# Ticket Scanners' Guide

This guide is to help you with how to scan the tickets with the scanners being used for 2024 LTA events. All tickets are activated at 6 am on the day of the event. Once activated, it is important to scan the ticket for the spectators attending the event to determine the event attendance accurately.

Following are the type of tickets you will come across at the LTA Events:

Types of tickets:

- **Mobile ticket**: purchasers receive this on the LTA Tickets App that they must have downloaded and logged in to have the tickets as shows below:
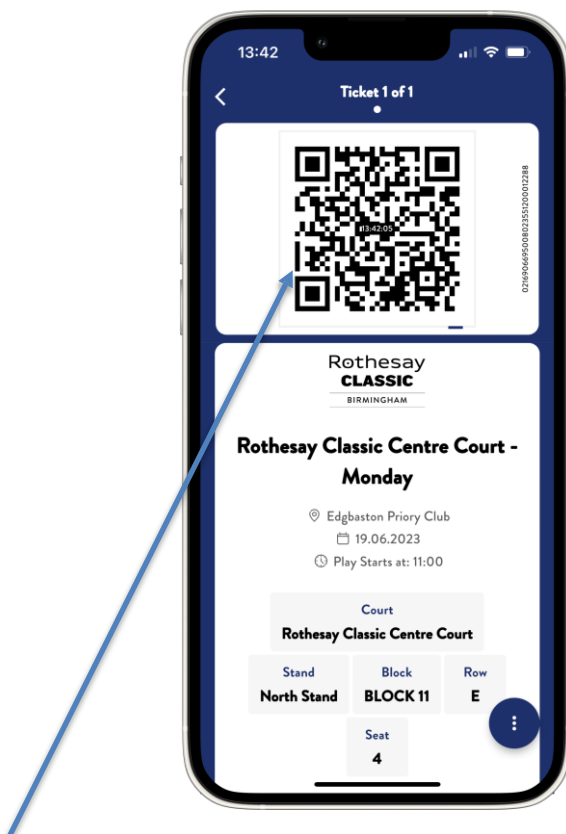
- The ticket will have a QR code; to scan, point the head of the scanner to the QR code area and press the right/ left button on the top of either side of the scanner, there will be a red light emitted and a beep sound will be heard with green ticket appearing on the app. Continue scanning where ideally a beep sound will be heard per ticket scanned.

- The scanning will work better under the shade if there is too much sunlight, please try not to point the scanner too close to the phone while trying to scan.

- Please request the spectator to increase phone's brightness if the screen is not already bright enough.
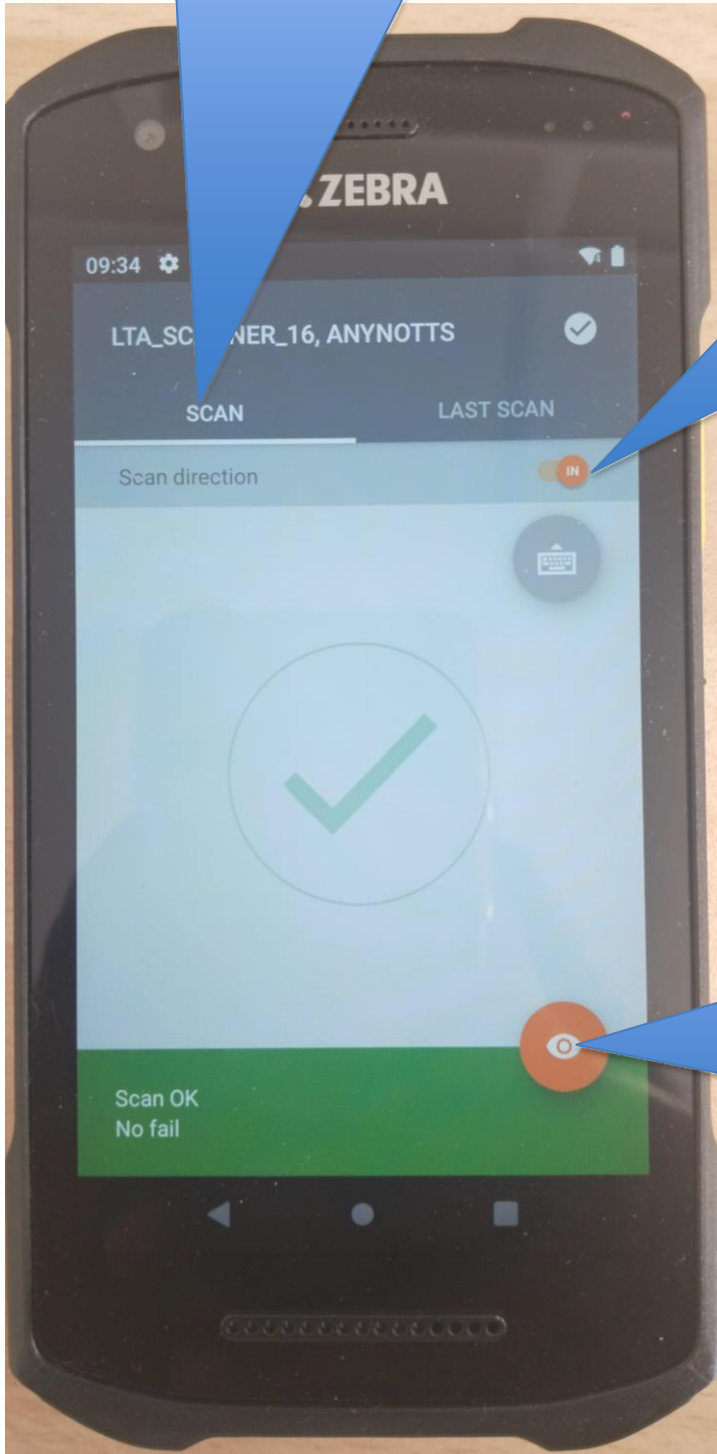
The top right button on the header of the scanner can be used to turn on and off the scanner.

- ***The PIN code is 1234 to unlock the scanner.***

Please ensure this screen remains as it is shown i.e. ''SCAN''. In case you accindetnally touch the LAST SCAN option, it will give you an error with a red cross, in case this happens, please switch to the SCAN option again simply by clicking it.

Please ensure that this option is always as shown i.e. IN as accidentally changing it to OUT will come up with the scan direction OUT error. In case this happens, simply switch it the other way to bring it back to IN.

Touch this square button to see what is open on the scanner and swipe up the Secutix app to close it and start the app again by clicking on the Secutix App orange icon on the home screen.

ZEBRA

09:34

LTA_SCANNER_16, ANYNOTTS

SCAN   LAST SCAN

Scan direction   IN

Scan OK
No fail

- In case you get a red cross with 'double entries error', try to scan another ticket after a pause of 5 seconds. If this does not work, please close the app by clicking on the square button at the bottom down area on the screen and swipe up the Secutix app and click on the Secutix App Orange icon on home screen again to launch the app.

- The app will relaunch with a barcode graphic.

- Please note that accidentally you might touch the app where the screen might change to LAST SCAN instead of the SCAN screen. Please change it to SCAN screen in case this happens.

- Moreover, with an accidental touch the scan direction might change from IN TO OUT, please change it to IN by pressing the top right option appearing with IN/ OUT button on screen.

- Please keep a lookout on the battery level of the scanner, once it reaches around 30 percent you can swap the scanner from the box office and put the one in use for charging. Please consult the Box Office Manager if need be.

E- TICKET:

E-tickets are print at home. Following is the example of an e-ticket:

Product ext name

Date: Tue, 01 December 2009

Play Start Time: 20:00   Gates Open at 20:00

Block: B1

Row: R7   Seat: N13   Ticket Type: Subcategory ext name

Price inc. fees: £20.00

Ticket Holder: Ticketholder firstname Ticketholder lastname ID

9876-5432-1987-6543-21

Rothesay OPEN NOTTINGHAM

4-12 JUNE 2022
NOTTINGHAM
TENNIS CENTRE

No ticket holder or spectator may : **(a)** cont inually collect, disseminate, transmit, publish or release from the grounds of the Tournament any match scores or related statistical data during match play (from the commencement of a match through its conclusion) for any commercial, betting or gambling purpose); and **(b)** film, photograph, broadcast, stream, publish, transmit and/or otherwise offer to the public (or assist any third party in offering to the public), on a live or on a delayed basis, in whole or in part, and whether on a free basis or subject to payment, any sound recording, photograph, video footage, motion picture, film and/ or other audio-visual content captured by any means whatsoever inside the Tournament site (except as is allowed in the Tournament Accreditation Policy). The continual use of laptop computers or other handheld electronic devices within the confines (spectator area) of the tournament match courts is prohibited. The exception to this provision is properly credentialed media, tournament vendors and tournament staff when used in the performance of their duties.

Upon purchasing tickets for the cinch Championships, the attendee is agreeing to the Terms and Conditions as set out by the Lawn Tennis Association. These Terms and Conditions are available to view on the following website: **https://www.lta.org.uk/fan-zone/ticketing-information/ticket-terms-and-conditions/**

Following is an example of a physical ticket:
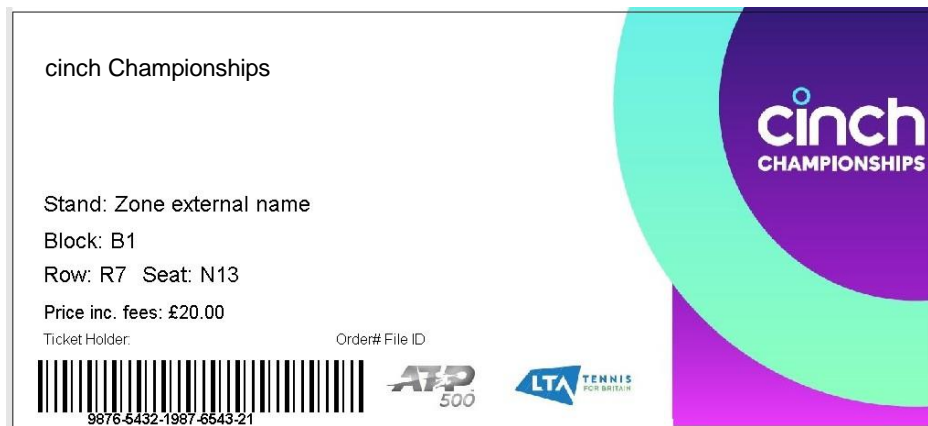
OPEN PASS

An open pass is a reusable, rescannable ticket. It is a physically printed ticket given to be kept with you during your shifts.

At the end of your shifts please return the scanners to the box office.

If you have any questions/ queries please let the Box Office Manager on the day of the event know.

Thank you for all your hard work!