

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.
- 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.

Revision #1

Created 2026-05-25 15:32:27 UTC by Admin

Updated 2026-05-25 15:32:27 UTC by Admin