

Startup Guide

Welcome to **TikketFy.com!**

When you first download the TikketFy app onto your POS or mobile device, your account comes with a few **default settings** to help you get started quickly. Here's what each of them means:

Dummy Ticket

Your account comes with a **Dummy Ticket (Default)** preloaded.

- This is a test ticket you can use to practice selling, scanning, and checking in once your account is Active.
- It helps you and your staff get comfortable with the system before your first live event.
- Once your account is Live and Active, you can test this Dummy Ticket with a credit card as payment.

 We recommend running through a few sales and check-ins with the dummy ticket, so your team feels confident.

Terminal Profiles

Terminal profiles define how and where you sell your tickets

WebPOS (Default):

- The Web POS is your online shopping cart and checkout system for ticket sales. This is where your **custom ticketing URL** is hosted — making it easy to share on social media or embed directly into your website. “webpos.ticketfy.com/company-name”
- We recommend adding a button to your website that says: “**Purchase Tickets Here**” so your customers can quickly access your events.
- Through the Web POS, your guests can purchase tickets for any of your events, and you can customize the page with your own **logo, text, and colors** to match your brand.

Terminals (Default):

- This profile is created for your mobile device or POS app. It allows you to sell tickets, scan tickets, and check in customers directly from your device. Think of it as your “on-the-ground” sales and scanning tool at the event.

 You can create additional terminal profiles later if you want to track sales across multiple devices or locations (e.g., Box Office, Front Gate, Bar).

Users

Your account starts with a default user role:

Main WebPOS (Default):

- The main account holder. This user has full access to all features — creating events, managing sales, adding users, viewing reports, etc.
- Some other roles are automatically created, you can customize these or add additional Roles. Default Roles : Admin, Accounting, Sales Clerk, Sales Manager, Ticket Scanner,

👉 As your business grows, you can create more users with custom permissions (e.g., Sales Staff, Managers, Scanners only).

Quick Next Steps

Getting Started with TikketFy

During the startup process, you'll be able to create tickets and preview how they appear on your WebPOS. Please note that you will not be able to begin collecting payments until your account is fully activated.

To activate your account, you'll need to:

1. Verify your account information
2. Review and accept the Terms & Conditions
3. Provide your payment details to TikketFy.com

Once these steps are completed, your ticket sales will go live, and payments can be processed seamlessly.

Let's Play with TikketFy Manager

To get started, let's edit your **Dummy Ticket**.

1. **Open Tickets**
 - On the left menu, click **Tickets**.
 - In the middle of your screen, you'll see the **Dummy Ticket**.
 - Click the **3 dots** → **Edit Ticket**.
2. **Ticket Details**
 - Change the ticket name to whatever you like.
Examples: Fall Corn Maze, Gilroy Rodeo, Wine Tour.
 - Make sure your **time zone** is correct.

3. **Price & Fee Settings**
 - Select your price type (Adult, Child, General Entry, or create your own).
 - Decide how to handle service fees:
 - **Pass on** to the customer (by dollar amount or percentage), or
 - **Absorb** the fee into your ticket price (leave Service Fee blank).
 - Enter your **ticket price** and service fee (if applicable).
 4. **Ticket Rules**
 - Set limits and controls, such as:
 - Capacity limits
 - Scan limits
 - Timed check-in options
 5. **Ticket Info & Policies**
 - Add details customers will see:
 - Event description
 - Main image + additional images
 - Restrictions, hours, refund, and cancellation policies
 6. **Printed Ticket Layout**
 - a. By default, this is toggled **On**.
 - b. Customize what appears on printed tickets:
 - i. Headers, disclaimers, logos
 - ii. QR codes
 - iii. Policy details
 7. **Terminal Profiles**
 - a. Choose where this ticket should appear:
 - i. **Web POS** (online checkout)
 - ii. **POS Terminal** (in-person sales/scanning)
 8. **Save**
 - a. Once finished, click **Save** to update your ticket.
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🌟 Now your first ticket is customized and ready to go!

Next Step: Access Your WebPOS Link

1. On the left menu, click **Users**.
2. Find **Main WebPOS**, then click the **3 dots** → **View Detail**.
3. In the **WebPOS section**, click **Copy Link**.
4. Open a new browser tab and paste the link.
 - This is your **TikketFy WebPOS site** where customers will purchase tickets.
 - Your link will look something like: “[webpos.ticketfy.com/company-name](#)”

👉 As you begin making edits in the next steps, you can **refresh this page** to see your changes appear live.

Next Step: Customize Your Terminal Profile

1. On the left menu, click **Terminal Profiles**.
2. Find “**Your Business Name**” WebPOS, then click the **3 dots** → **Edit**.

1. General Information

- Update the **default name** (optional).
- Confirm your **time zone**.
- Upload your **business logo** to display on your webpage.
- Choose from **5 color themes** to match your branding.
- Add your **social media links**.
- Create a **page title** and **subtitle**.
- Under **Custom Links**, we recommend adding:
 - **Contact Us** → Link to your contact page or social media, so customers know how to reach you.
 - **Privacy Policy / Terms & Conditions** → Link directly to these pages on your website for customer transparency.

2. Core Sales Functions

- Decide whether to **allow voids** (typically used for merchant-facing sales).

3. Payment Options

- Select which forms of payment to accept.
- If you’re only setting up **WebPOS**, choose **Credit Card** for now.

4. Other Sections

- Remaining settings are pre-configured with defaults.
- You can adjust them later as your needs grow.

 Once saved, your WebPOS will reflect these customizations, giving your customers a branded and professional ticketing experience.