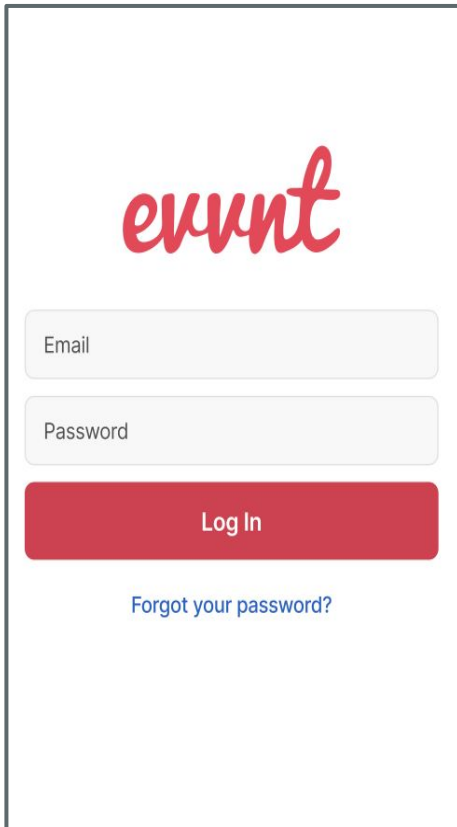


Evvnt Ticketing - Mobile Gate App

[Download the app for iPhone/iPad, iOS 15+](#)

App Logins:

Create **Staff users** in your account for staff that need to access the app.



The screenshot shows the login interface of the Evvnt mobile app. At the top, the word "evvnt" is written in a red, cursive font. Below the logo are two input fields: "Email" and "Password". A red button labeled "Log In" is positioned below the password field. At the bottom of the screen, there is a blue link that says "Forgot your password?".



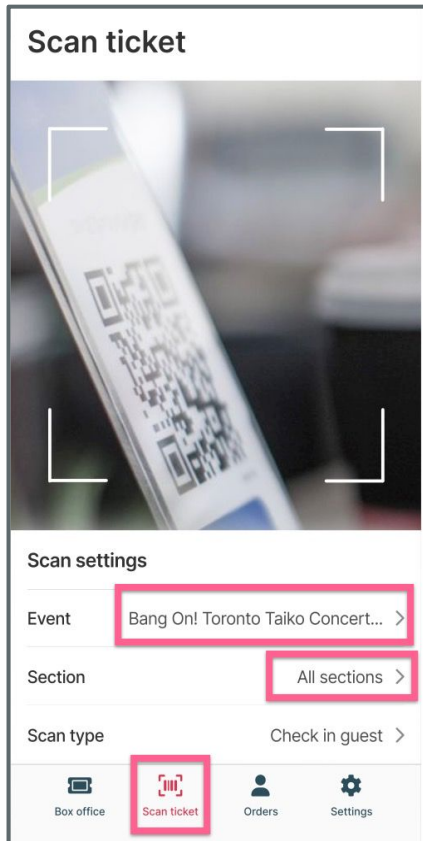
Scan here to download the Evvnt Mobile Box Office app from the iOS App Store.



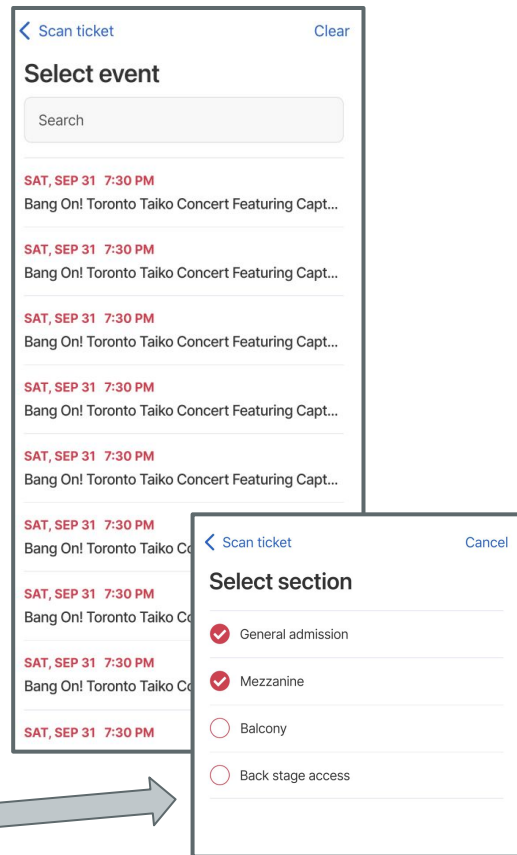
Scan here to watch four short videos to learn the basics of using the Evvnt Mobile Box Office

Event Ticketing - Mobile Gate App

Scanning Tickets



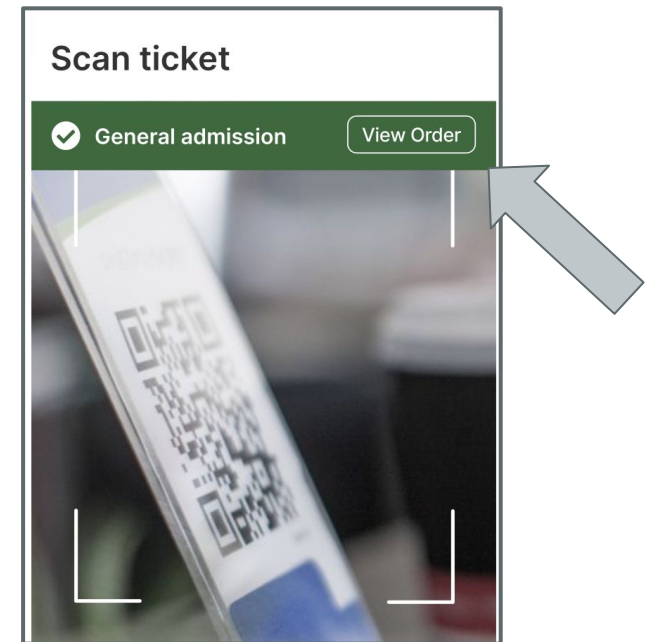
Click "Scan ticket" to open the scanning section. If not already enabled, you may be asked to allow permission to use the device camera for scanning.



(Optional) Adjust the scan settings at the bottom of the screen to restrict scanning for just one event or one specific ticket type.

"I have my tickets"

Successful Scan



A successful scan will show a green message with an option to view the order.

Speed up scanning by using "View Order" and find the tickets to check-in multiple tickets with some quick touches.

Evnt Ticketing - Mobile Gate App

Scanning Tickets, continued...

“I have my tickets”

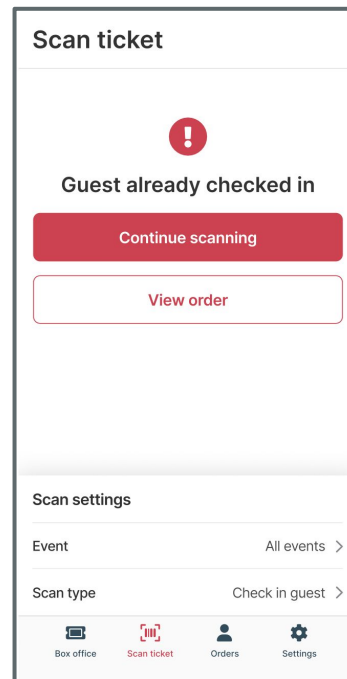
Successful Scan



A green message confirms the ticket was checked in and waits a second before scanning again.

Click “View Order” to quickly see all tickets on the order. You can then tap to quickly check them in.

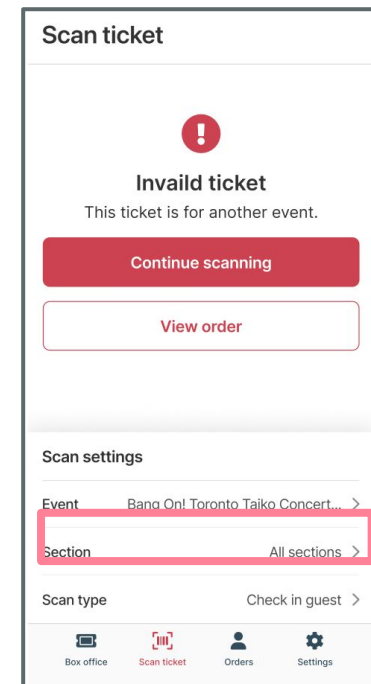
Already Scanned In



If you scan the same ticket twice, you will get this message. This can happen if you hover too long over a ticket that was just scanned.

Click “View Order” to review other tickets on the order, or click “Continue Scanning”.

Invalid Ticket



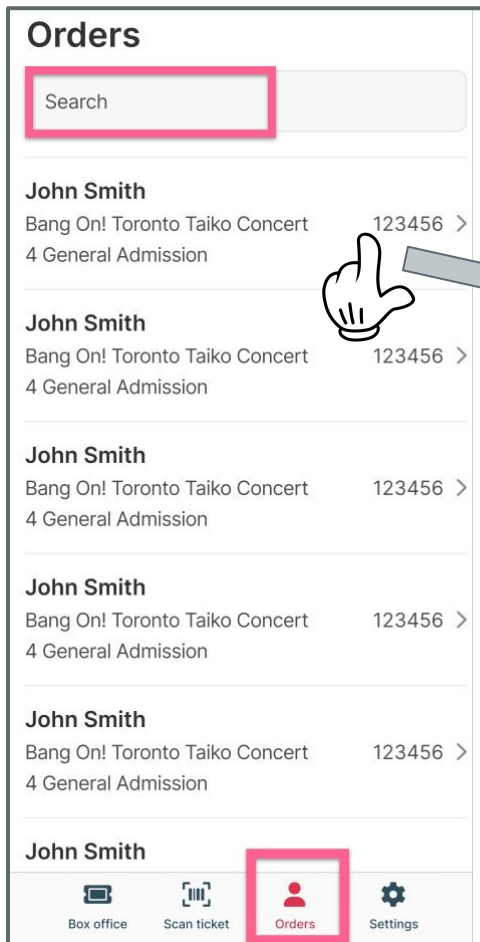
Are you scanning for the correct event?

The customer may have the wrong tickets pulled up. Search for their order by name to find their tickets for the correct event.

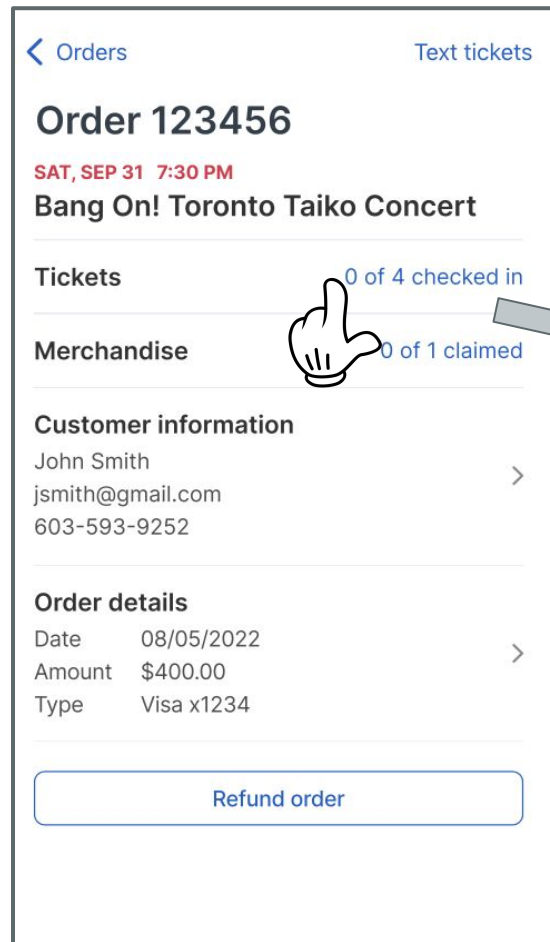
Evvnt Ticketing - Mobile Gate App

Searching Orders

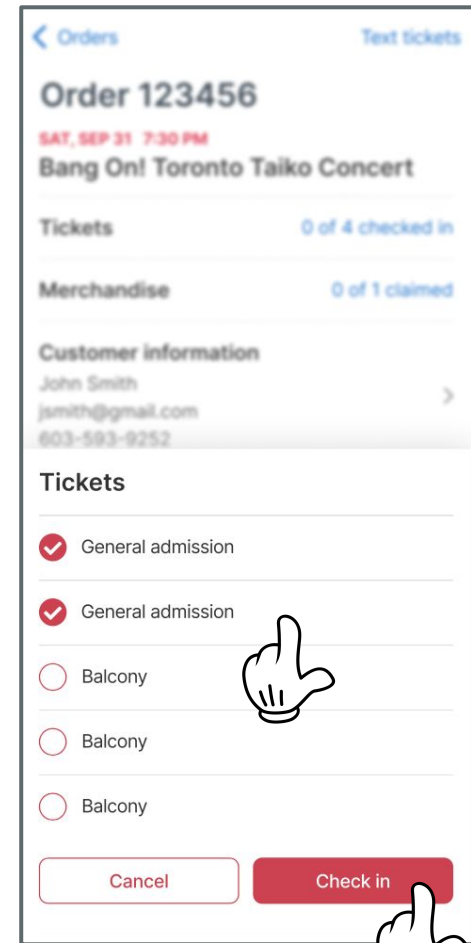
"I can't find my tickets"



Select "Orders". Search by name, email, or order number



Click the tickets option to see all the tickets on the order.

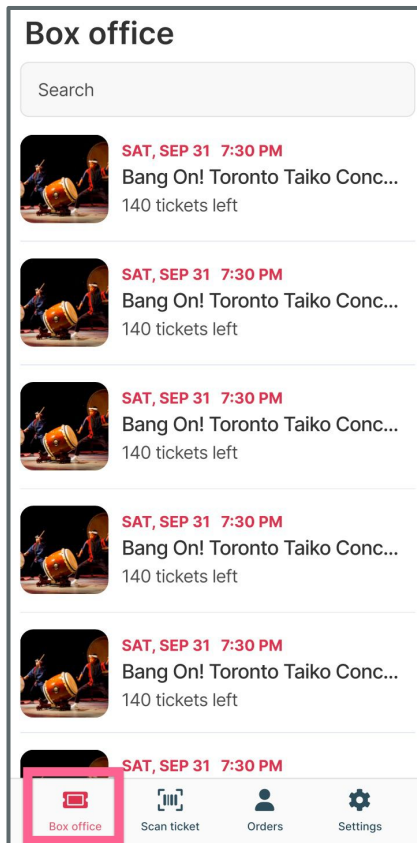


Tap on the tickets to check in and select check in.

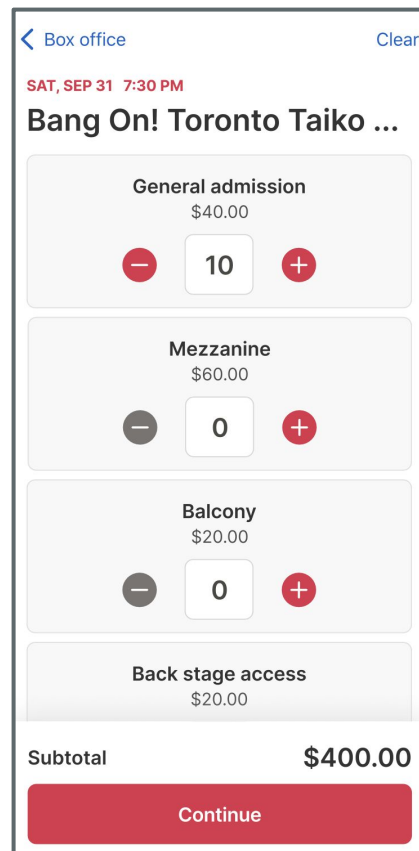
Event Ticketing - Mobile Gate App

Box Office

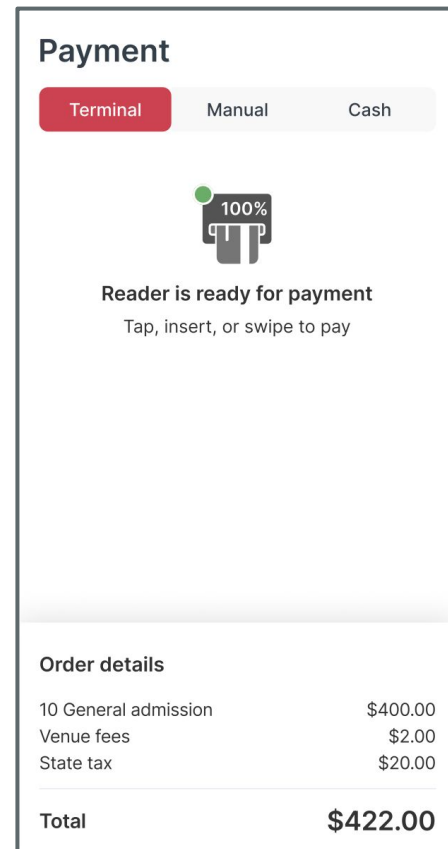
Select "Box Office" and select the event.



Select the number of tickets for each type of ticket needed.

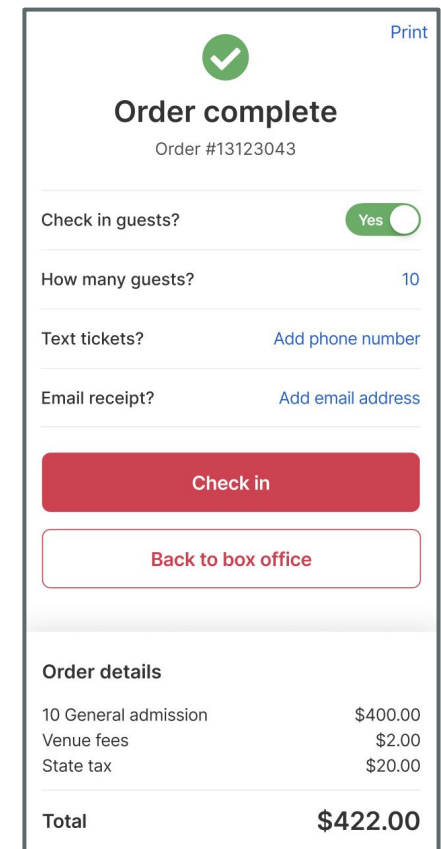


Select from reader or manual card entry, cash, (or comp if available).



"I need tickets"

A successful sale will show the option to check-in the tickets.*** Click "Check in" to let in guests and continue selling/scanning.

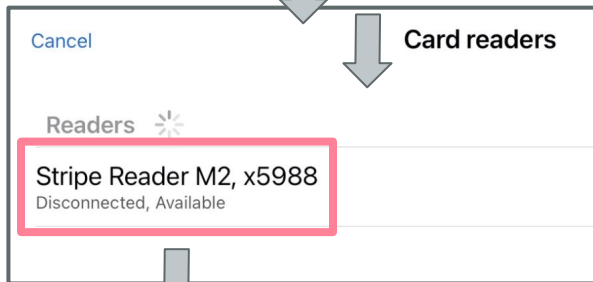
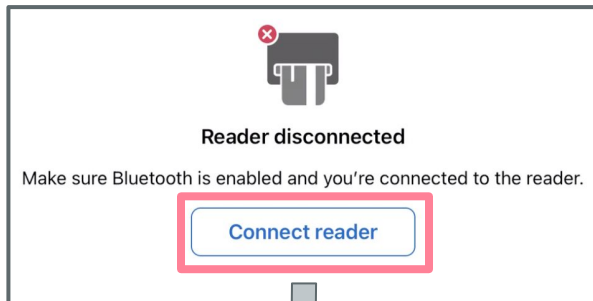


***In-person ticket buyers that need a digital version of their ticket will need to have them texted or emailed. You can enter those details when the order is complete. See here in the last step shown.

Event Ticketing - Mobile Gate App

Card Readers

Reader disconnected



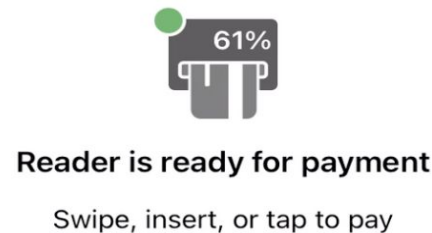
- ❑ Push button to power on and hear a sound "boo beep beep"
- ❑ Hold button to power off. 4 lights will come on and count down to zero lights.



Reader connected statuses



The reader is connected but not ready to collect payment.



Select "Collect Payment" and the reader will be ready to read cards or "tap-to-pay".

Warning: some unlocked phones near the reader could be charged when the reader is in the "ready for payment" state