

Working the gate: a one-page guide for gate crew

You need an ordinary phone, the gate link your organizer gave you, and about two minutes before your shift. **Scanning needs no sign-in.** Punching a ticket (admitting someone on a one-time ticket) does, so the record shows who let each person through.

Before your shift, while your phone still has signal

1. **If the organizer set up a gate wifi** (its name is on the gate box), join it the way you join home wifi. It may have no internet behind it. That is fine: its only job is letting the gate phones talk to each other.
2. **Open the gate link once.** Scan the QR card your organizer gave you; never type the address. The page downloads its list of passes, and the chip near the top reads something like **as of 7:02 AM · 3,000 passes**. From then on the gate works with no signal at all.
3. **To punch tickets, sign in.** Under *Gate crew sign-in*, enter your recovery phrase and tap **Sign in as gate crew**. Once per shift. Your name then shows at the top of the screen and is stamped on every punch you make.
4. Tap **Start camera. Keep the page open all day.** Do not reload it while you have no signal; a reload needs signal to bring the scanner back.

At the gate, one person at a time

- Point the camera at the code on their phone, or at the code on a printed ticket. The answer takes about a second.
-  **ADMIT** The pass is genuine, for this event, and not used yet. The screen names the ticket type. Tap **PUNCH TICKET**, hand them the wristband for that type, and wave them in.
-  **ALREADY USED** The screen says who punched it, when, and at which gate. That person, or someone holding a copy of their pass, already came through. Send them to the box office. Do not admit on a red screen.
-  **WRONG EVENT** A real pass, but for a different event or day. Box office.
- **Fails verification, or "not a pass":** a stale screenshot, a copy, or something made up. Ask them to open the pass fresh on their phone and try once more. If it still fails, box office.
- **Mis-tap? Undo** stays on the screen for two minutes after a punch and makes the pass active again.
- **Their phone will not show the pass** (dead battery, no data, lost the screen)? A printed ticket scans the same as a phone. Otherwise send them to the box office: whoever is there looks the

purchase up and reissues the pass on the spot. Nobody at the gate has to guess.

Working the box office

The **Box office** link sits under the sign-in on the gate page. It opens a second screen; your gate phrase signs you in there too, once per shift. Two jobs, each a couple of taps:

- **Find a buyer.** Type their name in *Buyer's name* (email or phone works too). Each ticket shows one button. **Show claim QR** for a ticket they never claimed. **Reissue** for a pass on a dead or lost phone. The screen asks **who is asking**: the buyer (check their ID), the buyer on the phone, or someone the buyer sent the ticket to. For that last one, ask who gave them the ticket and what they named their profile; the ticket shows both. Still unsure? Have them call the buyer, and the buyer tells you the email on the order and how many tickets. Then tap the answer. Their old pass stops working everywhere at once and a new claim QR fills your screen for them to scan with any phone.
- **Already used?** The ticket says who let them in, when, and at which gate, and there is no button. You decide.
- **Walk-up.** Tap **Walk-up**, pick the ticket type, set how many. **Paid by card** shows the buy QR and they pay on their own phone. **Cash** or **Comp** gives you one claim QR per pass, one at a time; tap **Next** between them. Cash goes in the organizer's cash box.
- **Before doors open, tap Download door list** while you have signal. If the signal drops, search still works from that list. Reissue and walk-up need a connection; until it is back, check ID and use your judgment.

If the gate phone is not right

- **It says "no gate pack cached".** It never downloaded the pass list. Any signal for a few seconds fixes it: the parking lot, one bar at the top of the hill. Reopen the link there. Or swap to the spare phone in the gate box.
- **You reloaded with no signal and the camera is gone.** Same fix: find any signal and reopen the link, or use the spare.
- **Two or more lanes at one gate?** Tap **Show link code** on one phone and **Scan link code** on the other. The chip reads **≇ 1 lanes** when they are linked, and from then on a ticket punched at one lane reads ALREADY USED at the other, with no internet needed. Pair each new lane with any lane already linked.

The two rules. Open the gate link once while you still have signal. Never admit on a red screen; the box office is where problems get solved, with a record.

Questions on the day go to your organizer. This sheet: freeholdip.com/guide-gate-crew.