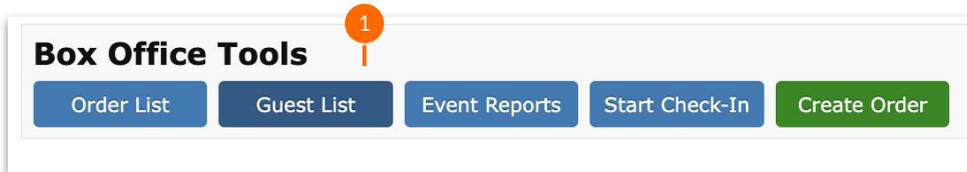


# HOW TO VERIFY IF A FAN WAS SCANNED IN

Each time a ticket is scanned in, it is recorded in the Virtual Box Office. There are two methods available to verify if a ticket has been scanned in. Each method provides different information or allows you to take further action.

## Method 1: How To Verify If A Fan Was Scanned In | WITHIN THE EVENT

- 1) Navigate to the desired event and select **Guest List** within the Box Office Tools
- 2) Here you will see the list of all guests. Those checked in will have a check mark next to their name and those not checked in, will have the option to manually check them in.
- 3) Search for a specific guest by name, email, phone number, or last four digits of the credit card used to narrow down your search.
- 4) You have the ability to Clear Check-Ins if an issue arises such as bad weather and you need to evacuate the venue and begin re-entry at a later time. If you need additional information, such as what time the fan was checked in please continue to Page 2 for the second method.



**Guest List**  
event Theater Production - January 4, 2025 2:00 PM EST

[Export Guest List](#)
[Notify Guests](#)
[Notification History](#)

Notifications: 3/3

[Search](#)

4 CHECKED-IN as of 01/15/2025 12:40 PM EST
 12 TICKETS SOLD
 [Clear Check-Ins](#)

1-12 of 12 tickets

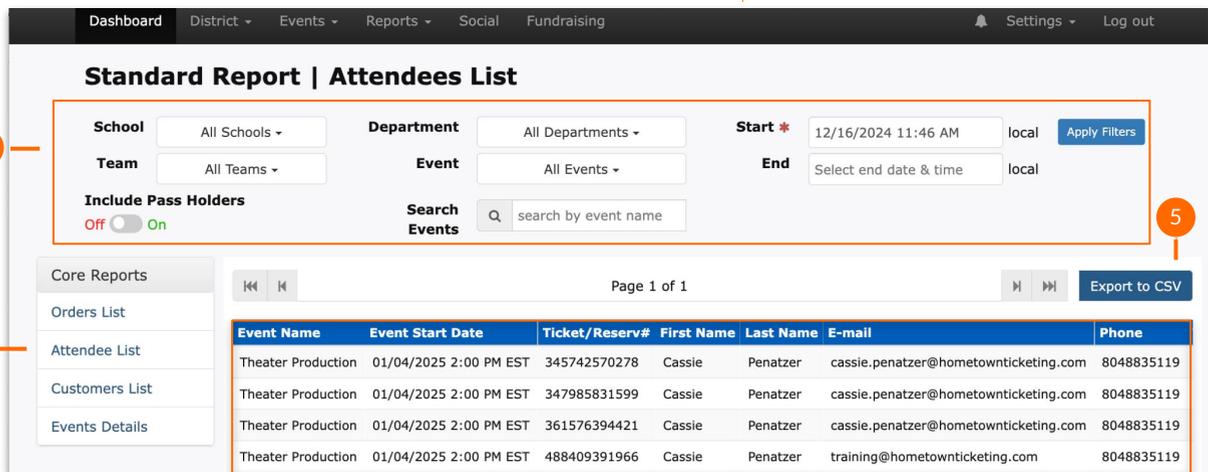
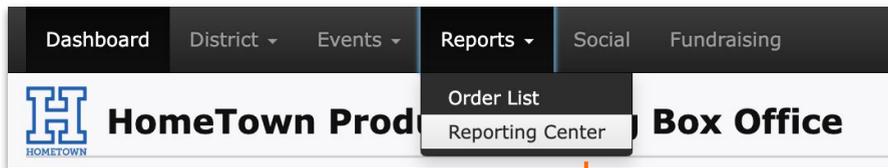
Ticket/Reserv #	First Name	Last Name	E-mail	Phone	Ticket Type	Actions
345742570278	Cassie	Penatzer	cassie.penatzer@hometownticketing.com	8048835119	Adult General Admission	✓
836269703727	Cassie	Penatzer	training@hometownticketing.com	8048835119	Adult General Admission	✓
768508442927	Cassie	Penatzer	training@hometownticketing.com	8048835119	Adult General Admission	✓
488409391966	Cassie	Penatzer	training@hometownticketing.com	8048835119	Adult General Admission	✓
632391181711	Cassie	Penatzer	training@hometownticketing.com	8048835119	Adult General Admission	➤ Check-In
553136392080	Cassie	Penatzer	training@hometownticketing.com	8048835119	Adult General Admission	➤ Check-In
543983695790	Cassie	Penatzer	cassie.penatzer@hometownticketing.com	8048835119	Adult General Admission	➤ Check-In
347985831599	Cassie	Penatzer	cassie.penatzer@hometownticketing.com	8048835119	Adult General Admission	➤ Check-In

2

# HOW TO VERIFY IF A GUEST WAS SCANNED IN

## Method 2: How To Verify If A Guest Was Scanned In | WITHIN THE REPORTING CENTER

- 1) Within the Reports tab at the top, select **Reporting Center**
- 2) Select **Attendee List** within the Core Reports options
- 3) Apply any desired filters to simplify your search and select **Apply Filters**
- 4) Now, you can scroll to the right of this list to view Scanned In Time, Scanned Out Time, as well as the Scanned In User
- 5) This list can be exported by selecting **Export to CSV**



This close-up screenshot shows the 'Scanned In Time' and 'Scanned In User' columns. A red box highlights these columns, with a red circle '4' pointing to it. The data shows 'Scanned In Time' and 'Scanned In User' for several rows.

Event Level Name	Section	Row Number	Code Type	Code Used	Promo Code Used	Scanned In Time	Scanned Out Time	Scanned In User	Custom Msg
It General Admission						01/15/2025 12:37 PM EST		home.town24	VIP SPONSOR
It General Admission									VIP SPONSOR
It General Admission						01/15/2025 12:37 PM EST		home.town24	VIP SPONSOR
It General Admission									VIP SPONSOR
It General Admission									
It General Admission						01/15/2025 12:37 PM EST		home.town24	