

# User Manual Check-In Tool



**evention**

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## 1 Changes

date	Author	alterations
05.06.18	D. Paul	Offline functionality and sync added
04.09.18	T. Shh.	Image and text adjustments for the current app
13.02.19	D. Paul	Logout function, check-in timing
25.02.19	D. Paul	Design update
06.03.19	D. Paul	Check-In of not online registered guests, update to Sync
18.03.19	D. Paul	Workflow chart added
03.06.19	C. Finsel	Complete revision of screenshots & design, update offline functionality and sync, update workflow chart

## 2 Introduction

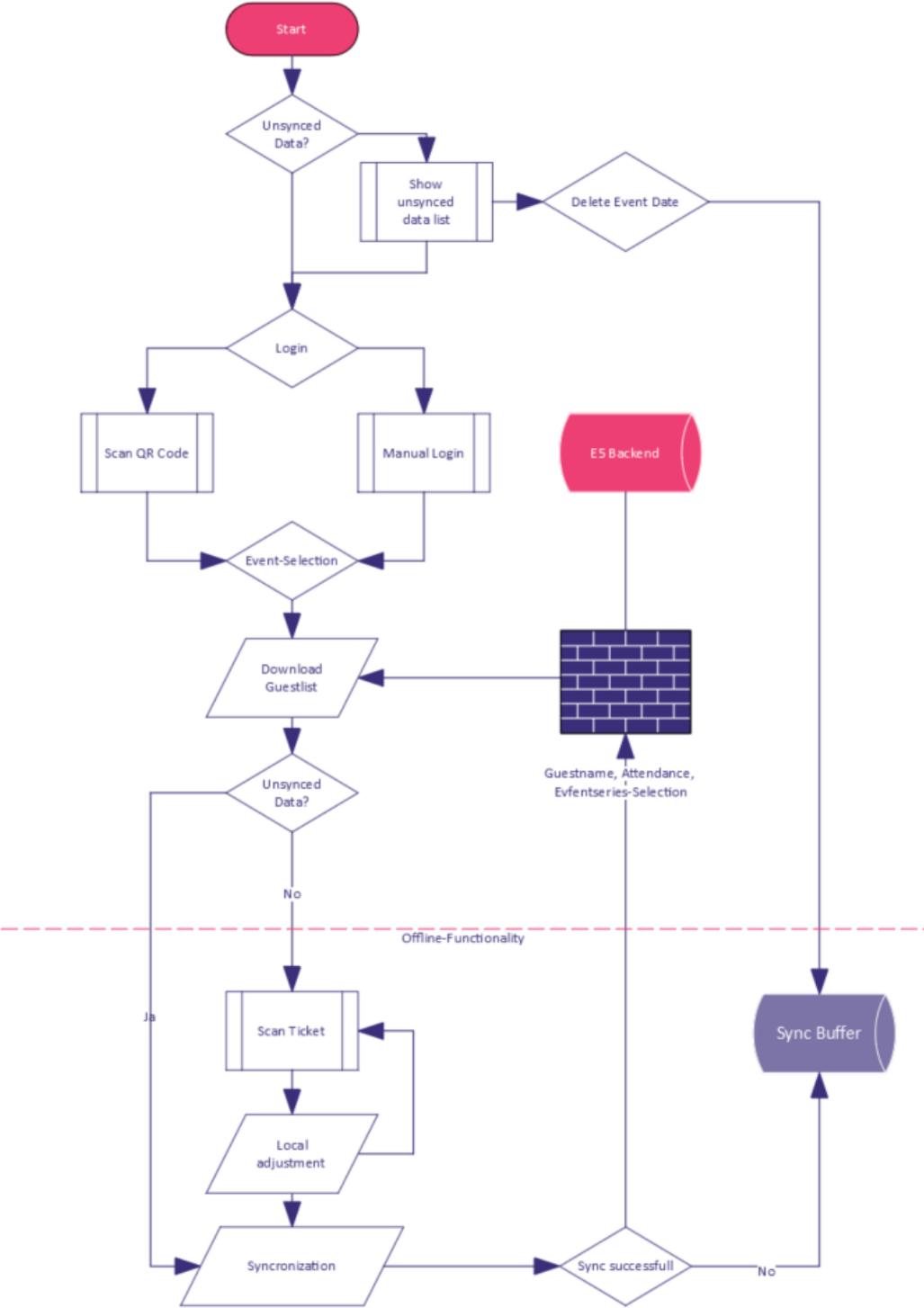
Evention® is a participant and event management software for company-wide event organization.

On the following pages we would like to introduce you to the handling of the corresponding check-in app, which serves to authenticate guests at an event and digitally record their presence. By scanning the QR codes on the (PDF) tickets, the check-in is verified with the customer data stored online.

Both printed tickets in paper form and digital tickets from the screen of a tablet, smartphone or notebook can be scanned.

## 2.1 Workflow

After an initial login - manually or via QR codes - the available events are listed and the desired one can be selected. For this event the list of valid tickets will be downloaded and the check-in process can be performed offline. For data protection reasons, this list contains only the valid ticket codes, but no personal data (e.g. guest names). Without a local download of the list a check-in is still possible, where each guest is individually compared online with the backend. During online comparison, the name of the current guest is displayed after the scan until the next scan. Of course this is not possible in offline mode.



## 3 Installation

### 3.1 Android

The Evention CheckIn app for Android from version 5.0 ("Lollipop") is currently available. It was successfully tested with Samsung Note 4, Galaxy S5 and S7.

1. You can get the current app at the URL  
<https://play.google.com/store/apps/details?id=evention.CheckIn>
2. After successful installation you will find the following icon under your apps and can start the app.



### 3.2 iOS

To use the CheckIn app with mobile iOS systems, you need at least version iOS 8.0.

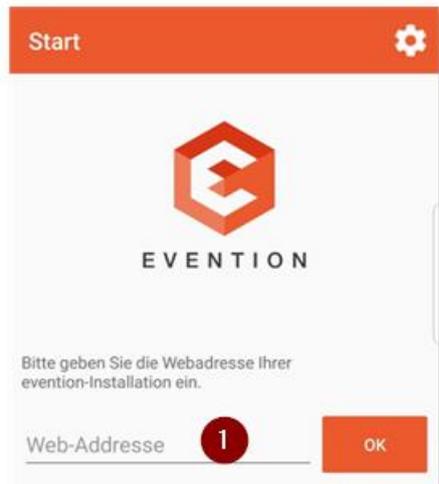
1. You can get the app currently at the URL  
<https://itunes.apple.com/de/app/evention-checkin/id1384273347>
2. After successful installation you will find the following icon under your apps and can start the app.



## 4 Preparation

### 4.1 Manual Login

For a manual login, the main URL of the system (e.g. <https://mein-e5.kundenweb.de>), a user name and the corresponding password must be entered. Make sure that the potential users of the app are in a user group with scan rights.

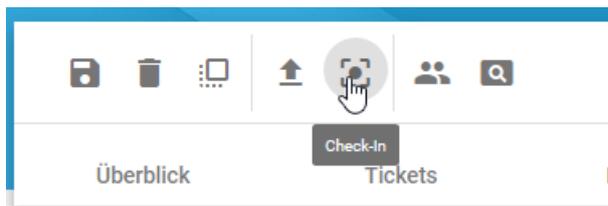


Screenshot DE

### 4.2 Login by QR-Code

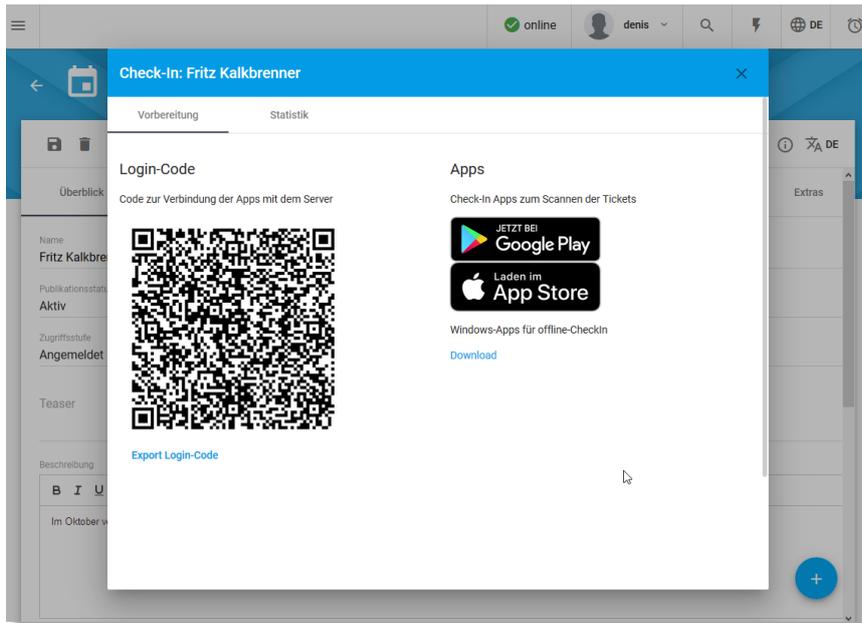
Registration in the CheckIn app can also be done via QR code. This has the advantage that users on site do not need a backend account and no login data has to be created, distributed and managed.

This must be generated in the Evention backend. You can either scan it there directly or export and print a document to complete the registration on site.



Screenshot DE

The code is event series or event bound and not user specific. Anyone who owns the code can read the data released for check-in and update the presence status.



Screenshot DE

**Note:** Registration via CheckIn-App (via QR-Code or manually) is only possible before the start of the event and until one day after the end of the event. Outside this period, users will receive the error message "Login failed".

### 4.2.1 Event vs. series code

If you use an event code (export from the event), only guests of this event can be edited. If you want to use an event series, please export the code from the event series. Only then you have all data of the series available in the app and can receive a message if guests try to check in to a "wrong" event of the series ("Ticket valid for another event of the series"). With a code at event level, only one "ticket invalid" would be issued in this case, since the other events in the series are unknown.

Likewise, only a production code can be used to display cross-event check-in statistics.

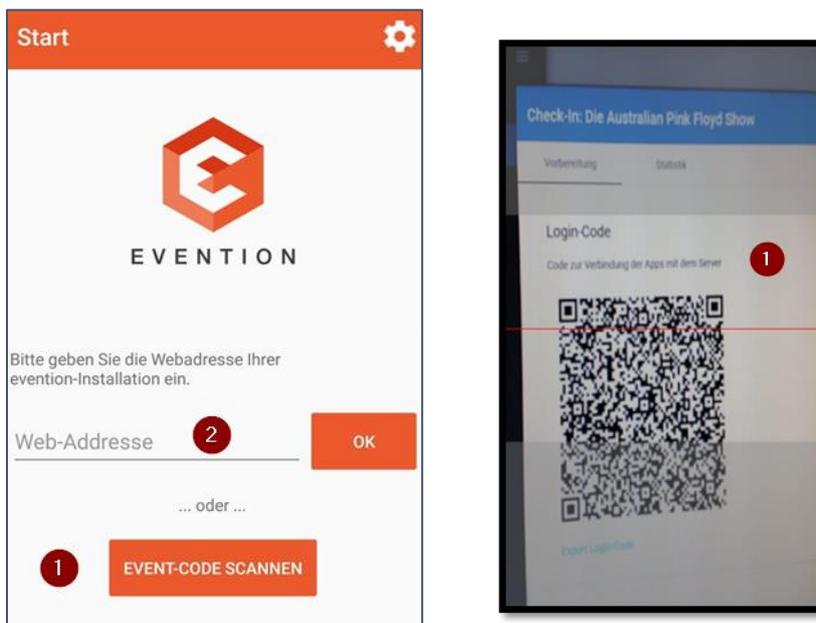
## 5 Utilisation

### 5.1 Login and registration

Open the app and scan the login code of the desired series or event directly in the backend or from your printout (1).

Alternatively, you can log in by entering the URL to your Evention installation (2), e.g. <https://e5-testinstallation.eventn.eu/>

So starting from the login URL: <https://e5-testinstallation.evention.eu/be/> only the path before "/be".

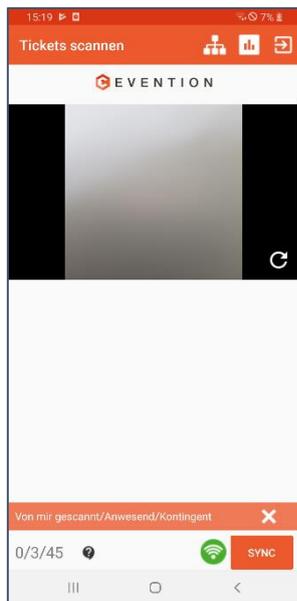


Screenshot DE

The app then connects to the server stored in the code and registers you for the event defined in the QR code. You need to be online - either via WLAN or via the mobile network. The required check-in data is then initially transferred. After the successful transfer, the app can be completely or temporarily offline, the check-in is still possible. A permanent comparison of the data with the server is of course a prerequisite for a comparison of the statistics and the checking of ticket dual uses.

If you want to change to another event later, you have to log out and scan another code.

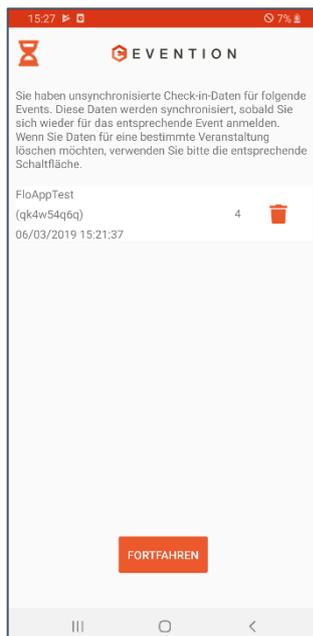
## 5.2 Offline functionality



The scan data is transferred to the device during login, so that you can scan tickets (completely or temporarily) without network access. However, only ticket data and no guest data is stored on the device, so you can only see the name and title of the guest if you are online with your terminal. Your current online status is displayed at the bottom of the scan page.



Outstanding guest synchronization data is automatically stored in offline mode (SQLite) so that the data is not lost in case the app crashes or the user is logged out.



In this case, guest check-in data is stored locally on the respective terminal device so that synchronization can be completed later.

These not yet synchronized and locally stored guest data will be listed when you restart the app.

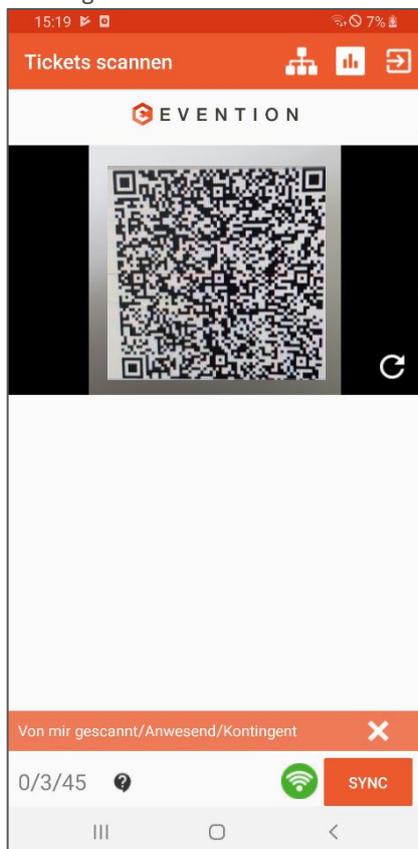
A new log-in must always take place for the same event so that the synchronization of the outstanding guest data can be completed.

If the server has more current data than at the time of check-in, an overview page will appear, where you can see the changes.

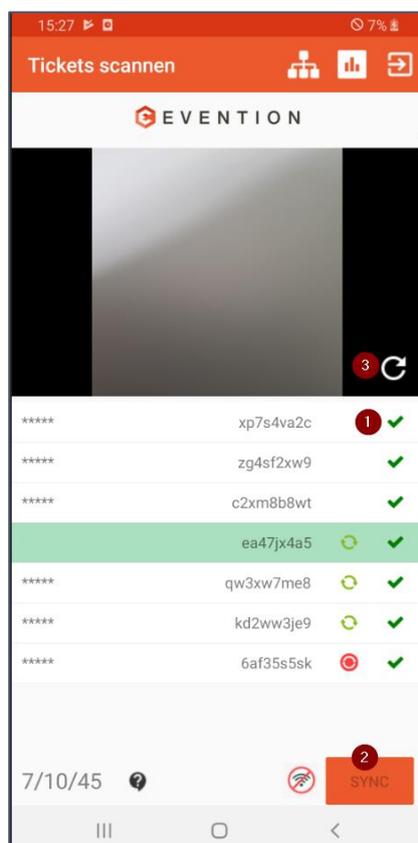
Screenshot DE

## 5.3 Scan of guest tickets

You can scan the desired guest code by holding the camera field just above the desired code and briefly focusing the camera.



**Important:** The smartphone must be held as straight as possible above or in front of the code to be scanned! The scan is performed automatically, there is no need to press a trigger.



The smartphone indicates whether the ticket is valid or invalid:

In case of failure (code invalid, guest already checked in or code for deviating event - also for other events of the same series) an error tone is generated and a corresponding message is displayed.

If successful (code valid and guest is not yet checked in) a success tone and a green icon (1) confirm the check-in. The person in question is placed on the participant list with available frame data in the history (time of scan, name of scan station).

The respective status is sent to the database when the network is available - as soon as a sync is made (2) or another ticket is scanned - and is then visible in the backend.

If the planned contingent is reached (according to event or ticket contingent), a short popup appears after the last ticket scan and then a marker of the displayed total contingent.

**Note:** If the camera image of your terminal device "freezes", please press the update button (3).

### 5.3.1 CheckIn of unregistered guests

It is possible that guests who have not registered online or cancelled their order may appear at the check-in. Depending on the event setting, they still have access, the guest is set to "present", a corresponding message is displayed in the app and a different sound is played. The guests appear in the statistics under "not registered" (see below).

- "Guest not logged in" - Order status "New" or "Reserved"
- "Guest canceled" - Order status "Cancelled"
- "Guest rejected" - Order status "Rejected"
- "Guest on waiting list" - "Waiting list" order status

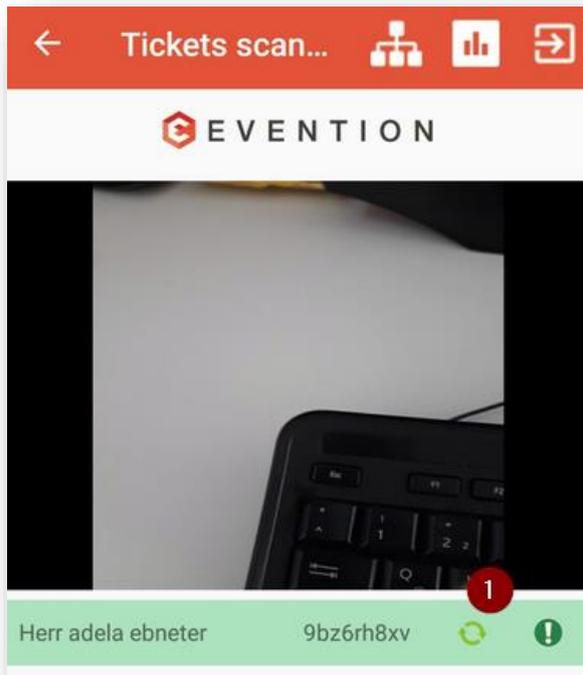
To deny access to unregistered guests, activate the option "Check-in only for confirmed guests" (1) on the ticket page of the event in question. A negative message will be displayed during check-in and the guest will not be set to "present". In this case, only guests who are in orders with a status that also belongs to the planned contingent have access. Technically these are all order states with "AddsToContingent=true" in the DB.

- 
- Check-in only for confirmed guests 1
  - Representation allowed

## Not registered guests for serial registration

Guests who have not registered online before taking part in a series event can have their ticket scanned and their presence status will be set to "present" if this has been activated in the event (see above). In addition, the setting "checkin.set\_event\_on\_scan" must also be set to "true".

The event currently selected in the app is then selected for the guest during check-in and synchronized later if the app is offline. A message "Guest has not registered" is displayed in the scan app. The first possible ticket will be selected according to the assigned ticket category (as with FE registration). If everything is OK, a green symbol appears in the synchronization column (1).



The status of the order is set to "Attendance list requested" to filter it and clarify any queries.

The contingent for the selected event is updated. If there is more than one guest in the order of the unregistered guest, the quota is calculated for all (analogous to the behavior of the frontend), but only the guest present appears in the scan statistics.

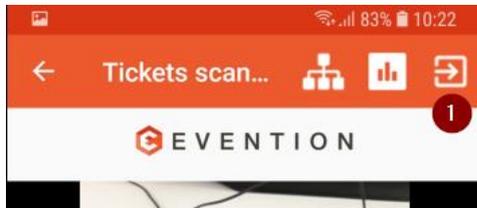
The check-in statistics for the selected event are updated accordingly (in the BE and the check-in app).

If no suitable ticket category exists, the app shows a red icon after synchronization, the API writes an error message to the log file and the presence status is not changed!

## 5.4 Logout

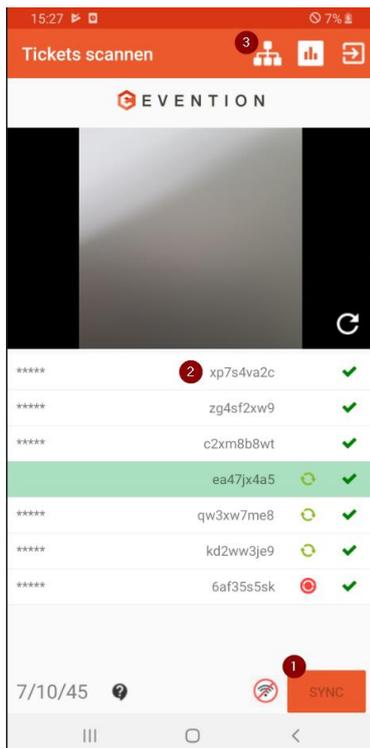
You can log out of the system using the logout button (1). If you still have outstanding guest data that has not yet been synchronized at the time of the logout, you must confirm the logout again with a confirmation prompt.

If you still agree to the logout, the outstanding guest data will be saved locally.



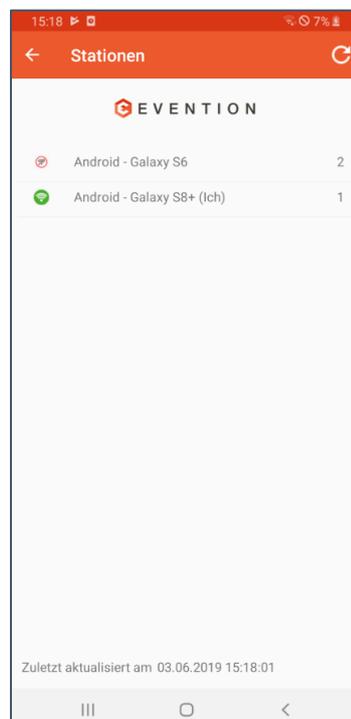
## 6 Sync

Due to the offline functionality, you can perform a manual synchronization of the guest data. This may be necessary, for example, if you have been offline for some time. Press the Sync button in the app (1).



The sync success of individual guest records and any conflicts (e.g. guests have checked in at another station in the meantime) are displayed in the list (2).

Via the network button (3) in the menu bar you can check the connection status of all registered CheckIn apps of the current event.



## 7 Participation status and evaluation

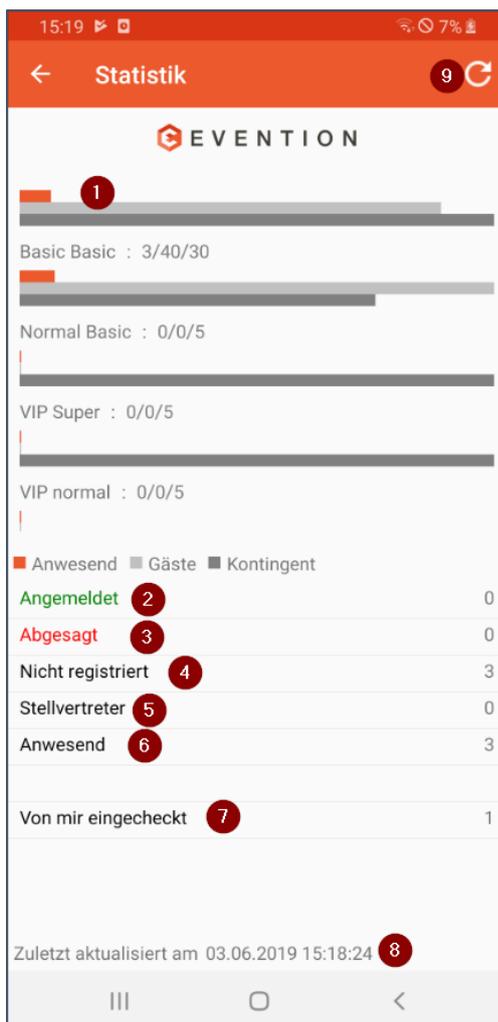
You can view the current participation status in the app using the statistics icon (1).



If you are connected to the Internet, the statistics data will be updated each time you call it up or click on the update button (9). The time of the last update and thus the data status is displayed below (8).

The following information is displayed here:

- Bar charts for a clear comparison of present guests / registered guests / total contingent per ticket category (1)
- Number of all ordered tickets / registered guests related to all ticket categories (2)
- Number of all cancellations related to all ticket categories (3)
- Number of all unregistered guests based on all ticket categories (4)
- Number of all representations for invited guests related to all ticket categories (5)
- Number of all attendees / checked-in guests for this event related to all ticket categories (6)
- Number of all check-ins performed at my mobile station (7)



Screenshot DE

## 8 NEXCOM Helpdesk

If you have any questions or questions regarding the software, please visit our NEXCOM Helpdesk.

<http://support.nexcom.de>

## 9 Terms of use

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