

Hi volunteers!

Thank you so much for signing up to help with scanning tickets for Parade of Homes. We are excited to have you at the Parade houses to greet Parade-goers!

This video will walk you through how to prepare and set up your device for scanning tickets. I will also provide links and the written instructions for your reference.

Let's get started!

First, download the TicketSpice app. The icon is green with a chili pepper. I have links to download the app in the video description and on the written document. The app is available on iOS and Android. If you have used the app for previous events, go to 'Settings,' scroll down, and tap 'Log Out.'

Download the App

[Click here to download for iOS](#) | [Click here to download for Android](#)

Once you download the app, it will ask you to name your device and enter an "app key." You will name your device with the corresponding Parade house number. (Note: This is not the house address number, rather the number assigned for Parade.) For example, if you are at Parade House #24, your device name will be "24" with no additional words or symbols. If there will be more than one volunteer at the house to scan tickets, the device names will be the **same**. If you are unsure about the house number, check out the Parade yard sign at the house or on the reference guide. The App Key for this event is **5401526990**.

You will need to have connection, whether that's Wifi or Cellular Data to sync the data. You will not need Wifi or Cellular Data to scan, but please do not 'log out' until you have synced the data back to the app. This is how we will get the analytics and information of the scans. Syncing happens automatically when connected to WiFi or Cellular Data.

Sometimes, consumers will come to tour the Parade houses and they have not purchased a ticket yet. We will kindly ask them to step to the side and purchase their ticket. On the yard signs, there will be a QR Code for Parade goers to scan to purchase tickets, and there will also be a small yard sign that says "Get Tickets at ParadeGBR.fun" to direct consumers where to go to purchase tickets without holding up the line. We do not want to put you as a volunteer in a situation where any Parade-goers would get turned away for not having a Parade ticket. Hopefully Parade understand why we are charging for tickets and why it's important. If anyone puts up any objections to purchasing a Parade ticket, *it is okay to just let them in the house*. It will affect the analytics on the data side, and also not count towards our donation, but we don't want to cause any issues for the volunteers!

To prepare for scanning the ticket, we can look over each option on the TicketSpice App homepage. There are buttons for Scan, Search, Reports, and Attendees. You can:

- Press **Scan** to scan tickets in.
 - This is where you will be mainly.
 - Tickets can be scanned multiple times a day at different locations. A ticket may say it has already been checked in, and that means they toured other houses already.
 - When you scan, there will be a green screen with a check mark to mark the scan successful. From here, if there are more tickets from that order, you can swipe right to view those tickets and scan them in.
 - For example, if John Smith orders 5 tickets in one purchase, all five tickets will be available by swiping right after you scan John's ticket.
- Press **Search** to look up tickets by purchaser's name.
 - If attendees don't have their ticket, you can search them by the name they used on their order to check them in.
- Press **Reports** to see live updates of how many are scanned in.
 - If you're interested 😊
- Press **Attendees** to see all registered ticket holders, and if they have checked-in or not.
- Press **Settings** at the bottom of the screen to update your scan preferences.
 - Settings will also allow you to change your device name if you volunteer at different houses throughout the weekends.

And that's it! The tickets are a QR code that registrants can have either emailed or texted to them, and some may even have it printed out. Everyone is pretty used to QR codes and how they work now, so it should be pretty simple. One main difference with these QR codes, they can NOT be scanned with your smart phone's camera app. Be sure to download the TicketSpice app and follow these instructions and you should be good to go. Please let me know if you have any questions prior to Parade weekends. I will also be available on these weekends for any texts or calls.

For any questions, contact:

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