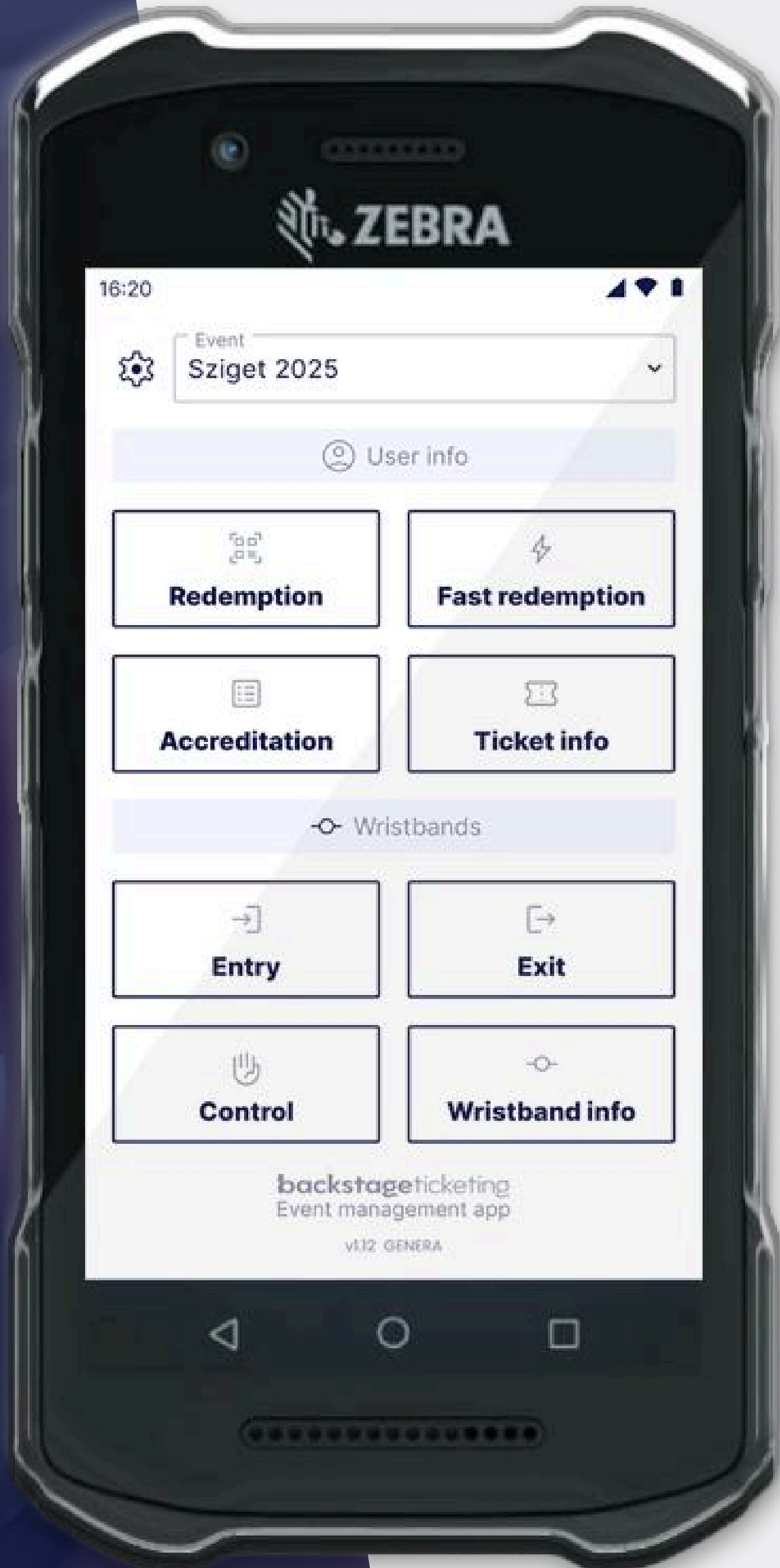


access

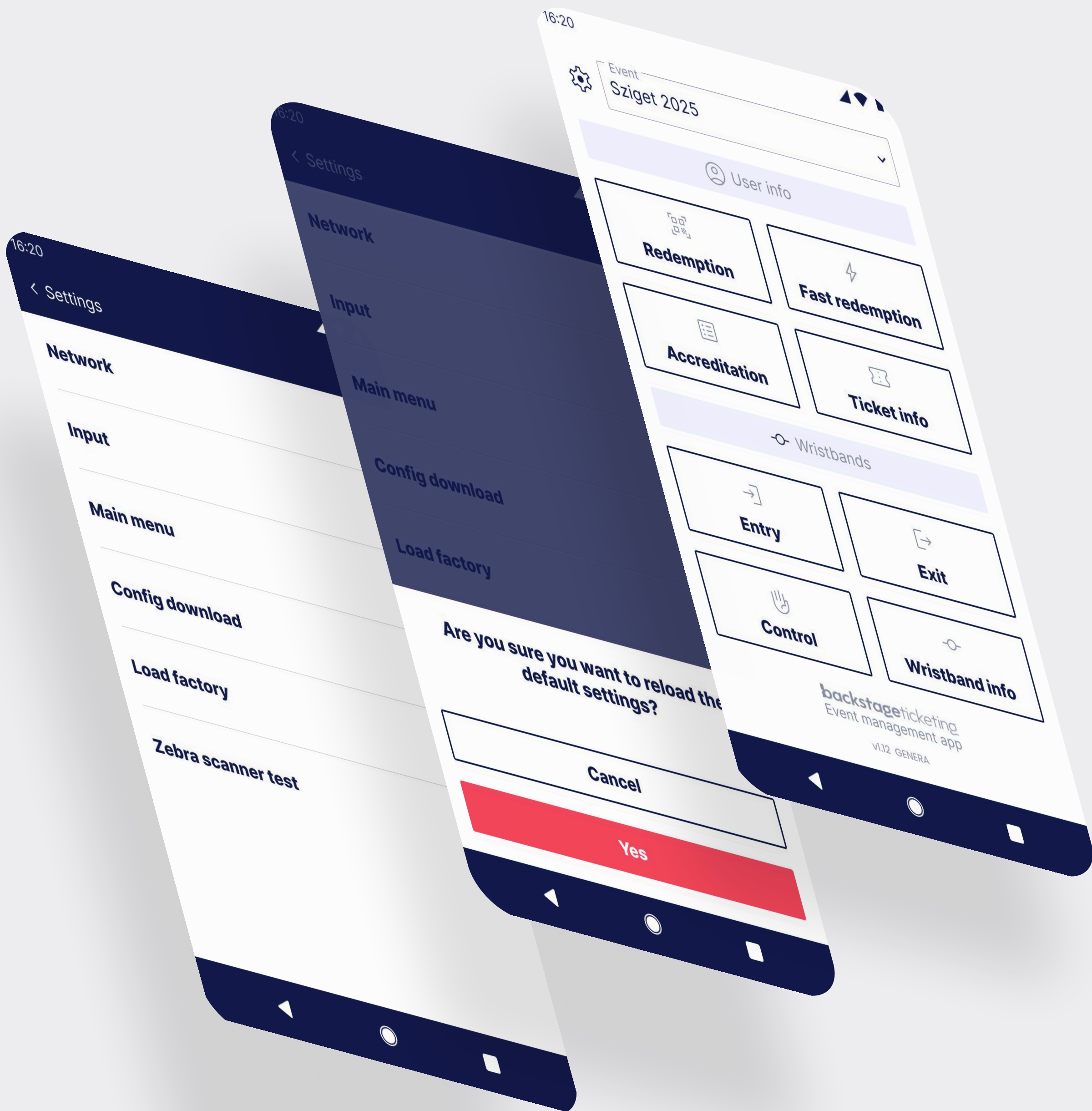


Redemption process
General information about the redemption process in Backstage mobile application.

Contents

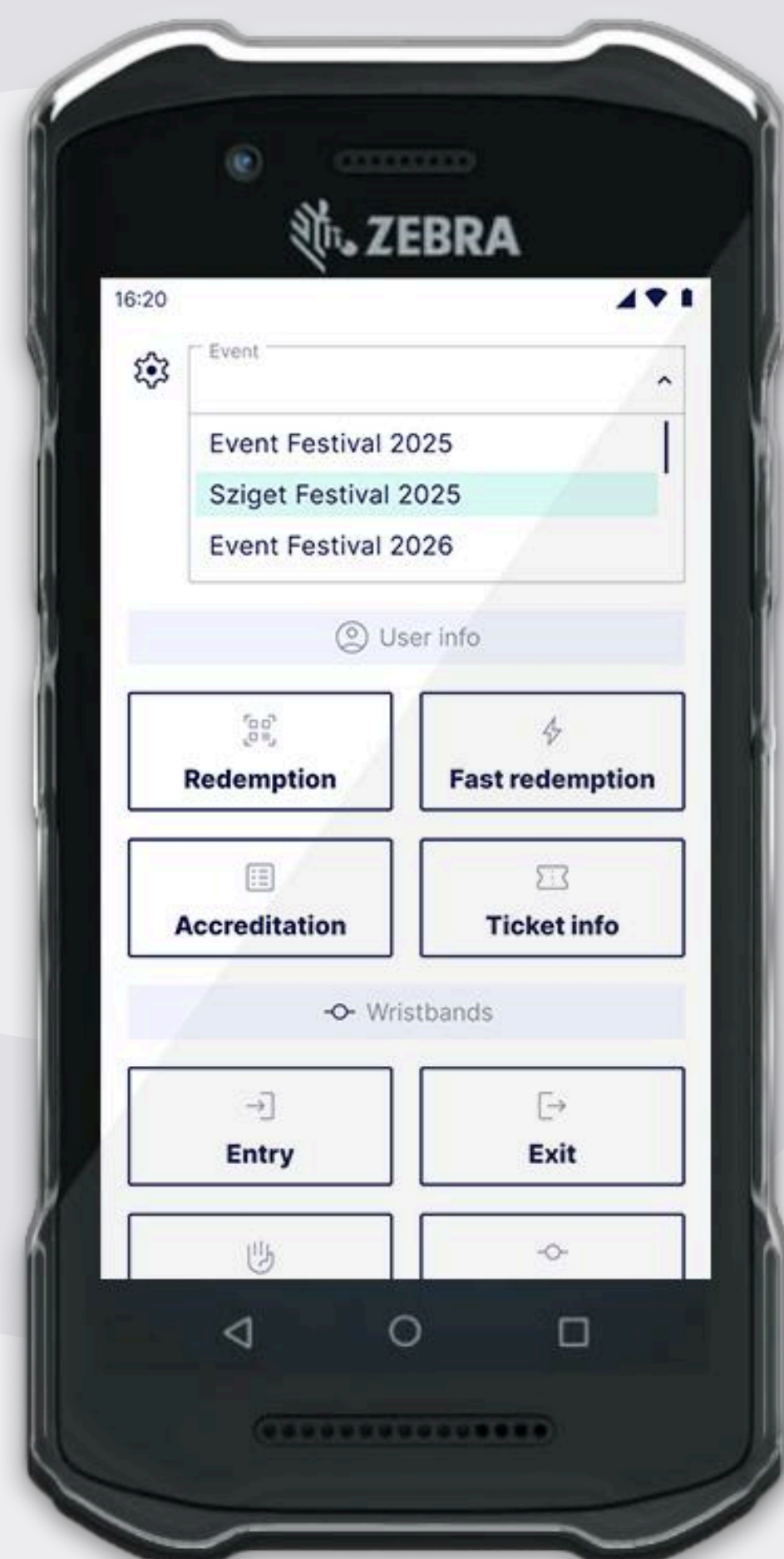
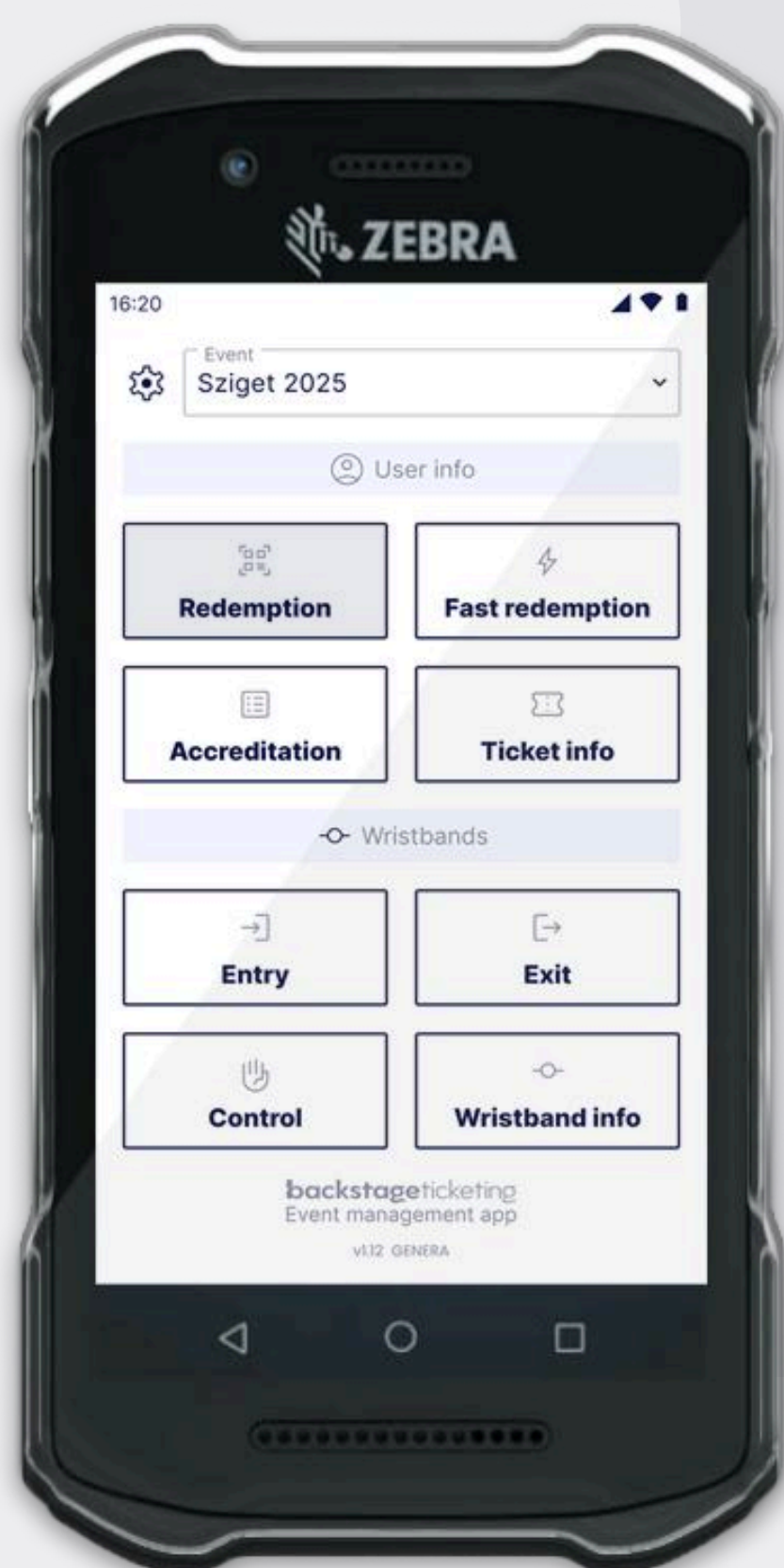
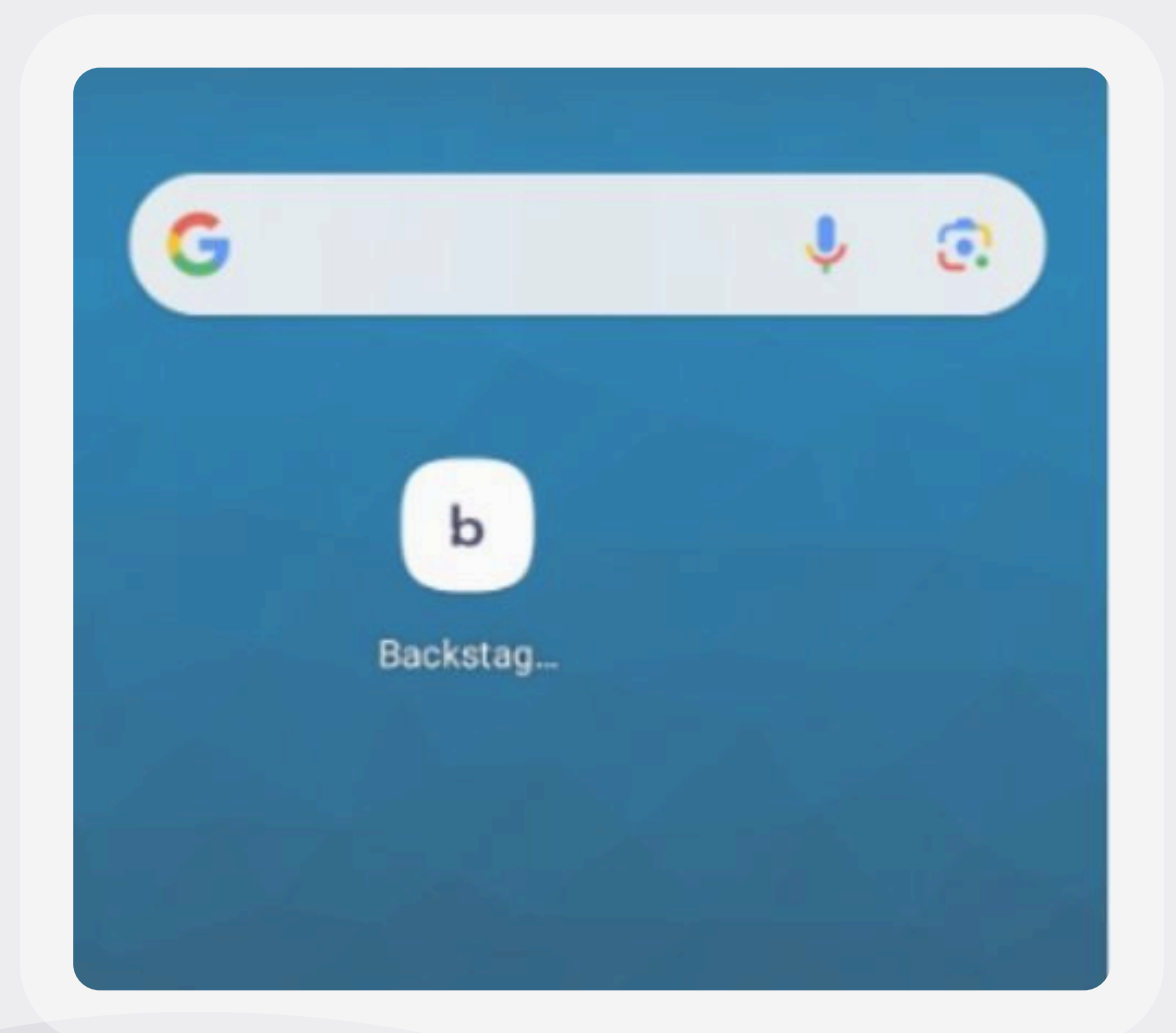
General information about the redemption process in Access.

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1. Redemption process

Open Access from the home screen.



First click on the **Ticket exchange** button to start the process. Make sure the selected event on the top is the correct one! On the top left corner you can also see and verify the POS (Point of sale) code. The POS can be modified under the Network Settings menu.

1.1 Searching tickets by QR Code

Scan the ticket's QR code using the top two side buttons on the device (Tipp: if it's not scanning instantly try to move the phone back and forth).



The QR code on the screen represents a sequence of characters displayed just below it. If you're unable to scan the QR code, you can enter the characters manually instead. To do this, tap the keyboard icon located in the bottom right corner. Type the characters shown beneath the QR code into the input field, then press **Submit** to continue.

1.2 Redemption with checkin

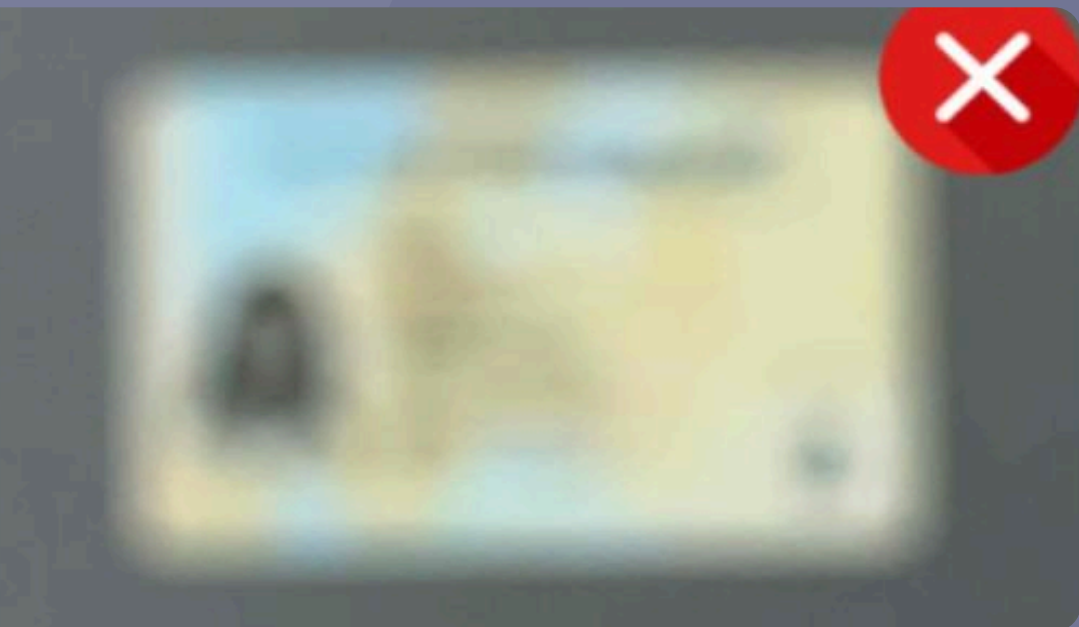
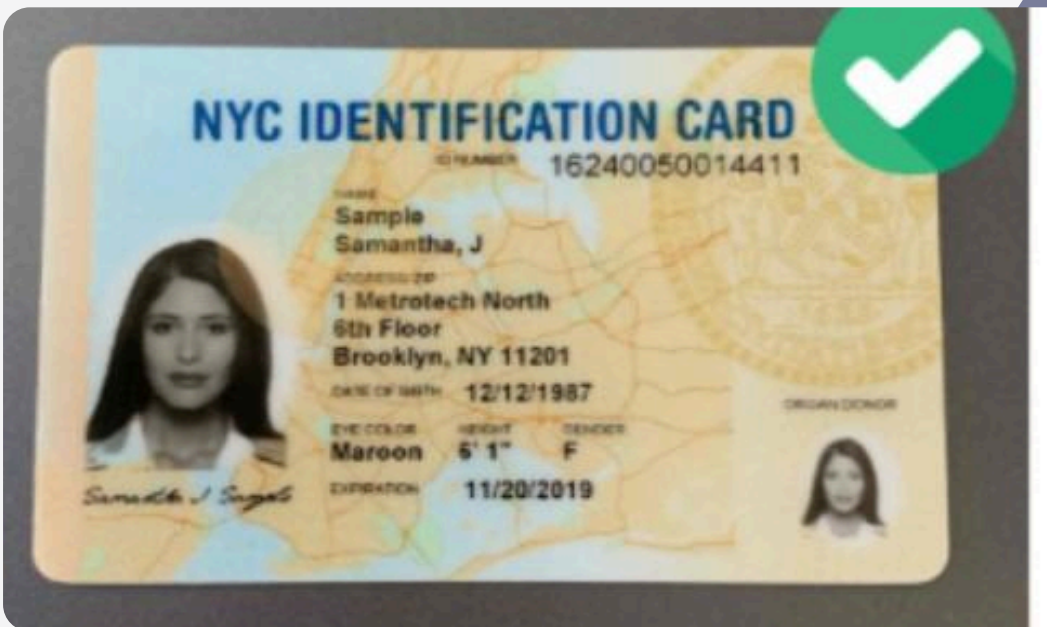
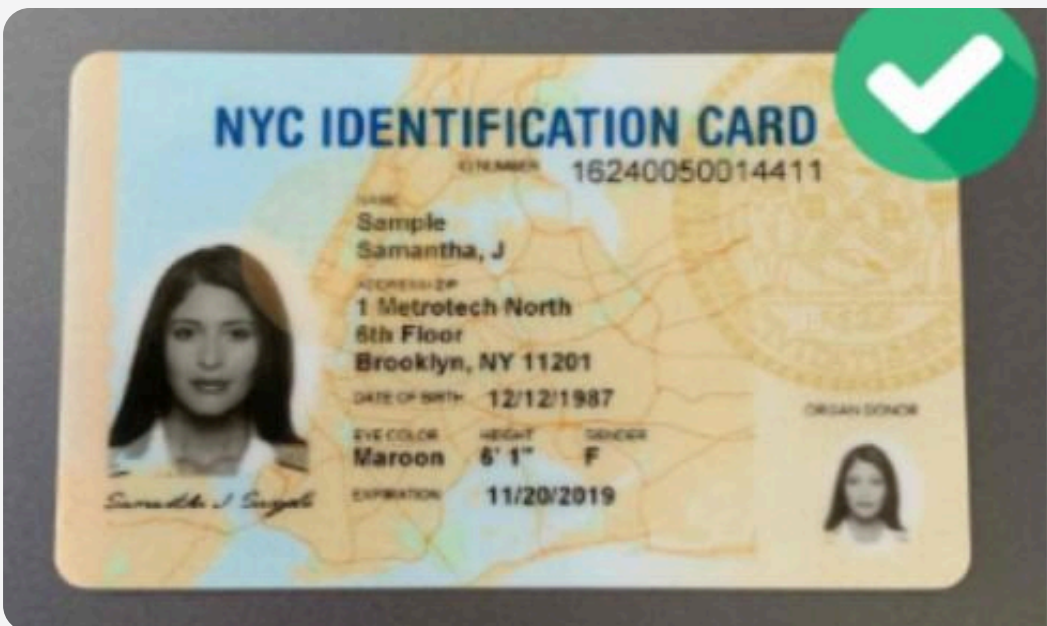
Scan the ID/Passport. It fills automatically the required check-in data and scans the photo.



If the ID has information on both sides, please make sure to scan the other side as well. When you see the message 'Please provide the next page' on the screen, turn the ID over and scan the other side.

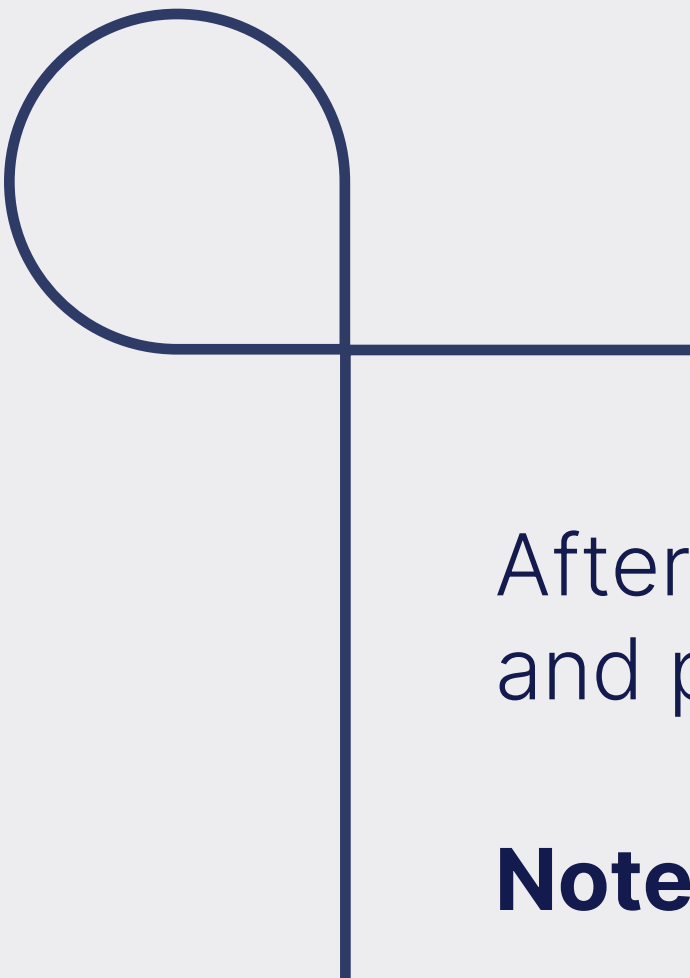
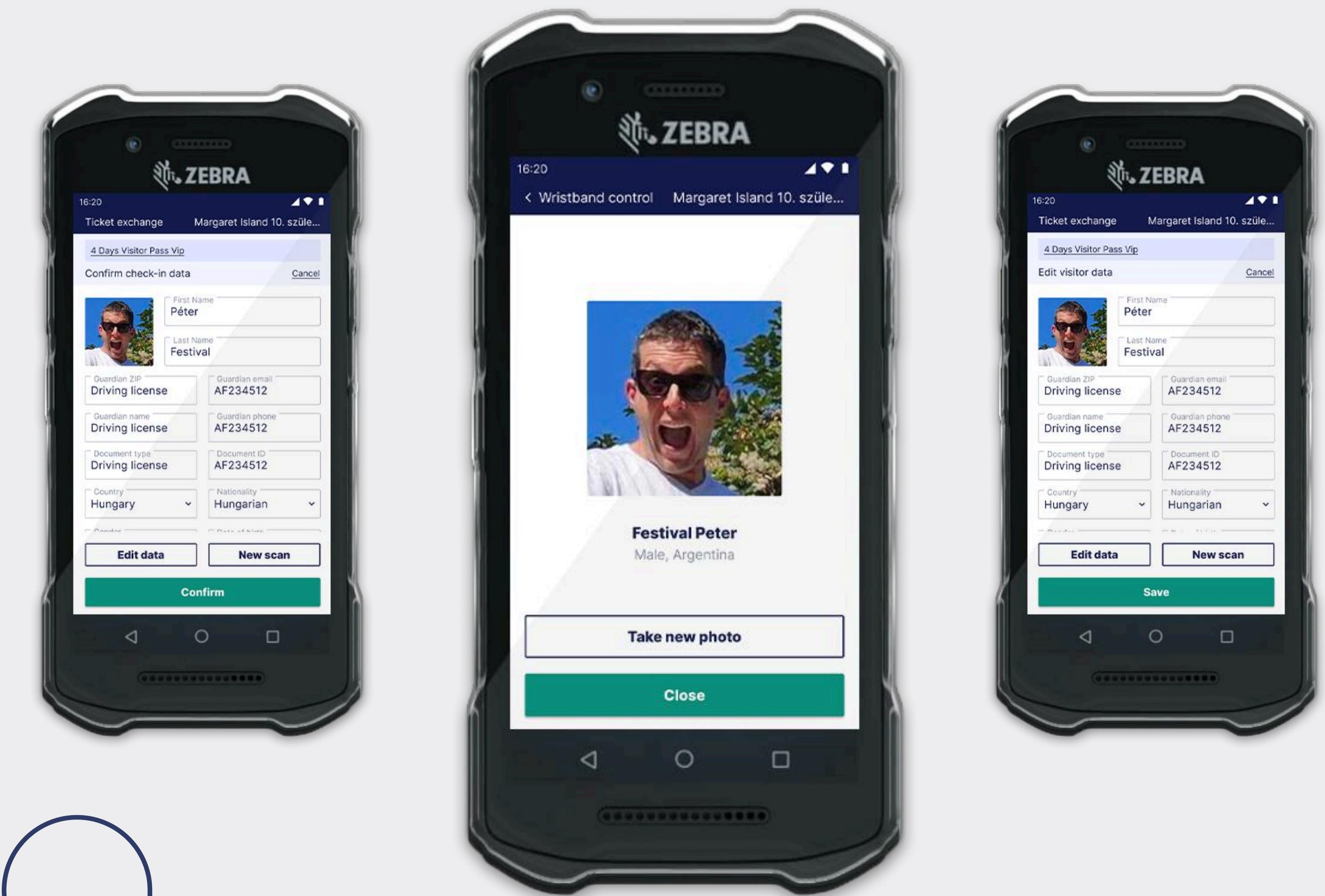
If the ID only has information on one side — such as the Romanian buletin — press the purple arrow to proceed

1.3 How to scan the ID properly?



TODO

The check-in data can also be filled in or modified manually. To do this, click the **Edit data** button on the left side. You can also take a photo of the visitor by clicking the **Take new photo** button and using the camera.



After you checked that all personal data is correct, scroll down and press **Confirm**.

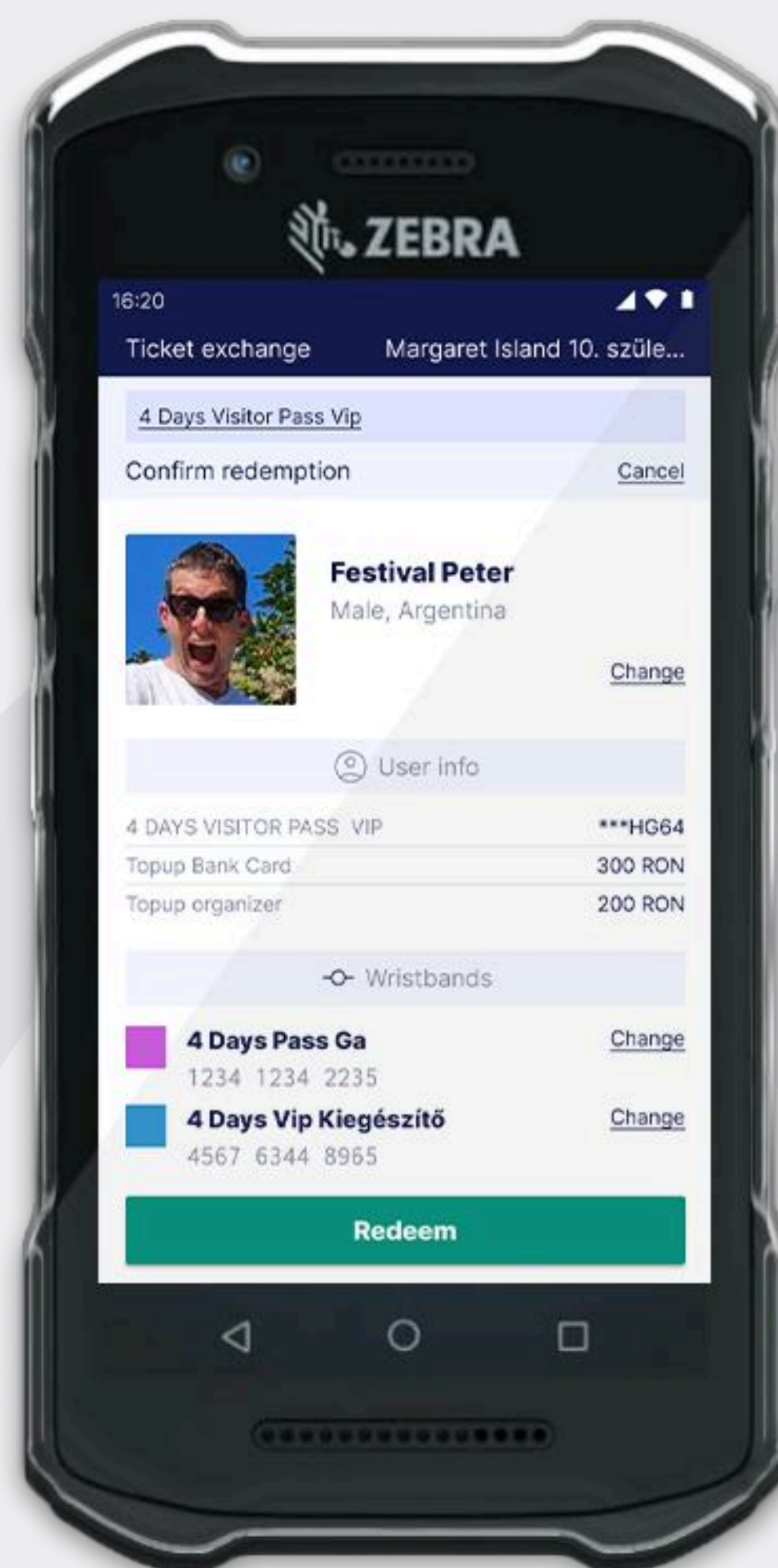
Note: This process can be skipped if check-in is not mandatory

2. Wristband scan

Find the correct wristband. The color can help you identify it.
Scan it by holding it against the back of the phone until you feel a vibration.
If the scan doesn't work, you can manually enter the wristband number by tapping the keyboard icon.



On this page you can check, if every information is correct, the photo is clear and you chose the right wristband for the ticket. Scroll down and press **Redeem**.



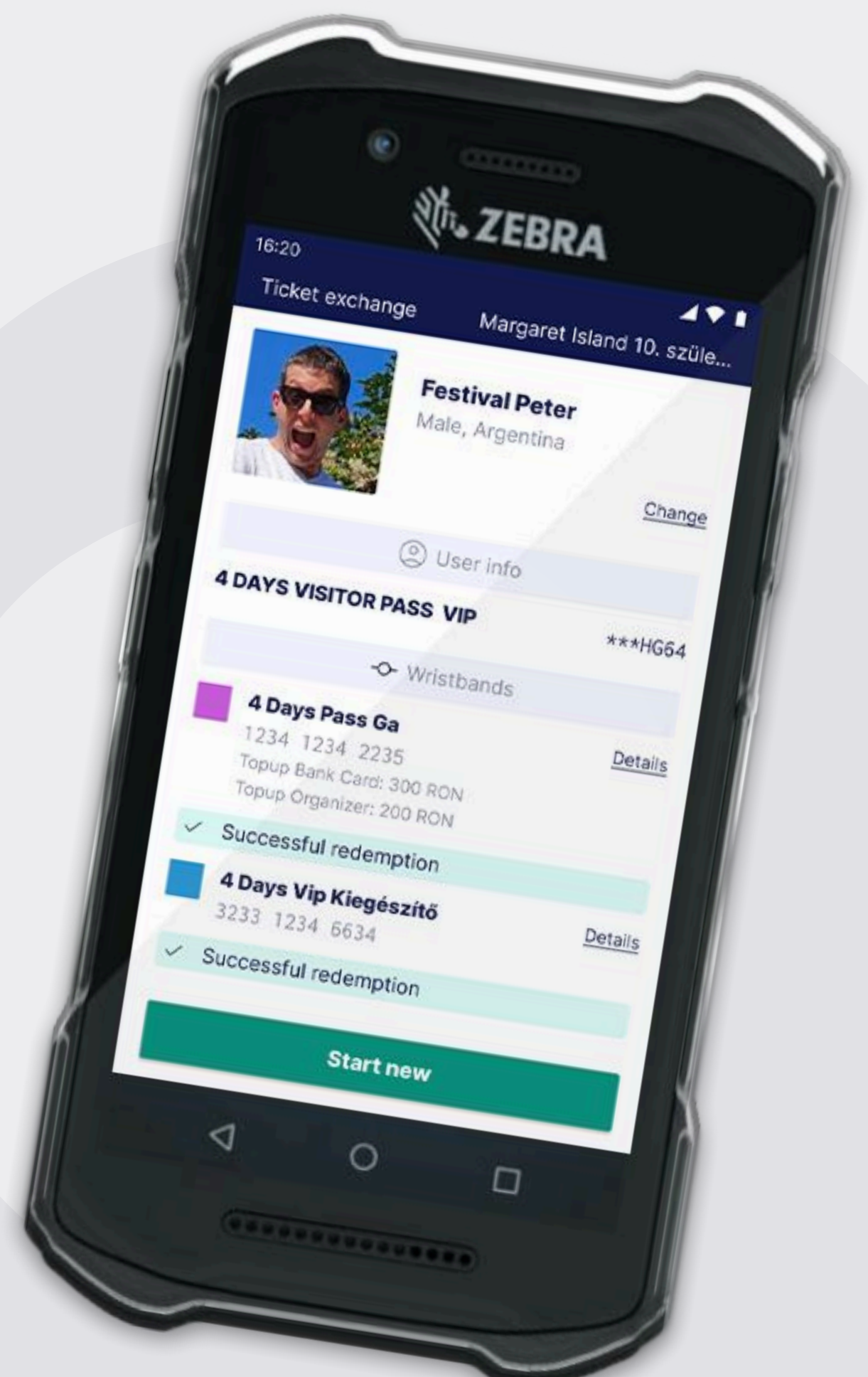
After the redemption is complete and you've handed over the wristband, click **New ticket exchange** to start the next redemption process.

2.1 Minor Wristband preselection based on Check-in data

When a product optionally includes both a minor and a regular wristband, the system will automatically pre-select the correct wristband type during assignment, based on the check-in data.

How It Works:

- After scanning the ID/ Passport, the system will pre-load the wristband that matches the visitor's age group
- The visitor's age is displayed in the summary page — you can verify it there.



On the Scan Wristband Page:

In addition to the **Skip** and **Cancel** options, a **Change** button will also be available.

- If the pre-selected wristband is not the correct one, tap **Change**
- This will navigate you back to the wristband list, where you can select the correct wristband manually.

3. Multiple tickets to one wristband

By clicking on the ⚙ Gear button, you can open the Settings. Under the Input Settings menu, scroll down until you find the ‘Scan multiple tickets’ drop down, where you can select from the following three options:

1. Never

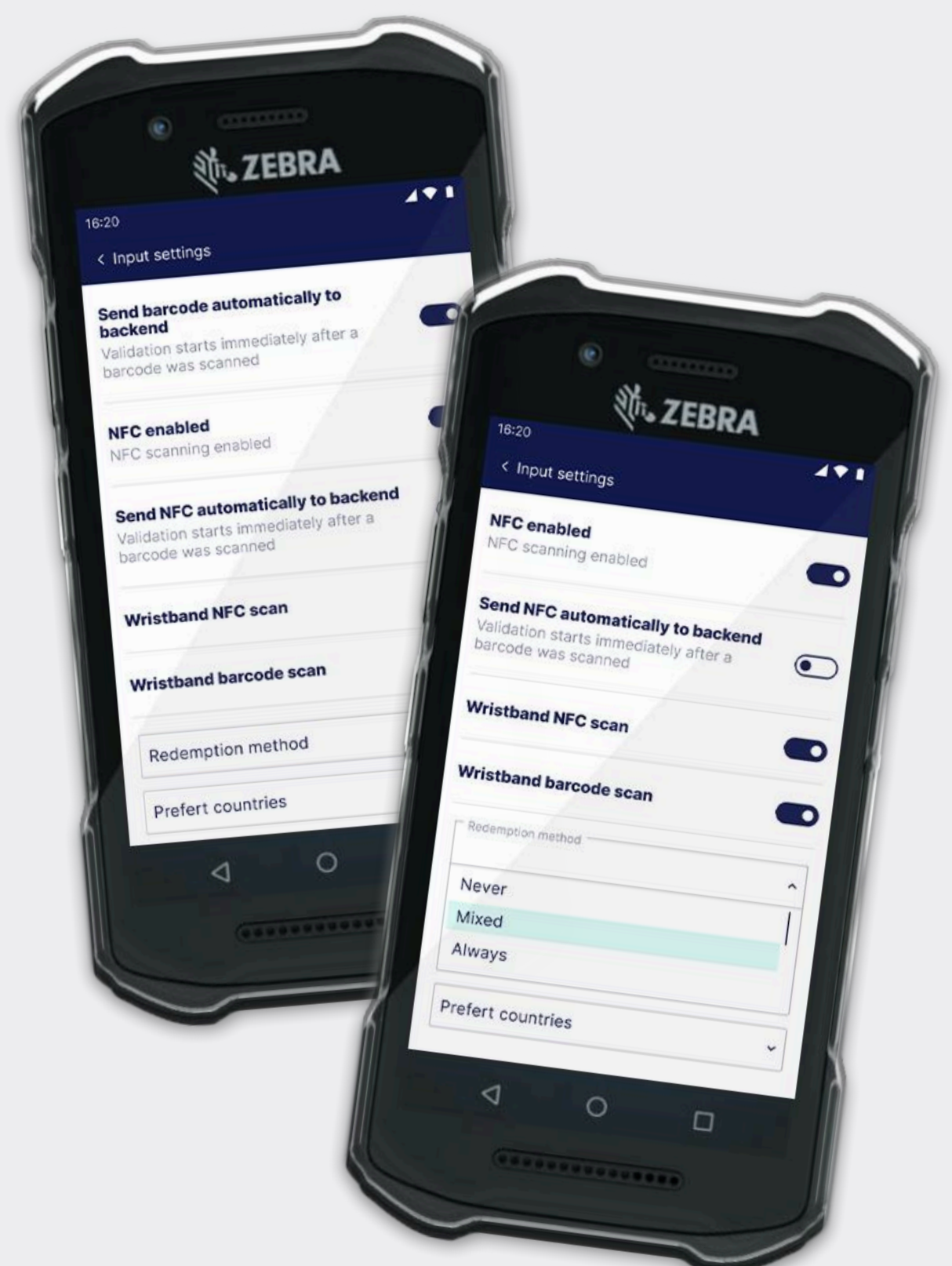
- Only one ticket can be exchanged at a time.

2. Mixed

- A checkbox appears on the screen, unchecked by default
- If you check this box before scanning the first ticket, the app allows multiple ticket exchanges in one session.

3. Always

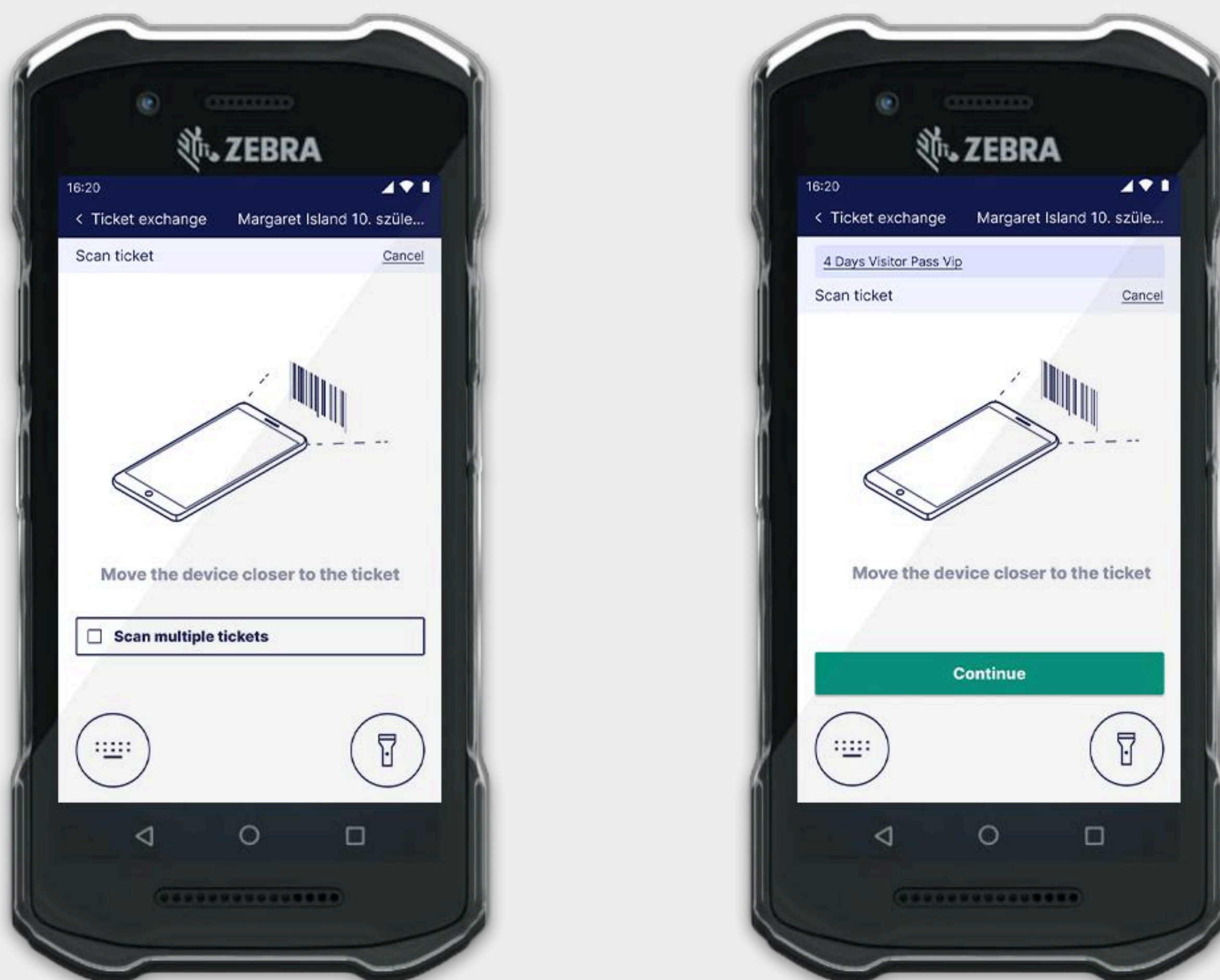
- No checkbox is displayed
- The app will automatically allow multiple ticket exchanges.



Go back to Ticket exchange.

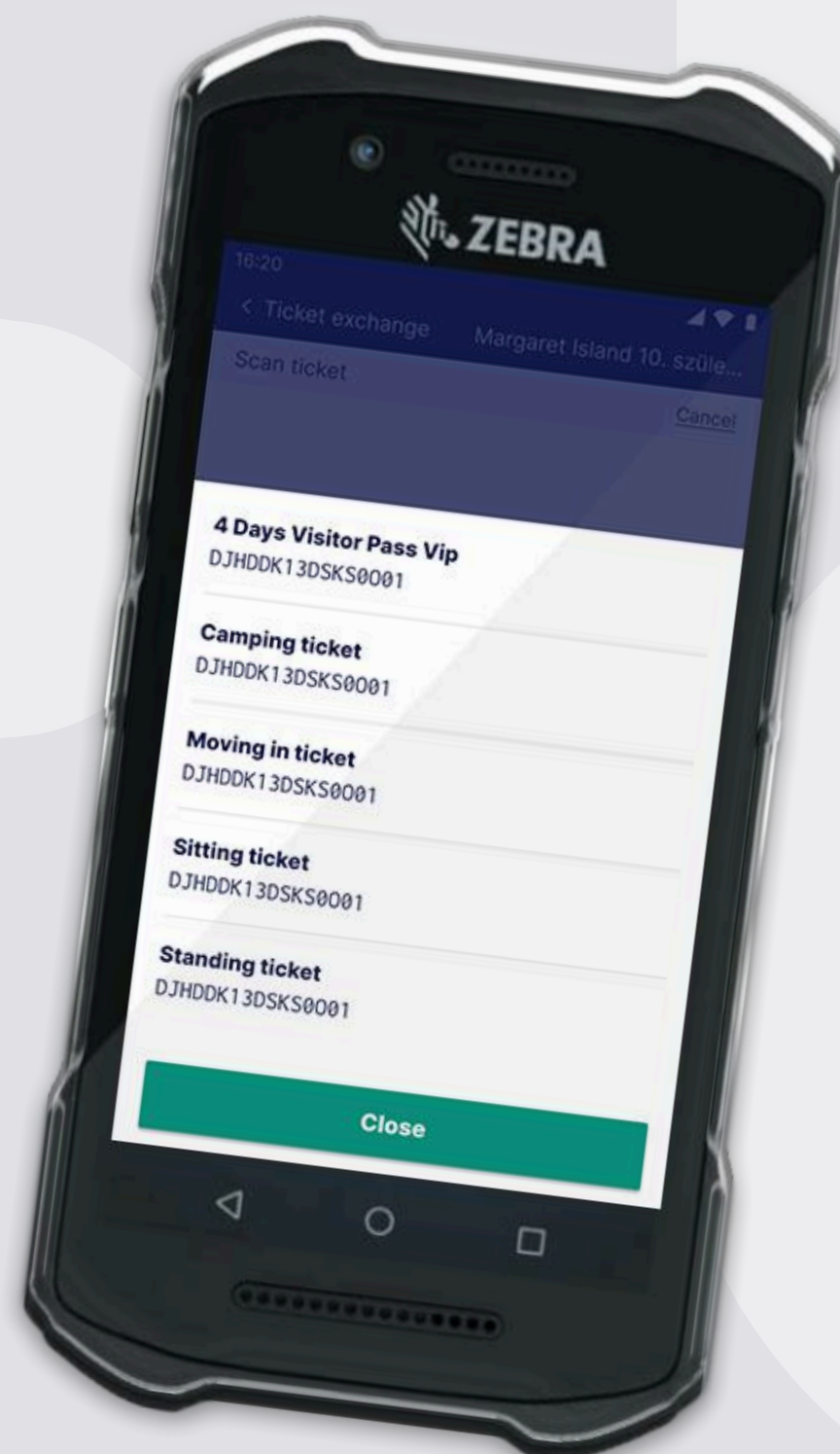
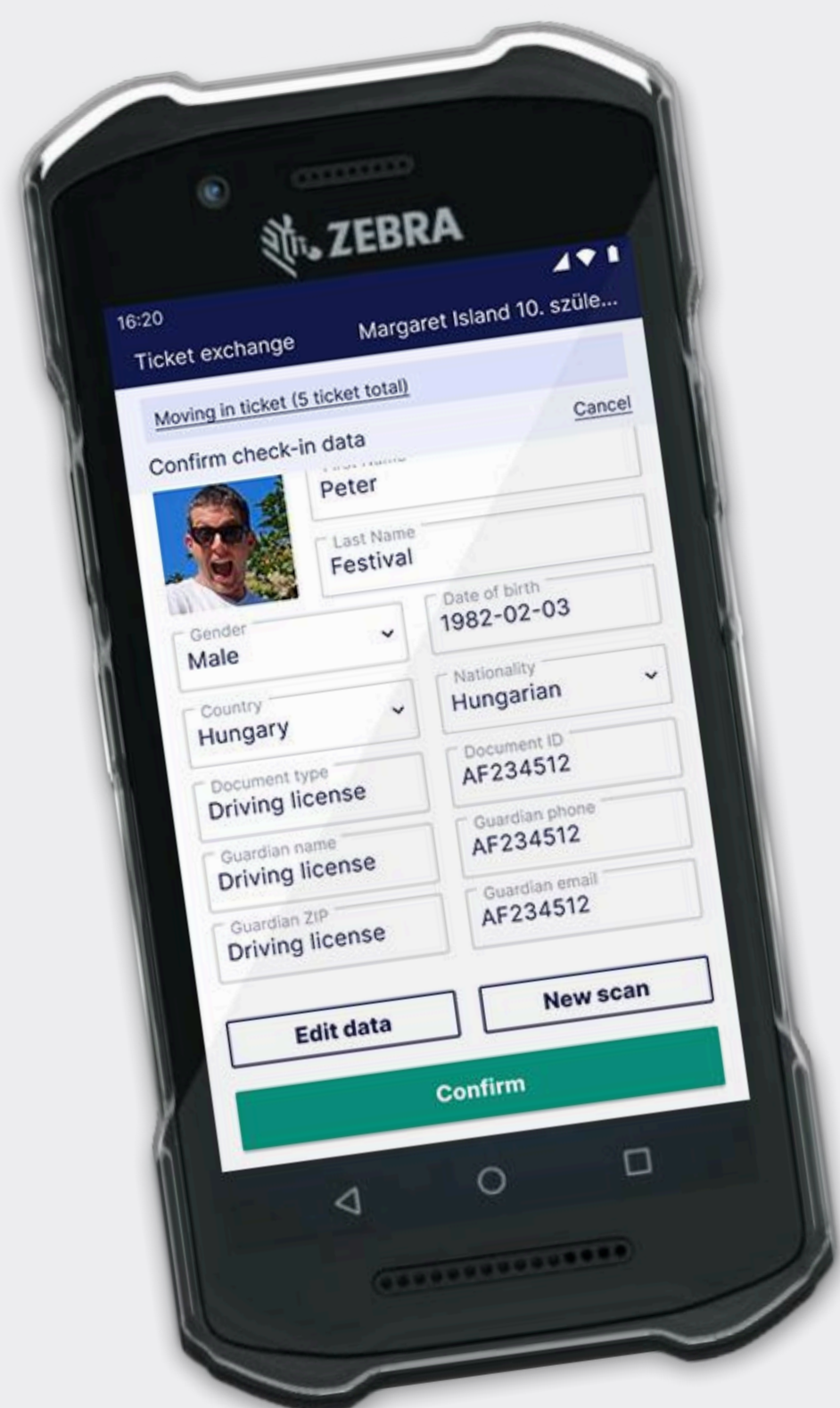
You can scan the tickets one by one. The details of each scanned ticket will appear at the top of the screen.

When all tickets have been scanned, click **Continue** to proceed with the check-in process.



Continue the redemption process as usual:

- Scan the ID or passport. The app will automatically fill in the required check-in data and capture a photo
- If needed, you can also enter or edit the check-in data manually
- Next, select and scan the wristband
- Then scroll down and press **Redeem** to complete the process.



4. Accreditation redemption

Searching for Accredited Tickets

Under the **Accreditations** section, you can search for accredited tickets based on the following criteria:

- Personalized name
- Company name
- Claimant name
- Contact name

Note: At least **one field must be filled** in to start the search.

TODO

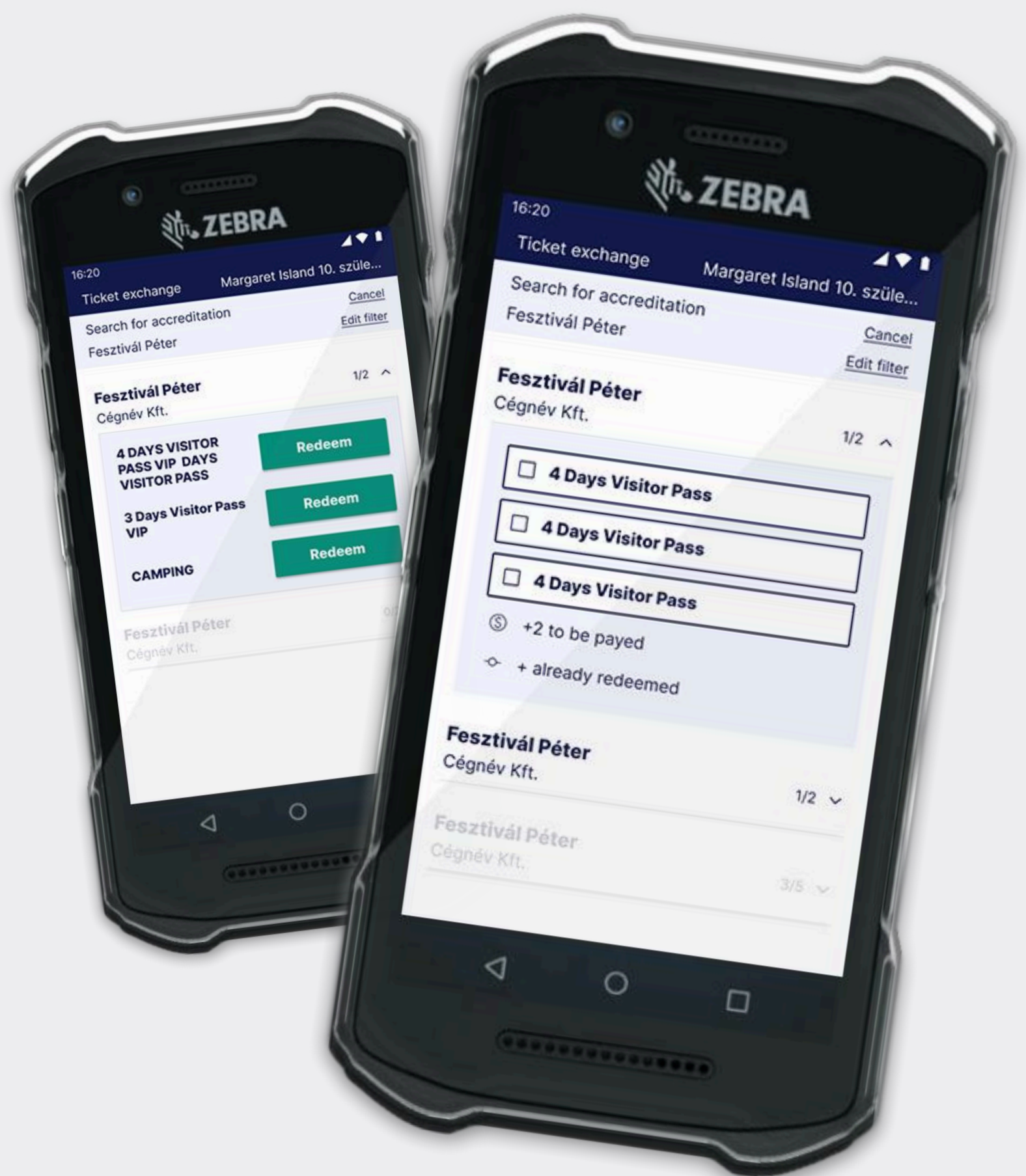
Once you’ve entered your search terms, click **Search**.
The system will then display a list of all accreditations that match your criteria.



Redeeming Tickets

- Click the dropdown next to the person's name to view all their available tickets
- Select the ticket you want to redeem and press **Redeem**.

If multiple ticket exchange is enabled, you can select and redeem multiple accredited tickets in a single process.



5. Wristband Info

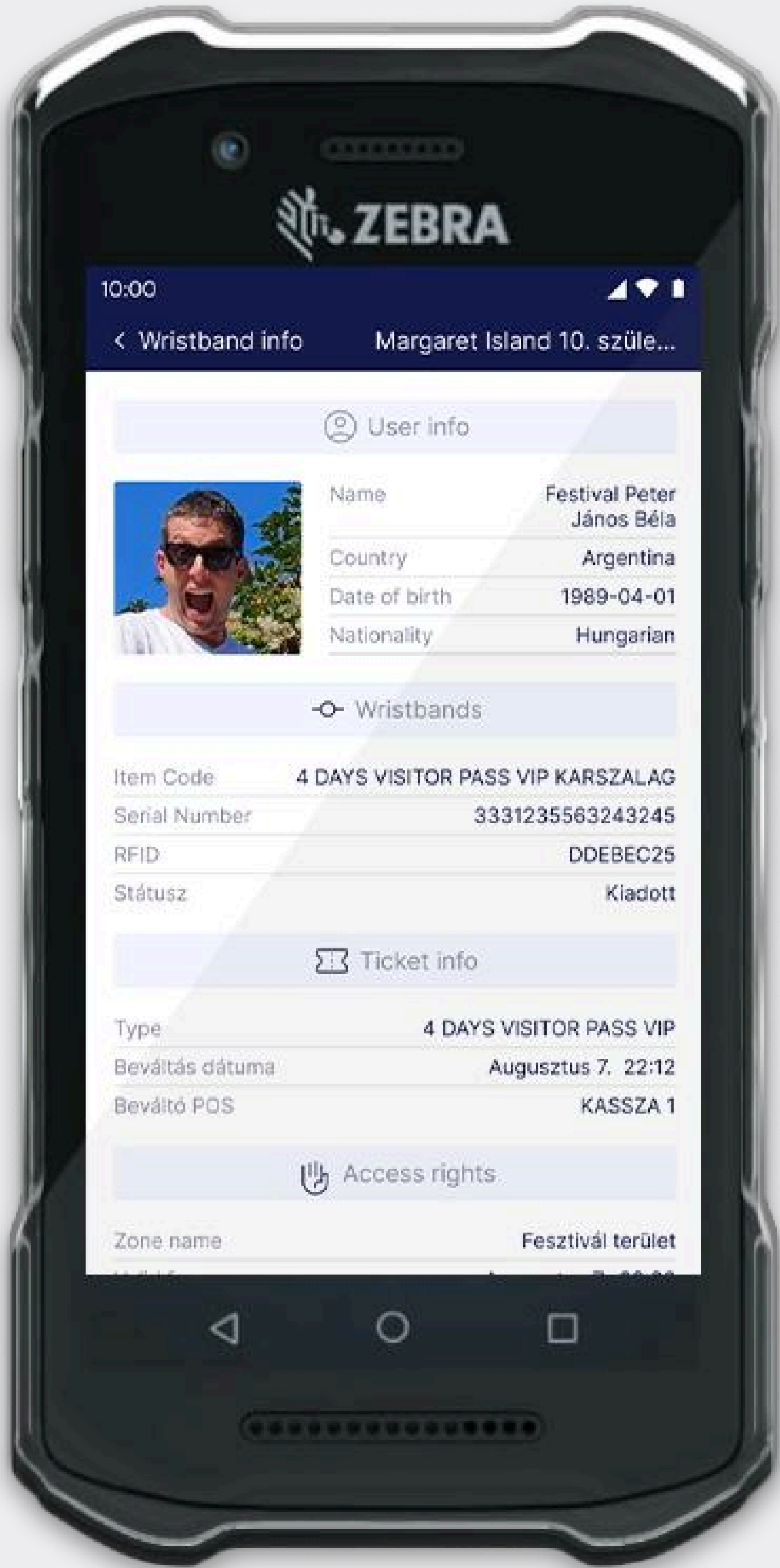
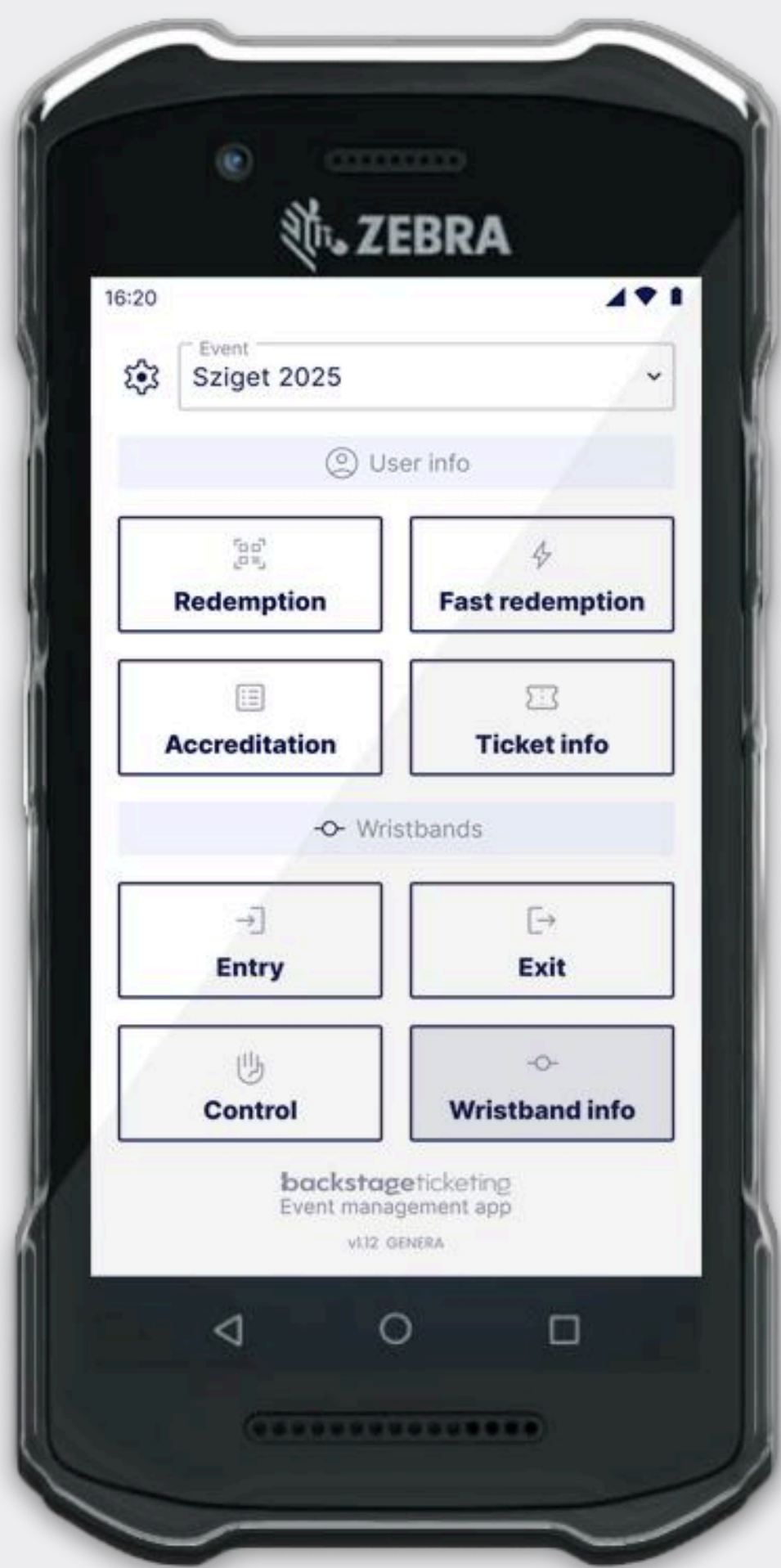
To view details about a wristband and its holder, click the **Wristband info** button in the main menu.

You will get the following information:

- **User Information** — personal data of the wristband holder
- **Wristband Information** — details about the wristband itself
- **Ticket Information** — details about the ticket linked to the wristband
- **Access Rights** — zones the wristband holder has access to

How to check wristband details:

- Click wristband info
- Scan the wristband.
- Alternatively, you can manually enter the wristband’s serial number in the designated field and press **Send**.



6. Ticket Info

Click the **Ticket info** button in the Tickets section of the main menu.

You will be able to view the following information:

- Ticket Barcode
- Event Name — The event for which the ticket is valid
- Product Name and Code
- Ticket Status — Indicates whether the ticket is valid or has already been redeemed





access

We can't wait to work together at the festival!