E-Ticketing Troubleshooting for Event Hosts

Problem	Try This
Scan tab missing	Confirm you have chosen the correct event & the event is E-Ticketed. Confirm you're assigned as EO or GM for the event.

Badge won't scan	Check lighting, clean your camera, or use a flashlight. May be a barcode or badge issue. Use **Can't Scan Report** if needed.
	
	1. Tap **"Can't Scan Report"** in the app
	2. **Take a photo** of the badge
	3. Manually enter the **Badge ID**
	4. Submit the report — this logs the redemption attempt
	
	If **Can't Scan Report** displays "**Attendee has no tickets for this event**" for the badge, manually report the issue to Gen Con Events:
	
	1. Take a picture of the badge
	2. Send an Email to events@gencon.com with the following information:
	    a. Event ID
	    b. Name and time of the Event
	    c. Picture of the Badge
	    d. Attendee's Badge ID
	    e. Your Badge ID
	    f. Issue you're having

Attendee says they have an E-Ticket but it's not appearing in the list of tickets	Confirm you have chosen the correct event, that the event is E-Ticketed, and you are scanning the badge that is associated with the E-Ticket.
	
	1. Is the Attendee name listed in the Tickets tab?
	
	    If YES, are they using the right badge? If they are, go to step 2
	
	    If NO, was the E-Ticket bought by someone else? If so, then the E-Ticket was not transferred to this attendee and their friend must transfer the E-Ticket to be redeemed.
	
	2. Did they upgrade their badge recently, receive a replacement, or are wearing someone else's badge?
	
	    If YES, they may need to have their new badge synced with their account. Use the Can't Scan Report. If the Can't Scan Report doesn't work, follow the steps in "Manually Reporting Issues with Scanning"
	
	    If NO, proceed to the Can't Scan a Badge section.
	
	3. You can **sell, comp, or issue** an E-Ticket if your event has space and your app gives the option.

None of the above is working!	**HQ Captains are here to help.** Be ready to share: 1. Your Name, Badge and the organization you're event is associated with 2. The **attendee's name and badge** who is having the issue 3. The **event name and time** 4. **Where** your events are hosted 5. What you've already tried