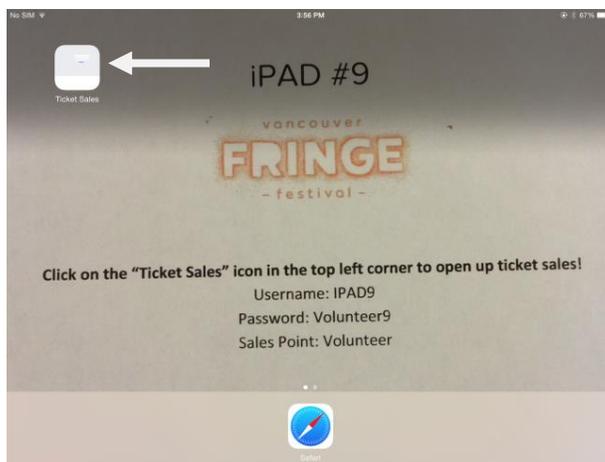




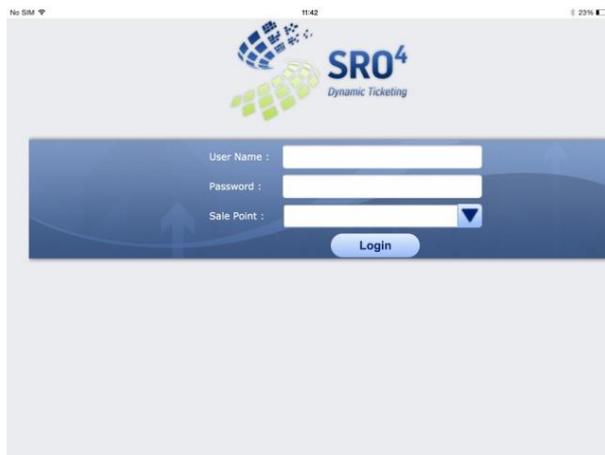
Step by Step Instructions – SRO (Standing Room Only)

Signing into Standing Room Only on iPad

1. Make sure the iPad is horizontal
2. Enter iPad password → You will get it from the Audience Services Manager
3. Select WebHub application → Top left corner



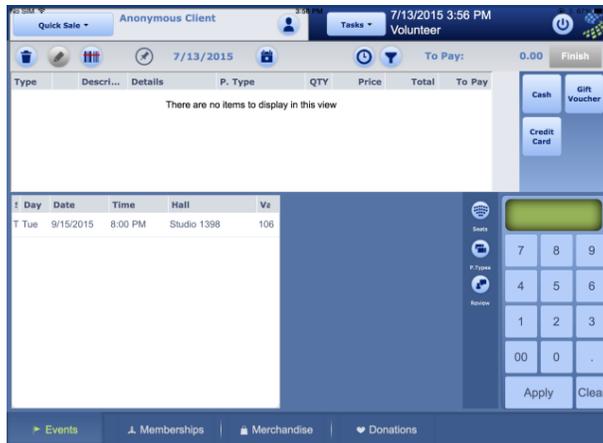
4. Insert username and password → you will get them from the Audience Services Manager



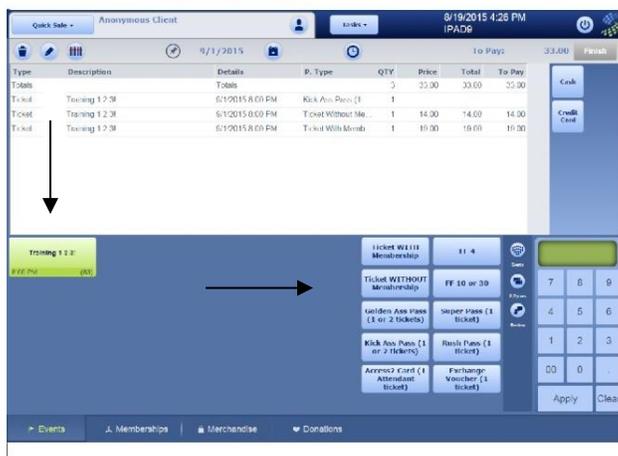


Selling Tickets

1. This is what your screen will look like you've logged into the program.

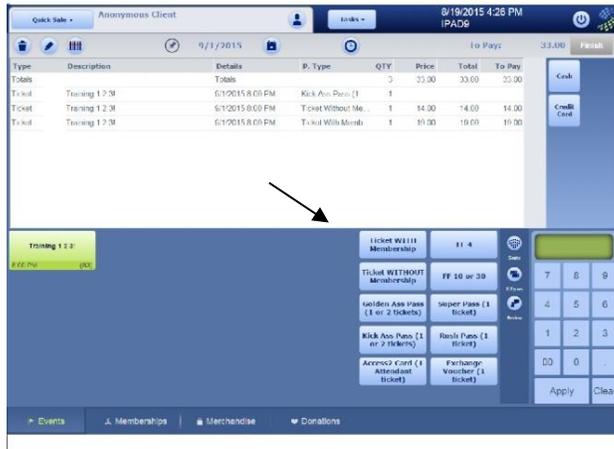


2. 45 minutes to show time your show will appear on the left hand side. Click on it → a series of price codes will show up on the right side (i.e. regular, student, comp, etc.)

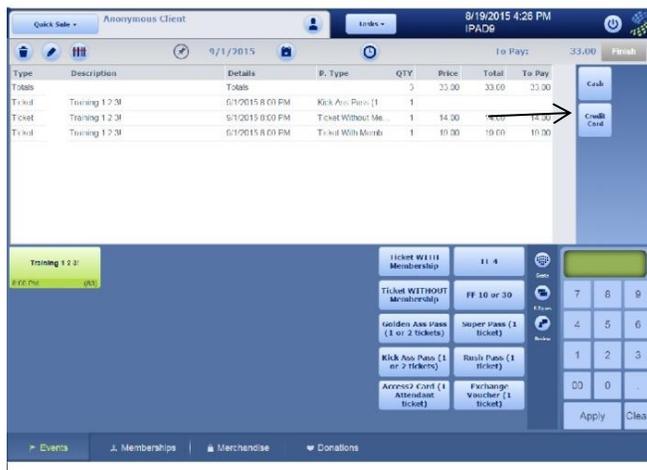




3. Select the appropriate ticket price for each patron
 - a. Each tap equals one ticket



4. Confirm the ticket order with the patron.
5. Once you've selected the ticket amount, select a payment method → located on the top right (cash or credit card only. NO DEBIT)

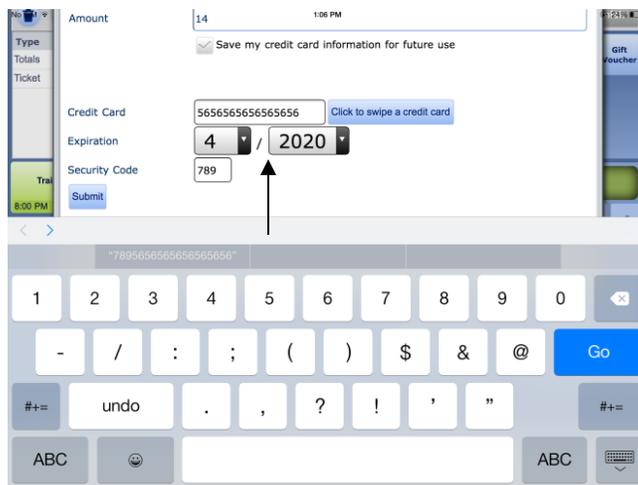


6. If they choose credit card, tab on the **credit card** button. A new window will appear.

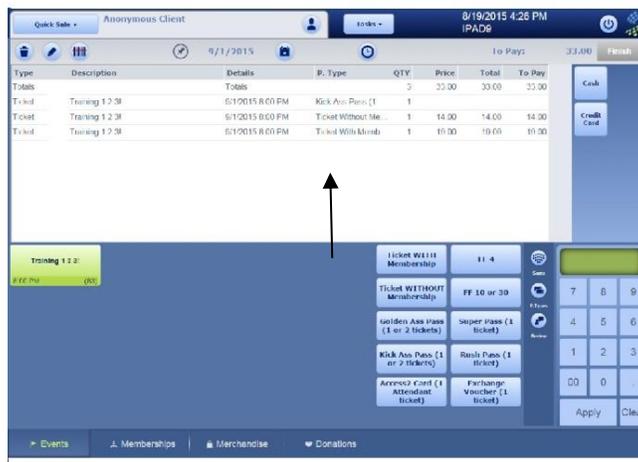


7. If you have a swiper, simply swipe the credit card, then press **submit**. If a swiper is not available, you will be able to use the window to type in their credit card information manually, and then press **submit**.

Please be patient! The iPads can be finicky, so try to give them a second to process things.



8. Triple check that the order is correct and press **“Finish”** → top right corner

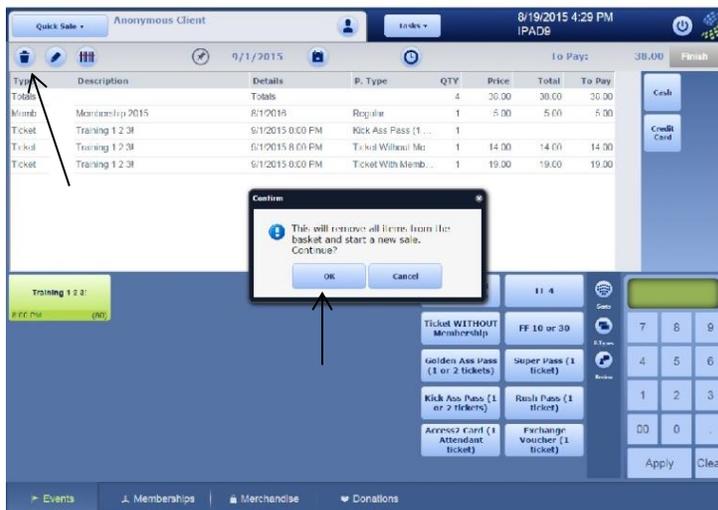


9. Give patron a ticket, thank them for their purchase, and welcome them to the show.



FYI: If you make a mistake, don't fret! There is a trash bin symbol on the top left corner. Select it. Press "Ok" and start the order again.

*Note: this can only be done BEFORE you press **Finish**, so make sure to double check the order!*



Application Time out

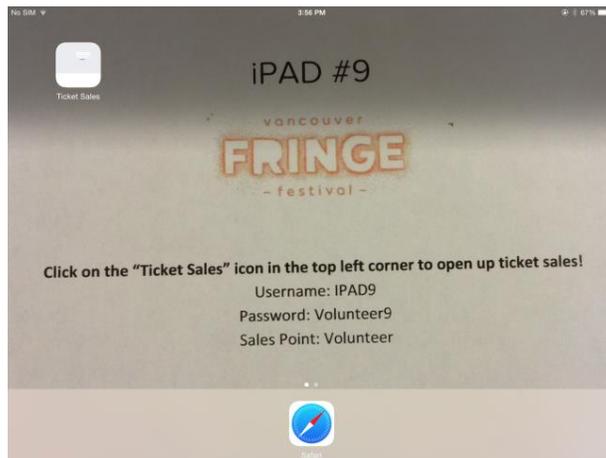
If the program hasn't been used in a few minutes, the application will "time out" and it will not let you add any tickets or process payments. You will get a "context error" message. Here's how to solve that:

- Exit the application by clicking on the iPad's **home button**.





- You will go back on the iPad's **home screen**.



- Click the **home button** twice this time. You will see that all the recently opened applications will appear, including SRO. Swipe the SRO application upwards to completely close the application.



- After that, you will be able to sign back in using the login information and it will work just fine!

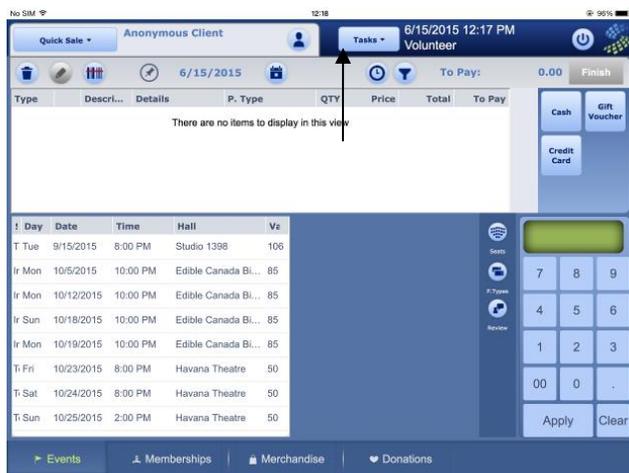


Reconciliation

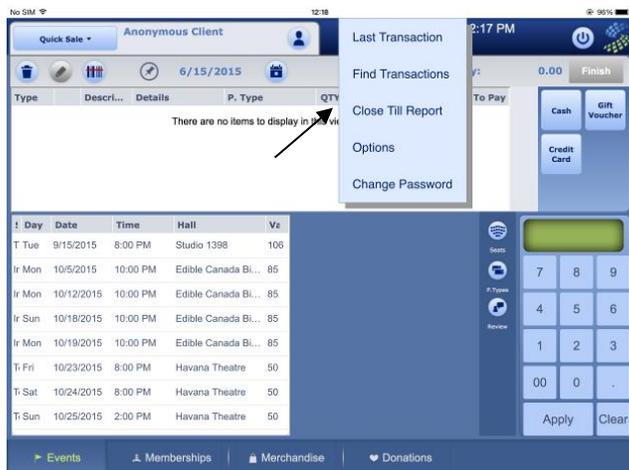
How to reconcile:

The first step is to close your till report in SRO. This has to be done after EVERY show before you start selling tickets for the next show. Follow these instructions:

1. Go to the SRO application on your iPad. Click on **Tasks**.



2. A drop-down menu will appear. Select → **Close Till Report**.



3. Select → **Close Till + Final Report**
 - a. It will take up to 5 minutes for SRO to generate the report.



4. Once the report is generated it will open up on SRO.

Printed By: Volunteer
Period On: 7/13/2015 4:00 PM

Closed Tills Report

Till: Mainstage Volunteers (at door sales)
Closing number: 3067 Start date: 7/13/2015 4:00 PM To: 7/13/2015 4:00 PM

Summary

Payments

Payment Methods	Credit	Debit	Net	Total	28.00
Cash	28.00	0.00		28.00	

Sales

	Credit	Debit	Tax	Net	Total	28.00
Tickets	28.00	0.00	0.00	28.00	28.00	

5. Count the money to make sure the count is accurate.
6. Subtract the amount of the float from the total. Is this the amount your till report says you should have?
7. If the amount is accurate, high five your Ticket Sellers! If the amount is not accurate, try to figure out what happened and write some notes in the **Reconciliation Sheet**. Then keep the float (in the smallest denominations possible so you can make change for the next show) in your venue box/cash box, and put the rest of the money into the **Reconciliation Envelope** with ticket stubs, etc.
8. If the program on the iPad is not responding, simply get out of SRO and sign back in.