

# v16 FOR TICKETING AND ADMISSIONS



**v16 Learning Program**

# Objectives

# Learning Objectives

1. Understand how to navigate through the new UI in v16, including how to find, add, and edit your data.
2. Understand the membership processing and benefit redemption in ticket orders.
3. Understand the new access control application, and the expanded functionality of the application formerly known as N-Scan.

# Updated Terminology

## v15

- System Tables
- Extractions
- N-Scan

## v16

- Reference Tables
- Segmentation Sets
- Tessitura Access Control

# Updated Interface

# Constituent Records

The screenshot shows the Tessitura Constituent Records interface. The left sidebar, highlighted with a red box, contains a search bar labeled "SEARCH FOR A CONSTITUENT" and a list of "RECENT CONSTITUENTS":

- Martin Kennedy 35582
- Terry and Kirsten Kennedy Household 35651
- Marty & Mary Anne Kennedy 35581

The main area displays detailed information for Mr. Martin Kennedy + Ms. Mary Anne Kennedy (#35581). The interface includes a search bar, "EXPAND ALL" and "COLLAPSE ALL" buttons, and a navigation menu with options like Contact, Names, About, Engagement, Fundraising, Memberships, Orders and Tickets, Plans, Resource Scheduling, Audits, Payment Information, Gift Aid, and Custom.

The main content area shows the following details:

- HOUSEHOLD NAME:** Marty & Mary Anne Kennedy
- SORT NAME:** Kennedy/Martin
- STATUS:** (BME), KEN, ALM
- (STANDARD SALUTATION):** Mr. and Ms. Martin Kennedy
- HOME ADDRESS:** 1107 Hemlock Drive, Milford, CT 06460
- PHONE 1:** (608) 848-8879
- MAIN EMAIL ADDRESS:** mkennedy@tessituranetwork.com

Below the main content area, there are links to edit the constituent and salutation, address, phone, and email. An "ADD AFFILIATE" button is also present.

At the bottom, a table lists affiliates for this household:

	AFFILIATE NAME	ID	A1/A2	EMAIL	PHONE	ADDRESS
	Martin Kennedy	35582	A1	(Inherited from Household)	(608) 848-1245	(Inherited from Household)

# Constituent Records

File GoTo Constituents Tools Window Help Development

Mr. Martin Kennedy + Ms. Mary Anne Kennedy | #35581

(BME), KEN, ALM

EXPAND ALL COLLAPSE ALL ☆

**Overview**

- Contact
  - Addresses ☆
  - Phones ☆
  - Emails ★
  - Digital Addresses ☆
  - Logins ☆
  - Contact Permissions ☆
  - Contact Point Purposes ☆
- + Names
- + About
- + Engagement
- + Fundraising
- + Memberships
- + Orders and Tickets
- + Plans
- + Resource Scheduling
- + Audits
- + Payment Information
- + Gift Aid

HOUSEHOLD NAME	SORT NAME	STATUS	
Marty & Mary Anne Kennedy	Kennedy/Martin		

(STANDARD SALUTATION)	HOME ADDRESS	PHONE 1	MAIN EMAIL ADDRESS
Mr. and Ms. Martin Kennedy	1107 Hemlock Drive Milford, CT 06460	(608) 848-8879	mkennedy@tessituranetwork.com

Mr. and Ms. Kennedy

[Edit Constituent and Salutation](#) [Edit this Address](#) [Edit this Phone](#) [Edit this Email](#)

**ADD AFFILIATE**

	AFFILIATE NAME	ID	A1/A2	EMAIL	PHONE	ADDRESS
	Martin Kennedy	35582	A1	(Inherited from Household)	(608) 848-1245	(Inherited from Household)

Ready

# Constituent Records

EXPAND ALL
COLLAPSE ALL
☆

Overview

- About
  - 📄 Constituencies ☆
- Engagement
  - 📄 Constituent Steps ☆

Mr. Martin Kennedy + Ms. Mary Anne Kennedy
#35581

(BME), KEN, ALM

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HOUSEHOLD NAME	SORT NAME	STATUS
Marty & Mary Anne Kennedy	Kennedy/Martin	

---

(STANDARD SALUTATION)	HOME ADDRESS	PHONE 1
Mr. and Ms. Martin Kennedy	1107 Hemlock Drive Milford, CT 06460	(608) 848-8879
Mr. and Ms. Kennedy		

[Edit Constituent and Salutation](#)

[Edit this Address](#)

[Edit this Phone](#)

# Constituent Records

⊕

EXPAND ALL
COLLAPSE ALL
★

**Overview**

- Contact
  - 📄 Emails ★
- Engagement
  - 📄 Customer Service ★
- Orders and Tickets
  - 📄 Orders ★

Mr. Martin Kennedy + Ms. Mary Anne Kennedy | #35581 |

👤 | 📄 | (BME), KEN, ALM

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HOUSEHOLD NAME	SORT NAME
Marty & Mary Anne Kennedy	Kennedy/Martin

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(STANDARD SALUTATION)	HOME ADDRESS
Mr. and Ms. Martin Kennedy	1107 Hemlock Drive Milford, CT 06460

Mr. and Ms. Kennedy

# Constituent Records

File GoTo Constituents Tools Window Help Development

Mr. Martin Kennedy + Ms. Mary Anne Kennedy #35581

(BME), KEN, ALM

EXPAND ALL COLLAPSE ALL

Overview

- + Contact
- + Names
- + About
- + Engagement
- + Fundraising
- + Memberships
- + Orders and Tickets
- + Plans
- + Resource Scheduling
- + Audits
- + Payment Information
- + Gift Aid
- + Custom

HOUSEHOLD NAME SORT NAME STATUS

Marty & Mary Anne Kennedy Kennedy/Martin

(STANDARD SALUTATION) HOME ADDRESS PHONE 1 MAIN EMAIL ADDRESS

Mr. and Ms. Martin Kennedy 1107 Hemlock Drive (608) 848-8879 mkennedy@tessituranetwork.com  
Milford, CT  
06460

Mr. and Ms. Kennedy

[Edit Constituent and Salutation](#) [Edit this Address](#) [Edit this Phone](#) [Edit this Email](#)

ADD AFFILIATE

			AFFILIATE NAME	ID	A1/A2	EMAIL	PHONE	ADDRESS
			Martin Kennedy	35582	A1	(Inherited from Household)	(608) 848-1245	(Inherited from Household)

# Constituent Records

Mr. Martin Kennedy + Ms. Mary Anne Kennedy | #35581 | 



(BME), KEN, ALM

GIFT AID DECL?:

No GA Declaration

RENEWED UNTIL:

EMAIL:

mkennedy@tessituranetw  
ork.com

POSTAL:

1107 Hemlock Drive

FIRST A

2015

ACCESSIBILITY:

—

NAME STATUS:

—

OPEN CSI:

No

12 MONTH GIVING:

—

1107 Hemlock Drive  
Milford, CT  
06460

# Reference Tables

The screenshot displays the Tessitura Reference Tables interface. The left sidebar contains the following elements:

- ACTIVE ONLY
- GROUP BY CATEGORY
- SHOW TABLE NAME
- Search input field with a downward arrow icon.
- Buttons: EXPAND ALL, COLLAPSE ALL, and a star icon.
- A list of categories, each with a plus sign icon:
  - + Access Control
  - + Analytics
  - + Campaigns
  - + Constituent Contacts
  - + Constituent CSI
  - + Constituent General
  - + Constituent Names/Salutations
  - + Constituent Planned Giving
  - + Constituent Plans/Portfolio
  - + Constituent Relationships
  - + Constituent Research
  - + Data Management
  - + Default Category
  - + Finance
  - + Help System

The main content area displays:

- No Reference Table Selected
- Select a Reference Table from the list.
- Recent Reference Tables
  - [Appeal Categories](#)
  - [Access Areas](#)
  - [TR MEMBERSHIP PERIOD BACKUP](#)
  - [Order Delivery Methods](#)

# Reference Tables

Left Screenshot:

- ACTIVE ONLY
- GROUP BY CATEGORY
- SHOW TABLE NAME

Right Screenshot:

- ACTIVE ONLY
- GROUP BY CATEGORY
- SHOW TABLE NAME

Table List (Left):

- Access Control
  - Access Areas ☆
  - Entrance ☆
  - Monitor Event ☆
  - NScan Access Areas ☆
  - Profiles ☆
  - Scan Types ☆

Table List (Right):

- Access Control
  - TR\_AC\_ACCESS\_AREAS ☆
  - TR\_AC\_ENTRANCE ☆
  - TR\_AC\_PROFILES ☆
  - TR\_MONITOR\_EVENT ☆
  - TR\_NSCAN\_ACCESS\_A... ☆
  - TR\_SCAN\_TYPE ☆

Scan Types (TR\_SCAN\_TYPE) ⓘ

CATEGORY: ACCESS CONTROL

Used to indicate the type of scan for access control. Do Not Edit

No filter(s) applied. CLEAR

# Reference Tables

Ticketing Production Element Keywords (TR\_TKW) ⓘ

CATEGORY: TICKETING PRODUCTION ELEMENTS

All New Data Ticketing Production Element Keywords (TR\_TKW)

Ticketing Keyword Categories (TR\_TKW\_CATEGORY) ⓘ

CATEGORY: TICKETING PRODUCTION ELEMENTS

No filter(s) applied.

CLEAR

ADD NEW ▾

Add Inline

TR_TKW_CATEGORY	TR_TKW	TR_TKW_CATEGORY	TR_TKW	TR_TKW_CATEGORY	TR_TKW	TR_TKW_CATEGORY	TR_TKW	TR_TKW_CATEGORY	TR_TKW	TR_TKW_CATEGORY	TR_TKW
4	Online Genre	Light	Production Elements	(Default Control Group)	<input checked="" type="checkbox"/>	06/05/2022 8:33 PM	RDYER-TESSITURA	Ricky	07/15/2004 4:52 PM	sa	

# Reference Tables

1 filter(s) applied. **CLEAR**

ID	CATEGORY	DESCRIPTION
2	Online Ge	
1	Online Ge	
2	Online Ge	
4	Online Genre	Light
5	Online Genre	Popular Music

online

**CLEAR** **APPLY**

# Segmentation Sets

Segmentation Set: 2022 Email Blast

LAST OUTPUT: (NONE)

REPORTS ▾



SEGMENT PROPERTIES   CRITERIA   ADVANCED RELATIONSHIP OPTIONS   SOURCE SEGMENT SETTINGS

GRAPHICAL EDIT   SHOW QUERY   ADD CRITERIA

⊕ Primary Criteria



					SUMMARY	-
---	---	---	---	---	---------	---

TICKETING

			<input type="checkbox"/>	<input type="checkbox"/>	Package History Season is 2020 Broadway	
---	---	---	--------------------------	--------------------------	---	--

or


































○ Alternate Criteria










































					SUMMARY	-
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No records found.

CANCEL   SAVE   SAVE & CLOSE   SAVE TO LIST   PROCESS SEGMENTS   GENERATE OUTPUT

# Segmentation Sets

					DESCRIPTION	PRIORITY
					SUPPRESS - Email Opt-Outs	1
					SUPPRESS - Deceased	2
					SUPPRESS - In RSH Portfolio	3
					SUPPRESS - Do not Solicit	4
					Subscribers	7
					Recent Purchasers - Sample Email Blast	5
					Recent and Upcoming Attendees - Sample Email	6

					DESCRIPTION	PRIORITY
					SUPPRESS - Email Opt-Outs	1
					SUPPRESS - Deceased	2
					SUPPRESS - In RSH Portfolio	3
					SUPPRESS - Do not Solicit	4
					Subscribers	5
					Recent Purchasers - Sample Email Blast	6
					Recent and Upcoming Attendees - Sample Email	7
					Current Donors - Sample Email Blast	8
					Current Volunteer - Sample Email Blast	9

# Segmentation Sets

**CANCEL** **SAVE** **SAVE & CLOSE** **SAVE TO LIST** **PROCESS SEGMENT**

**Process Segments for Segmentation Set: 2022 Email Blast** ✕

**RUN NOW** **RUN DATE \*** 07/27/2022  **RUN TIME \*** 1:00 AM

**DETAILS** **SOURCE DEFAULTS** **COMMUNICATION MANAGEMENT** **SEGMENT CONTENTS** **SET HISTORY** **VIEW LOG**

**REFRESH**

	JOB TYPE	SCHEDULE DATE/TIME	FILE/LIST NAME	STATUS	OUTPUT	NUM PIECES	DECOYS	OUTPUT SET	CREATE PROMOTIONS	CREATED BY	CREATE DATE
	Process Segments	07/27/2022 1:00 AM		Scheduled						ccarlson	06/29/2022 4:05 PM

# Reporting

**+** ADD REPORT

**+** ALL REPORTS

ACTIVE ONLY

GROUP BY CATEGORY

EXPAND ALL COLLAPSE ALL ☆

- + Access Control
- + Campaign and Appeal
- + Custom Reports
- + Customer Service
- + Data Management
- + Development
- + Finance
- + Labels and Letters
- + Lists and Output Sets
- + Membership
- + Miscellaneous
- + Planned Giving
- + Renewal Notices and Bills
- + Resource Scheduling

## All Reports


ALL PARAMETER SETS **ALL SCHEDULED REPORT RESULTS**

				PARAMETER SET NAME
No records found.				

SHOWING 0 TO 0 OF 0 ENTRIES









- + Access Control
- Campaign and Appeal
  - 12 Month Campaign Re... ☆
  - Appeal Response ☆
  - Appeal Structure ☆
  - Campaign Compare ☆
  - Campaign Designation ... ☆
  - Campaign Giving Comp... ☆
  - Campaign Revenue Re... ☆
  - Create Promotions ☆
  - Delete Promotions and... ☆
  - Performance by Appeal ☆
  - Premiums By Appeal ☆
  - Revenue by Source and... ☆
  - Survey Statistics Report ☆

# Reporting


Report: Ticket Sales by Period |  EDIT

**PARAMETER SETS** | SCHEDULED REPORT RESULTS | REPORT SCHEDULES | QUEUED REPORTS

SEARCH CLEAR REPORT PARAMETERS REFRESH





				PARAMETER SET NAME	USER	LAST RUN DATE
				2022 Broadway	ccarlson	

# Reporting

Report: Ticket Sales by Period |  EDIT



PARAMETER SETS **SCHEDULED REPORT RESULTS** REPORT SCHEDULES QUEUED REPORTS

ACTIVE ONLY  MY SCHEDULES ONLY SEARCH CLEAR CREATE SCHEDULE REFRESH

		SCHEDULE NAME	STATUS	NEXT RUN DATE	LAST RUN DATE	USER	USER GROUP	OUTPUT	
		Ticket Sales by Period	Active	No future run	Never Run	ccarlson	System Administrator	Email-PDF	

# Membership Processing

# Memberships and Benefit Redemption

Line Items	Sub Line Items	Fees	Contributions	Memberships	Custom Data	
	Level	Expiration	Type	Fund	Recipient	Notes
  Family		2022-10-24	Fixed-Term	Membership	Mr. Lynne Glynis Karmizan	
	<b>Contribution Amount:</b>	\$120.00	<b>Contribution Notes:</b>			

Package Details  Continuous Fee Calculation

# Memberships and Benefit Redemption

Add Fixed-Term Membership

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FUND DESIGNATION ORGANIZATION SOURCE

Please select Please select

RECIPIENT ID RECIPIENT NAME CREDITEE TYPE

Please select Please select

MODE AMOUNT LEVEL MEMBERSHIP ACTION PRICING RULE

Please select New Please select

---

RESULTS **BENEFITS** RECOGNITION NOTES

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Existing Level: Membership Value: Resulting Level:

Expiration: Existing Membership: n/a Trend:

Period: Discount: n/a Start Date:

Inception Date: Amount: Expiration Date:

# Memberships and Benefit Redemption

Add Fixed-Term Membership

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FUND	DESIGNATION	ORGANIZATION	SOURCE
Membership ▾	▾	Museum	83 ▾

RECIPIENT ID	RECIPIENT NAME	CREDITEE TYPE
▾	▾	Gift Membership ▾

MODE	AMOUNT	LEVEL	MEMBERSHIP ACTION	PRICING RULE
Level first ▾	\$37.50 ▾	Individual ▾	New ▾	Membership Discount (Automatic) ▾

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RESULTS	BENEFITS	RECOGNITION	NOTES
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Existing Level:	Membership Value:	\$75.00	Resulting Level:	Individual
Expiration:	Existing Membership:	n/a	Trend:	New
Period:	Discount:	-\$37.50	Start Date:	10/21/2021
Inception Date:	Amount:	\$37.50	Expiration Date:	10/20/2022

# Memberships and Benefit Redemption

**Pricing Rule**    Constituent Criteria    Messaging

**General**

Description:

Inactive    Id: (new)

Type: Benefits

Start Date/Time: 3/30/2022 04:27 PM

Category:

End Date/Time:

Maximum Seats:

**Action**

Mode:  Price Change     Price Type Change     Message Only     Enforce Limit

Discount Amount:  .00     Is Percent    Round To:  2

Respect Minimum Price

**Criteria**

For each of these  ...     All Products     Apply to performances within a package

at these price types (all)

# Memberships and Benefit Redemption

- Price or Price Type Change Rules
  - ▶ Automatically change price/price type
  - ▶ Items that exceed benefit are retained at original price
- Enforce Limit Rules
  - ▶ Benefit price type manually selected
  - ▶ Items that exceed benefit are removed from order

# Memberships and Benefit Redemption

## v16 for Memberships, Part 1: Overview of memberships and benefits

- Want to learn more about Memberships and Benefits?
  - ▶ Check out the v16 for Memberships series on the v16 Training Hub!

Memberships functionality has been greatly enhanced in the Tessitura v16 release. Membership acquisition and retention are now easier than ever.

# Email Order Confirmations

- Now using HTML Templates!
- TNEW Emails
  - ▶ Same information as TNEW Confirmation Page
  - ▶ Header/Footer easily customized

The screenshot shows the 'Editing Template: Sample Order Confirmation' interface. On the left is a navigation sidebar with the following items: 'ADD A NEW TEMPLATE', 'ACTIVE ONLY' (checked), 'GROUP BY CATEGORY' (checked), a search bar, and a list of template categories including 'Acknowledgement Templates', 'Constituent Info - Museum', 'Constituent Info Templates', 'Headers and Footers', 'Login Credentials - Museum', 'Login Credentials Templates', 'Order Confirmation - Museum', 'Order Confirmation Templates', 'Session Templates - Museum', 'Ticket Templates', 'Ticket Templates - Museum', and 'TNEW Order Confirmations'. The 'Sample Order Confirmation' item is selected. The main content area displays the template details: 'DESCRIPTION \*' is 'Sample Order Confirmation (TNEW)', and 'SUBJECT \*' is 'Thank you for your order!'. Below this, it shows 'Created 10/25/2021 2:22 PM by chip at T141DEV. Last modified ID: 20'. There is a dropdown menu with '38650' and a red 'RUN' button. At the bottom, there are two tabs: 'RENDERED TEMPLATE' and 'RENDERED TEMPLATE SOURCE'. The 'TEXT/HTML' option is selected at the very bottom.

# Email Order Confirmations

The screenshot displays the 'Editing Template: Sample Email Header (TNEW)' interface. On the left, a sidebar contains a search bar and a list of template categories: Acknowledgement Templates, Constituent Info Templates, Headers and Footers (expanded), Login Credentials Templates, Order Confirmation Templates, and Ticket Templates. Under 'Headers and Footers', 'Sample Email Header (TNEW)' is selected. The main editing area shows the template's description and category, with an 'INACTIVE' toggle. A preview of the email header is shown, featuring a dropdown for '(Email Profile)', an 'Email Address' input field, a 'SEND' button, and a red icon. Below the preview is a 'VIEW SOURCE' button. A red rounded rectangle highlights a rich text editor containing the text 'Organization Name'. The editor's toolbar includes bold, italic, underline, paragraph style, bulleted list, numbered list, link, unlink, and image icons. At the bottom right, there are 'CANCEL' and 'DUPLICATE' buttons.

ADD A NEW TEMPLATE

ACTIVE ONLY

GROUP BY CATEGORY

Search

Acknowledgement Templates

Constituent Info Templates

Headers and Footers

Sample Email Footer (TNE...)

Sample Email Header (TNE...)

Login Credentials Templates

Order Confirmation Templates

Ticket Templates

Editing Template: Sample Email Header (TNEW)

DESCRIPTION \* Sample Email Header (TNEW)

CATEGORY \* Headers and Footers

INACTIVE

Created 10/08/2021 10:29 AM by BGillila at BGilliland. Last modified 10/08/2021 10:29 AM by BGillila ID: 15

(Email Profile) Email Address SEND

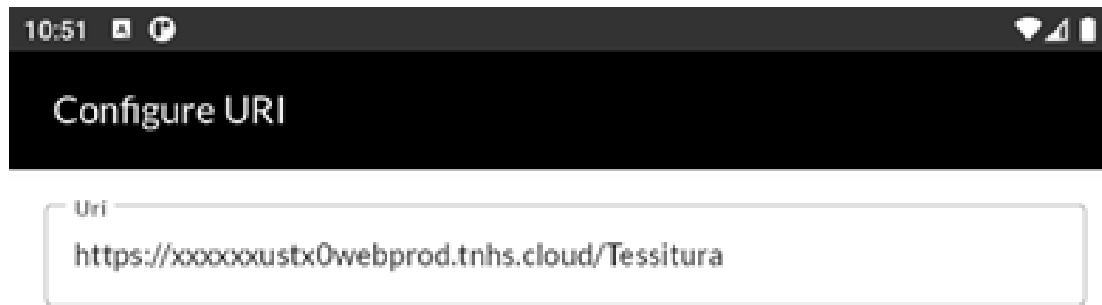
VIEW SOURCE

Organization Name

CANCEL DUPLICATE

# Access Control Changes

# App Access Changes

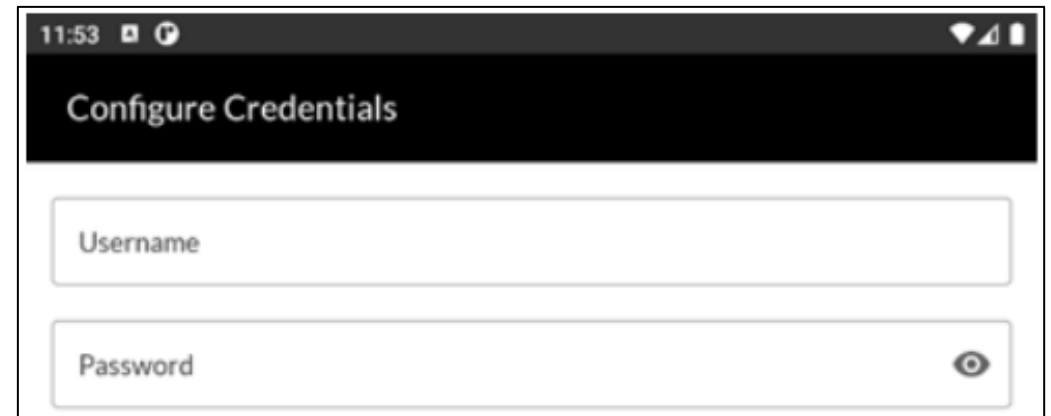


10:51

Configure URI

Uri

<https://xxxxxustx0webprod.tnhs.cloud/Tessitura>



11:53

Configure Credentials

Username

Password

- No more allow listing!!!! Have scanner, will travel!

# App Access Changes

Current Recommendation:  
One user per device

**Add User**

User Id:  Application Password:  User must change password at next login:

Last Name:  Location:  Logins Allowed:

First Name:  Phone:

Type:  Phone Ext:  Exch:  Status:

Control Group:  Email:

Active Directory Username:

Multi-factor Authentication:

**Edit User Group**

Group ID:  Description:

Group:  Header Format:

Admin Group Web Header Format:

Organization:

Division:

Default Original Source:

Access Rights

Application  TRBO  Web Client  Access Control

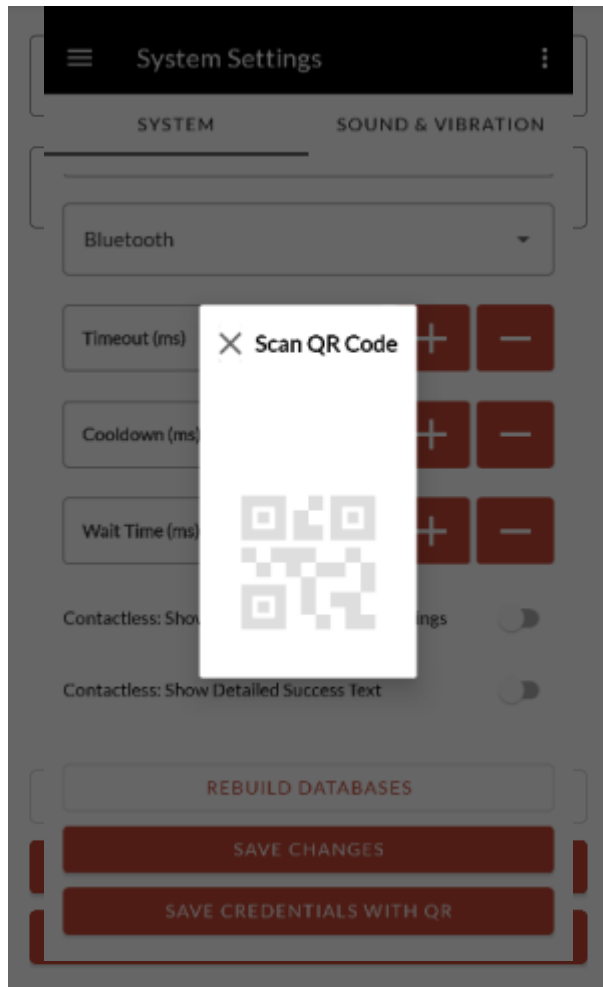
Database Login

Add Login

Login Name

Login Password

# App Access Changes

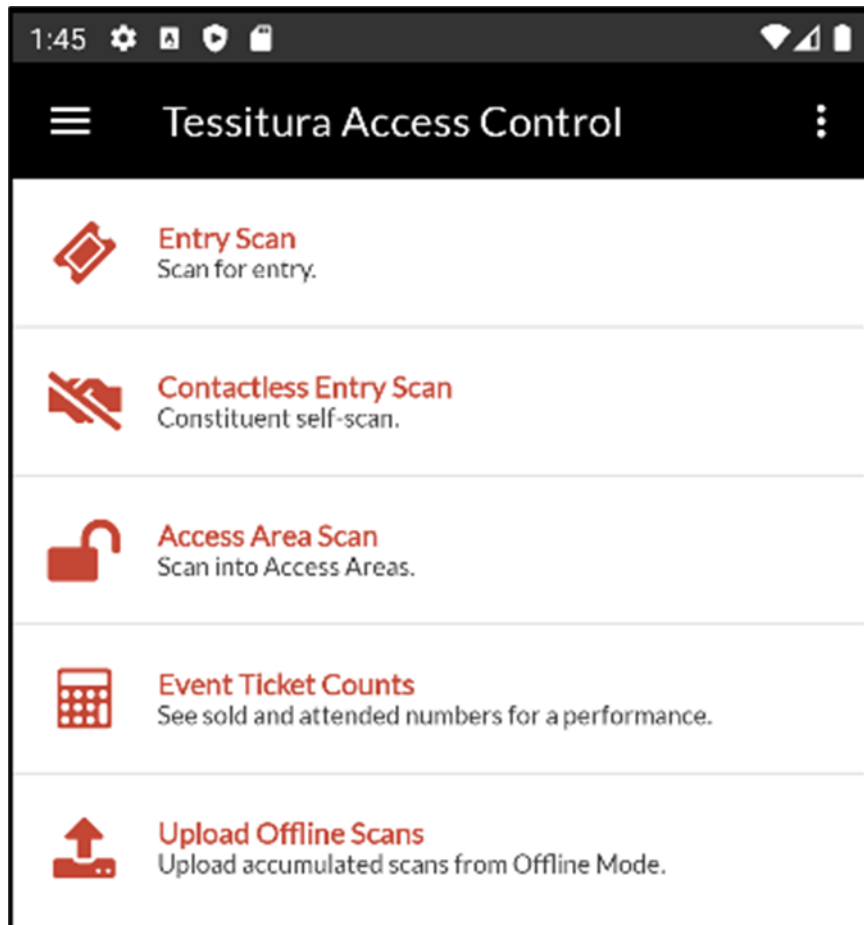


ORGANIZATION
SCANNER
SETUP DATE
NOTES



ORGANIZATION
SCANNER
SETUP DATE
NOTES

# Scanner App Unchanged Functionality



- Ticket Scanning
- Membership Card scanning
- Special Access Areas
- Contactless scanning
  - ▶ No longer a separate app

# Scanner App Changes

- Order Number Scanning now built into ticket scanning
  - ▶ Order numbers identified by prefix and length
  - ▶ Barcodes will need to be adjusted
  - ▶ Considers device profile settings as well as door/zone times

The screenshot shows a configuration window for a ticket. The 'General' tab is selected. The ticket is for 'General Admission' (Id: 422). The 'Doors Open' and 'Doors Close' fields are highlighted with a red box, indicating they are the focus of the changes mentioned in the text. The 'Doors Open' is set to 04/08/2014 at 9:00 AM, and the 'Doors Close' is set to 04/08/2014 at 5:00 PM. Other settings include 'Status: On Sale', 'Slot: Weekday', and 'Type: Regular'.

Impresario	AC_ORDER_NO_LENGTH	8	The total length of Order Number barcode	<input type="checkbox"/>
Impresario	AC_ORDER_NO_PREFIX	ON	Determines the prefix value for Order bar	<input type="checkbox"/>

# Scanner App Changes

**System Settings**

Profile

Scanner  
(none)

Bluetooth

Timeout (ms) 8 + -

Cooldown (ms) 3000 + -

REBUILD DATABASES

SAVE CHANGES

**Profile Settings**

Performances

Production Seasons

Facilities

Entry Points

Access Areas

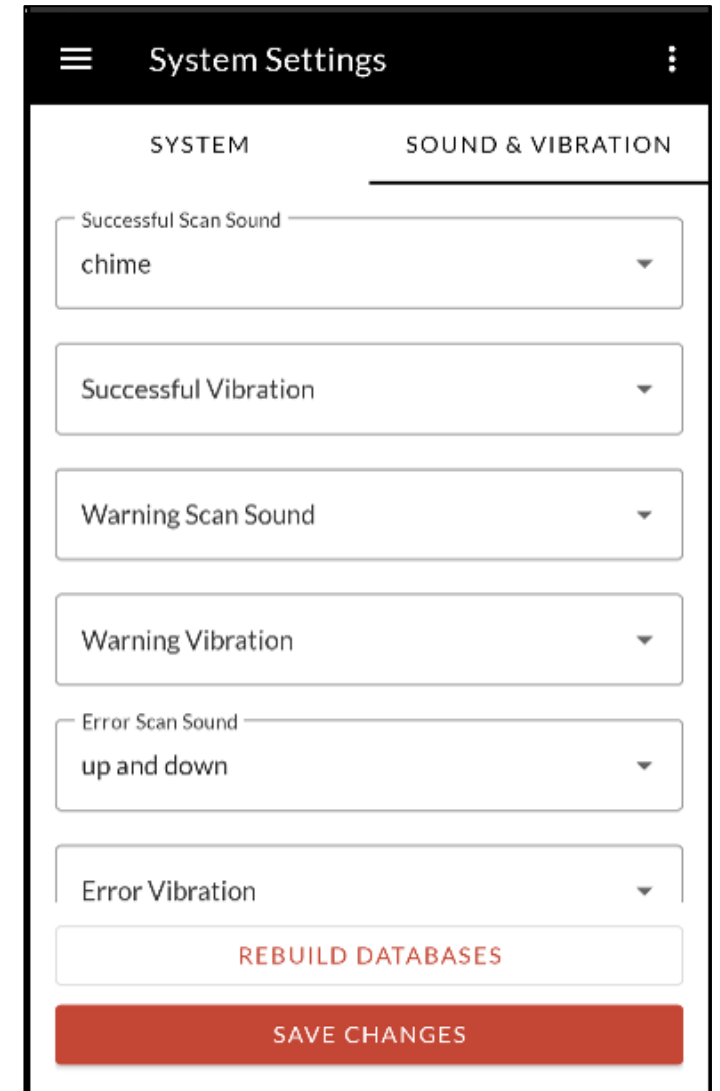
Membership Orgs

External Barcode Sources

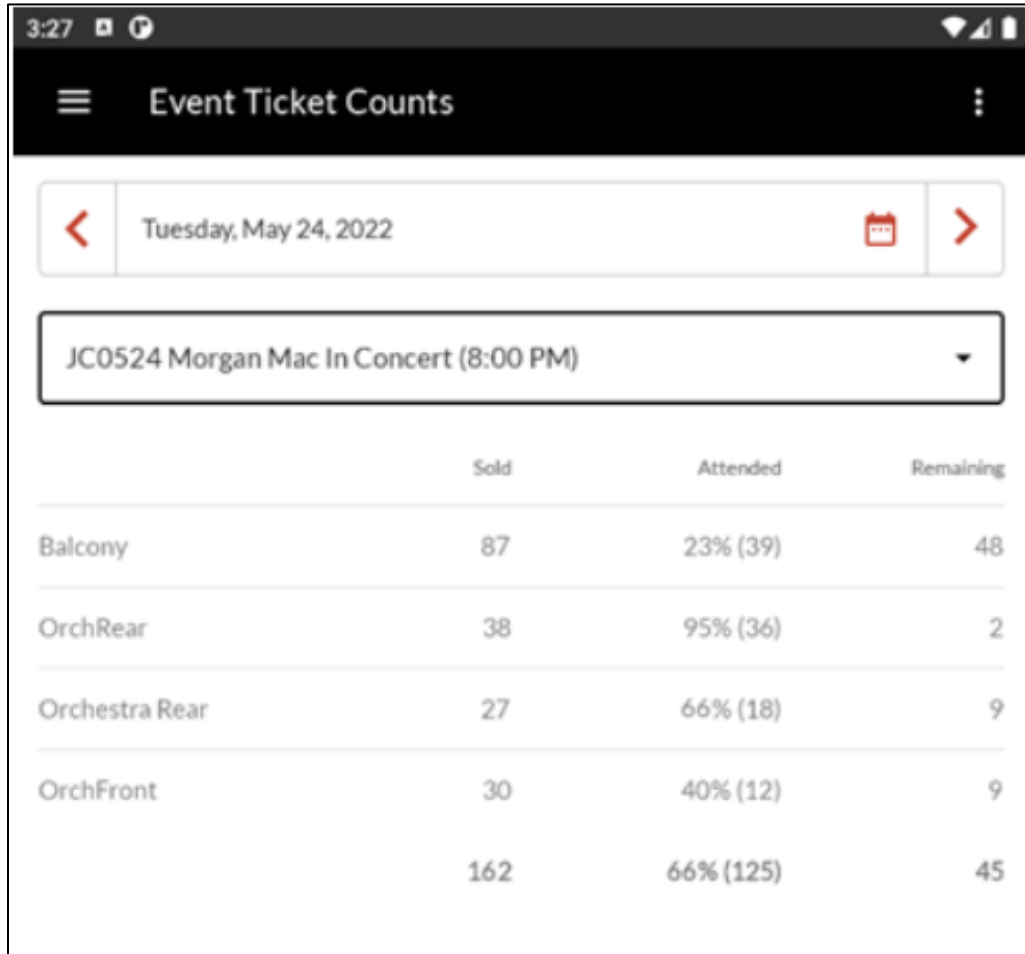
SAVE CHANGES

# Scanner App Changes

- Sound & Vibration Setup Screen
  - ▶ New Sounds!
- Sounds available for
  - ▶ Successful Scan
  - ▶ Error
  - ▶ Patron Message
  - ▶ Warning
- Vibration can be enabled for these features



# Scanner App Changes



The screenshot shows the 'Event Ticket Counts' screen in the Scanner App. At the top, the time is 3:27. The title bar reads 'Event Ticket Counts'. Below the title bar, there is a date selector showing 'Tuesday, May 24, 2022'. A dropdown menu displays 'JC0524 Morgan Mac In Concert (8:00 PM)'. The main content is a table with columns for 'Sold', 'Attended', and 'Remaining'.

	Sold	Attended	Remaining
Balcony	87	23% (39)	48
OrchRear	38	95% (36)	2
Orchestra Rear	27	66% (18)	9
OrchFront	30	40% (12)	9
	162	66% (125)	45

- Front of House Functionality
  - ▶ Event Ticket Counts
  - ▶ All other Monitor and Check Seats functions have been deprecated

# Access Control Monitoring

TESSITURA ACCESS CONTROL MONITORING

Tessitura Access Control Monitoring  
Last Refreshed: 07/07/2022 at 4:09 PM

NO. OF RECENT EVENTS TO SHOW

DAVID

24	Scan	1:46:18 PM	✓
23	Scan	1:46:05 PM	✓
22	Invalid	11:15:43 AM	✗
21	Invalid	11:15:34 AM	✗
20	Invalid	11:15:16 AM	✗
19	Invalid	10:52:35 AM	✗
18	Invalid	10:52:31 AM	✗
17	Scan	9:49:21 AM	✓

## Event Listing: Main 1

SHOW PAST EVENTS (IN HOURS)

1

REFRESH

	NO.	EVENT	DATE/TIME	STATUS
👁	35	Membership Warning	08/23/2022 1:35 PM	ⓘ
👁	34	Error Scan	08/23/2022 1:34 PM	✗
👁	33	Successful Scan	08/23/2022 1:34 PM	✓
👁	32	Invalid Scan	08/23/2022 1:32 PM	✗
👁	31	Successful Scan	08/23/2022 1:31 PM	✓
👁	30	Successful Scan	08/23/2022 1:30 PM	✓
👁	29	Successful Scan	08/23/2022 1:30 PM	✓
👁	28	Successful Scan	08/23/2022 1:30 PM	✓

Event Detail: Main 1, 34

✗ Error Scan

Scan String: 123

Ticket not valid for specified event(s).

Ms. Marta Debra Stahlke #46

Laurie Berkner Band

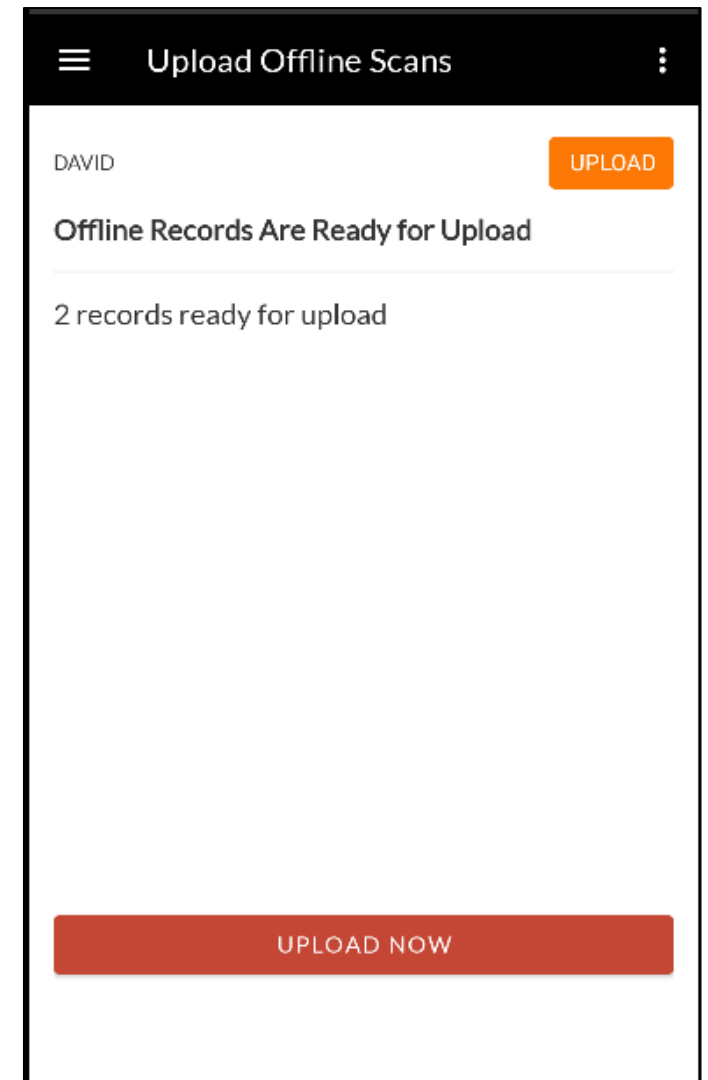
Sunday December 2, 2018, 3:00PM

## Control Monitoring

to allow a staff member to  
contactless scanning stations

# Offline Scan Uploads New Functionality

- Offline scans now uploaded directly from the scanner
  - ▶ Uses the Tessitura Service
  - ▶ No more output file creation



# Offline Scan Uploads New Functionality

- New screen in Season Manager processes uploaded scans
  - ▶ No more Offline Scan Update report

Uploaded Scans

---

START DATE      END DATE      PROFILE \*      SCANNERS

mm/dd/yyyy 📅      mm/dd/yyyy 📅      David ▼      David ▼     

---

Unprocessed Scans Found: 2  
Refreshed 07/06/2022 1:49 PM

---

REFRESH

# Access Setup Control Changes

ACTIVE ONLY

GROUP BY CATEGORY

---

SHOW TABLE NAME

---

EXPAND ALL COLLAPSE ALL ☆

— Access Control

- Access Areas ☆
- Entrance ☆
- Monitor Event ☆
- Profiles ☆
- Scan Types ☆

System Default Settings (T\_DEFAULTS) ⓘ

CATEGORY: SYSTEM CONFIGURATION

1 filter(s) applied. CLEAR

				ID	PARENT TABLE	FIELD NAME	DEFAULT VALUE	DEFAULT VALUE DESC
				226	Impresario	AC_BARCODE_PREFIX		Determines the first 2 digits of the Access Control barcode number. If no value or an invalid value is given, the system will default to 00.
				287	Impresario	AC_ORDER_NO_LENGTH	8	The total length of Order Number barcodes
				288	Impresario	AC_ORDER_NO_PREFIX	ON	Determines the prefix value for Order barcodes
				289	Impresario	AC_MEMBERSHIP_NO_PREFIX	MN	Determines the prefix value for Membership barcodes
				290	Impresario	AC_MEMBERSHIP_NO_LENGTH	8	The total length of Membership Number barcodes
				291	Impresario	AC_MEMBER_CUSTOMER_PREFIX	CN	Determines the prefix value for Customer barcodes
				292	Impresario	AC_MEMBER_CUSTOMER_LENGTH	8	The total length of Constituent Number barcodes
				295	IMPRESARIO	AC_EXCLUDE_HOLD_CODES		List of hold code IDs that should be excluded when counting holds as available in Event Seat Count. No value means all hold codes are included.
				296	IMPRESARIO	AC_INCLUDE_HOLD_CODES		List of hold code IDs that should be included when counting holds as available in Event Seat Count. No value means all hold codes are included.
				297	IMPRESARIO	AC_MESSAGE_CLOSE_STEP_ID		The ID of the step type to add to add to a Patron Message CSI when it is marked as read from an Access Control message.
				298	IMPRESARIO	AC_MESSAGE_CSI_ACTIVITY_TYPE		The ID of the CSI Activity Type to use when looking for Patron Message CSIs.
				299	IMPRESARIO	AC_MONITOR_CONST_ATTRIBUTE		The ID of the attribute used to monitor the attendance of any constituents with a particular constituent ID.
				300	IMPRESARIO	AC_MONITOR_EMAIL_PURPOSE		The ID of the contact point purpose used to manage Access Control email notifications.

# Q & A