

# Scanner & Door Operations

- [Scan tickets at the door](#)
- [Sign in to the Scanner App](#)
- [Select the correct event before scanning](#)
- [Understand scan results](#)
- [Handle duplicate scan warnings](#)
- [Use offline scanning safely](#)
- [Escalate door issues](#)

# Scan tickets at the door

## Public help

Scanner users should scan the signed QR code from a completed ticket. The scanner API validates the signed payload and ticket/event relationship.

### Tested outcomes

- Valid ticket scan succeeds once.
- Duplicate scan is rejected or flagged distinctly.
- Wrong-event scan is rejected.
- Invalid token is rejected.
- Unauthenticated API requests return JSON `401`.

## Verification evidence

Scanner Door Operations: QR Validation, Duplicate, Wrong Event, Live Scanner API Retest With Browser-Like Headers.

## Last verified

Verified against the staging website on 2026-06-13. Mobile apps were not tested in this pass.

# Sign in to the Scanner App

## Public help

Help scanner staff access the app before the event starts.

## Door procedure

Keep the door process calm. Validate the ticket, compare the event, and escalate uncertain results instead of guessing.

## Implementation note

Scanner behavior must be tested against the Scanner App, scanner API, ticket scan records, and duplicate conflict reports.

## Implementation status

Expected behavior	Status	Surface	Manual check
Scanner workflow matches app behavior.	Needs Verification	Scanner App / API	Run a scan test with valid, invalid, and duplicate tickets.
Door staff permissions are limited.	Needs Verification	Scanner App / Roles	Login as scanner and confirm only scanning tools are available.

## Verification checklist

- Test valid ticket scan.
- Test duplicate ticket scan.
- Test no-network behavior if supported.
- Confirm admin scan records.

# Gaps / notes

- Offline-first behavior needs hands-on venue-style testing.
- Exact scanner app labels need screenshots before public use.

# Select the correct event before scanning

## Public help

Prevent door staff from scanning against the wrong event.

## Door procedure

Keep the door process calm. Validate the ticket, compare the event, and escalate uncertain results instead of guessing.

## Implementation note

Scanner behavior must be tested against the Scanner App, scanner API, ticket scan records, and duplicate conflict reports.

## Implementation status

Expected behavior	Status	Surface	Manual check
Scanner workflow matches app behavior.	Needs Verification	Scanner App / API	Run a scan test with valid, invalid, and duplicate tickets.
Door staff permissions are limited.	Needs Verification	Scanner App / Roles	Login as scanner and confirm only scanning tools are available.

## Verification checklist

- Test valid ticket scan.
- Test duplicate ticket scan.
- Test no-network behavior if supported.

- Confirm admin scan records.

## Gaps / notes

- Offline-first behavior needs hands-on venue-style testing.
- Exact scanner app labels need screenshots before public use.

# Understand scan results

## Public help

### Use scan result messages to decide whether to admit an attendee

- Valid: ticket belongs to the event and has not been used.
- Duplicate: ticket was already scanned.
- Wrong event: ticket is valid for another event, not this one.
- Invalid: QR code or signed payload is not accepted.
- Unauthenticated: scanner session/API access is missing or expired.

“ **Internal note:** Add admin scan report/conflict screenshots after admin UI access is available.

## Verification evidence

Scanner Door Operations: QR Validation, Duplicate, Wrong Event, Admin And Internal Finance Surface.

## Last verified

Verified against the staging website on 2026-06-13. Mobile apps were not tested in this pass.

# Handle duplicate scan warnings

## Public help

Give staff a safe process for duplicate QR code warnings.

## Door procedure

Keep the door process calm. Validate the ticket, compare the event, and escalate uncertain results instead of guessing.

## Implementation note

Scanner behavior must be tested against the Scanner App, scanner API, ticket scan records, and duplicate conflict reports.

## Implementation status

Expected behavior	Status	Surface	Manual check
Scanner workflow matches app behavior.	Needs Verification	Scanner App / API	Run a scan test with valid, invalid, and duplicate tickets.
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## Verification checklist

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- Test duplicate ticket scan.
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# Gaps / notes

- Offline-first behavior needs hands-on venue-style testing.
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# Use offline scanning safely

## Public help

Document what staff should do when venue connectivity is poor.

## Door procedure

Keep the door process calm. Validate the ticket, compare the event, and escalate uncertain results instead of guessing.

## Implementation note

Scanner behavior must be tested against the Scanner App, scanner API, ticket scan records, and duplicate conflict reports.

## Implementation status

Expected behavior	Status	Surface	Manual check
Scanner workflow matches app behavior.	Needs Verification	Scanner App / API	Run a scan test with valid, invalid, and duplicate tickets.
Door staff permissions are limited.	Needs Verification	Scanner App / Roles	Login as scanner and confirm only scanning tools are available.

## Verification checklist

- Test valid ticket scan.
- Test duplicate ticket scan.
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- Confirm admin scan records.

# Gaps / notes

- Offline-first behavior needs hands-on venue-style testing.
- Exact scanner app labels need screenshots before public use.

# Escalate door issues

## Public help

Explain when scanner staff should call an organizer or LinkUp support.

## Door procedure

Keep the door process calm. Validate the ticket, compare the event, and escalate uncertain results instead of guessing.

## Implementation note

Scanner behavior must be tested against the Scanner App, scanner API, ticket scan records, and duplicate conflict reports.

## Implementation status

Expected behavior	Status	Surface	Manual check
Scanner workflow matches app behavior.	Needs Verification	Scanner App / API	Run a scan test with valid, invalid, and duplicate tickets.
Door staff permissions are limited.	Needs Verification	Scanner App / Roles	Login as scanner and confirm only scanning tools are available.

## Verification checklist

- Test valid ticket scan.
- Test duplicate ticket scan.
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# Gaps / notes

- Offline-first behavior needs hands-on venue-style testing.
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