OZTIX CHECK-IN

For help using Oztix Check-in
call our Client Services team on 07 3503 6806
Available 6:00 A.M. – 10:00 P.M. (AEST) 7 days

Scanning Pin

If this is your first time using **Oztix Check-in** you'll need to setup a 6-digit scanning pin. Your pin is required to log into the **Oztix Check-in** app each time and is managed in Studio:

1. Login to your Studio account
2. Select your event, then click on the **Oztix Check-in** tab
3. Existing users will see their username and scanning pin and an option for *Auto Sign-in*

Auto Sign-In

You can speed up your sign-in to **Oztix Check-in** by generating a unique QR code and scanning it with your phone. In Studio go to **Oztix Check-in** and click on the *Auto sign-in to the Oztix Check-in app* link to generate the QR code.
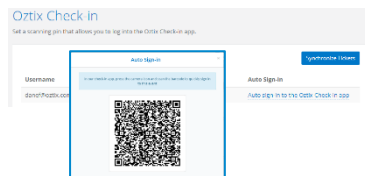
On your phone go to the login screen of the **Oztix Check-in** app and select the camera icon to scan the QR code with your phone's camera.

Getting Started with Oztix Check-in

Login to the app with your email address and your scanning pin.

Once you've logged in successfully a list of eligible events will display, ready to download. Select your event to start the download process.


Email Address

lobagog@it-simple.net

Scanning Pin

123456

Sign in
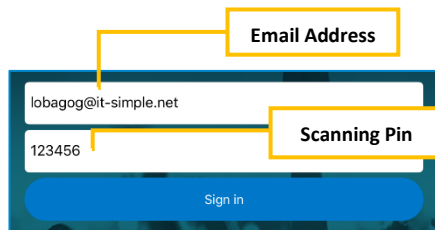
Search and Scan Tickets

Once your event has downloaded you're ready to start checking in people to your venue.

Scanning a Ticket: Start in the **SCAN** tab and click on *Tap to Scan* to get started. Use the camera in your phone to scan the barcode. Tip: tapping the screen while the camera is active will attempt to autofocus the camera on the location you tapped.

Looking up a Customer: If a customer doesn't have their ticket with them or you're having trouble scanning their barcode you can manually search for their name or email address. Go to the **GUEST LIST** tab. Enter and search for the person's details and once displayed on the screen tap their name then tap on *Check-In*.

Always check the ticket scan result shown on the screen of the phone to confirm if the ticket is valid for entry.
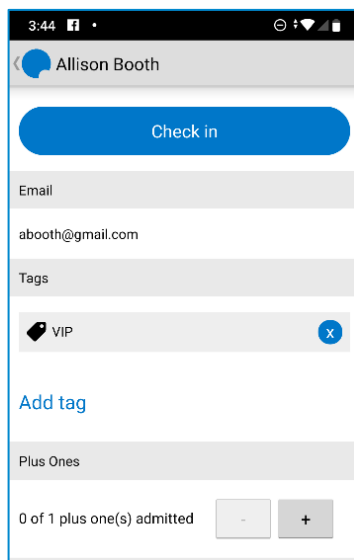
Display:
Persons Name
Checked in at *Time, Date*
Ticket Type

Result: Ticket has been verified and valid for entry.

Display: Barcode *hash* already checked in at *Time, Date*

Result: Ticket *hash* has already been checked in either by your device or another scanner. Double check the timestamp in case of accidental double scan by your device.

Display: No match found *hash*

Result: Barcode is not recognised by the system. Check the correct *hash* is displayed on the ticket. Verify that the customer has purchased the ticket online from Oztix. If unable to find a ticket record escalate to your venue supervisor.

IMPORTANT NOTE: Ticket data may take up to 5 mins to update in the **Oztix Check-in** app. If tickets are selling at the same time as scanning, allow time for the new ticket to update and display to be scanned. If you still cannot see a recently purchased ticket after 5 minutes, contact Client Services for help.