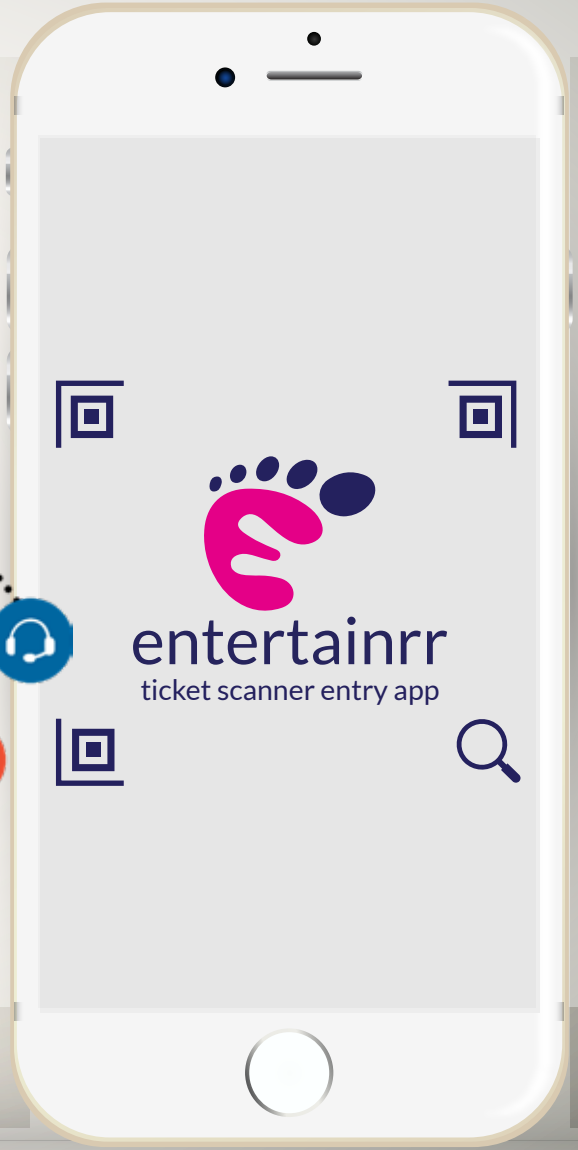
entertainrr

How To Guide entertainrr Entry Plus Android



You will learn

How to...

Download and Install the app

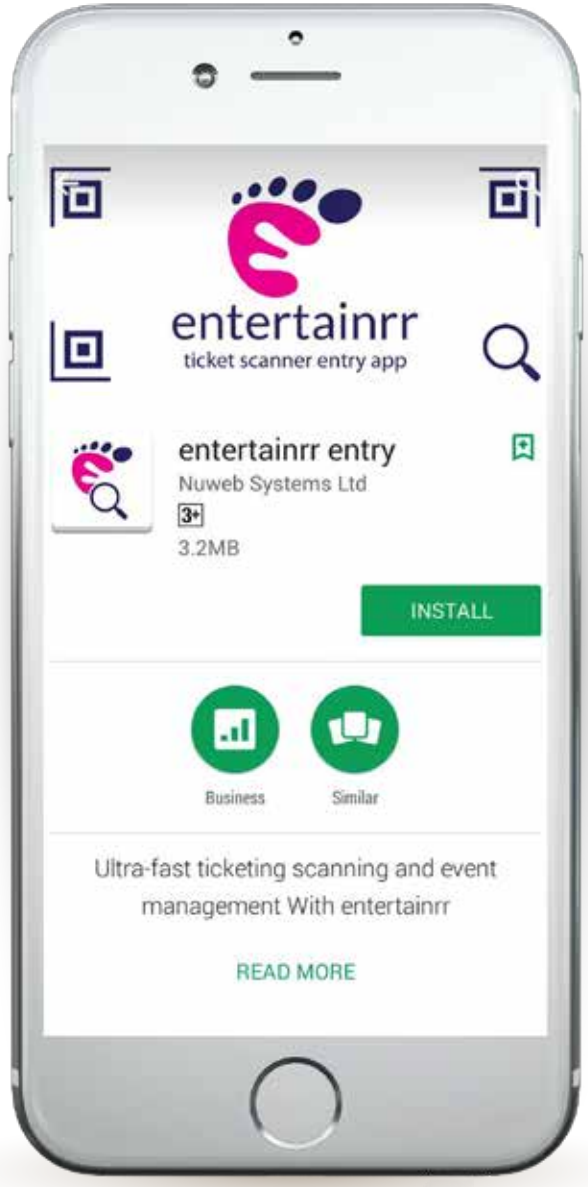
2 Minutes

Configure the app settings

2 Minutes

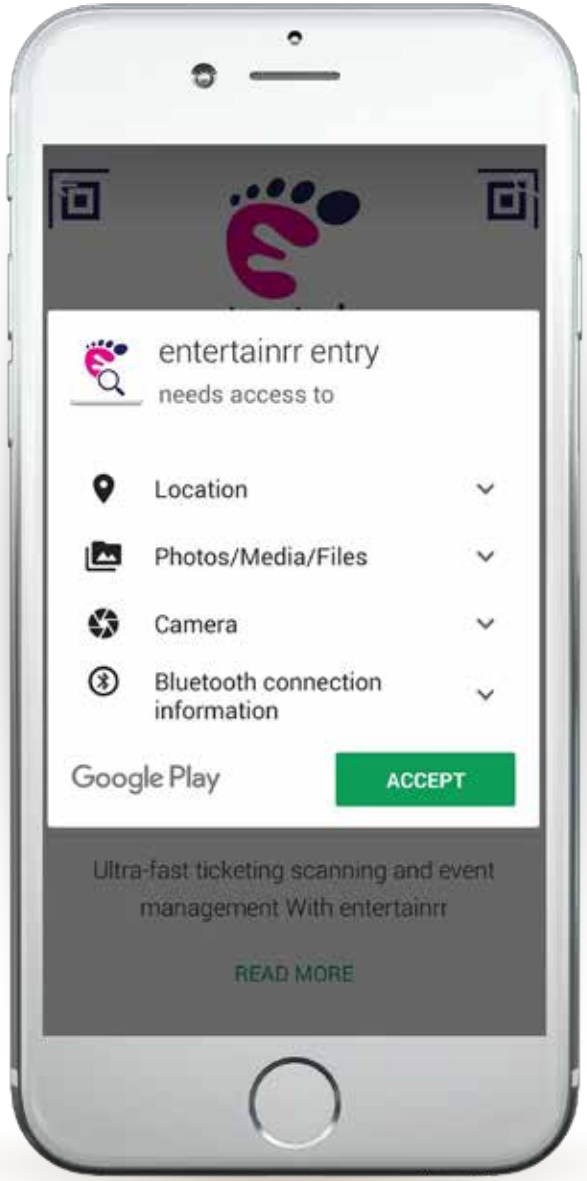
Scan tickets and manual entry

5 Minutes



1. Download and **Install the app**

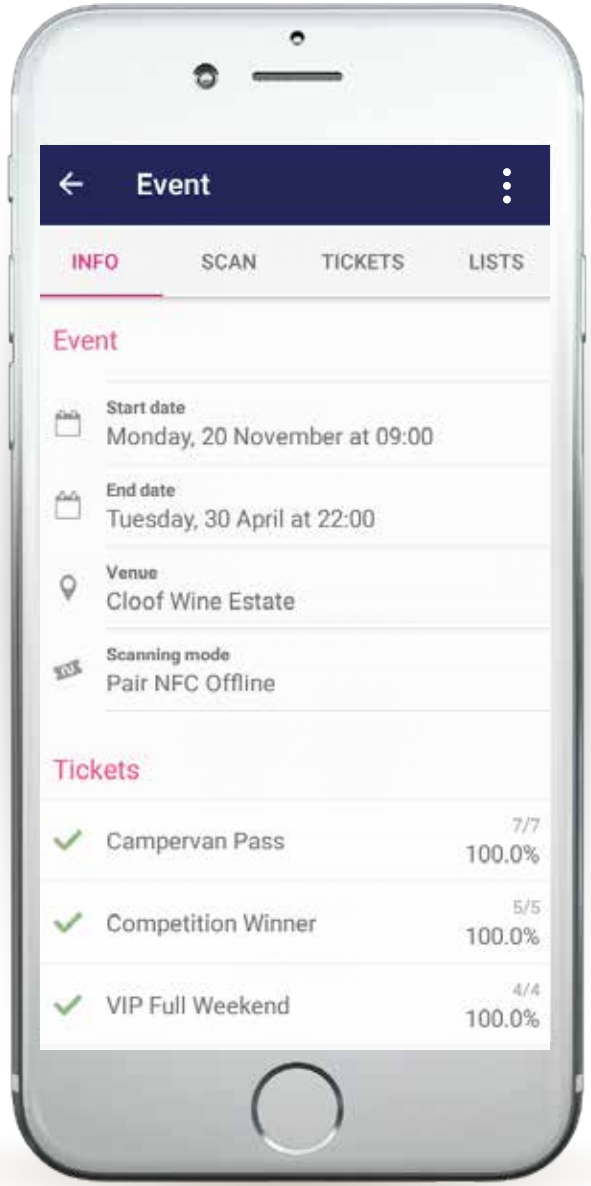
- Visit the google play store on your device
- Search for “entertainrr”
- Download the app and wait for it to install



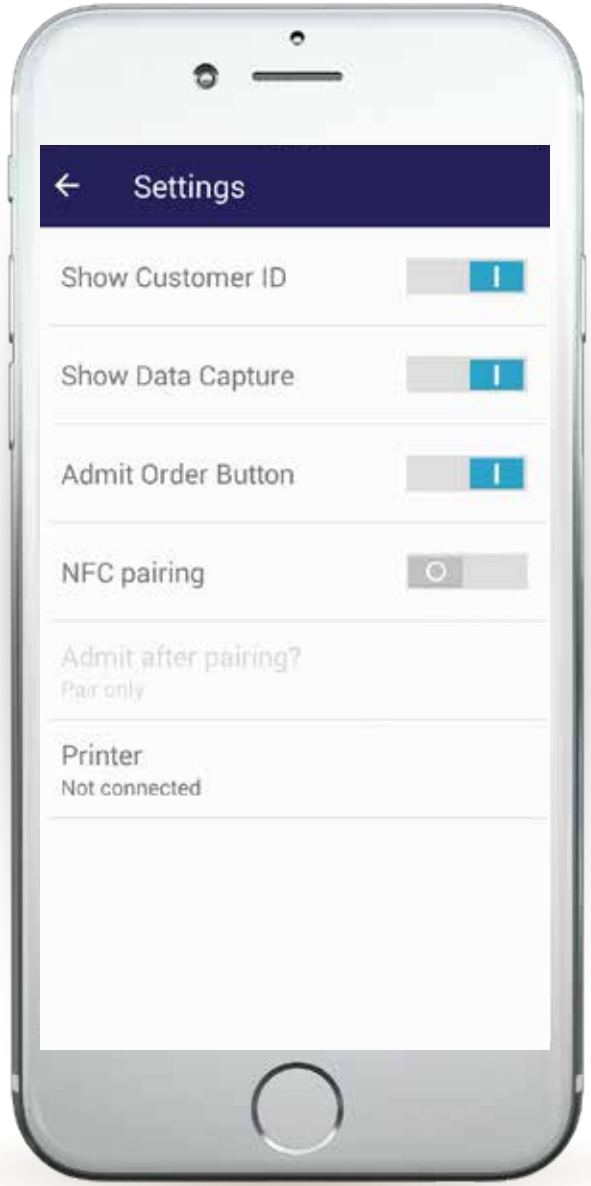
2. Configure the **App settings**

- Locate the App on your device and launch it
- Enter your login details (the same details you use to log in to entertainrr)

- **The “Events” tab will show any events you have scheduled for today**
- **Please note: Your event will only appear on the list on the day of the event!**
- **Refresh the event list by pulling down on the screen**

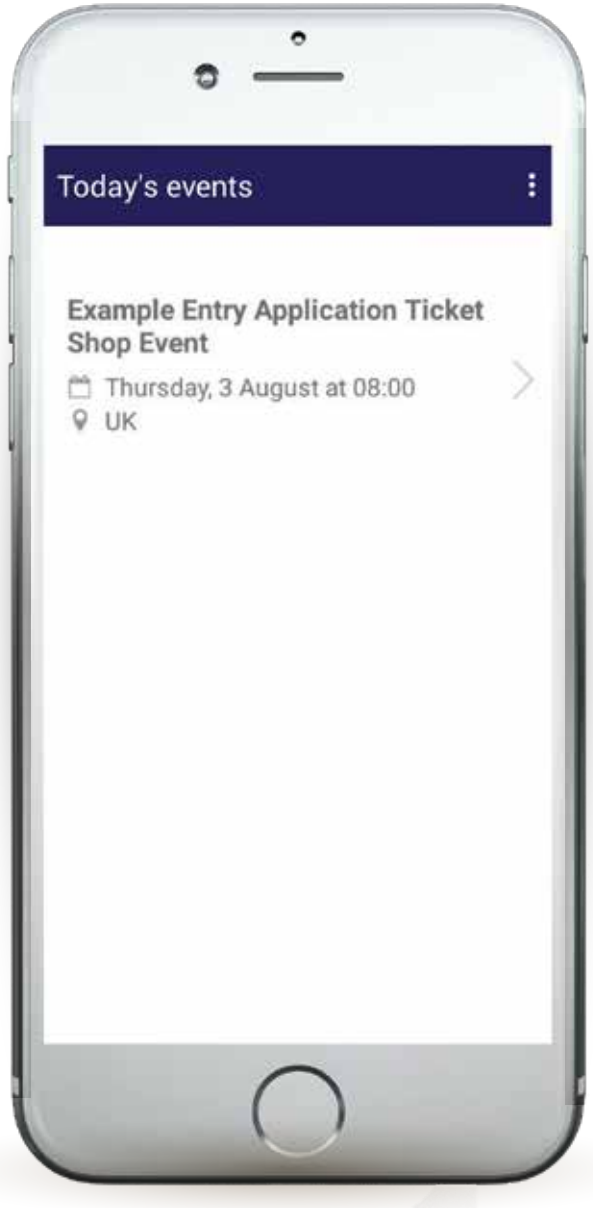


- Press the three dots at the top right of the screen and select “Settings”
- Select “Show Customer ID”, “Show Data Capture” & “Admit Order Button”

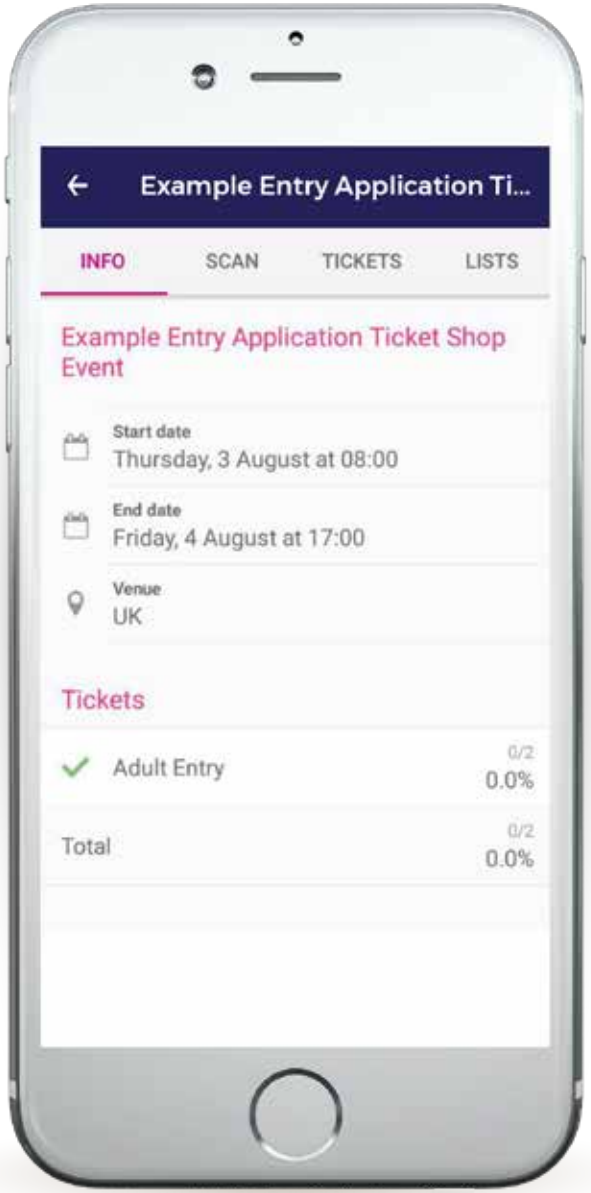


3. Scan tickets + **manual entry**

- Go back to the Events tab and select the relevant event the list
- If your event does not show, Refresh the screen by pulling down



- **You will be taken to the event Info screen where you can see details of the event such as:**
  - Event Name
  - Start and End (Date/Time)
  - Ticket type
  - How many of each ticket has
  - been scanned/total sold
  - Any guest lists you have set up
  - for your event

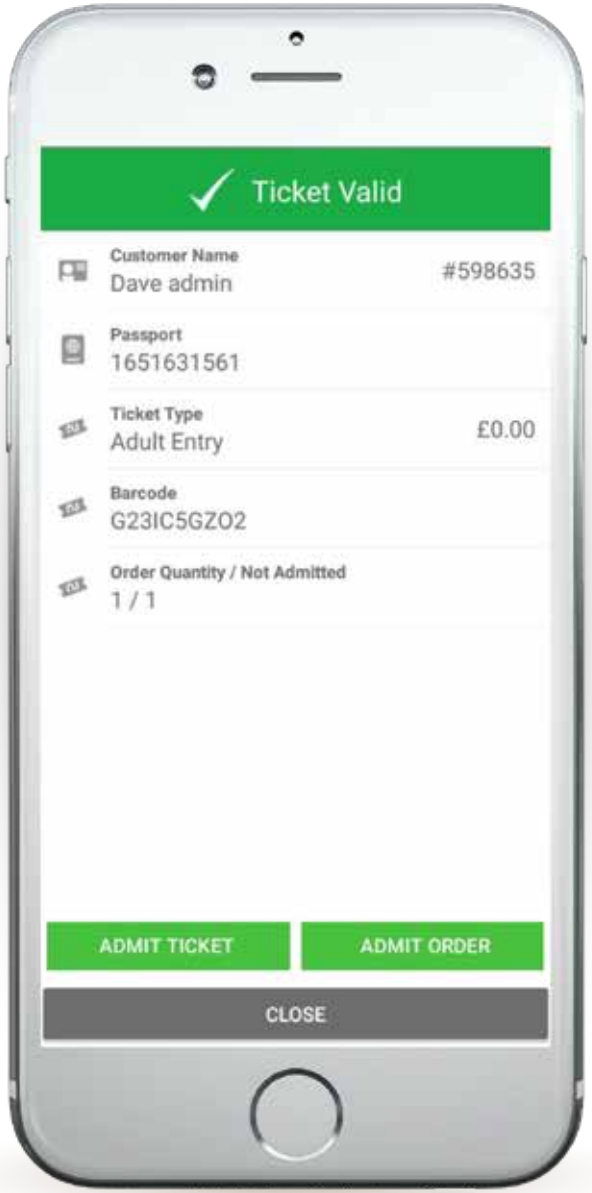


- Press “Scan”
- Find the QR code on the customers ticket and hover it under the scanner

- If the ticket is valid you will see the “Ticket Valid” confirmation
- Admit just the single ticket by pressing “Admit Ticket”

OR

- Admit all ticket placed on the order by pressing “Admit Order”

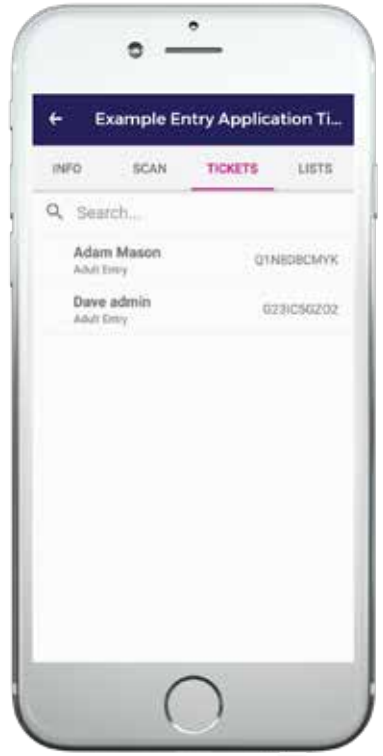


- If ticket has already scanned you will see the “Already Scanned” message”

- If the ticket is not yet valid you will see the “Not Yet Valid” message, telling you when ticket is valid from

- If the ticket is damaged you can perform a manual entry
- Press “Manual Entry” and enter the barcode in the box that follows

- You can also perform a manual entry by selecting the “Tickets” submenu
- Search for the name of the ticket owner



- Click their ticket from the list
- Chose to “Admit Ticket” or “Admit Order”

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Thank You

If you've got any more questions drop us a line or call:

0800 368 7709 Mon-Fri (9:30am – 5:30pm)

support@entertainrr.com

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