

Scan manual

Download the Stager app for [iOS](#) or [Android](#).

There are **two ways** you can log into the Stager app to scan tickets:

- 1 With a scan device (free)
- 2 With a backstage account with scan permissions

Log in: Scan user

- Navigate to **Settings - Ticketing - Scan devices** in the backstage area.
- Print the QR code indicated here and hang it in your work environment.
- Select *Log in as scan device* in the app and scan the QR code.

Log out logged-in scan devices and generate and print new QR codes via **Settings - Ticketing - Scan devices**.

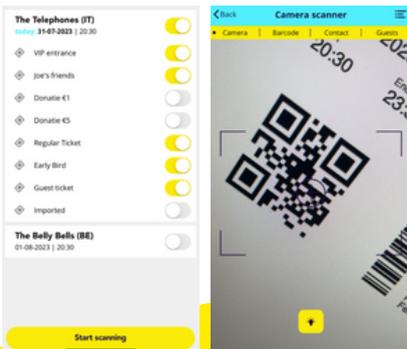
Log in: Backstage user

- Make sure your backstage user has Modify permissions for *Ticket scanning* any Scan insights and *Check-in guests* via **Settings - Account - User**.
- Open the app and enter the domain name, email address and password to log in.

Note: the Stager app automatically logs off if the device has no screen saver

Select an event

- Select *Check-in* in the app.
- Select the event and ticket type you want to scan. You can also select multiple events.
- Then click on *Start scanning*.



Scan options

The camera scanner has 4 options:

Camera

Select *Camera* to scan tickets with the device's own camera. Aim the camera at the QR code to scan quickly.

Barcode

Do you scan with an infrared scanner? Then select *Barcode* to scan.

Contact

Did someone forget their tickets? Find their name via *Contact*. You then easily check in this person.

Guests

You quickly check in people who are on the guest list via *Guests*.

Notifications

Time to scan tickets! While scanning, there are three possible notifications:

A blue notification:

The ticket is valid.

A red notification:

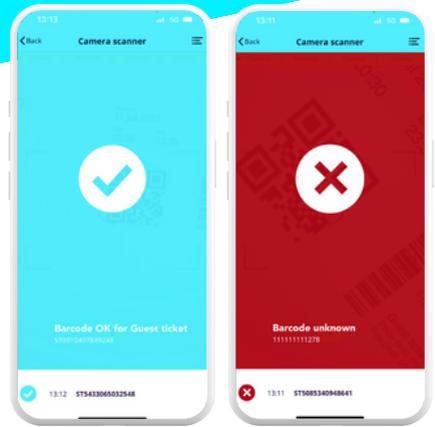
The ticket is invalid.

The reason is given in the error message.

A membership pop-up:

A person membership shows a photo for verification.

Note: When a picture shows, this person is not yet checked-in. You first need to select the ticket type and then check the member in.



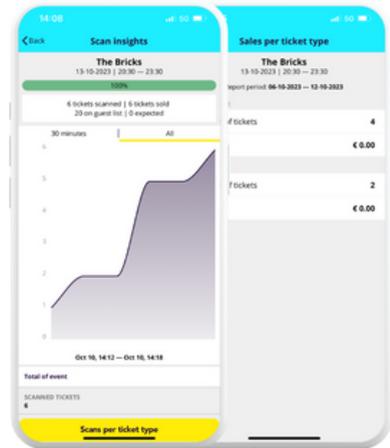
Do you scan a sample ticket to test the scanner? Then the screen turns orange when the ticket is scanned.

Scan results

Click the button at the top right of the scan screen for *Scan results*. Here you will find the last tickets scanned on this device. Select a ticket for the scan details.

Scan insights

Through Scan Insights (**Reports - Scan insights**) you can immediately see how many tickets have already been scanned and when. This way you keep an overview of when it is busy at the door and see how many visitors are already inside.



A good preparation..

- Go to the Tickets tab of the event in the Stager Backstage.
- Download a Sample ticket at the bottom of the page.
- Log into the app and choose Check-in.
- Scan the barcode of the Sample ticket and see if it works.