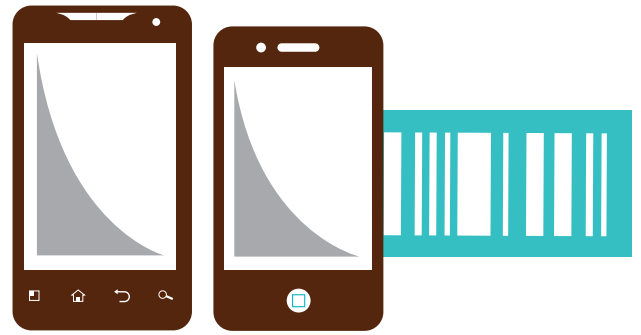# SCANNER APP
FOR iPHONE AND ANDROID

Scan tickets and check in guests right from your phone.

📷 SCANNING TICKETS

1 Log in.

2 Center barcode in the box.

3 Hold still. Done.

Automatic Scanning
Center the barcode in the box on your screen. When the camera has focused and captured the image, a green "OK" or red "Fail" message will appear.

Manual Scanning
Select "Manual" from the menu. Enter the barcode number to validate the ticket.

Unscanning
Select "Unscan" from the menu and automatically or manually enter the barcode information. You'll see a "Ticket Revalidated" message.

View History
Select "History" from the menu to view the ticket scan history for this device. You may also view how many total tickets are available for the event and how many have been scanned in across all devices.

Receive an error message?

Already Admitted
Ticket has already been scanned and validated in the system.

Ticket Not Found/Invalid Event
Ticket is not for this event.

> Before scanning tickets, upload the barcodes from the event to your Brown Paper Tickets account.

Please note: This mobile app requires either a Wi-Fi connection or cellular network access.

⊞ UPLOADING BARCODES

1 Log in to your account from your browser.

2 Select "Box Office" from the top navigation bar.

3 Select "Manage Mobile Scanning" from the box office menu, under "Day Of" tools.

4 In the top right corner, select "Add New Event/Price."

5 Check the box next to the event you will scan tickets for and click "Add Barcodes."

24/7 HELP

(800) 838-3006
support@brownpapertickets.com

BROWN PAPER TICKETS *The Not-Just-For-Profit Ticketing Company*