



How do I scan event tickets and track attendance through the GameDay App?

Last Modified on 19/04/2024 10:56 am AEST

When entrants register for a ticketed event, they are given a ticket with a QR code that the event's organisers can

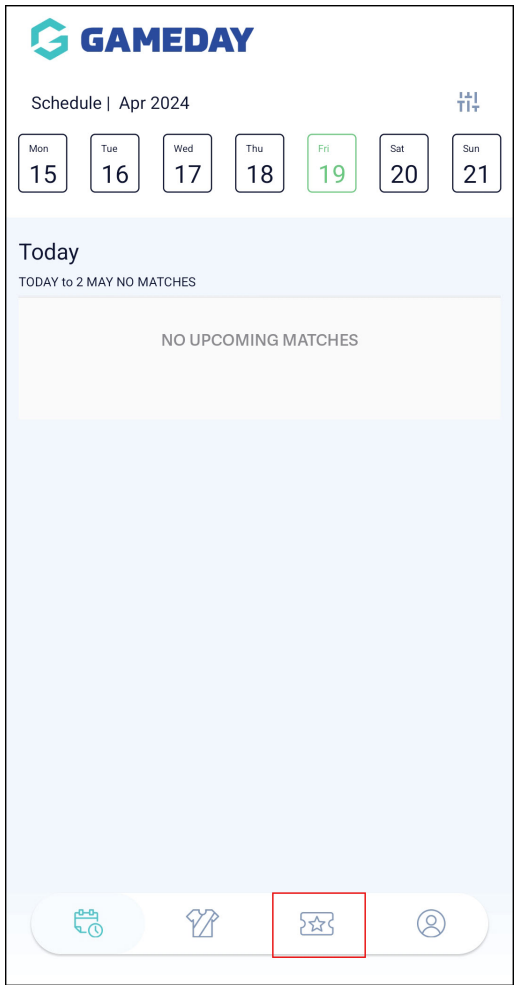
As an administrator, you can scan an entrant's QR Code and track their attendance record by following the steps below:

Scanning Entrant QR Codes through GameDay App

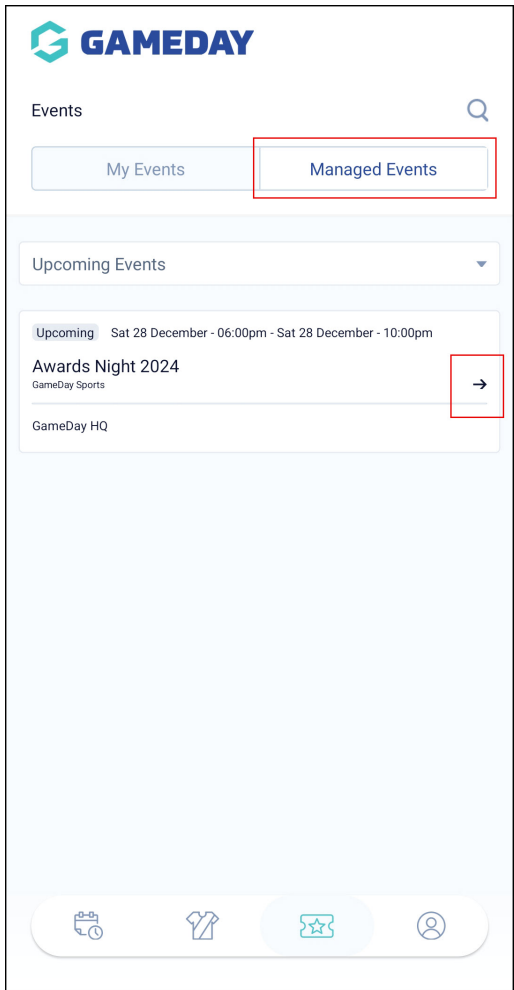
1. Log into the GameDay App using the same credentials you use to log into the GameDay database

A screenshot of the GameDay App login interface. At the top is the GameDay logo, which includes a teal 'G' icon and the text 'GAMEDAY powered by stack sports'. Below the logo is the heading 'Login to GameDay App'. There are two input fields: 'Email Address *' containing 'email@address.com' with a red border and error message 'Please enter a valid email address', and 'Password *' with a 'Forgot?' link and an eye icon. A teal 'Login' button is below the password field. Below the button is the text 'Don't have an existing GameDay account? Please create an account below' and a 'Create Account' button. At the bottom, there is a 'Privacy Policy' link and a copyright notice '© Copyright GameDay. All Rights Reserved.'. The bottom of the screen shows a mobile navigation bar with three icons: a hamburger menu, a home icon, and a back arrow.

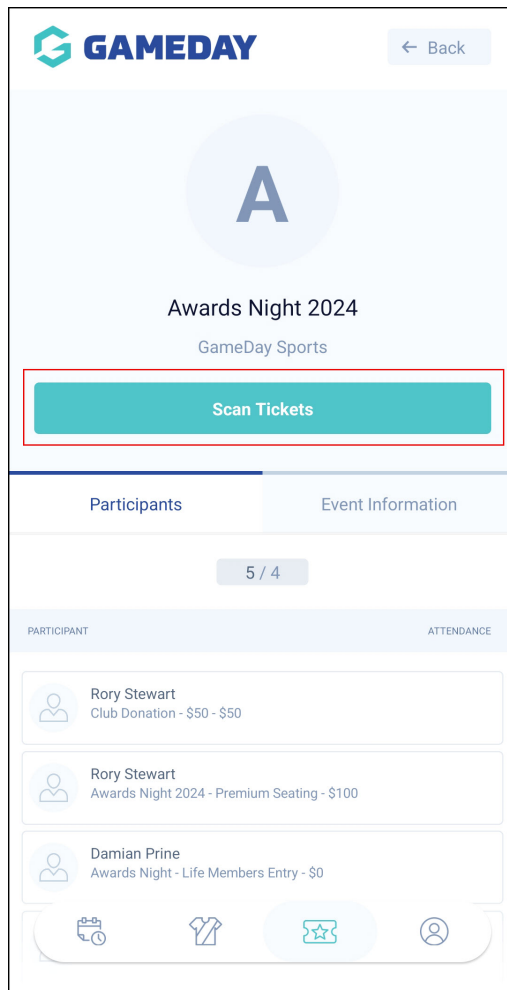
2. Select the **EVENTS** icon at the bottom of the screen



3. Select the relevant Event in the **MANAGED EVENTS** tab



4. Click **SCAN TICKETS**



Note: When you click this button for the first time, you will be asked if you want to allow the app to have access to your camera. Select OK

5. The app will open your camera. **Scan the QR Code** of the entrant's ticket. If successful, you will see a success message

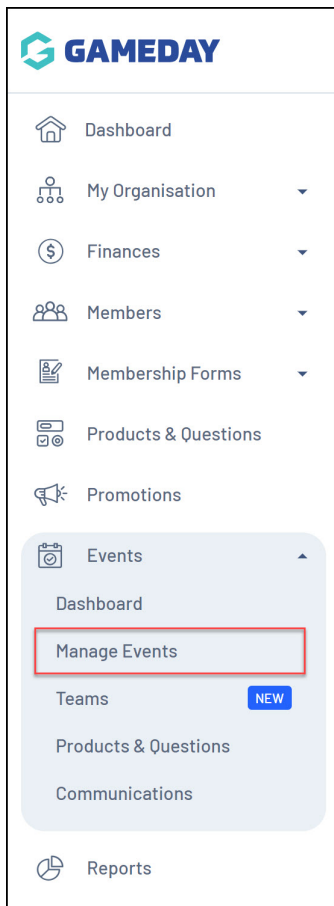
Note: If a QR code has already been scanned or is invalid, the app will display an error message

Entrants can find their QR Code on the confirmation email they received upon registration or by logging into the GameDay App and following the same process as above to reach the **My Events** section

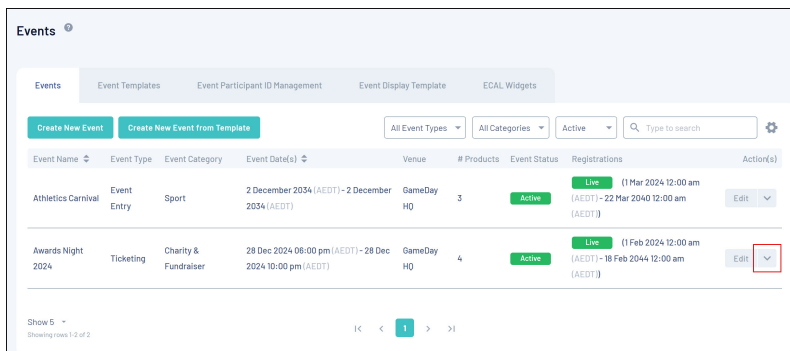
Tracking Attendance Data through GameDay database

Once an entrant's QR code has been scanned, their attendance will be confirmed and stored in the Event's details in your GameDay database. To find an event's Attendance Tracking information:

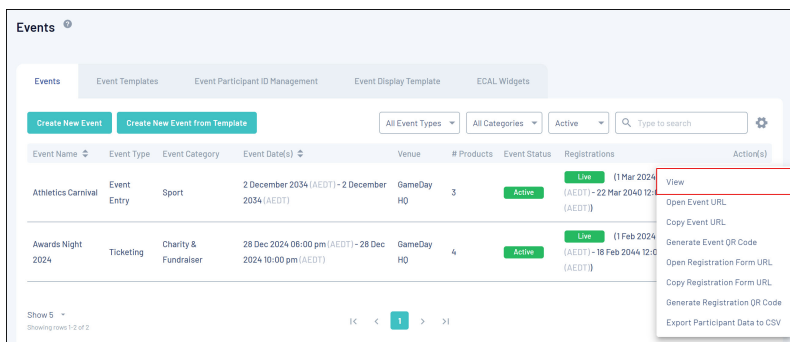
1. Log into your organisation's [GameDay database](#)
2. In the left-hand menu, select **Events > MANAGE EVENTS**



3. Click the **ACTIONS** arrow next to the relevant event



4. Click **VIEW**




5. Click the **ATTENDANCE TRACKING** tab

← Back

Awards Night 2024
Active

Overview | Participants by Product | Participants by Add-on Product | **Attendance Tracking**



Event Details

Event ID: EV323

Event Name: Awards Night 2024

Event Type: Ticketing

Event Timezone: Australia/Melbourne

Start Date/Time: December 28th 2024, 6:00 pm (AEDT)

End Date/Time: December 28th 2024, 10:00 pm (AEDT)

Event Category: Charity & Fundraiser

6. Here, you will see a log of all your event entrants and, based on whether or not you've scanned their QR Code, their Attendance Status. This allows you to see:




- **Participant Name**
- Their assigned **QR Code** details
- **QR Code Status:** Denotes whether or not their QR Code is assigned and valid
- **Attendance Status:** This denotes whether the entrant attended the event and had their QR Code scanned
- **Scanned Date/Time**
- **Valid Date/Time**
- **Void/Date Time:** If an entrant's order is cancelled or refunded, their QR Code will be marked as void

← Back

Awards Night 2024
Active

Overview | Participants by Product | Participants by Add-on Product | **Attendance Tracking**

All Attendance Status: Valid

Participant Name	QR Code	QR Code Status	Attendance Status	Scanned Date/Time	Valid Date/Time	Void Date/Time
Rory Stewart	 hRdwl8sVx9V-3lwwM/Uj+rg6VwNF8xRmoHqJL21 FSD084y0ACN+SYVICwnGHZ2	Valid	Yes	April 19th 2024, 10:43 am (AEST)	February 27th 2024, 3:55 pm (AEDT)	
Rory Stewart	 T6sIK40iq30L7/Bu0Pfuwa+K8egUeaY10es0kUJ37 xSC4BhnyGzfbZAHYvVnhsn2	Valid	No		February 27th 2024, 3:55 pm (AEDT)	
Damian Prine	 MrNhfJi6hAYrh6/3/mrecRvylZcrAspPU/p7Z8Dhg SjKzYzb3F-B3jKkKvVnN	Valid	Yes	April 19th 2024, 10:44 am (AEST)	February 27th 2024, 3:50 pm (AEDT)	

Show 25 Showing rows 1-3 of 3 < 1 >

Note: Entrants will have a valid QR Code for each different Ticketing Product they purchase, so if your event offers more than one product, you may see the same entrant appearing multiple times on the Attendance Tracking list

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