Scanner App for iPhone

Use your phone to scan tickets and check-in guests!

How to: Scan Tickets

1. Log in.
2. Center barcode in the box.
3. Hold still. Done!

Automatic Scanning: Center the bar code in the box on your screen. When the camera has focused and captured the image, the ticket will be validated with either a green “OK!” or red “FAIL!” message.

Manual Scanning: Select “Manual” from the menu and enter the bar code number to validate the ticket.

Unscanning: Select “Unscan” from the menu and automatically or manually enter the bar code information. You’ll see a “Ticket Revalidated” message.

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

Received an error message?

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

Ticket Not Found: Ticket is not for this event.

Invalid Event: Ticket is not for this event.

Tip: If barcodes have not been uploaded from the event to the Brown Paper Tickets app, all tickets scanned will return this message.

Before scanning tickets, upload the barcodes from the event to your Brown Paper Tickets account. (See box on right.)

How to: Upload Barcodes

1. Log in to your Brown Paper Tickets account from your web browser.
2. Select “Box Office” from the top level navigation bar.
3. Select “Manage Mobile Scanning” from the Box Office Menu, under “Day Of” tools.
4. Select “Add New Event/Price” on the “Loaded Events” page. This can be done at any time. Future sales will automatically update in your scanner app.
5. Check the box next to the event you will be scanning tickets for and click “Add barcodes”.

Need help? 800-838-3006 Support@BrownPaperTickets.com

Due to camera limitations, this app is only supported on the iPhone 3Gs and iPhone 4 and newer Android models.

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