Gotika

USER GUIDE

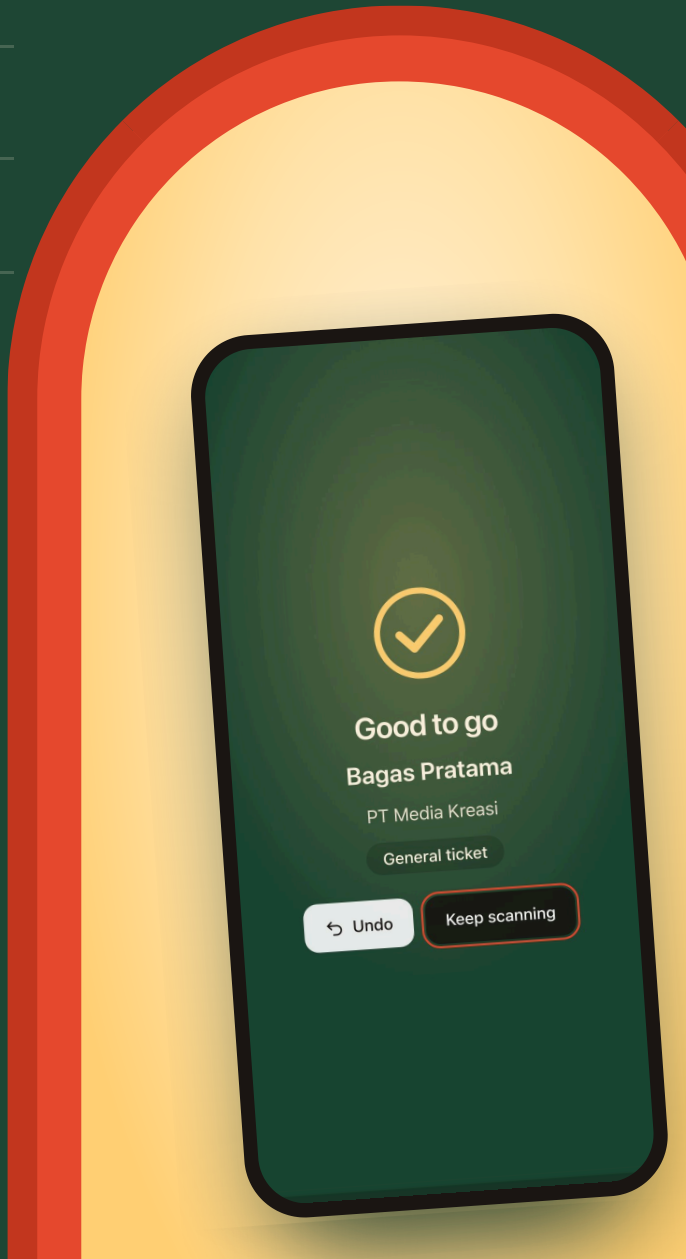
Check-in Staff Guide

Scan attendee QR codes at the gate, help people without a QR, register walk-ins, and watch attendance live.

FOR
Gate & registration desk staff

ACCESS
event.gotika.app

SIGN IN
Email + 6-digit code



OVERVIEW

Smooth gates, short queues.

Your main jobs: scan attendee QR codes at the gate, help attendees without a QR (manual search), register people who show up unregistered (walk-in), and keep an eye on attendance.

1. **Sign in** — Invited email + 6-digit code
2. **Choose a gate** — The device remembers it
3. **Device check** — Everything should be green
4. **Scan QR** — Read the result color
5. **Monitor** — Live attendance dashboard

BEFORE THE EVENT DAY

Account & device

- [ ] The organizer has invited your email as **Check-in staff**
- [ ] Open `event.gotika.app` on the gate device and sign in with that email and a 6-digit code

Prepare the app

- [ ] Add the app to the home screen and open it from the icon. This keeps the browser from clearing the guest list
- [ ] Allow **camera** access when asked

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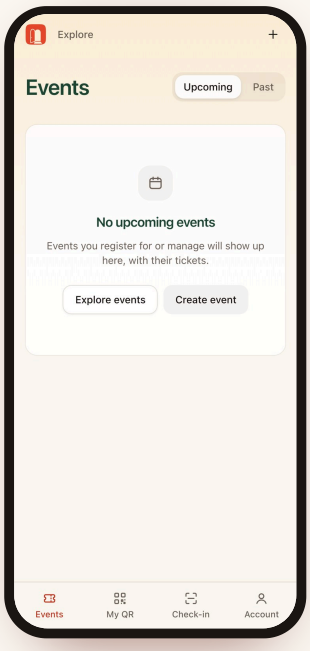
SECTION 1

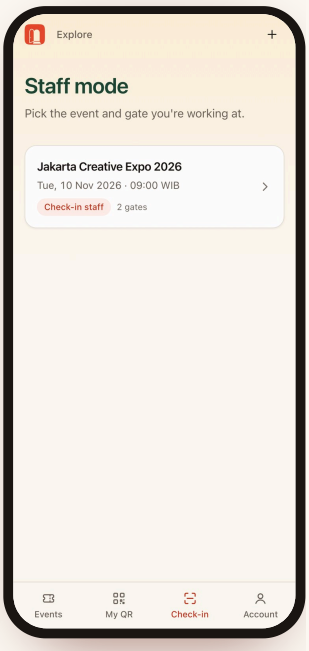
01 Enter staff mode

After signing in, the bottom menu has a **Check-in** tab. The **Events** tab is usually empty for staff because you aren't an attendee. That's normal.

Tap **Check-in** to open **Staff mode**, then pick the event you're working at. Its card shows the *Check-in staff* label and the number of gates.



1 Staff home



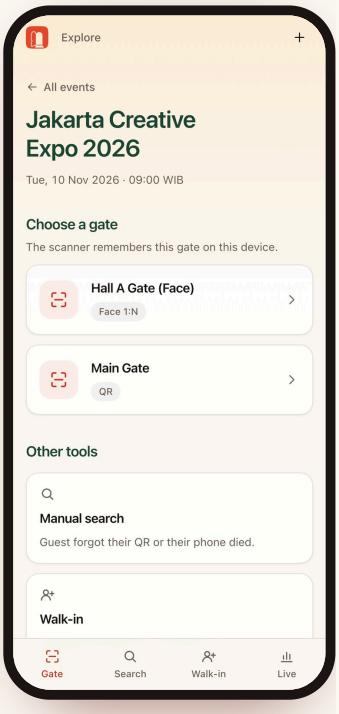
2 Staff mode

SECTION 2

02 Choose a gate

Pick the gate you're stationed at. **The device remembers this gate**, so tomorrow you just open the app and scan.

- **QR** label: the gate accepts QR scans.
- **Face 1:N** label: the gate uses face recognition (section 10).
- **Other tools** below: Manual search, Walk-in, Self-registration kiosk, and Live dashboard.



Gate list

SECTION 3

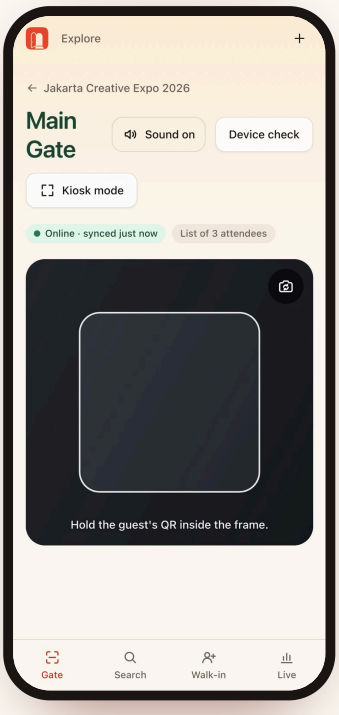
03 Scanner and device check

The gate screen shows the camera with a frame. Hold the attendee's QR inside the frame.

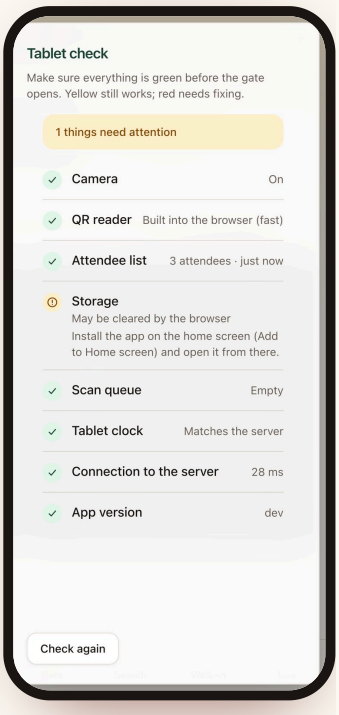
- **Online · synced just now**: the device is connected to the server.
- **List of N attendees**: the guest list is on the device, so scanning keeps working if the internet drops.
- **Sound on**: different sounds for green, yellow, and red results.
- **Kiosk mode**: locks the screen to the scanner (section 5).

DO THIS BEFORE OPENING

Before the gate opens, tap **Device check**. Green is good, yellow still works, **red needs fixing**.



1 Scanner ready



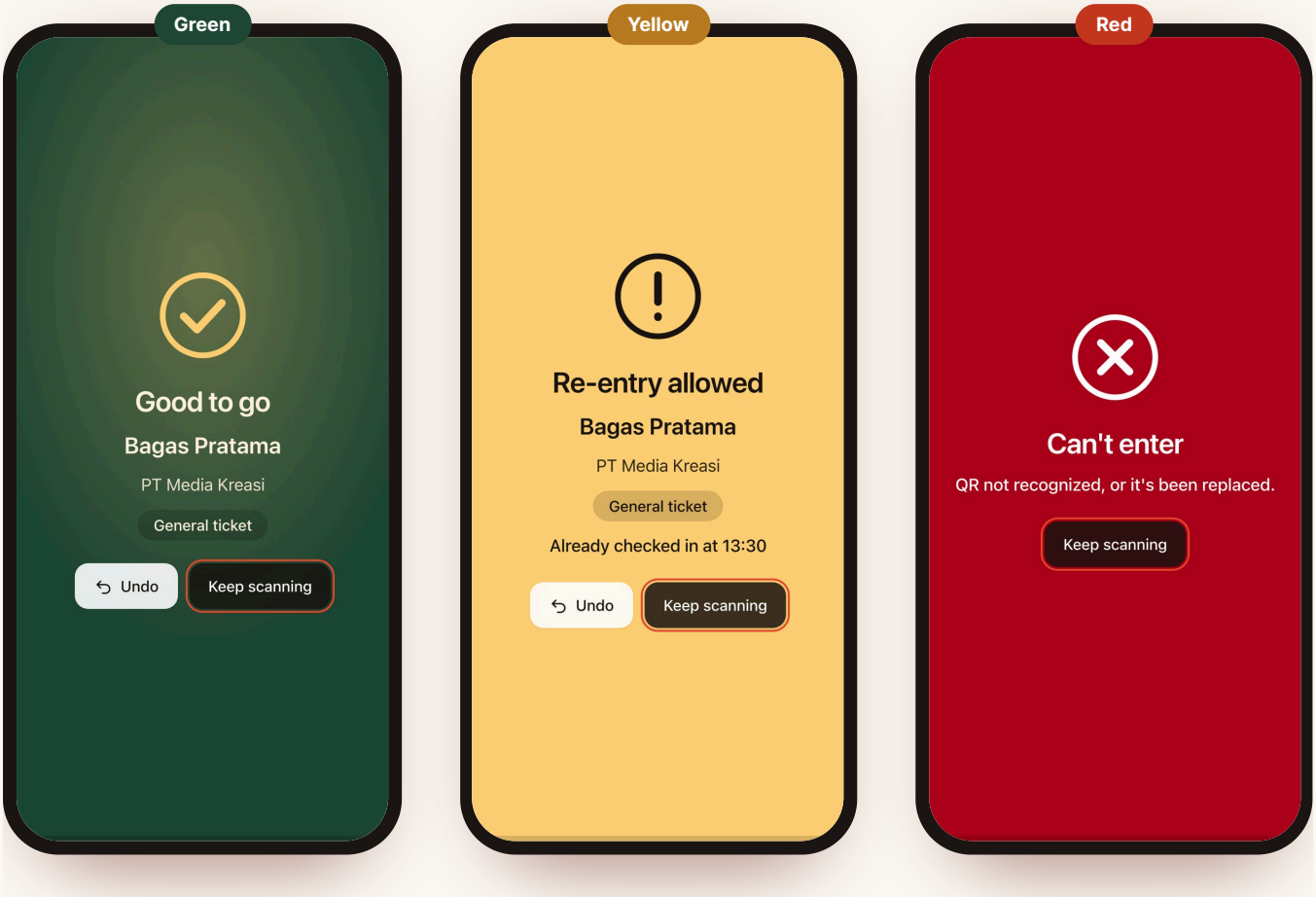
2 Device check

Item	Meaning	If there's a problem
Camera	Camera is on	Allow the camera in browser settings
QR reader	The QR reader is ready	Reload the app
Attendee list	The list is downloaded, and when it was last updated	Connect to the internet briefly until it downloads
Storage	Data is safe from browser cleanup	Add the app to the home screen and open it from the icon
Scan queue	Scans not yet sent to the server	Wait; if it doesn't go down, check the internet or switch to the backup modem
Tablet clock	Device clock matches the server	Turn on automatic date & time
Connection to the server	Connection speed	Switch to the backup modem
App version	Installed version	Reload to get the latest version

SECTION 4

04 Reading scan results

Once a QR is read, the screen changes color. The result screen returns to the scanner on its own; tap **Keep scanning** to go back sooner.



Good to go

Name, organization, and ticket type appear. Let them in.

Wrong person or scanned by accident? Tap **Undo**.

Re-entry allowed

The attendee already checked in today (the first check-in time is shown). Usually someone who stepped out and came back. Recorded as "re-entry".

Can't enter

The reason is always shown on screen. See the table below for the most common ones.

Common red results

Reason	What to do
QR not recognized, or it's been replaced	A fake QR, or the attendee generated a new one. Ask them to open their latest QR in the app, or use **Manual search**.
Not approved	The registration is still waiting for organizer approval. Send them to the registration desk.
Registered for another event	Point them to the right hall.
Not on this tablet's attendee list	Send them to the registration desk.

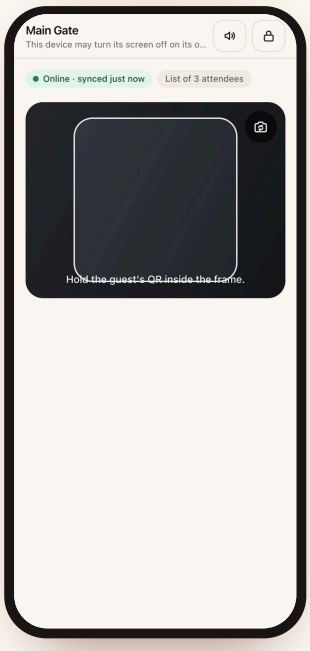
SECTION 5

05 Kiosk mode

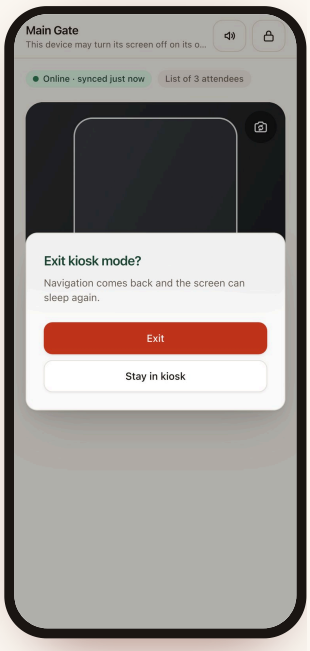
For a tablet mounted at the gate that attendees scan themselves, tap **Kiosk mode**. App navigation is hidden so the screen only shows the scanner.

1. **Leave kiosk mode**
   Press and hold the lock button (*Hold to exit kiosk*), then confirm **Exit**.

> **KIOSK PIN**
> If the organizer set a **Kiosk PIN**, you'll need to enter it to leave.



1 Kiosk mode



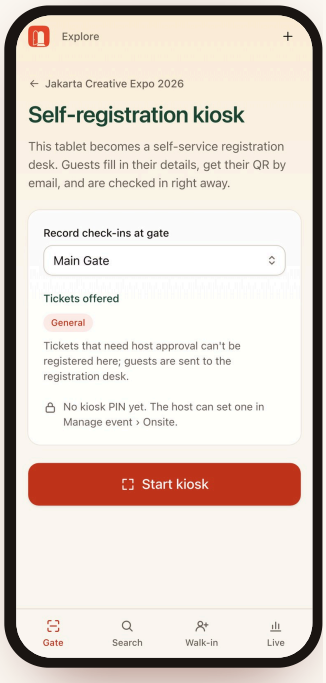
2 Exit kiosk

SECTION 6

06 Self-registration kiosk

A tablet at the registration desk can let attendees register themselves. They fill in their details, get a QR by email, and are checked in right away.

1. **Open the kiosk**
   From **Choose a gate → Other tools → Self-registration kiosk**.
2. **Pick a gate**
   Pick the gate where check-ins are recorded. The tickets offered are listed below. Tickets that need host approval are refused and the attendee is sent to the registration desk.
3. **Tap Start kiosk**
   Leaving it requires the kiosk PIN, if the organizer set one.

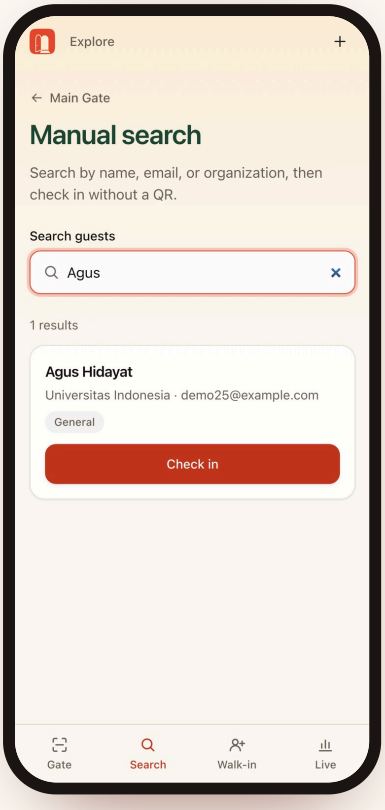


Self-registration kiosk

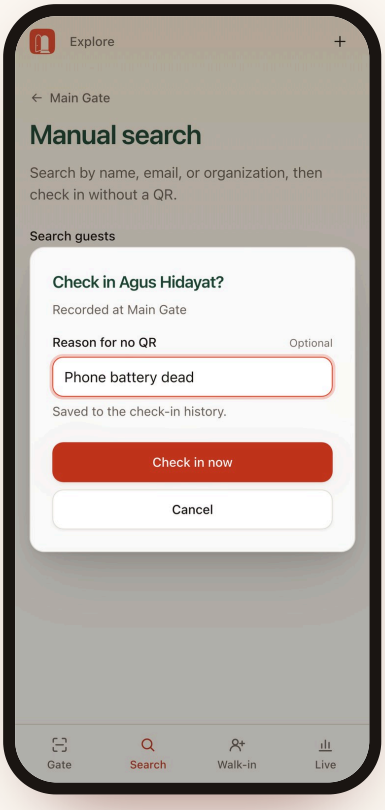
SECTION 7

07 Manual search

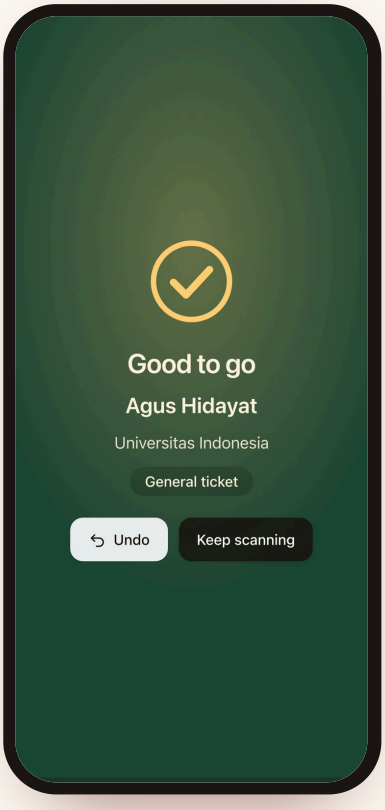
For attendees whose phone is dead, who forgot their QR, or whose QR won't scan.



1 Type at least 2 letters of a name, email, or organization



2 Add a reason for no QR, then Check in now



3 A green result appears, just like a normal scan

1. **Open the Search tab**
2. **Find the attendee**
   Type at least 2 letters of their name, email, or organization.
3. **Confirm who they are**
   Ask their organization or check an ID, then tap **Check in**.
4. **Confirm**
   Fill in **Reason for no QR** (optional, for example "Phone battery dead"), then tap **Check in now**. It's saved in the check-in history.

ATTENDEE STATUS

Statuses you may see in search results:

- *Checked in today*
- *Not approved*
- *Pending*
- *Waitlisted*

SECTION 8

08 Walk-in

For people who show up without registering.

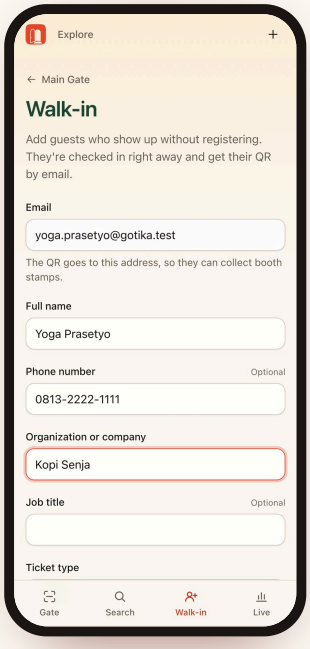
1. **Open the Walk-in tab**
2. **Fill in their details**

   Email (the QR goes here so they can collect booth stamps), **Full name**, **Organization or company**, and pick a **Ticket type**. Phone number and Job title are optional.
3. **Tap Register and check in**

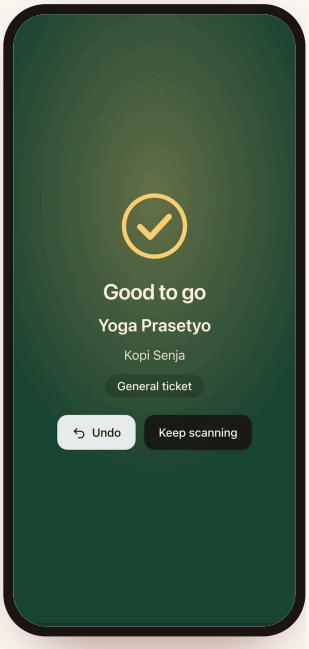
   The attendee is checked in right away and gets an email with their QR.

GOOD TO KNOW

Walk-in **needs internet**. While offline the gate can still scan QR codes; register walk-ins once the device is back online.



1 Walk-in form



2 Success

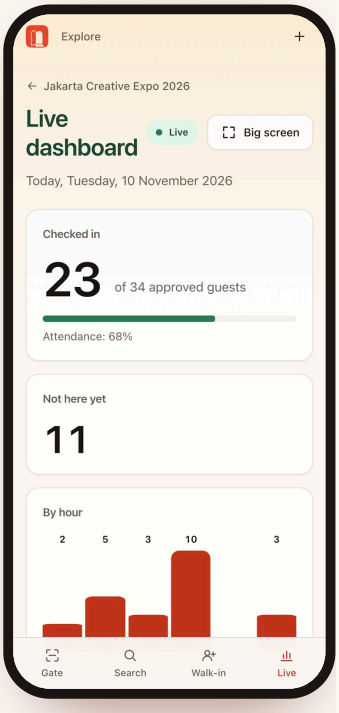
SECTION 9

09 Live dashboard

The **Live** tab shows today's attendance as it happens, no reload needed.

- **Checked in** out of all approved guests, plus attendance rate
- **Not here yet** and a check-in chart **by hour**
- **Recent check-ins**: name, time, gate, and method (QR, Manual, Walk-in, Face)
- **By gate** and **By method**
- **Devices**: status of each gate tablet. *Not heard from* or *Old list* means that tablet needs a look.

Tap **Big screen** to show it on a TV or monitor.



Live dashboard

SECTION 10

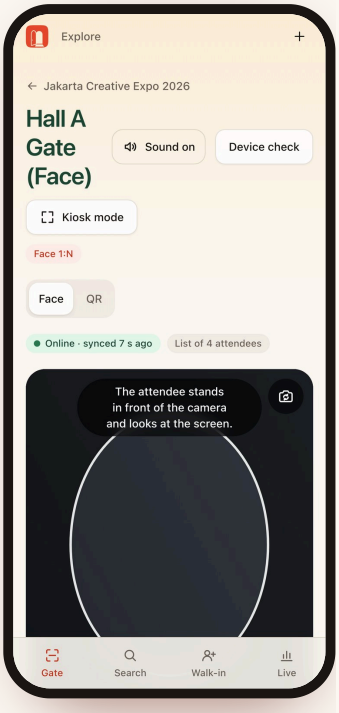
10 Face gate

At a gate labelled **Face 1:N**, attendees just stand in front of the camera and look at the screen. The system matches their face with attendees who registered their face.

- The **Face / QR** toggle switches to QR scanning any time.
- Attendees who haven't registered their face still get in with their QR.
- Face not recognized after a few tries? Choose **Let in with QR** or cancel.

GOOD TO KNOW

Face check-in **needs internet**. While offline, use QR.



Face gate

HELP

! Troubleshooting

Problem	What to do
Status Offline	QR scanning keeps working from the list on the device and scans are queued. The queue sends automatically once online. **Don't sign out or clear browser data.**
"The attendee list isn't on this tablet yet"	Connect to the internet briefly until the *List of N attendees* label appears.
"A check-in was refused by the server"	Open the gate screen and check the list below the scanner. Usually attendees who turned out not to be approved.
"Your session ended"	Tap **Sign in again**. Pending scans are sent after signing in.
QR won't scan	Ask the attendee to turn up brightness, move the phone closer or farther, or use **Manual search**.
Black camera / "Couldn't start the camera."	Tap **Try again**, allow the camera in browser settings, or close other apps using the camera.
Scan queue isn't going down	Check the internet, switch to the backup modem, then tell your coordinator.

See you on the day.

- Sign in and run the device check before the gate opens.
- Green: in. Yellow: re-entry. Red: read the reason.
- No QR? Use Manual search.
- Not registered? Use Walk-in.

Gotika

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All screenshots use the fictional demo event “Jakarta Creative Expo 2026”. Names, emails, venue, and QR codes are made up.