

Guests App – Events Center

Youtube Tutorial: [HERE](#)

The Guests App is the best place to run through the event ahead of time to see what guest information has been collected on your pre-sold tickets. This page should be open at the front door of your event, as it **is the easiest way to check people in and simultaneously collect additional guest information on the spot.**

*It can be used offline and will sync the information when it is later connected to wifi, avoiding the issues that arise when wifi is not available at an event location. To do this, open up the page on a laptop, select an individual and select *Chapter Members* to load in the list, and then simply close the laptop. As long as you don't close out of that page it will be open and ready when you get to your event!

If being used after the event, it is still the most convenient way to **fill in** guest information before processing memberships from the event.

1. Select your event, which will take you to that event's *Sales Dashboard*
2. Select *Site Services* on the left-hand menu

Sales Dashboard

Event Page Analytics

Orders

Guest List

Ticket Orders

DESIGN

Event Page Design

PROMOTE

Share Event

Sales Widget

Sales Affiliates

Email Invites

MANAGE

Mobile Dash

Site Services

Color Explosion Fun Event

Banquet Hall

*Sales ended

*Finished

Sales Dashboard ?

Event overview		Daily sales
Event:	Transactions Tickets	1
Complimentary and Check / Cash Sales		
Complimentary Tickets Issued	0	
Check / Cash Tickets Issued	52	0
Check / Cash Sales	\$11,800.00	
Refunds	\$0.00	
Income	\$11,800.00	-1
Online sales totals		
Quantity	11/unlimited	
Revenue	\$5,122.90	
Refunds	\$0.00	
Net Revenue	\$5,122.90	

- Note the PIN for the event, select the *Guest Check-In* link above its corresponding QR code

Site Services for : Color Explosion Fun Event

Event Page: <https://h3s.eventgroove-beta.com/event/Color-Explosion-Fun-Event-14667>

Mobile Service PIN for event 14667: **7753**

These mobile web pages provide on-site services for your event. They are enabled by entering the event ID and PIN shown above, so no user account or log-in is required to use them.

Mobile devices must be Android (*most browsers supported*) or iOS (*Safari only*). To avoid problems, always **test prior to the day of your event** on the devices you plan to use. Just point a mobile device at a QR code below to access the service you want.

- The **Scan Check-In** page lets you admit guests by **scanning the bar codes** on tickets sold in advance. It is suitable for events of any size, even large trade shows, no matter how many attendees you need to handle.
- The **Guest Check-In** page lets you check-in guests by manually and can handle situations *where there's no internet service*. It's best for events such as banquets that won't exceed 1,000 guests, and which need to capture additional email and address info per ticket. Due to its focus on combining speedy check-in with data entry, it's **better to run it on a laptop**.
- The **Point-of-Sale** page lets you sell tickets at the event. Cash sales are always supported. Credit Card sales using your Stripe account require prior setup to acquire and enable Verifone P400 card readers.
- The **Search** page lets you find guests by name, ticket buyer, or ticket code.

Scan Check-In **Guest Check-In** Point-of-Sale

- Enter the PIN to access the GUESTS page
- The Guests check in page has three icons to warn/indicate how much information has been collected:
 - Green check** – All requested guest information has been collected and there are no duplicates.
 - Orange person** – Two or more guests have duplicated information. This is common when someone purchases a table/sponsor level and does not enter all guest info at checkout. The system will default the purchaser's information into the guest information on the tickets.
 - Red exclamation point** – Requested guest information is missing on one or more guest ticket within the order.

Bryant Snee - 2020-05-18 OFFLINE: 0/2							
Add Note							
Ticket Type	Guest	Email	Address	City, State	Phone	DOB	Checked-In
Chapter Sponsor	Bundle						
+ Associate Membership + Meal Ticket	June Long	june@long.com	1783 Buerkle Circle	St Paul MN 55110	6512094973		x-9479 <input type="checkbox"/>
+ Meal Ticket	June Long	june@long.com	1783 Buerkle Circle	St Paul MN 55110	6512094973		x-0580 <input type="checkbox"/>
Grace Whipple - gracewhipple17@gmail.com 2020-05-20 OFFLINE: 0/1							
1783 Buerkle Circle St Paul, MN 55110 phone:6512094973							
Add Note							
Ticket Type	Guest	Email	Address	City, State	Phone	DOB	Checked-In
Associate Membership + Meal Ticket	June Long	june@long.com	1783 Buerkle Circle	St Paul MN 55110	6512094973		x-3883 <input type="checkbox"/>
Leslie Knope-Swanson - leslie@fake.com 2020-05-20 OFFLINE: 0/10							
Martin Smith - 2020-05-18 OFFLINE: 1/2							
Add Note							
Ticket Type	Guest	Email	Address	City, State	Phone	DOB	Checked-In
Chapter Sponsor	Bundle						
+ Associate Membership + Meal Ticket	Martin Smith	martin@test.me	345 Main St	Akron OH 33333	33342		x-5925 <input checked="" type="checkbox"/>
+ Meal Ticket	Martin Smith	martin@test.me	345 Main St	Akron OH 33333	33342		x-6036 <input type="checkbox"/>

2. To edit the guest information for an individual/ticket, select their name in blue, or the blue person icon if their name is one of the missing fields.
3. You have the option to type in their information, or if the purchaser is the one assigned to that ticket, you can select *Copy buyer info to Guest*.

Enter Guest Info X

Order: #190477 for **Grace Whipple** - gwhipple@pheasantsforever.org
 15390 18th Ave N Apt 1101
 Plymouth, MN 55447-2475
 (206) 641-5303

Copy buyer info to Guest ↓ Chapter Members 🔍

Guest Info for **Entrance + Membership Ticket**

Name: Grace Whipple ID: 2307653

Email: gwhipple@pheasantsforever.org

Address: 1783 Buerkle Circle

City: St. Paul Minnesota 55110

Country: United States

Cancel Save

- a. You can also search your chapter's roster for this individual. Select *Chapter Members* to search directly on this list. If the individual on this ticket is new to your chapter, you can enter their information or search the larger CRM database to see if they have been a member before.
 - b. Only hit *Search* if you need to launch a search into the full database. Just by typing in the last, first, and state field you will search your chapter roster.
4. Be sure to click *Save* to close the box and save any edits.

Chapter Members: Chapter Members (250)

Wh First State Search *

* If the member is not in this Chapter Roster, you can search the entire CRM database by full or PARTIAL last name, a full or PARTIAL first name, and their state (optional).

Found 92 matches in 6.6 seconds

Whipple, Grace : 2302722 : gwhipple@pheasantsforever.org
 15390 18th Ave N Apt 1101 - Plymouth, MN 55447-2475

Whipple, Tracy : 1370615 : whipple@charter.net
 3453 Forrest Ln - Red Wing, MN 55066-1703

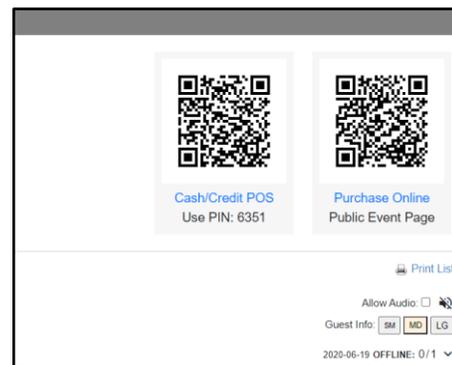
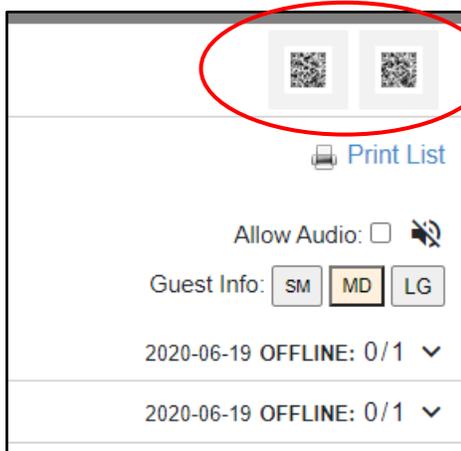
- If you have collected all the necessary information for an individual and they are ready to be checked in, you can select the check box on the far-right side to do so.

Alexis Rose - gwhips13+test78@gmail.com								2020-05-15 ONLINE: 8/10
9584 Lake Lane Austin, TX 65845								
Add Note								
Ticket Type	Guest	Email	Address	City, State	Phone	DOB	Checked-In	
Platinum Sponsor Bundle								
+ Associate Membership + Meal Ticket	Alexis Rose	gwhips13+test78@gmail.com	9584 Lake Lane	Austin TX 65845	1112222		x-6076	<input type="checkbox"/>
+ Associate Membership + Meal Ticket	David Rose	drose@gmail.com	5421 Ryan Ave	Schitt's Creek WI 56485	1112222		x-7187	<input type="checkbox"/>
+ Associate Membership + Meal Ticket	Johnny Rose	gwhips13+test13@gmail.com	123 City Ave	Seattle WA 98118	1112222		x-8298	<input checked="" type="checkbox"/>
+ Associate Membership + Meal Ticket	Moirra Rose	gwhips13+test45@gmail.com	1243 Wandering Lane	Eau Claire WI 64845	1112222		x-9319	<input checked="" type="checkbox"/>
+ Associate Membership + Meal Ticket	Twyla Tropical	gwhips13+test67@gmail.com	1234 Juniper Way	austin TX 65154	1112222		x-0420	<input checked="" type="checkbox"/>
+ Meal Ticket	Ronnie Baseball	gwhips13+test69@gmail.com					x-1531	<input checked="" type="checkbox"/>
+ Meal Ticket	Bob Brunner	gwhips13+test09@gmail.com					x-2642	<input checked="" type="checkbox"/>
+ Meal Ticket	Roland Schitt	gwhips13+test45@gmail.com					x-3753	<input checked="" type="checkbox"/>
+ Meal Ticket	Joclynn Schitt	gwhips13+test33@gmail.com					x-4864	<input checked="" type="checkbox"/>
+ Meal Ticket	Mutt Schitt	gwhips13+test35@gmail.com					x-5975	<input checked="" type="checkbox"/>

- As individuals come up to check in, you can search by their name, the purchaser's name, or their ticket number via the *Match* search box.
 - Searching will bring up all tickets associated with that name. Here you can see that "Rose" is the last name on the purchaser of this order, as well as many of the guest tickets.

Alexis Rose - gwhips13+test78@gmail.com								2020-05-15 ONLINE: 8/10
9584 Lake Lane Austin, TX 65845								
Add Note								
Ticket Type	Guest	Email	Address	City, State	Phone	DOB	Checked-In	
Platinum Sponsor Bundle								
+ Associate Membership + Meal Ticket	Alexis Rose	gwhips13+test78@gmail.com	9584 Lake Lane	Austin TX 65845	1112222		x-6076	<input type="checkbox"/>
+ Associate Membership + Meal Ticket	David Rose	drose@gmail.com	5421 Ryan Ave	Schitt's Creek WI 56485	1112222		x-7187	<input type="checkbox"/>
+ Associate Membership + Meal Ticket	Johnny Rose	gwhips13+test13@gmail.com	123 City Ave	Seattle WA 98118	1112222		x-8298	<input checked="" type="checkbox"/>
+ Associate Membership + Meal Ticket	Moirra Rose	gwhips13+test45@gmail.com	1243 Wandering Lane	Eau Claire WI 64845	1112222		x-9319	<input checked="" type="checkbox"/>
+ Associate Membership + Meal Ticket	Twyla Tropical	gwhips13+test67@gmail.com	1234 Juniper Way	austin TX 65154	1112222		x-0420	<input checked="" type="checkbox"/>
+ Meal Ticket	Ronnie Baseball	gwhips13+test69@gmail.com					x-1531	<input checked="" type="checkbox"/>

- If you are using this page at the door of your event and someone comes up who would like to purchase a ticket, you can select the QR codes in the upper right corner to enlarge them and then launch either the Point-of-Sale system or give the individual direct access to the online site to purchase their own ticket.



8. Launch the Point of Sale “app” if you would like to sell them a ticket or let them scan the Purchase Online QR code to allow them to pull up the site on their own device.
 - a. The Point of Sale will require you to run the sale as a “Cash” sale, and then charge them through your Converge system.
9. If a paper list is preferred to using a computer at check in, use this page to print a list of all your attendees. The sheet will leave space to fill in any guest information, and lists guest tickets underneath the purchaser’s name.

Andy Dwyer-Swanson () : Order 189685					2020-05-20	OFFLINE: Admit 2
Ticket Type	Guest Name / Email	Address	Phone	DOB	Last 4	
Chapter Sponsor Bundle						x-3005
+ Associate Membership + Meal Ticket	Andy Dwyer-Swanson andyd@gmail.com	3168 Foxtail st Bozeman MT 59718	4065995626			x-7227
+ Meal Ticket	April L aprill@gmail.com					x-6116
April Ludgate-Swanson () : Order 189691					2020-05-21	OFFLINE: Admit 2
Ticket Type	Guest Name / Email	Address	Phone	DOB	Last 4	
Couple's Ticket Bundle						x-1791
+ Associate Membership + Meal Ticket		84567 Wine Lane N Lakeville SC 12488	4443333			x-3913
+ Meal Ticket	April Ludgate-Swanson					x-2802