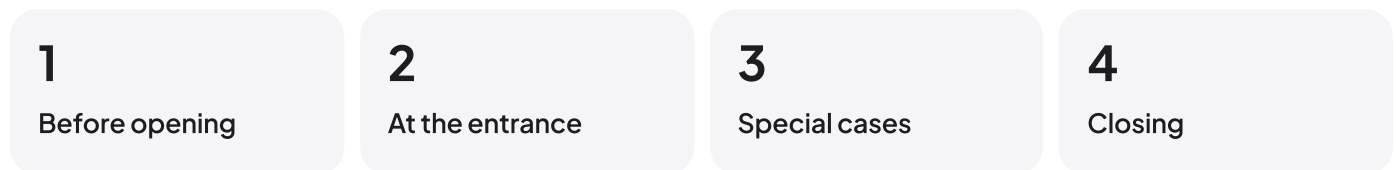


Welcoming your participants

The big day: checking people in

A smooth entrance, with no paper list: the welcome desk checklist with the Donoor app.

The key steps



1 Before opening

- ☐ The Donoor app is installed and logged in on every welcome desk phone
- ☐ Every volunteer has permission to validate tickets
- ☐ Phones are charged (bring a power bank)
- ☐ The network works at the entrance (Wi-Fi or 4G)
- ☐ One volunteer knows how to add a participant on the spot

2 At the entrance

- Open Ticketing › Scan in the app.
- Scan the ticket's QR code, on paper or on a phone.
- “Valid ticket”: check the person, then tap “Validate entry”.
- The Tickets, Scanned and Remaining counters show how check-in is going.

3 Special cases

The screen shows	What it means	What to do
Already scanned	The ticket has already been used to enter	Check the time and volunteer shown
Invalid ticket	Unknown or cancelled ticket	Find the person in the participant list
Unreadable QR code	Damaged ticket or screen too dark	Enter the ticket number (TKT-...)
No ticket	Registering on the spot	Add a participant from the dashboard

4 Closing

- Compare the number scanned with the tickets sold.
- The next day, write to the participants who have “Already arrived” to thank them.

Key takeaways

- ✓ Validation happens in two steps: scan, then “Validate entry”.
- ✓ Several volunteers can scan at the same time.
- ✓ A ticket that has already been used is always flagged.

Find the full course, with videos and step-by-step instructions, at donoor.org/en/formations/billetterie