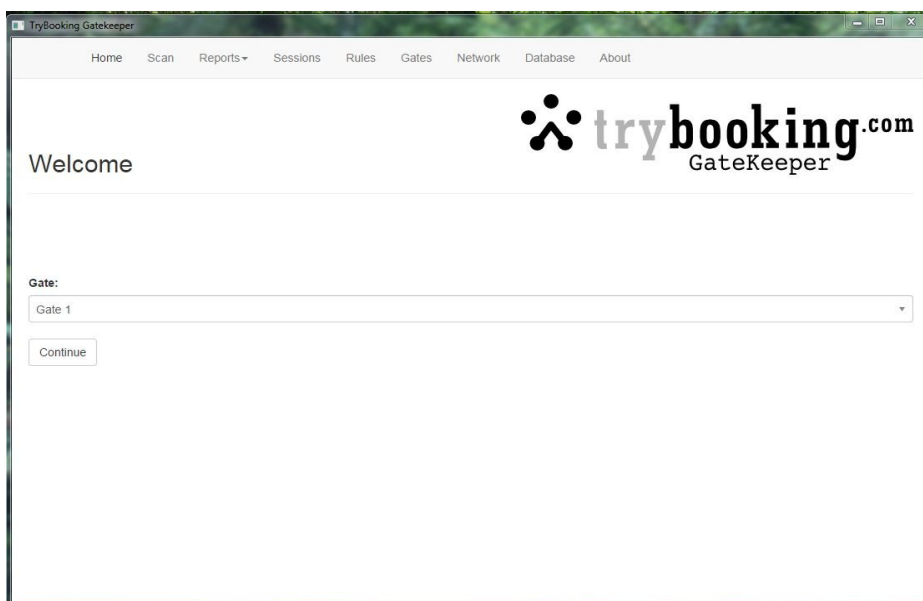


GateKeeper Install and User Notes

Click on the Gatekeeper icon to run your software.

When you start the system, select 'Administrator' and click 'continue'. Consider setting up the options displayed across the top of this screen.



Using a Single Computer

If using only one scanning point, you can use the software without downloading data or setting a Session ID. Gatekeeper will search for duplicates and can confirm that only your tickets are presented.

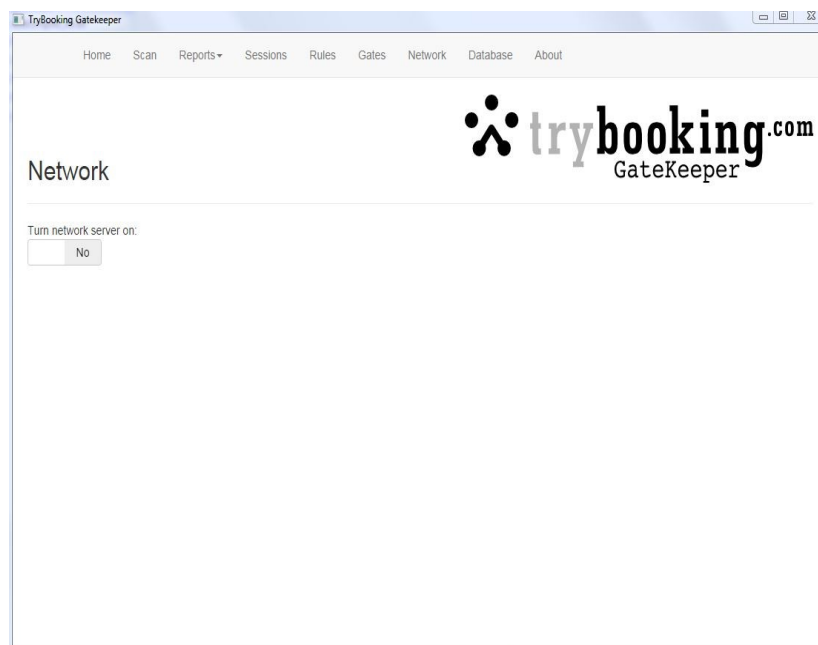
By downloading data and setting event ID's before starting to scan, you gain access to additional information. For example, you have the ability to look up people's names / addresses / contact details and follow up with them should they fail to turn up.

Networking your Computers

If you wish to create a network of computers for multiple scanning points, you still only need to install your software on the main server. We recommend you treat the server as a separate machine and avoid using it as a scanning point. If you do need to look up data on the server, we recommend you open another tab and connect to your data store via the same network arrangement as the following.

Multiple computers are connected to your server via a network cable or wireless / router arrangement. You do not require Internet access for the network or system to function when scanning.

Login as the Administrator (Gate), select Network from your menu items. If you need to connect more than one computer, please click into the box beside 'No' to change this setting to 'Yes'.



Your screen will now deliver an IP address. Note this IP address on your server computer.

Network

Network server is running on port: 3000

http://192.168.1.106:3000

From another computer on the same network you can enter the above address in a web browser.

Device list, interface to IP address:

Local Area Connection 192.168.1.106

After connecting each computer back to the server, open a web browser on each computer and type in the IP address provided by the server software into the address bar. This will provide you with a scanning screen on that new computer, ready to use. Repeat this on each scanning point computer.

Downloading Data & Establishing Session ID's

It's not mandatory to download your data into Gatekeeper but if you do, you will be able to search for bookings and check ticket numbers etc as you work.

Under 'Sessions', you will be able to set the valid sessions for your event and also download your data.

If you have a show or performance that is running multiple times, you can setup Session ID's that allow Gatekeeper to check if patrons are presenting tickets for the correct performance time. Your session ID's are found on the TryBooking website, under 'Manage Events', and 'Gatekeeper'. Your Session ID is the first half of your barcode number. Eg. In the case below, the session ID is 357283.



If you wish to download data for Gatekeeper, you will need to set a password and expiry date via the TryBooking website. (below screen shot is taken from TryBooking)

Details

Gatekeeper is a standalone software application that can be used to scan barcodes on your tickets at the venue. The Gatekeeper software will need to know your Session Id and Password. Click [here](#) for more information on Gatekeeper.

Password:

Expires After:

Clear the password field to turn off access to this feature by Gatekeeper.

Session Id	Session Time	Description
2077	02 July 2013 07:00 PM	Friday Night
12947	01 September 2013 07:00 PM	
24908	22 December 2015 01:00 AM	Opening Night
2076	23 December 2015 07:00 PM	
194772	24 December 2015 06:00 PM	

Now, move back to Gatekeeper, define your Event ID, set your password and then click the 'Download' button.

NOTE: You will need Internet access while downloading data. To ensure your data is finished downloading, please wait until the loading wheel stops spinning.

TIP: For larger events with a lot of data that may take considerable time to download, you can download this data a few days ahead of the event and simply download again just before the event for Gatekeeper to update the information.

Remember, you can still scan without downloading data. Gatekeeper will create an internal database of the scanned ticket numbers to ensure no duplicates can be presented.

Setting up Gates

If using multiple scanning points you may wish to rename the Gates from default names 'Gate 1', 'Gate 2' etc to the names of your gate scanning operators. This aids with monitoring and debriefing later as it allows you to match the information obtained (e.g numbers through each gate, if a gate is allowing duplicates / invalid tickets through, if a gate is overriding more scans manually etc) to the person who was responsible for doing the scanning on that gate.

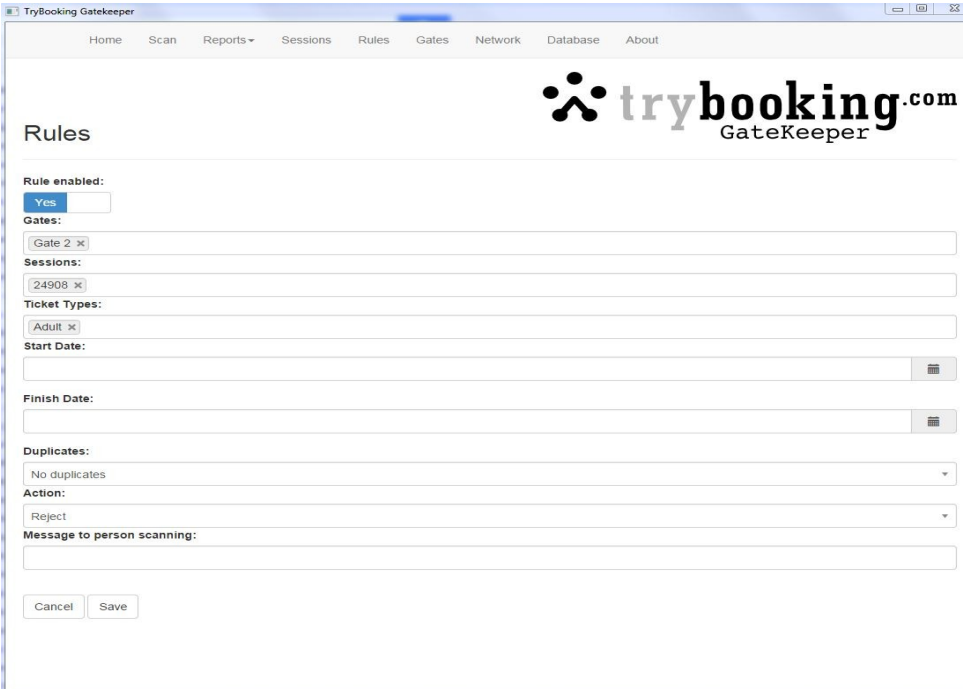
To add or change the default names, go to Gates and click on a gate to edit it's name or add a new gate



Adding Rules

By default, there's always a rule in place that disallows duplicates. For most events, you won't need to add additional rules.

There are times when using additional Rules can be beneficial. For example, if you only wish to accept tickets from a specific subsection of ticket holders within a particular pricing group e.g. Perhaps you only wish to allow entry on the Adult VIP tickets prior to your event but not the Adult ticket type.



TryBooking Gatekeeper

Home Scan Reports Sessions Rules Gates Network Database About

trybooking.com
GateKeeper

Rules

Rule enabled:
Yes

Gates:
Gate 2

Sessions:
24908

Ticket Types:
Adult

Start Date:

Finish Date:

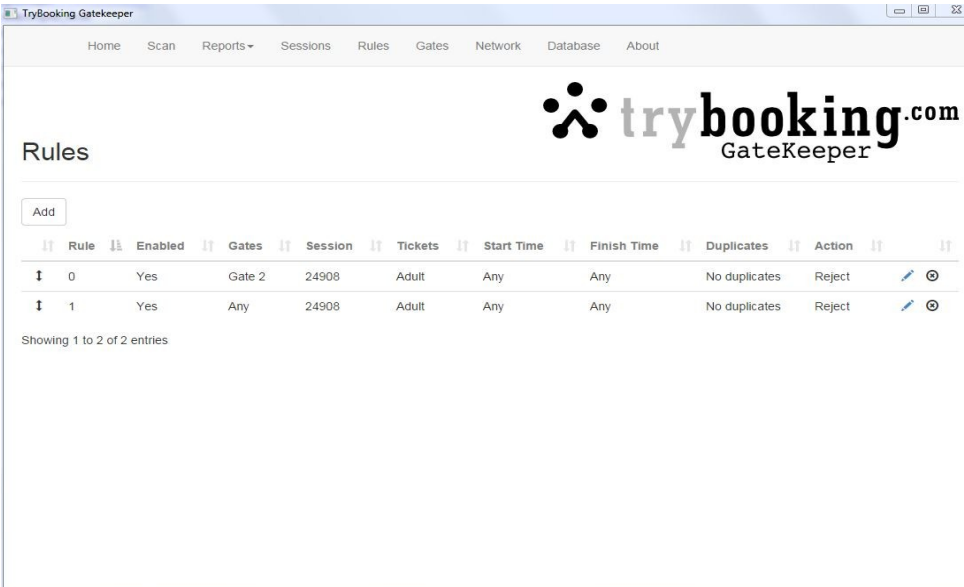
Duplicates:
No duplicates

Action:
Reject

Message to person scanning:

Cancel Save

If you have multiple rules defined, the rules apply in order from top to bottom.



TryBooking Gatekeeper

Home Scan Reports Sessions Rules Gates Network Database About

trybooking.com
GateKeeper

Rules

Add

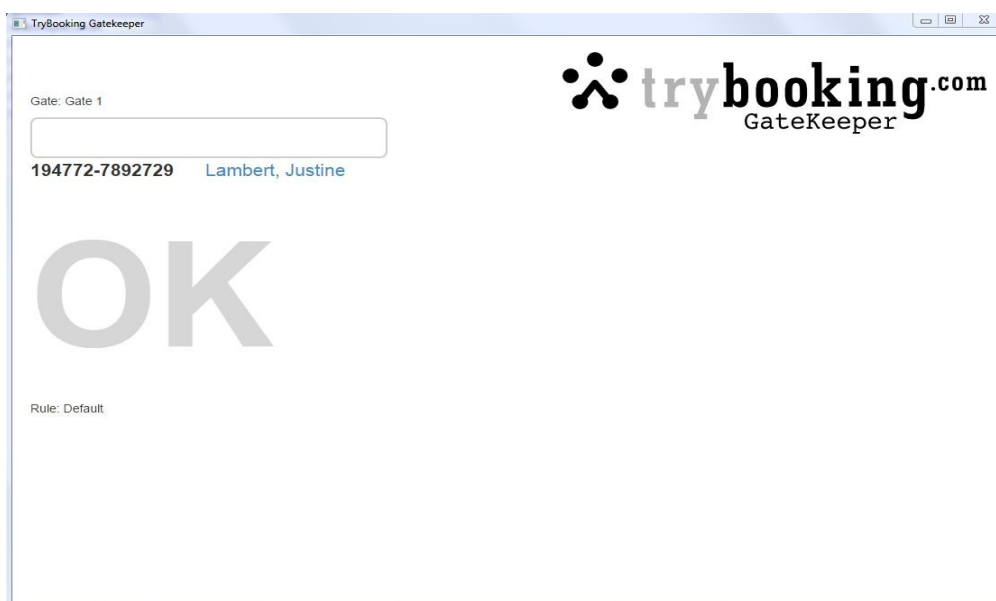
Rule	Enabled	Gates	Session	Tickets	Start Time	Finish Time	Duplicates	Action
0	Yes	Gate 2	24908	Adult	Any	Any	No duplicates	Reject
1	Yes	Any	24908	Adult	Any	Any	No duplicates	Reject

Showing 1 to 2 of 2 entries

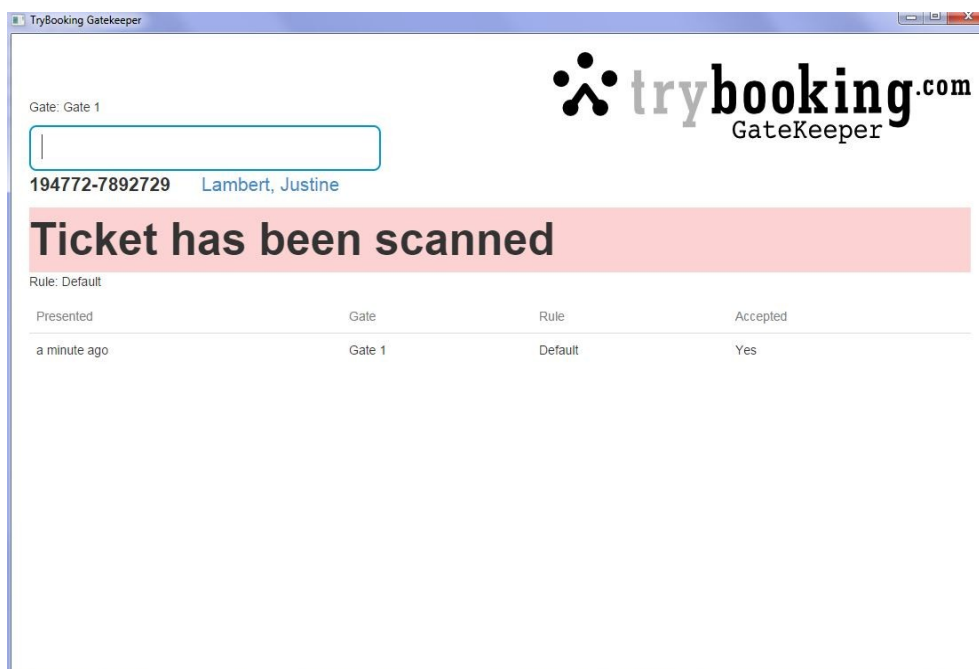
Scanning

Click on 'Home' and select your Gate (or person, if you have renamed your gates) to start scanning. Please ensure your cursor is in the box before scanning. If your using a stand alone machine, we do recommend you select Gate 1 prior to starting to scan. Thsi way the administration panel is not seen by your volunteers.

When you scan a ticket, you will see a large green 'OK' and hear a ping sound if the ticket is OK. If you see red wording (invalid or duplicate) or hear a siren, this indicates there's a problem with the ticket being presented.



In the case of Duplicate or Invalid ticket warnings, further information will be given on screen to help you identify why there's a problem with the ticket presented.



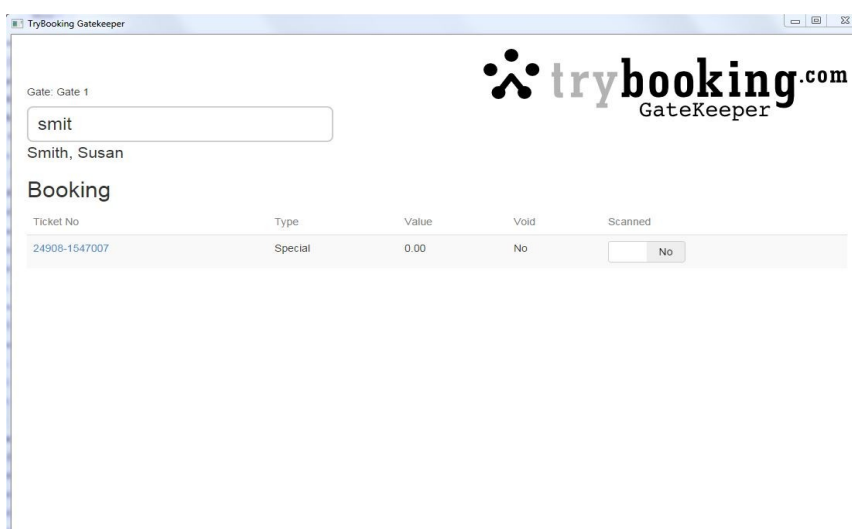
What do I do if....?

1. Someone arrives who forgot to bring their ticket or have brought 2 copies of the same ticket?

Answer: If you have downloaded your data, just ask for the last name of the person who made the booking and type this into your scan box. As you type their name, this will bring up all the tickets in their name and displays the type of ticket and if it has already been scanned. If it's not been scanned, you can click into the box beside 'No' to manually set it to 'Yes'.

Tip:

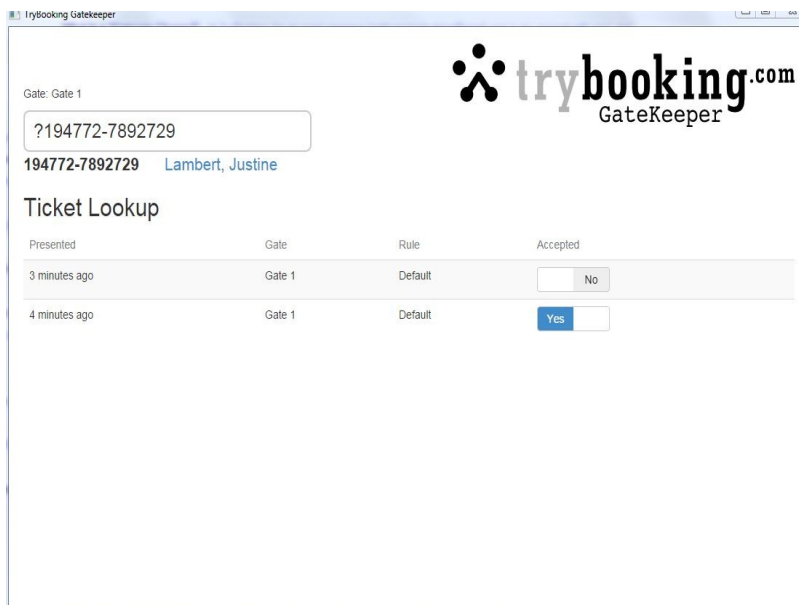
Before doing this, you may wish to ask for ID, such as a drivers license, to validate they are the genuine owners of this ticket.



2. What do you do if the ticket that is presented doesn't scan?

Answer: You can search for a ticket in two ways. You may wish to search for it via the booking name (as above). This will display all tickets purchased by that person, made at the same time. If they have purchased a couple of times, you may need to check the alternative booking.

You could search for that ticket number placing a '?' or '/' in front of the ticket number. The '?' Or '/' symbol will find the ticket but **does not record it as a scan.**



TryBooking Gatekeeper

Gate: Gate 1

194772-7892729 [Lambert, Justine](#)

Ticket Lookup

Presented	Gate	Rule	Accepted
3 minutes ago	Gate 1	Default	<input type="checkbox"/> No
4 minutes ago	Gate 1	Default	<input checked="" type="checkbox"/> Yes

This will then give you (as shown above) a history on the scans of this ticket and where it was scanned. You can accept that ticket manually by clicking in the box marked 'No' to 'Yes'.

3. You scan a ticket and then the person decides to wait for their family and does not enter.

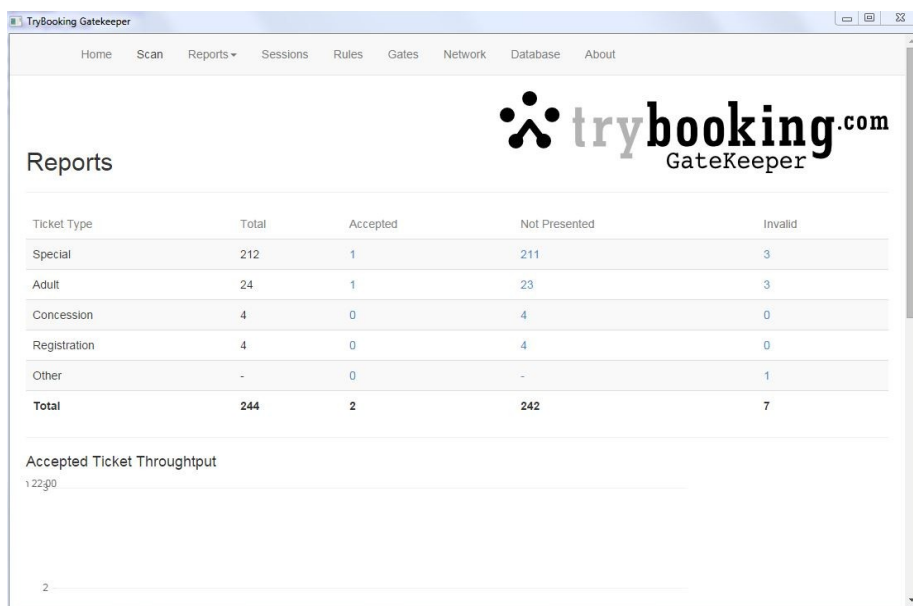
Answer: Look up that ticket number (via searching for the person who made the booking or entering '?ticket number' and change the Accepted from 'Yes' to 'No' by clicking in the box. Make sure they have their ticket when doing this.

Tip – Don't forget if they don't arrive with their ticket, do ask them for ID to prove they are the owners of that booking. If they aren't the booking person, you may wish to ask them to sign a credit card form which indicates that their ticket will be checked at the end of the festival for duplication / bookers confirmation and should the ticket be presented, they understand you will charge their credit card for the ticket given in "good faith" Make sure you get them to sign this form and grab their details and ask them to acknowledge it will show Trybooking on their card.

Reports

From your admin panel, select 'reports' to view the history of scans per gate.

Tip: Be aware that the accepted tickets could be slightly higher than the Total tickets due to a couple of manual overrides.

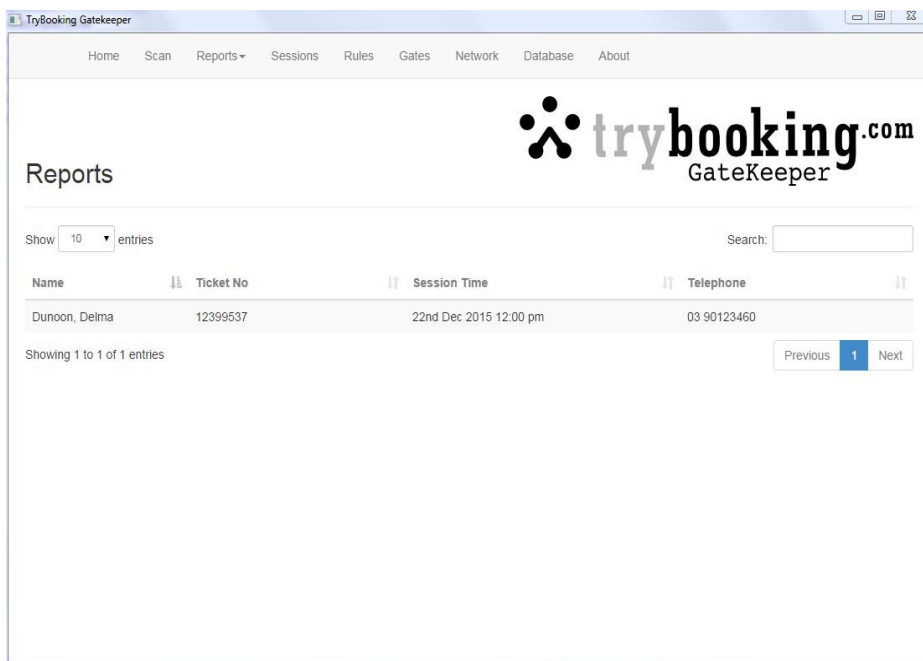


The screenshot shows the 'Reports' page in the TryBooking GateKeeper system. It features a navigation menu at the top with options: Home, Scan, Reports (selected), Sessions, Rules, Gates, Network, Database, and About. The main content area displays the TryBooking GateKeeper logo and a table with the following data:

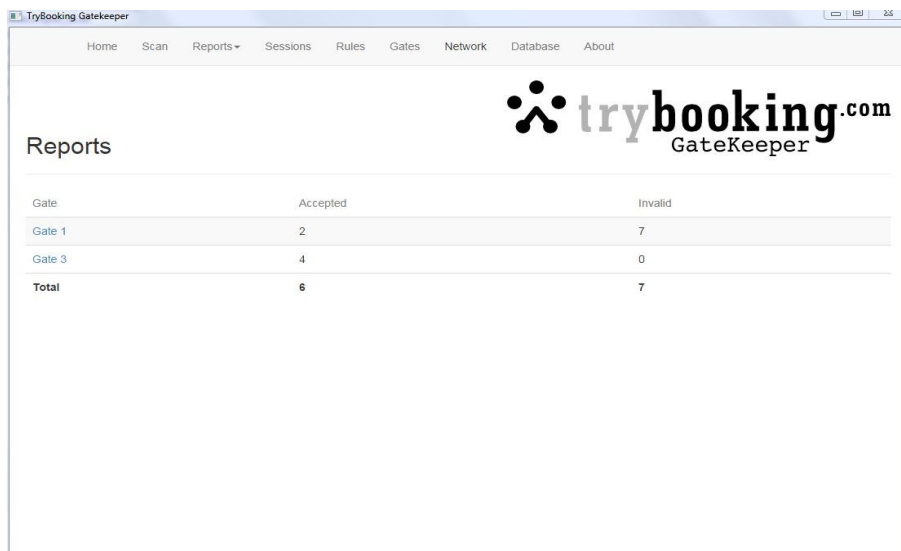
Ticket Type	Total	Accepted	Not Presented	Invalid
Special	212	1	211	3
Adult	24	1	23	3
Concession	4	0	4	0
Registration	4	0	4	0
Other	-	0	-	1
Total	244	2	242	7

Below the table, there is a section for 'Accepted Ticket Throughput' with a graph area showing a single data point at 22:30 with a value of 2.

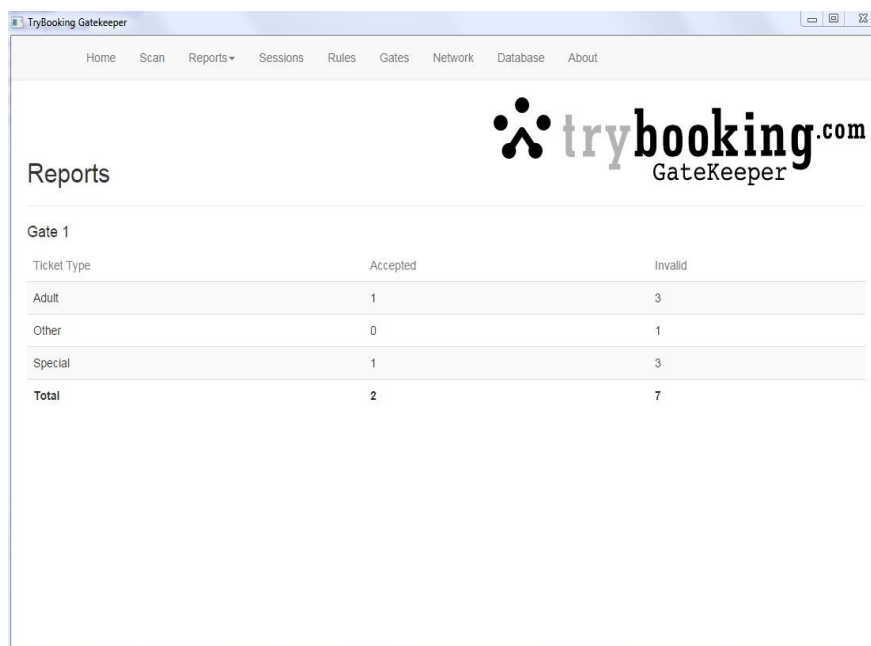
If you click on the numbers in blue, this will drill into a report on each. If you're running an event where it's important that everyone is accounted for, click on 'Not Presented' to gain access to their contact details so you can call the missing participants.



You can also view reports regarding the number of invalid scans for each gate.



You can collapse / expand each gate for more information on ticket types presented.



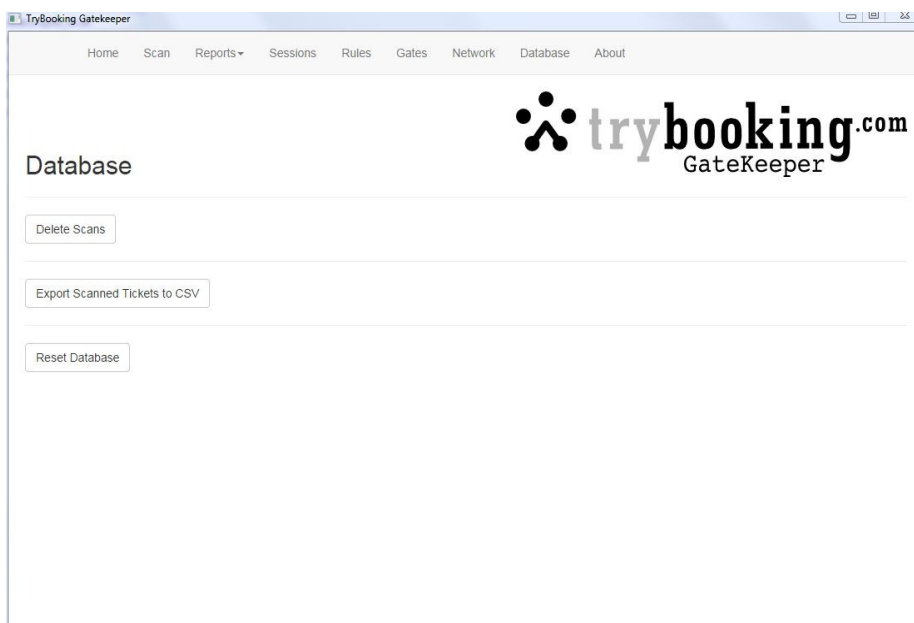
The screenshot shows the 'Reports' page in the TryBooking Gatekeeper application. It features a navigation menu at the top with options: Home, Scan, Reports (selected), Sessions, Rules, Gates, Network, Database, and About. The main content area displays the 'trybooking.com GateKeeper' logo and a table for 'Gate 1'.

Ticket Type	Accepted	Invalid
Adult	1	3
Other	0	1
Special	1	3
Total	2	7

You can also export your data into a .csv from Database.

Deleting Scans

From 'Database', you can delete scans after testing the system.



Be sure to train your event volunteers / staff on how to correctly use the system and overcome any issues that may arise. Decide in advance if you will have a service desk whose specific role it is to handle questions regarding ticket issues or if you will have people deal with ticketing concerns at the individual scanning points.

Tips for Barcode Scanning

- Hold the scanner about 10 – 15cm away from the bar code
- Press the button down which will show a laser light on the paper
- Shine this light on the bar code and if you don't get an immediate read, just flex your wrist and scan from the top of the bar code to the bottom of the code to find a region that is going to give a good scan
- The scanner will stop scanning after a few seconds, so just press the button again
- Prepare your patrons in line, ask them to fan their tickets so the bar code is clearly visible on each ticket for a quick scan
- If a ticket does not scan, enter in the last 5 digits of the ticket barcode number manually.
- In direct sunlight, you may struggle to see the laser light, so consider using your body to shade the ticket bar code so the light is easier to see.
- Please remember you are using laser scanners, so do avoid shining them in any person's/animal's eyes.

Crowd Management while Scanning

We strongly recommend following the tips below to help you maximise scanning capabilities to approximately 1000 tickets per hour:

- Install the software and work out how it works well in advance of your event
- Decide if you'll be using downloaded data for your event. If so, download this data in plenty of time before your event (e.g. at least a day prior)
- Do a trial run of your scanning system a few days before the event to avoid any surprise technical issues on the day.
- Aim to have a 2-3 metre air gap between the queue and the entry point. This allows you to sort out those who have their tickets ready from those who do not.
- Ideally you will have at least three people overseeing entry. One walking the queue instructing patrons to get their tickets ready. Another at the front of the queue ensuring all tickets are at the ready. Finally, the third person will be at the entry point with the computer and scanner to scan people in.

TIP: Instruct patrons to have their tickets fanned to display the barcode, making it easy to instantly scan. If children cannot hold their own tickets ensure the parent has the tickets fanned out including their ticket and folded in half to keep them together and with the barcode ready.

Please note that although these instructions may seem simple it is imperative to put these steps in place to ensure efficiency at the gates. Failing to follow these instructions can mean that people will come up to the entry point to ask questions, fumble to find tickets in their bag, fail to display barcodes properly upon reaching the gate etc. This can result in each scan taking 2-3 minutes which will lead to extremely long wait times from your patrons.

Hand-Held Barcode Readers (Scanners)

Each computer is connected (via cable) to a barcode hand scanner. We offer scanners that can read paper tickets only, or scanners that can read both paper tickets & tickets displayed on a screen (linear scanner), depending on your needs.

You can hire the barcode scanner alone, or all the other components too. To arrange hire, go to our website, click on 'Support' and 'Gatekeeper'. All hire prices are listed on the website and are based on a one week rental.

If you wish to purchase your own barcode scanners for repeated use, we recommend these options as a starting point:

Datalogic Quickscan Desk D2330 L, hand-held laser barcode scanner, black case, USB Cable and Hands-free Stand Included (Paper scanner only)

<http://www.barcoder.net.au/Symbol-LS2208-laser-barcode-scanner-USB-p/ls2208-sr20007r-ur.htm>

For Linear barcode scanner (paper + screens) try these 2 options

<http://www.barcoder.net.au/Motorola-DS4208-wired-2D-Imager-USB-p/ds4208-sbzu0100zwr.htm>

OR

http://www.hotpos.com.au/supplies/datalogic-gryphon-l-gd4330-barcode-scanner.html?ref=1438&utm_source=myshopping&utm_medium=cpc&utm_campaign=Barcode+Scanners&utm_term=Datalogic+Gryphon+L+GD4330+Barcode+Scanner

TIP

If you purchase scanners, they may need to be setup to include a CR/LF at the end of each scan. Please consult the scanners' instruction manual. Usually, it's just a matter of scanning a couple of barcodes in the manufacturer's booklet to program the hand scanner to include a CR/LF at the end of the scan.

Updated 1st May 2015