ESN Ticketing App

User Guide

(Manual for ESN sections)

August, Koper

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Introduction

Welcome to the Leaders manual of the ESN Ticketing App!

This manual is crafted to provide you with a thorough understanding of our specialized ticketing solution tailored for the Erasmus Student Network (ESN) sections. Whether you are a seasoned ESN event organizer or a newcomer, this guide aims to walk you through the features of our application, aiding you in improving your event management processes.

In the dynamic realm of student events and activities, efficiently coordinating and managing them can pose a considerable challenge. This is where the ESN Ticketing App comes into play. With its user-friendly interface and robust features, the app empowers ESN sections to seamlessly create, manage, and oversee events, all while providing an effortless experience for event attendees. You can use the app to create events and scan the tickets of registered attendees while offering Erasmus and local students an intuitive platform to explore events, register, and access their Tickets.

Behind the scenes, the IT team at ESN Slovenia is working to elevate the app's capabilities. While continuous enhancements are underway, we are excited to present the initial production version. Even in its nascent stage, we are confident that the app will provide substantial utility and serve you in the event management challenges.

Your participation and insights are invaluable to us. We encourage you to share your feedback, helping us refine and enrich the app's features.

Overview

This document is structured with two main parts: instructions for ESN sections and afterwards for their students. For ESN sections, it covers profile creation, event management and ticket scanning. For students, the guide includes profile personalization, event browsing, registration, and ticket access.

Register as a section

You must select an administrator from your section's volunteers that will be managing the application and will initiate the registration process. The administrator is then required to access the web link that is already provided to your section by email. The administrator will fill out the section's essential credentials, including the email address, chosen username, and password. This information ensures secure access and management of the section's profile within the ESN Ticketing App. Furthermore, the administrator will be required to select the *ESN Section* role from the dropdown menu as the example of ESN Primorska in Figure 1.

Log in

Once your section is registered, you will see the *Success* pop-up. If you get an error, please try again in a couple of minutes. After a successful registration, you will be able to log in. You can do so by entering the username and password in the Log in form (Figure 2). That will lead you to the *Events Dashboard*.

Update the section's profile

The first time you log in, it is recommended that you immediately go to the *Profile* page, and update the information. Here you can change your section's full name, password and add links to social media. These links will be accessible to the students with the next update.
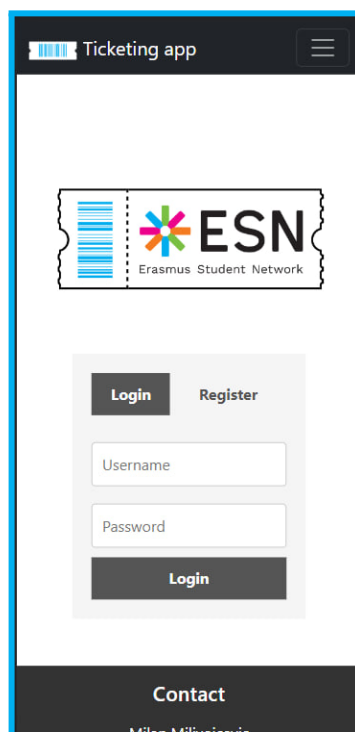
Figure 1. Section Registration

Figure 2. Login form (mobile view)

Manage Events

Create an Event

After the first log-in, the Events Dashboard (Figure 3) is empty. On the bottom of the left part of the window, you will notice the *New Event* button. Once you click it, you will see the prompt where you can enter the Event's details (Figure 5). You also have to select the event's category. By doing so, the event is assigned a specific image associated with the category. You can also include the event's location. Specifically, by inputting the location's link, the location will become clickable. After clicking the *Create* button, the event will be visible on the left panel. In the same manner, you can add multiple events. The first event on the list is also selected by default and is shown on the right panel. In the mobile view, the event is shown below the list of events (Figure 4).

Update an Event

Each event can be selected. If you can not find an event, try the *Search* bar. When you select an event, you will see the *Edit* button on the right side of the panel. This will open a prompt similar to the New Event, where you can edit all the details of the event. When you click *Save*, the changes will be updated in the database.

Delete an Event

On the right panel, next to the *Edit* button, you will notice the *Delete* button. This will remove the event from the list on the left panel and will not be visible to the Students as well. With the next version of the app, the *Archive* button will be available and the past events will be visible only to you.

Attendees List

By clicking on the *Attendees* button, you will get a pop-up with the list of attendees of your event. This feature is available only to you.
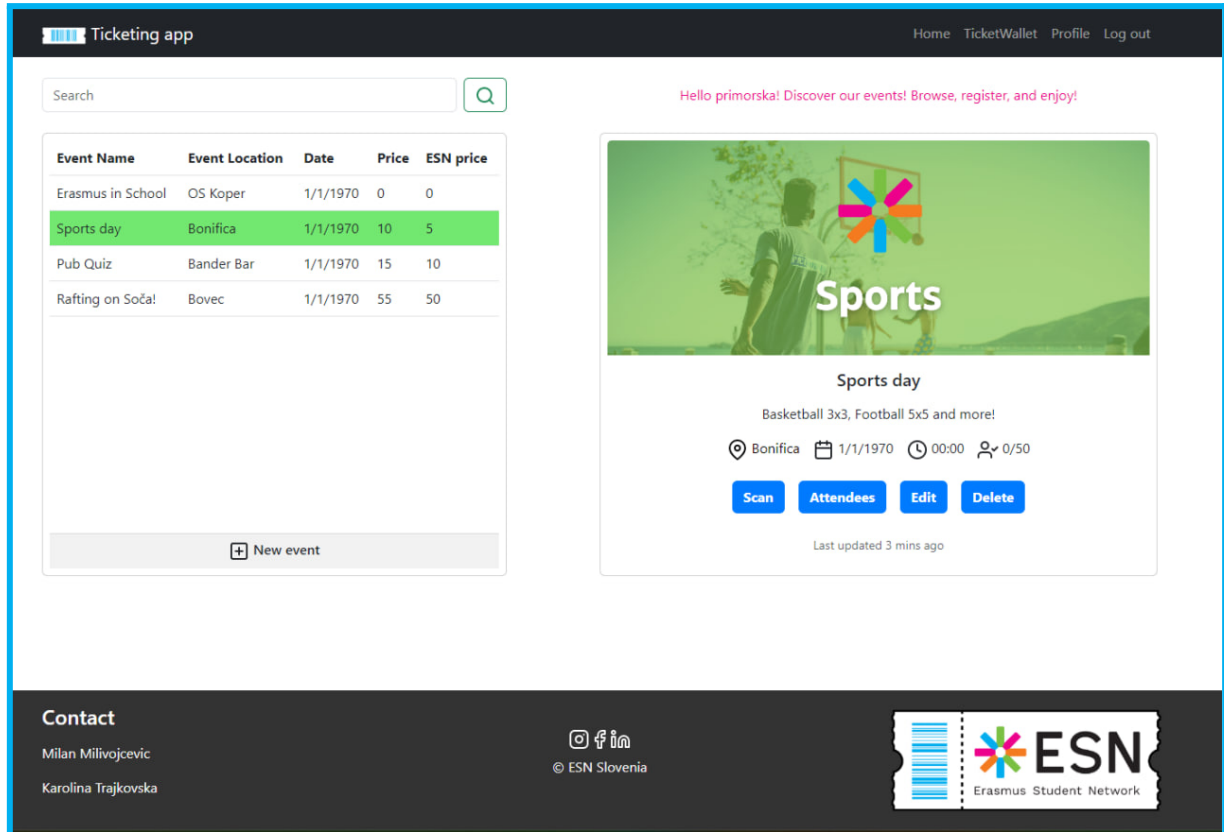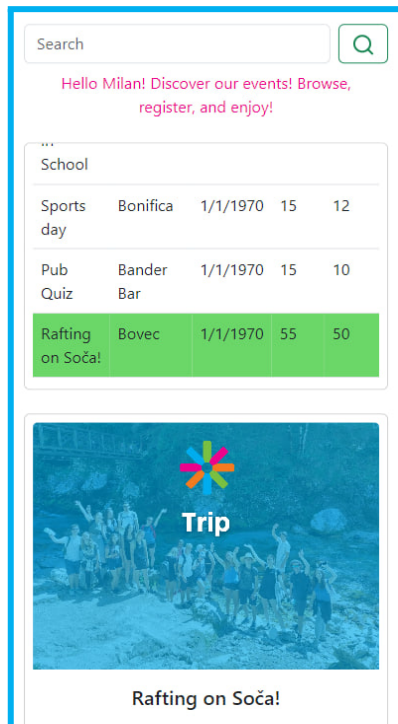
Figure 3. Events Dashboard

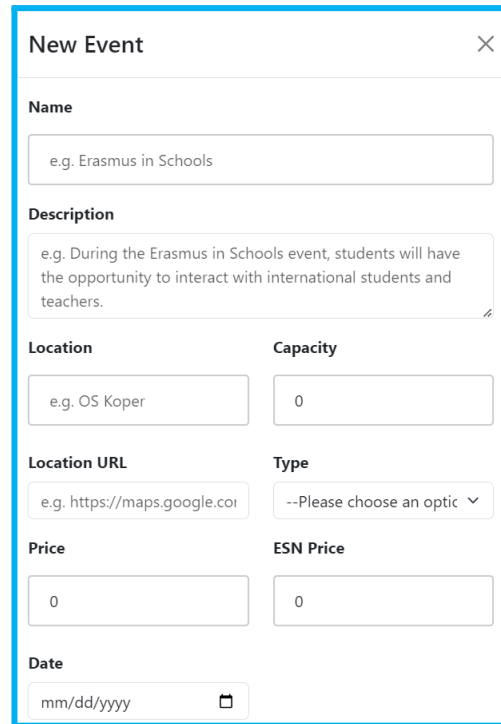*Figure 4. Events Dashboard (mobile view)*

Figure 5. Create an event prompt

What is a Ticket?

The ticket is a QR code that identifies a user (a student), the event that the user is registered to and the validity of the registration (Figure 6). The feature to scan a ticket replaces the effort of a volunteer searching for an attendee. Once the ticket is scanned, its status changes to *Invalid*. This will assure the uniqueness of the ticket, which means it can be used by one person only.

Scanning Tickets

The *Scan* button is available on the panel of each selected event. You can also find the *Scan Ticket* page in the navigation bar. The tickets are scanned through the mobile device that is running the ESN ticketing application. The ticket scanning user interface will dynamically adapt to the size and the screen resolution of the used mobile device. When you click *Start Scanning*, the camera will activate. Be sure to see the whole QR code in the camera window. If the ticket is valid, you will see the note. You can exit the camera window by clicking *Stop Scanning*.
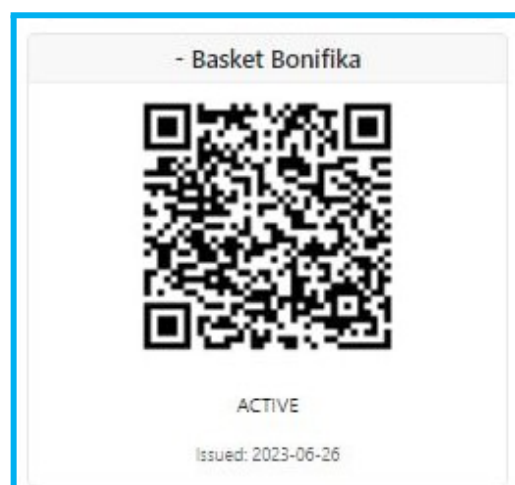

Figure 6. A Ticket Example

How can a student follow your section?

Beside's the ESN sections, this app shall be used by the attendees of your events. Those are the users registered as Students. They shall enter their credentials to the Registration form and select the *Student* role.

Student's Profile Personalisation

Be sure to inform your students that they should open the *Profile* page (Figure 8) as soon as they log in for the first time. There they can select the ESN sections they want to follow. Multiple sections can be selected by the section's **username**. Be sure that your students know your username. The usernames are unique. When that is done, they will see the events in their *Events Dashboard*.

Events Dashboard

The students get the same view of the events as the section, but with restricted rights (they can't create events, see attendees or scan tickets). However, they can still browse and select events. They can see the event details and can register for an event by clicking the *Register* button (Figure 7).

Ticket Wallet

Once a student has registered for an event, he/she can see the issued ticket on the *Ticket Wallet* page (Figure 9). They can browse their tickets by event name. They can see the status of the ticket (validity) and the QR code. This is the page they shall use to display the ticket that is going to be scanned at the event.
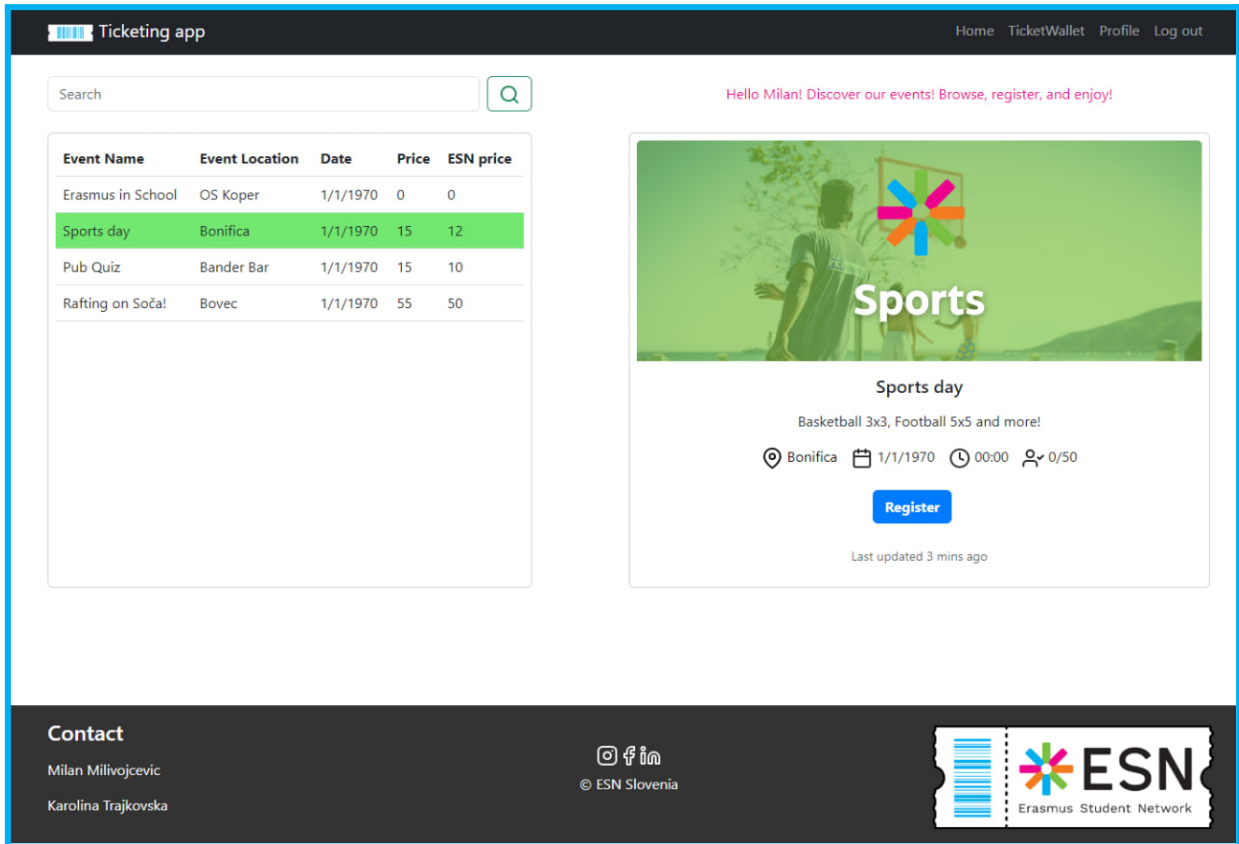
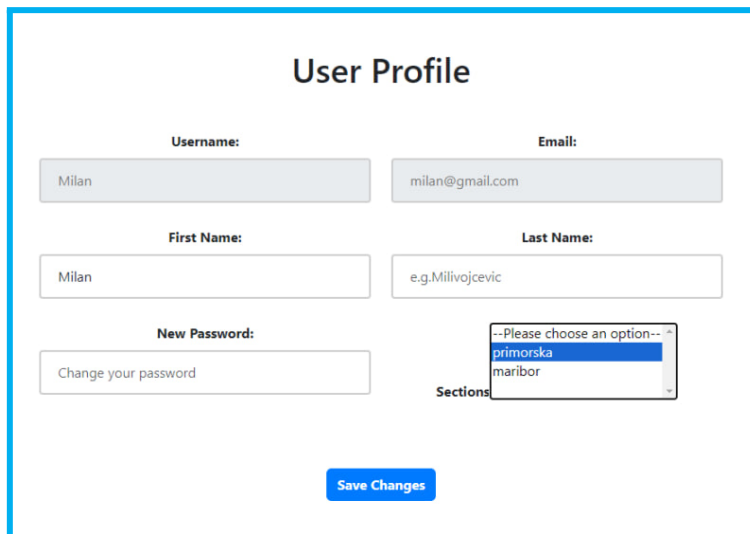*Figure 7. Student's Event Dashboard*

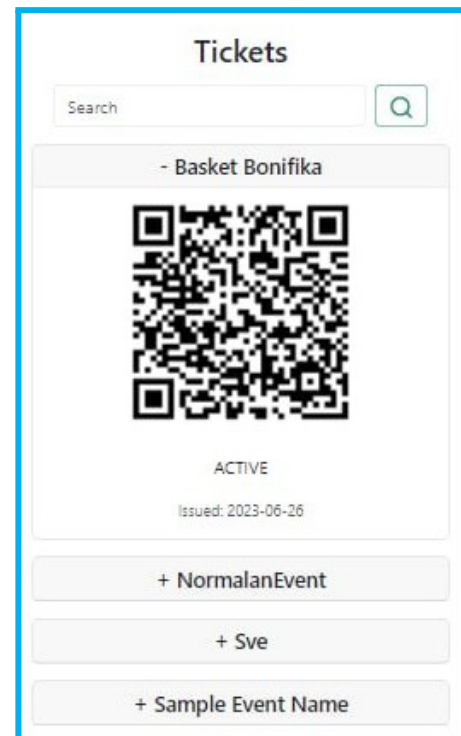*Figure 8. Student's profile personalisation*

Figure 9. Ticket Wallet

Additional information

Problem Report

In the footer, you can find the contact information of our Development team. Please send an email or contact ESN Slovenia on their social media if you experience some problems while using the app. Feel free to also send us your feedback which we can use for further enhancement of the app.

Payment System (Soon)

You may ask yourself why the system does not allow payment since a lot of the events are paid. This feature will be implemented by our team as soon as possible. Until then, please use our application only for your free events or inform the students that they must pay at your office.

*With love, **#esn_slovenia*** ❤️