Event check-in: the day-of runbook

13 steps from a week out to after the show. Tick each one and write a name next to it.

eventrise

When		#	Step	Owner
Doors minus 7 days	☐	1	Send support a real question at the hour your doors open, and write down when a person replies.	**Door lead**
	☐	2	Do the scanner math below. Name the scanners, the will-call person, and the one person who owns problems.	**Door lead**
	☐	3	Invite each door person with door-only access, and have each one sign in to the check-in app on their own phone.	**Door lead**
Doors minus 1 day	☐	4	With signal, open the event on every scanning phone. Turn on airplane mode, scan a test ticket, turn signal back on, and check that it synced.	**Each scanner**
	☐	5	Export the attendee list, sort it by last name, and print the will-call list and the full list. Two copies of each.	**Will call**
	☐	6	Charge every phone. Pack battery packs and cables.	**Each scanner**
Doors minus 90 minutes	☐	7	Door brief: who scans, who runs will call, who owns problems, and how to reach them (radio or group text).	**Door lead**
	☐	8	Set the lines: one line per scanner, and will call to the side, away from the scan line.	**Door lead**
	☐	9	Check that every phone shows the right event and scans.	**Each scanner**
Doors	☐	10	Scan. Any problem goes to the person who owns problems. Scanners stay in the line.	**Scanners**
	☐	11	If the line reaches the street, move a spare person onto a scanner.	**Door lead**
Doors plus 30 minutes	☐	12	Compare checked in against tickets sold for each ticket type. Note the no-shows.	**Door lead**
After the show	☐	13	Export the check-in list. Write down what broke and how long the line got, and keep it with this runbook.	**Door lead**

How many scanners?

Room	House	Peak 30-minute arrivals (60%)	Per scanner in 30 minutes	Scanners	Plus will call
220-cap club	220	132	210	1	1
400-seat theater	400	240	210	2	1
1,500-person conference, day one	1,500	900	210	5	2
Your event			**210**		

Peak arrivals = house × 0.6. Scanners = peak arrivals ÷ 210, rounded up. The 60% and the 7 scans a minute (210 in 30 minutes) are our estimates for tickets in a phone wallet; printed PDFs and screenshots run closer to 4 a minute (120 in 30 minutes). Your own door is the better number: time it once and use that.