FOH Tool & Door Tool Guide

Contents

Intro

In order to check in ticket holders to your shows, we have a couple of tools that can be used depending on how many venues you will be managing.

If you have one venue and a small number of events to manager, we would recommend using the **Door Tool**.

If you have more than one venue or are managing many events at a single venue, we would recommend using the **Front of House (FOH) Tool**.

Functionally, they are both the same: they will both show you the ticketholders, and you can check people in on both, it's just a better experience using one over the other depending on the number of venues and shows that you are managing.

The Door Tool will be explained on the next page, and the FOH Tool will be explained in more detail on page 6.

Door Tool

Accessing the Door Tool

The reason that this is easier if you are only managing a handful of events or at one venue, is because you will need to access the Door Tool by going into each of the events.

1. Find the event that you would like to check people into > go to Dates, Times & Prices.

2. Then go to the event > Details > Door Tool.

3. In the new window that appears you have a few options on how you would like to access the tool. There is also information here about stopping sales.

There are 3 ways to access the Door Tool:

a) You can click on the "Go!" button – this will open a new tab where you can access the door tool.
b) You can scan the QR Code on another device so you can access the Door Tool there. This is a QR Code that is specific for that performance at that event, so no other events or performances can be accessed with it.
c) You can enter an email address for your staff to access the link – they won't need to create an account with Eventotron to access it.

3 ways to launch the door list and checkin tool:

1. Click to launch Door list & Checkin Tool

Go!

2. Scan this code to launch the door tool on your smartphone.

3. Email your front of house staff with a link.

Send

IMPORTANT NOTE for Venue Managers: If you are dealing with multiple performances, spaces and staff, you may prefer to use our more **flexible Front of House tool**. Get started in the 'Front of House Team' section of **your venue**.

Regardless of the way that you access it, it will look the same.
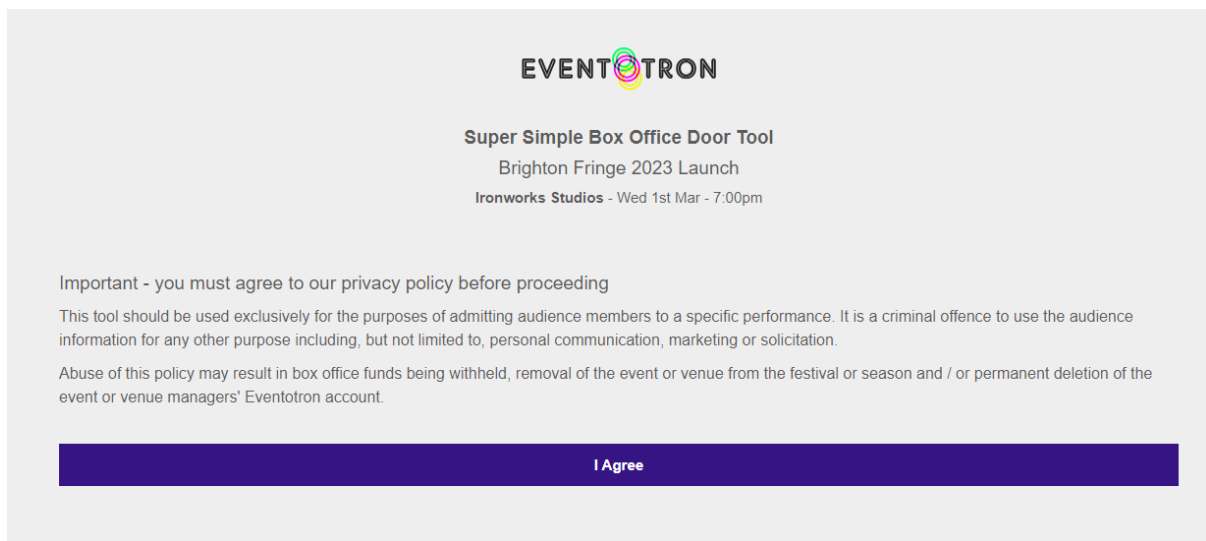
Agree to the terms and you'll get a screen like this:
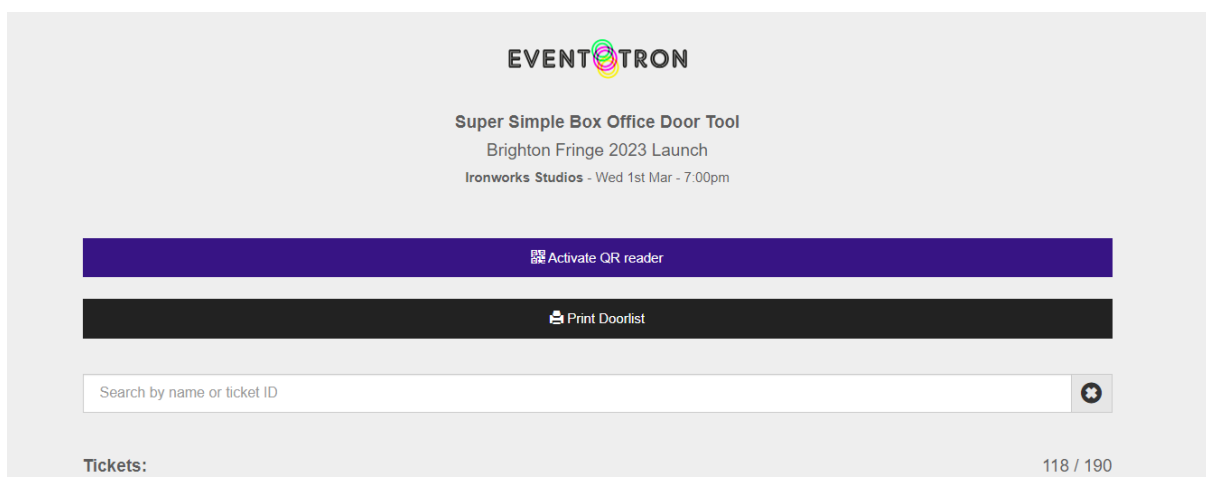
This is the screen you will use to check in your audience. You can either Activate the QR Reader in order to scan customer tickets (providing your device has a camera), or scroll down the list and click the "check in" button next to people's names.

You will also see people's access needs on this screen next to the customer's name.

You can also search for customer names.

Front Of House (FOH) Tool

This is accessed slightly differently. Instead of accessing it via the event, you would need to go to eventotron.com/foh

*For this guide, I will be using Caravanserai as the example as it has multiple venues. If you have opted to use the FOH Tool and don't have multiple venues, please disregard any parts that refer to multiple venues, the tool will still function the same.

How to Add other Users to FOH Tool

1. Go to your venue in Eventotron.

7 Venues

	ID	Title	Conversations	In Progress	Finalised	
☐	12274	Caravanserai Brighton: Backstage Hoopla				
☐	11303	Caravanserai Brighton: Junk Poets	37	3	44	
☐	11300	Caravanserai Brighton: Luna Parc	24	4	54	
☐	12335	Caravanserai Brighton: Pods		1		
☐	11906	Caravanserai Brighton: Under The Archway	4	3	18	
☐	12448	Caravanserai Site				
☐	12361	Caravanserai: Fringe City Stage	1		4	

2. Click on Front of House Team on the left side.

Caravanserai Brighton: Luna Parc

Brighton Fringe 2023

| Intro |
| Settings |
| Events |
| Timeline |
| Events in Conversation |
| Ticket Sales |
| Front of House Team |
| Box Office |
| Insurance and Risk Assessment |
| ⚠ Office Use |
| Advertising |

MAY 5 - JUNE 4 2023
JOURNEY INTO FRINGE

Introduction | Updates

Useful documents:

Venue Information Pack 23
An overview that covers all aspects of having a venue in Brighton Fringe.

Industry Contact List
A list of helpful contacts based locally to support your venues and events from designers,

How to Market Your Venue
A basic guide on how to market a new, pop-up or established venue

How to Complete the Music Section
A document detailing how to

Once there, you'll get a break down of the users that are currently registered and you can add others there.

3. Add users by clicking on "Add User"

Caravanserai Brighton: Luna Parc

Brighton Fringe 2023

| Intro |
| Settings |
| Events |
| Timeline |
| Events in Conversation |
| Ticket Sales |
| Front of House Team |
| Box Office |
| Insurance and Risk Assessment |

Front of House Team   ⊕ Add user

Specify which users have access to the Front of House Tool. If users do not have an Eventotron account, they will be prompted to create one when they use the Front of House Tool. Front of House users do not have access to the rest of your festival or season in Eventotron unless you have specifically added them to your company.

Once you have granted them access, please direct your team members to eventotron.com/foh for access to the Front of House tool. Users may log in with their Eventotron accounts if they have them - otherwise they will be emailed a simple access code.

First Name	Last Name	Email	Job Title	Venues
▮▮	▮▮▮	▮▮▮▮▮▮	Caravanserai Front of House Manager	Caravanserai Brighton: Luna Parc
▮▮	▮▮▮	▮▮▮▮▮	Box Office Manager	Caravanserai Brighton: Luna Parc

Email address

First Name

Last Name

Job Title

Venues

☑ Caravanserai Brighton: Junk Poets
☐ Caravanserai Brighton: Luna Parc
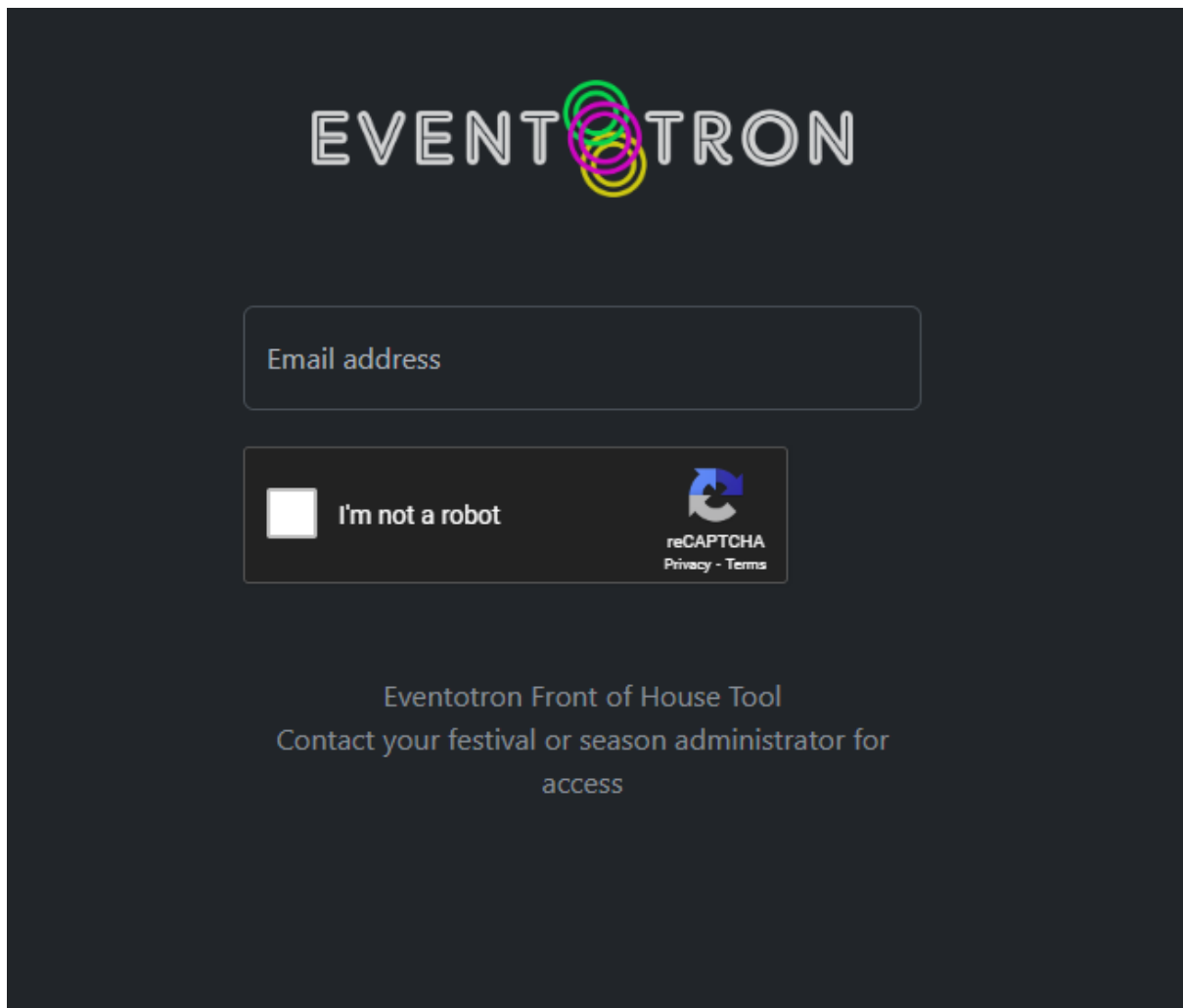☐ Caravanserai Brighton: Under The Archway

You can add in all the information here, but the only information that's absolutely necessary is the **email address**.

Then tick the venues that you would like them to be able to access (if there's only one, it will be ticked automatically) > save.

Please note: whoever is added **will not** automatically be notified by Eventotron. Instead, they will need to log in on eventotron.com/foh and they will be able to access the tool as below there.

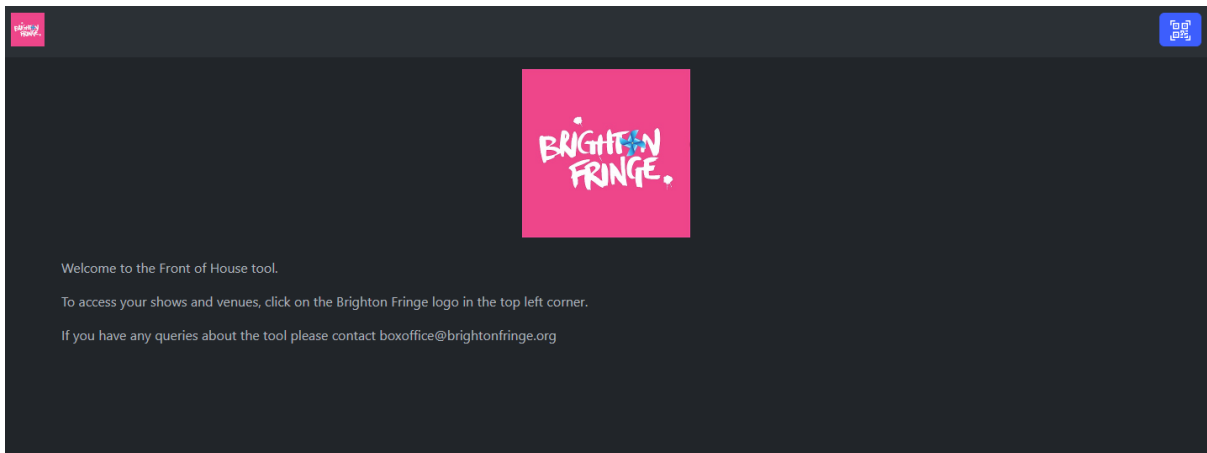## How to access the tool

Once added, you will then need to go to https://eventotron.com/foh/ and enter the email address there.

Just log in with the email address that's been added on the venue, and follow the instructions here.

How to use the tool

Once you're logged in on the tool, you should see a screen that looks like this:

Click or tap on the Brighton Fringe logo in the top left corner to access your venues and shows. The below menu should pop up.
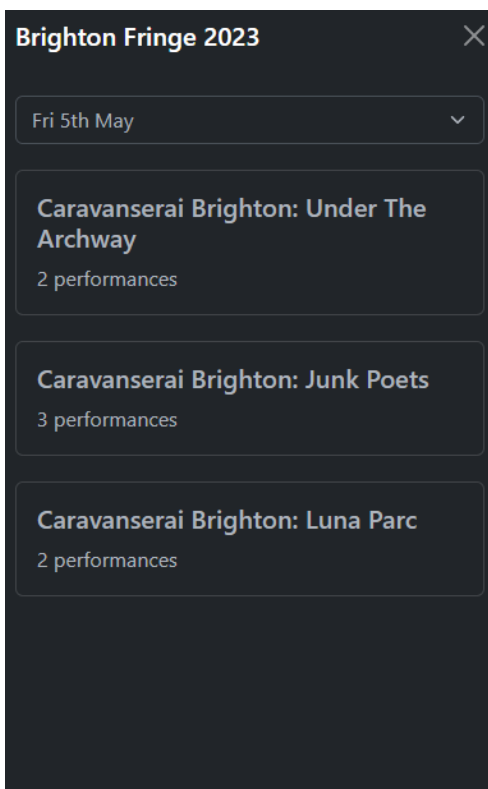
Make sure to select the date from the drop down at the top of the menu.

Then select the venue that you will be checking in ticketholders for. (If you are only managing one venue, then the events will show automatically without having to select the venue).

The events for that venue and date will then pop up beneath the menu. Tap or click away from it to see your events.

You can then tap on the event that you are looking to check ticketholders in on.

When you click on the event, you will be able to see more information about the event, including content warnings, if there is an interval, the show's babes in arms policy, and age suitability.

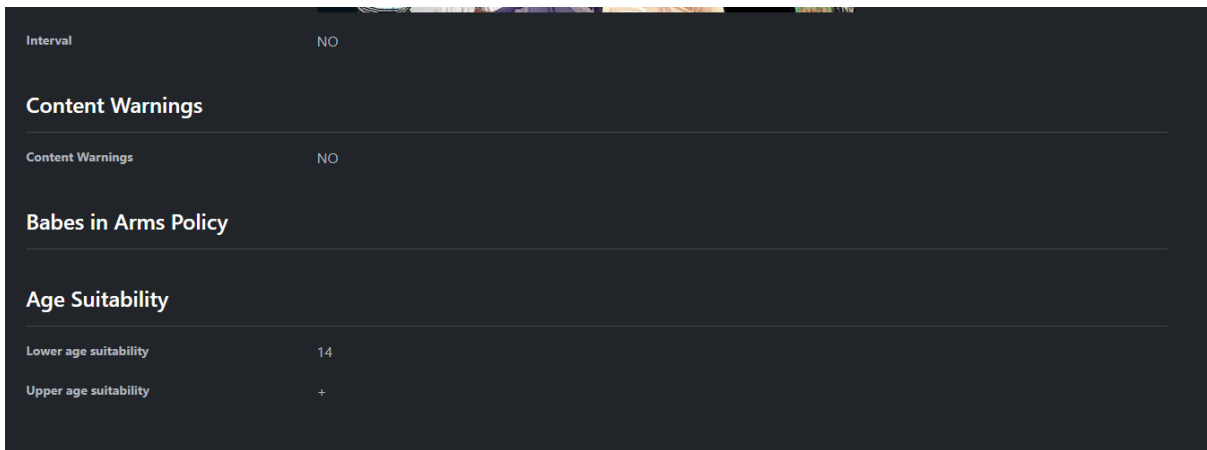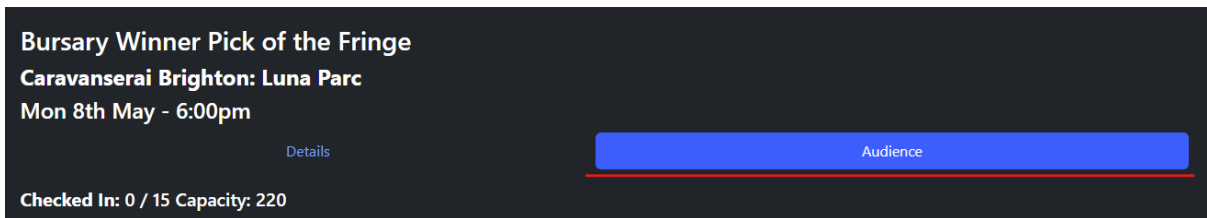| Interval	NO

Content Warnings

Content Warnings	NO

Babes in Arms Policy

Age Suitability

Lower age suitability	14
Upper age suitability	+
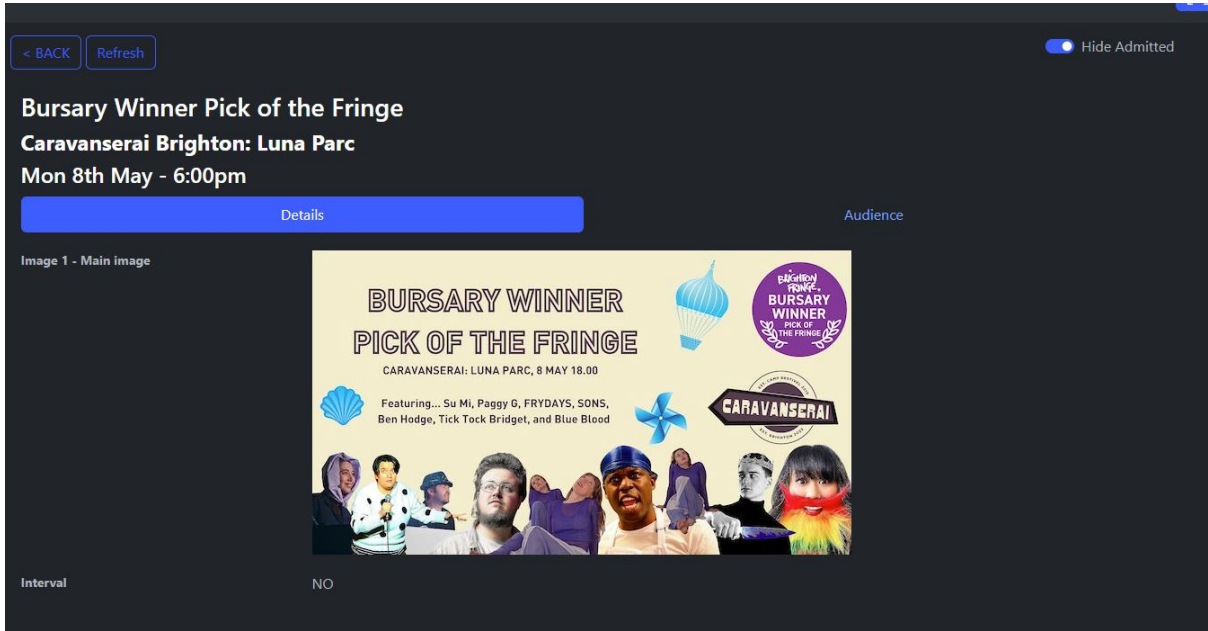
In order to begin checking people in, you will need to go from the Details tab to the audience tab.

Bursary Winner Pick of the Fringe
Caravanserai Brighton: Luna Parc
Mon 8th May - 6:00pm

Details   Audience

Checked In: 0 / 15 Capacity: 220

You will then be able to see information in the list below about your audience, including their names, emails, and also if they have any access requirements. The access requirements will appear next to their name if they have any.

You have two methods of checking in your audience:

1. If you ask for the ticketholder's name, you can click on the check in button to the right of their name to confirm they have arrived.
2. You can click on the QR icon in the top right corner. This will then open the camera, and you will be able to scan the QR codes on your audience's tickets.

< BACK   Refresh   ● Hide Admitted

Customer Search

Bursary Winner Pick of the Fringe
Caravanserai Brighton: Luna Parc
Mon 8th May - 6:00pm

Details   Audience

Checked In: 0 / 15 Capacity: 220