

What happens if your QR code was already scanned

Public help

A duplicate scan warning means the ticket may already have been used.

1. Stay at the entry point and speak with door staff.
2. Show your order details and ID if requested.
3. Do not buy a replacement ticket until the organizer or LinkUp confirms what happened.
4. Ask staff to escalate the issue if you believe the scan result is wrong.

Expected LinkUp behavior

LinkUp should block duplicate entry and provide enough scan history for staff to review disputes.

Implementation status

Expected behavior	Status	Surface	Manual check
Feature behavior should match this article.	Needs Verification	Public web / User App / Backend	Run the article steps in a test account.
Unconfirmed labels are marked with verification notes.	Implemented	BookStack	Search this page for [VERIFY:] .

Verification checklist

- Run the steps with a test attendee.
- Confirm exact UI labels.
- Check any related admin/order record if the feature changes data.

Gaps / notes

- This is a starter article and needs live UI review before public publishing.
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