ACCESS CONTROL APP

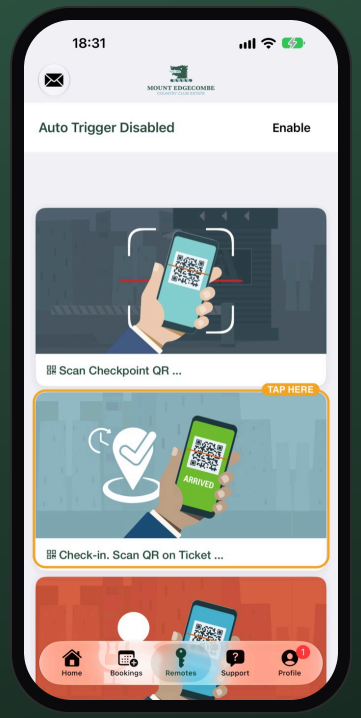
# Checking in tickets

## iPhone

At an estate event, staff check guests in by scanning the QR code on each ticket with Mount Edgecombe. Here is how, and what the app tells you.

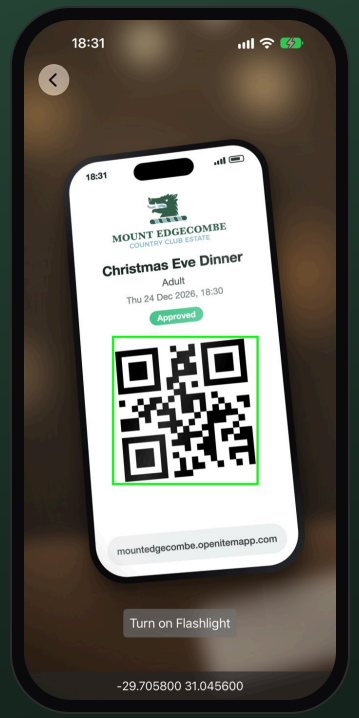
# Check a guest in

Guests show their ticket on their phone or on paper. Only staff who check guests in have the Check-in option in Remotes.



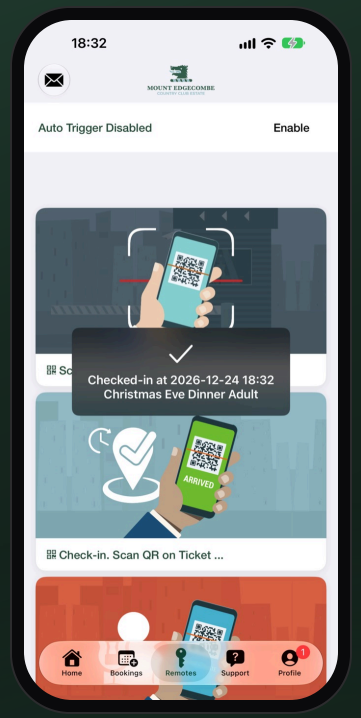

1

Open Remotes and tap ‘Check-in. Scan QR on Ticket’. Confirm it's you with Face ID, Touch ID or your passcode.



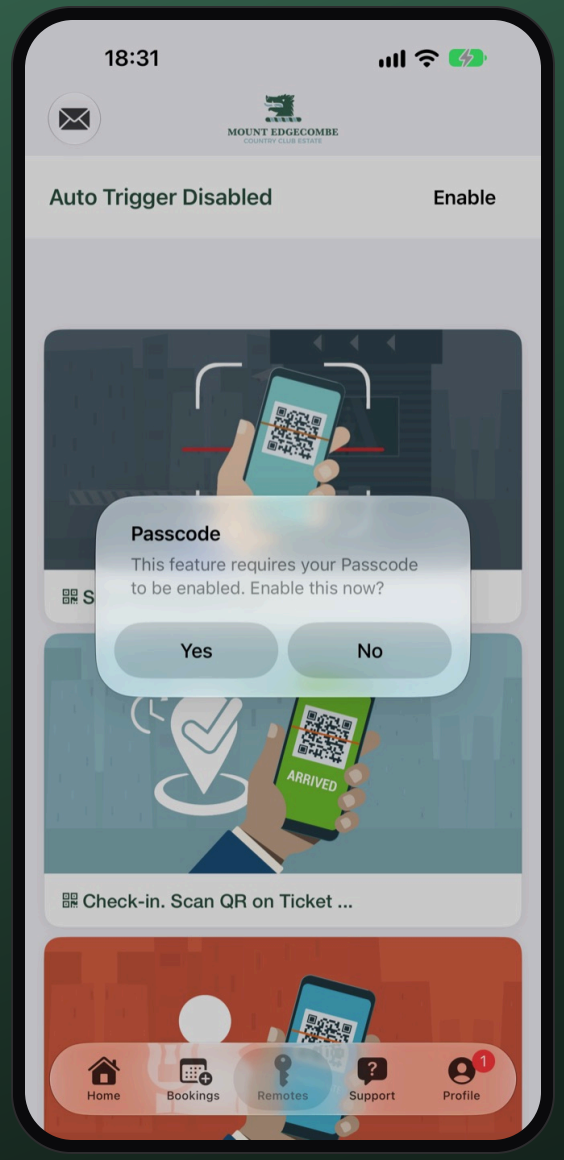

2

Point the camera at the QR code on the guest's ticket. The app reads it by itself. In the dark, tap Turn on Flashlight.




3

A tick and Checked-in, with the ticket type, mean the ticket is valid: let the guest in. It won't check in again.



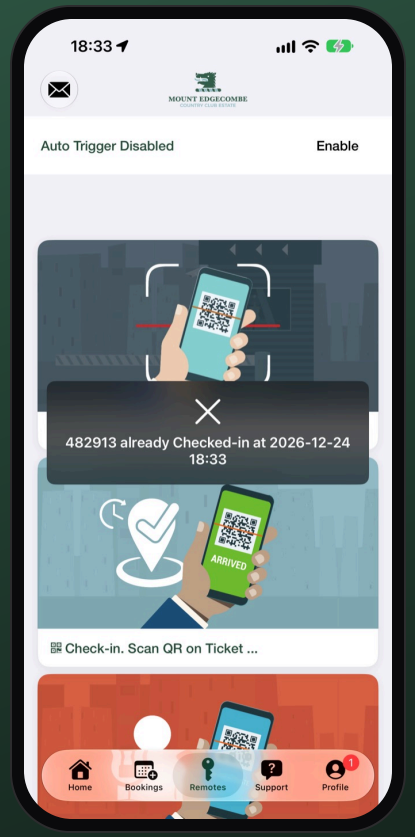

# The first time

Mount Edgecombe asks for a passcode before the camera opens. The first time you tap Check-in, the app asks to turn it on: tap Yes, then tap Check-in again.

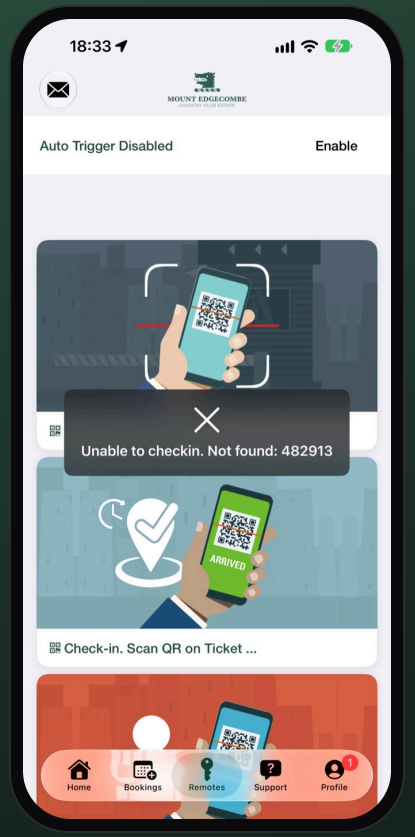
From then on, Face ID, Touch ID or your phone's passcode confirms it's you each time.

- When your iPhone asks to let the app use the camera, tap Allow.
- Tapped Don't Allow? Open Settings, find the app in the list and turn on Camera.
- No Check-in option in Remotes? Ask the estate office to turn it on for you.

# When a ticket doesn't check in




1




2

1. ‘already Checked-in’ means the ticket has been used: each ticket checks in once. The time shown is now, not the first scan's.
2. ‘Not found’ means the ticket isn't valid at this time: it may be for another day, or cancelled or refunded.
3. ‘does not require Check-in’ or ‘cannot Check-in before Entering’ means the code is a visitor's gate PIN, not an event ticket.
4. A connection error: check your signal or Wi-Fi, then scan again.