection

Yes you can scan tickets without active Internet connection – this works well if only 1 scanner is being used for ticket validation. And on-line ticket sales are closed down. Otherwise there are sync considerations, e.g. staying in sync with on-line ticket purchases being made after your ticket batch has been downloaded onto your scanning device. Read this on-line FAQ for full details:

<https://support.yapsody.com/hc/en-us/articles/203353427-Can-I-scan-tickets-without-active-Internet-connection->

### Can I scan tickets without active Internet connection?

Yes, you can scan tickets without an active Internet connection. However, a few things you should keep in mind:

- 1) You will need to download the ticket data to the device before you can start scanning. To do that, just connect the device to the Internet, click on the event, and the data will synch from our servers.
- 2) If you don't have internet connection and you are using more than one device for scanning, the devices will not be able to synch. The result is that a ticket will be able to be reused and scanned on multiple devices.
- 3) If you don't have internet connection and you sell more tickets after you have downloaded the ticket data, the ticket data for the newly issued tickets will not be in the device. Therefore, those new tickets will not be able to scan until internet connection has been restored, at which point the devices will automatically synch with our servers and the new ticket data will download.

## 3. Paper consolidated sales report (backup)

S3 Solutions (Steve) will provide an Excel spreadsheet sorted by Performance Date and ticket purchasers last name. this works well if only clip board is being used for ticket validation. And on-line ticket sales are closed down. Otherwise there are sync considerations for new sales since spreadsheet download.

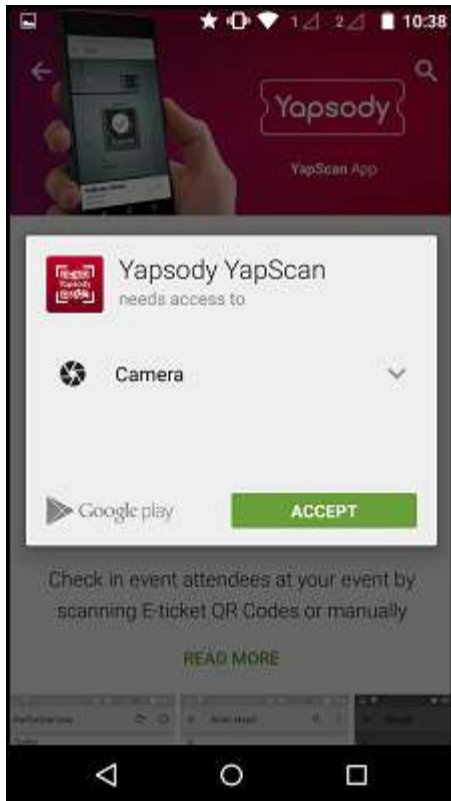
## How to use the Android scan app "Yapsody YapScan" ?

Yapsody allows its presenters to scan tickets through their Android Device. "Yapsody YapScan" is one of the various ways to scan your customers' tickets.

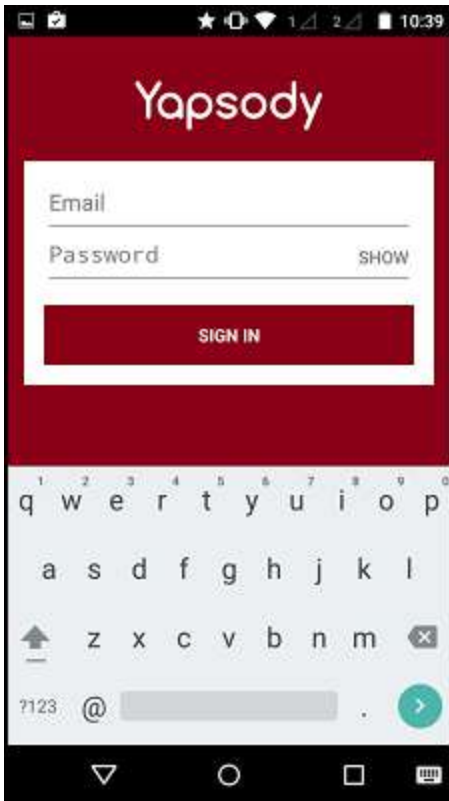
1) To scan tickets using an Android device, search for the Yapsody YapScan in your Google Play store



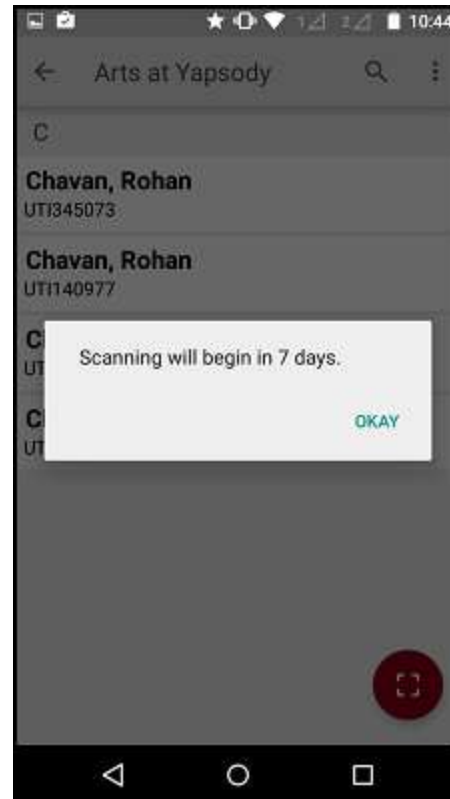
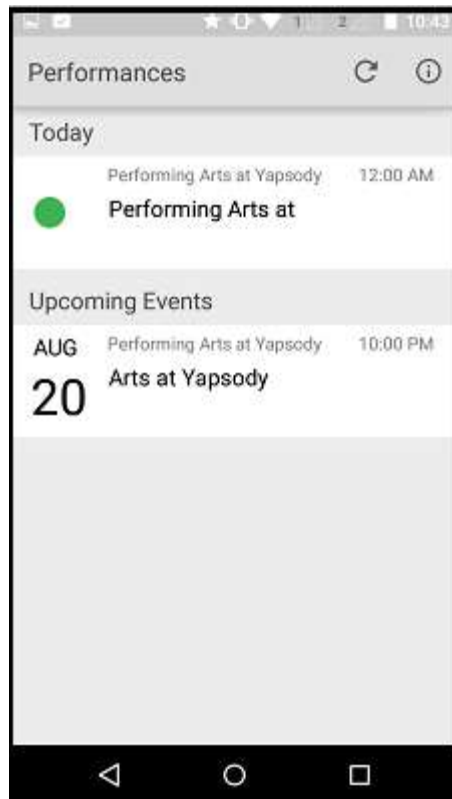
2) The app is Free to install. Click on the button 'Install' and then open the app.



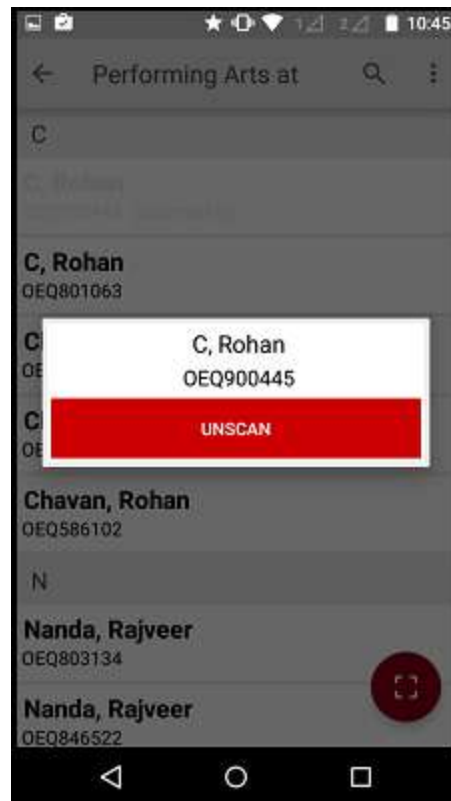
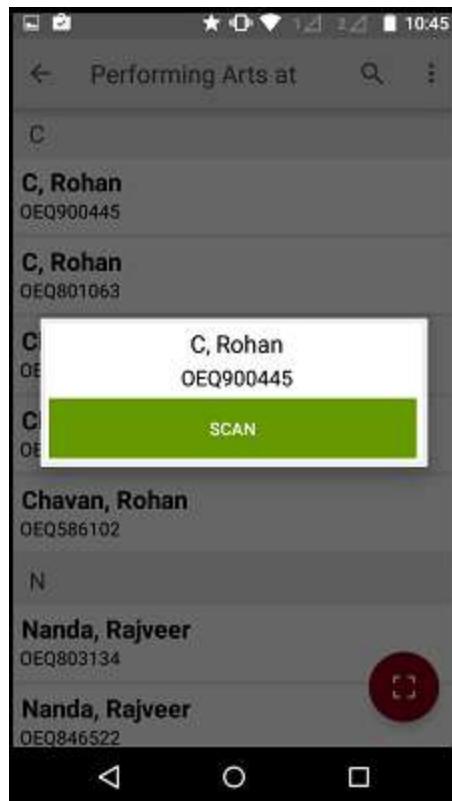
3) Once the app is installed you can view the app on your home screen, tap the app and login using your Yapsody account login credentials.



4) Once you login to your account, a list all the events will be displayed on the screen. If the event is ready for scanning then you can see a green light next to the event, if you tap on an event which is not ready for scanning then you get a message "Please Wait! Scanning will begin in {remaining time}"



5) After selecting the event, you get the list of all your attendees, you need to just tap on a ticket to scan the ticket manually, in the same way you can unscan a ticket you need to tap a scanned ticket.



6) You can scan tickets using the Camera mode., click on the 'Camera Mode' icon displayed in the right hand bottom of your screen and place the square box properly on the QR code to scan the tickets.



Post scanning the QR code:

- i) You will get a message as 'Scanned' if the ticket is scanned properly.
- ii) If the ticket is already scanned it displays an error 'Duplicate'.





Note : If you are unable to see your event, try to re-login to your account. Also, make sure you're signed into the correct Yapsody account and have the User Permission to Scan the tickets. It will require at least 4.2 version of Android OS.

