



TickIt User Guide

Version 1.0
April 28th, 2023

Jayde Holbrook
Ben Lukins
Patrick Berzins
Nathaniel Smith
Van Hudson

Table of Contents

Welcome	2
Installation Process	3
Windows Only	3
Linux/Macintosh Only	3
Manual Boot-Up	3
Administrative Users	4
Accessing the Admin Page	4
Adding a New Performance	5
Deleting a Performance	6
Updating Seat Prices	7
Updating Ticket Status	8
Recording Ticket Sales at Door	9
Updating Season Ticket Holder Information	12
Importing Season Ticket Holder Information	14
Exporting Season Ticket Holder Information	15
Regular Users	17
Buying Your Ticket(s)	17
Buying Your Season Pass(es)	19
Exchanging Your Purchase	22

Welcome

Hello and welcome to the TickIt user guide! Thank you for using our product. Whether you are using TickIt to purchase tickets to your next night out or for managing the Von Braun Center Box Office, we appreciate your interest and business.

We the TickIt development team hope you find this User Guide useful and helpful!

Installation Process

For those familiar with GitHub, the repository can be found here:

<https://github.com/PatrickBerz/tick-it>

From the main repository page, we recommend clicking “Code” and “Open with GitHub Desktop”. Follow the instructions within GitHub Desktop to finish the local installation process. Any new JSON files added should never be empty. At a minimum, JSON files should contain a set of brackets ([]).

Windows Only

Once the TickIt repository has been locally cloned to your machine, navigate to the Batch Script file and run it. Node.js must be installed for the Batch Script file to work. It will install the necessary dependencies needed for TickIt and boot up the system for use. This only works on Windows.

Linux/Macintosh Only

Once the TickIt repository has been locally cloned to your machine, navigate to the Shell Script file and run it. Xterm must be installed for the Shell Script file to work. It will install the necessary dependencies needed for TickIt and boot up the system for use. This only works on Linux and Macintosh. *Note for Macintosh: TickIt will not work in Safari.*

Manual Boot-Up

To boot up TickIt manually, you will need two terminals. In the first terminal, navigate to the main directory (for example, Documents\GitHub\tick-it) and execute the following commands:

```
cd backend
npm install
npx ts-node --esm index.ts
```

In the second terminal, execute the following:

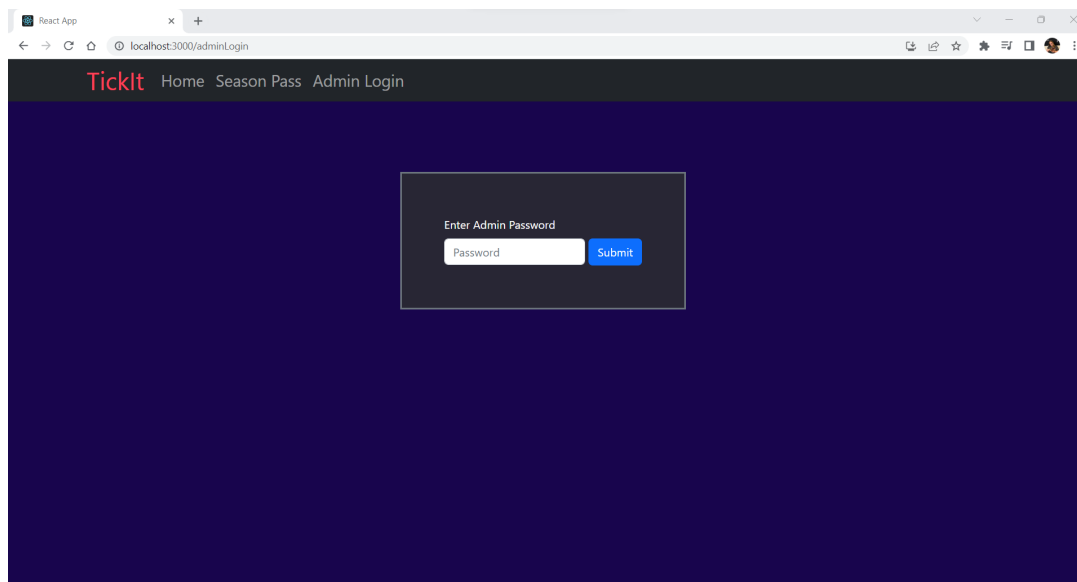
```
cd frontend
npm install
npm start
```

Once the project finishes building, TickIt should open in your browser at the URL localhost:3000

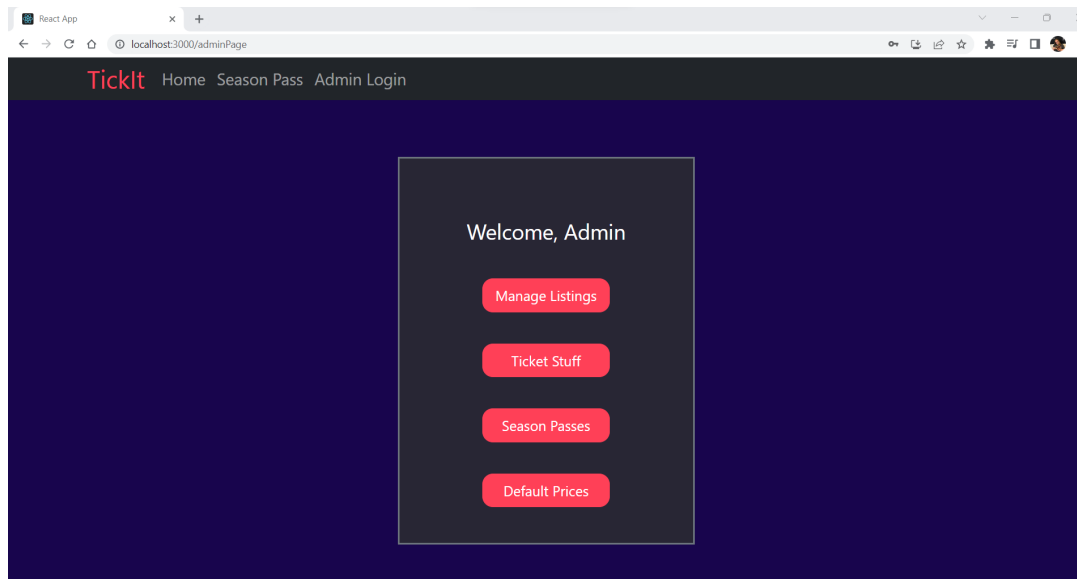
Administrative Users

Accessing the Admin Page

To access the Admin Page, click on “Admin Login”, located on the navigation bar at the top of the page. You should be prompted to enter the password (admin) to access the Admin Page.

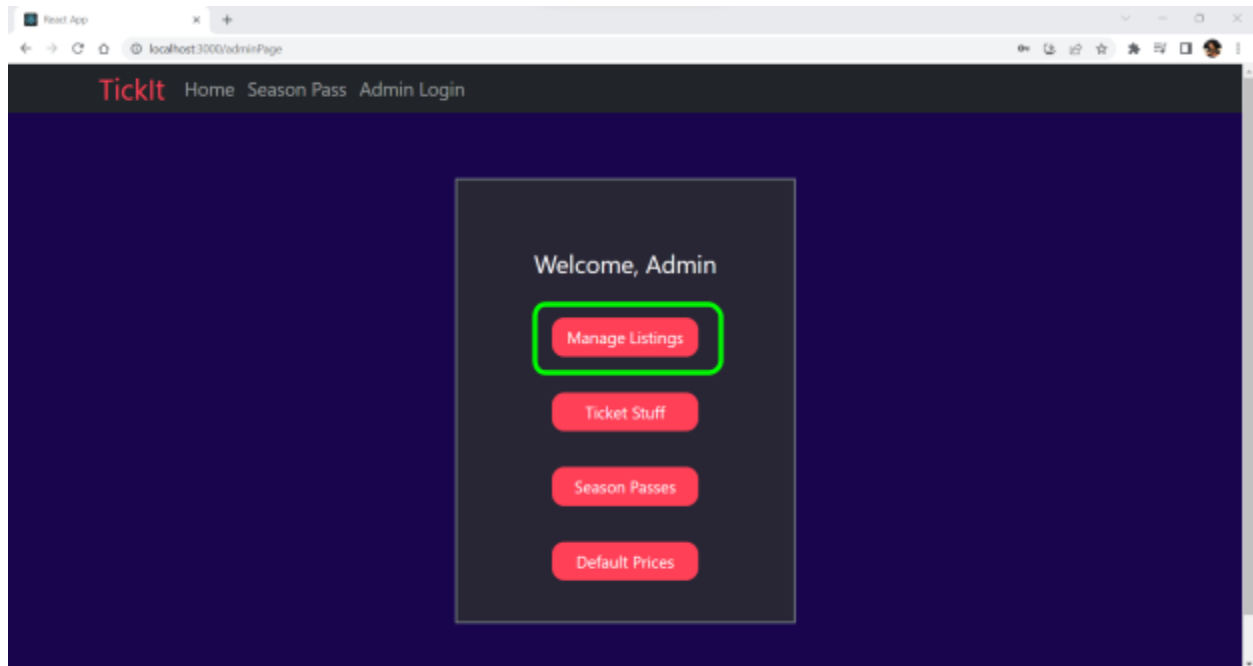


If entered correctly, TickIt will bring you to the Admin Page.

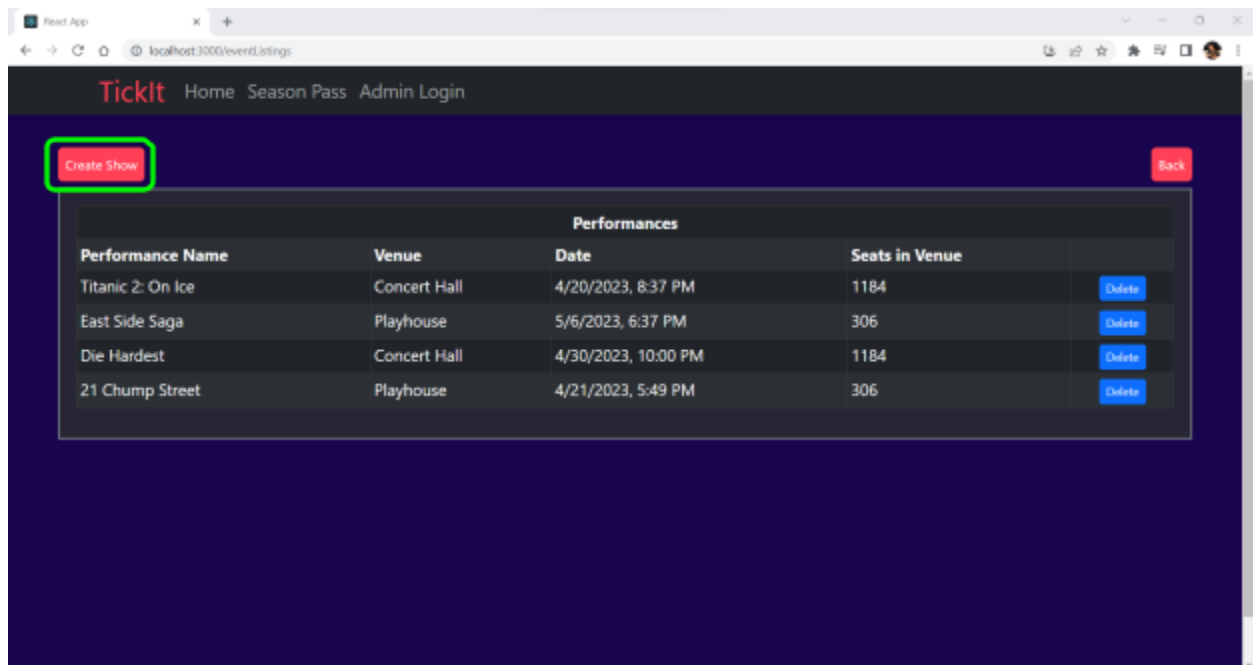


Adding a New Performance

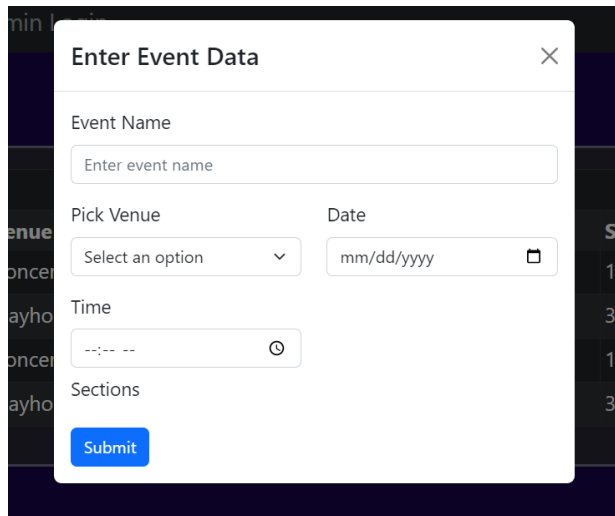
From the Admin Page, click on “Manage Listings”. This will bring you to a page with all of the current performances in the system database.



To add a new performance of a show, click on “Create Show” in the upper left corner. You should be prompted to enter the proper event information.



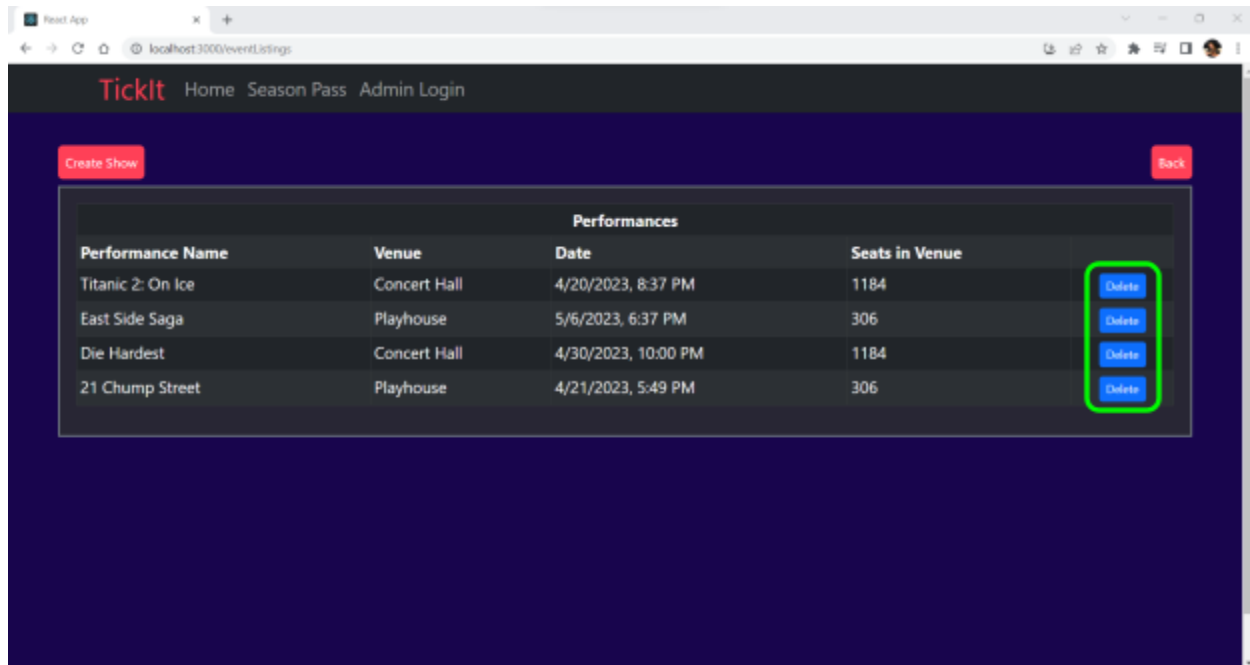
Enter the show's name, date of performance, and time of performance into the appropriate fields. You can also select if this performance will be performed in the Von Braun Center Concert Hall or Playhouse. Once a performance venue has been selected from the dropdown, the default seat prices for each seat section will be displayed. If you are happy with the default prices, click "Submit" to add the new performance to the database. If you are not happy with the default prices, you may type the desired amount into the corresponding field for the seat section. *Note: This will change the default price on the performance you are currently creating only.* To change the default prices, please refer to the Updating Seat Prices section of this User Guide.

A screenshot of a web form titled "Enter Event Data" with a close button (X) in the top right corner. The form contains several input fields: "Event Name" with a text input box containing the placeholder "Enter event name"; "Pick Venue" with a dropdown menu showing "Select an option" and a downward arrow; "Date" with a text input box containing the placeholder "mm/dd/yyyy" and a calendar icon; "Time" with a text input box containing the placeholder "--:-- --" and a clock icon; and "Sections" with a text input box. At the bottom left of the form is a blue "Submit" button.

The page should refresh automatically once "Submit" has been clicked with your new performance at the bottom of the list. The main Home page will also have the new performance listed at the end of the list.

Deleting a Performance

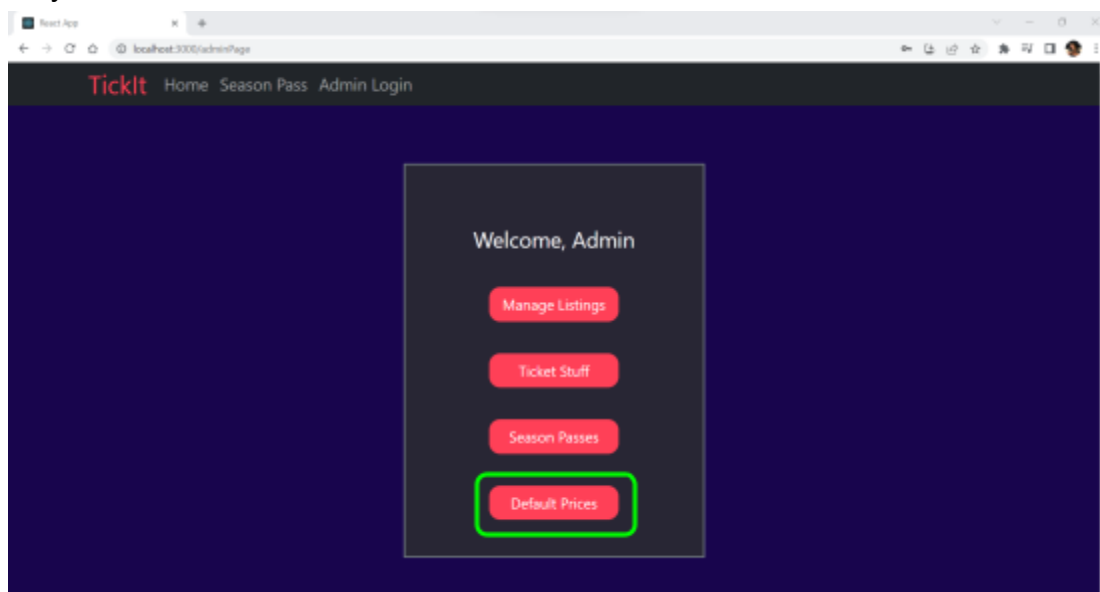
From the Admin Page, click on "Manage Listings". This will bring you to a page with all of the current performances in the system database. To delete a performance, click the "Delete" button on the performance listing that matches the performance you would like to remove. *Note: This action cannot be undone.*



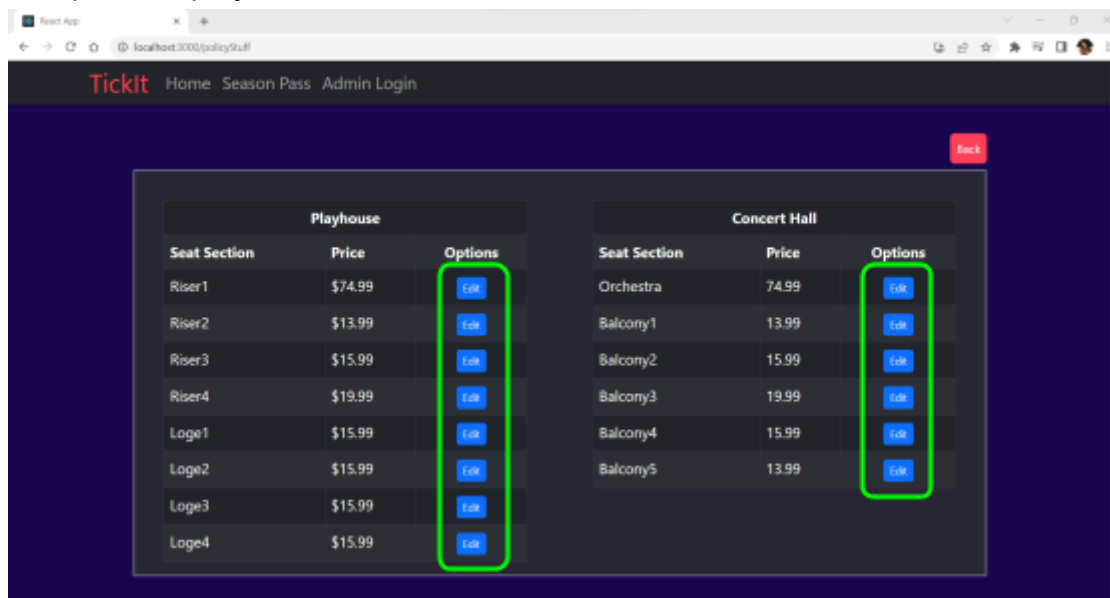
Once the “Delete” button of a performance has been clicked, that performance will be removed from the database. The page should automatically be refreshed and the performance deleted will be gone.

Updating Seat Prices

From the Admin Page, click on “Default Prices”. This will bring you to a page with the current default seat section prices for the Von Braun Center Concert Hall and Playhouse.

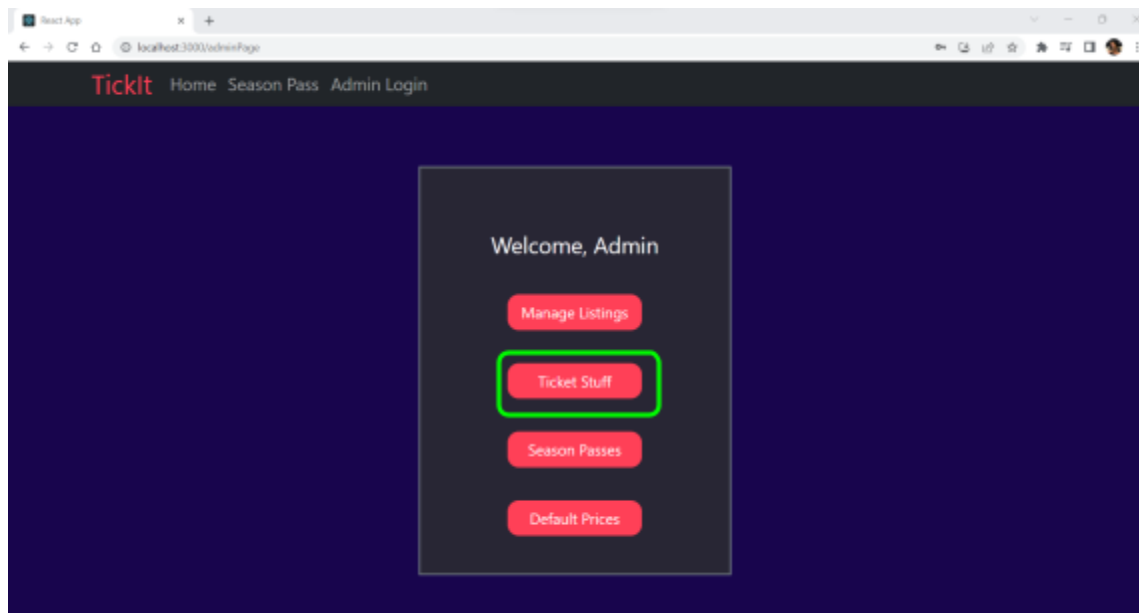


To change a price for a seat selection, click the “Edit” button on that seat section. Enter the new price and click “Submit” to set the default. The page should refresh with the new price displayed.

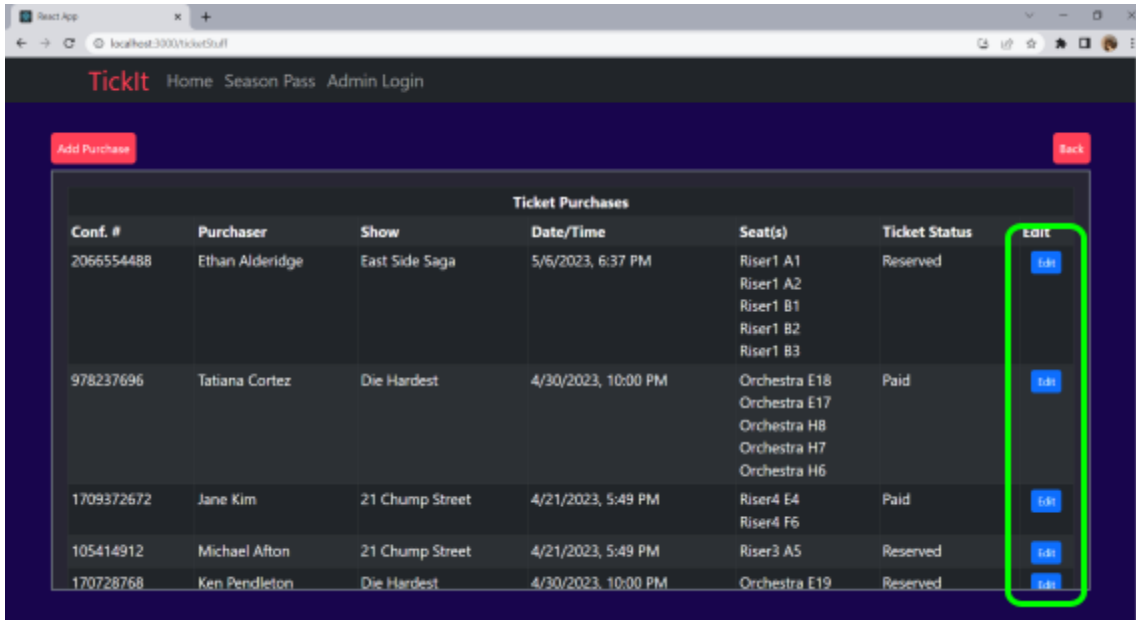


Updating Ticket Status

From the Admin Page, click on “Ticket Stuff”. This will bring you to the page with the list of all purchases in the database. A ticket will have one of three values in a purchase: Reserved, Picked Up, and Paid. A purchase will be marked as Paid if it is an online purchase, meaning the customer has already paid for the tickets. A purchase will be marked as Reserved if the customer opts to pick up and pay at the door.



From the Ticket Stuff page, find the purchase listing of the ticket status you would like to update. Click the “Edit” button. Select the new ticket status you would like to update to. Once you click “Submit”, the page should automatically refresh with the purchase ticket status upgraded.

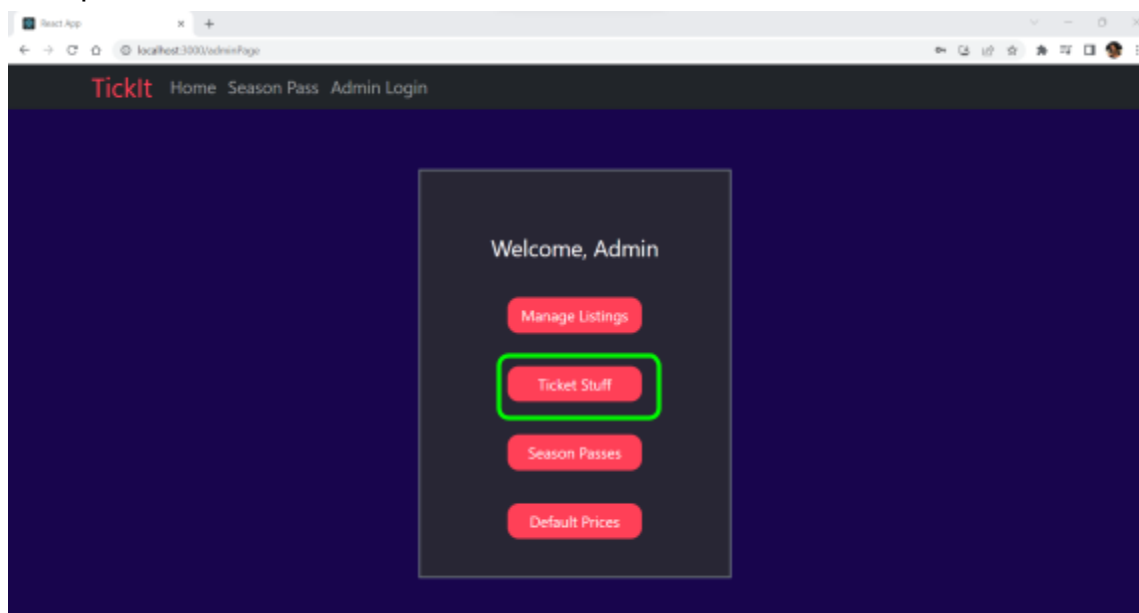


The screenshot shows the Ticketit application interface. At the top, there's a navigation bar with 'Home', 'Season Pass', and 'Admin Login'. Below this, there's a 'Ticket Purchases' table. The table has columns for Conf. #, Purchaser, Show, Date/Time, Seat(s), Ticket Status, and an 'Edit' button. The 'Edit' buttons are highlighted with a green box.

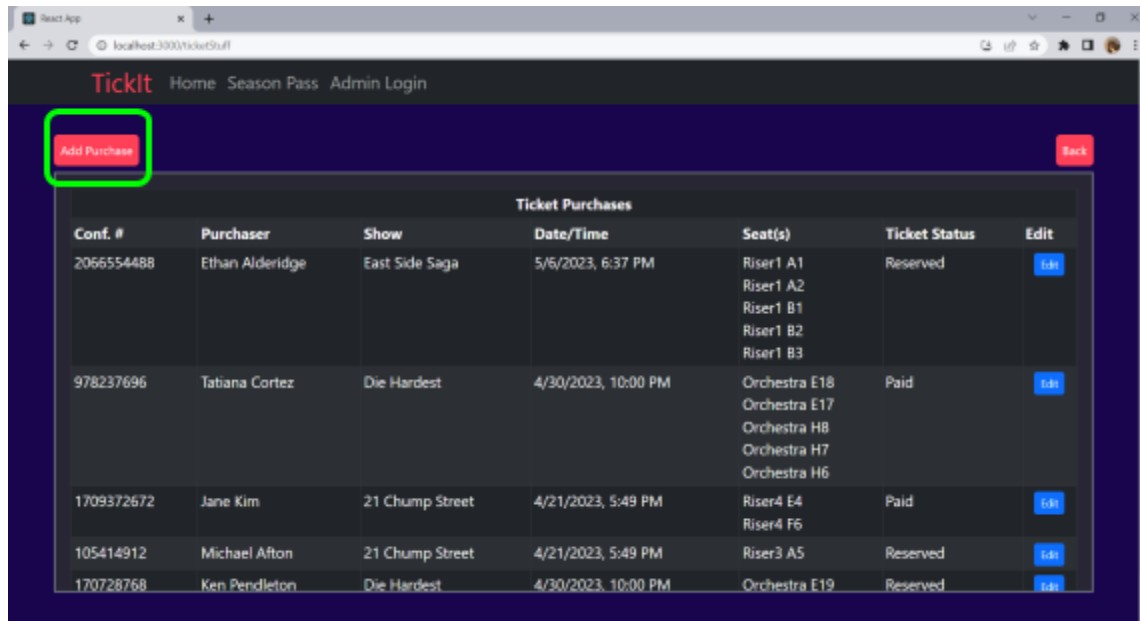
Conf. #	Purchaser	Show	Date/Time	Seat(s)	Ticket Status	Edit
2066554488	Ethan Alderidge	East Side Saga	5/6/2023, 6:37 PM	Riser1 A1 Riser1 A2 Riser1 B1 Riser1 B2 Riser1 B3	Reserved	Edit
978237696	Tatiana Cortez	Die Hardest	4/30/2023, 10:00 PM	Orchestra E18 Orchestra E17 Orchestra H8 Orchestra H7 Orchestra H6	Paid	Edit
1709372672	Jane Kim	21 Chump Street	4/21/2023, 5:49 PM	Riser4 E4 Riser4 F6	Paid	Edit
105414912	Michael Afton	21 Chump Street	4/21/2023, 5:49 PM	Riser3 A5	Reserved	Edit
170728768	Ken Pendleton	Die Hardest	4/30/2023, 10:00 PM	Orchestra E19	Reserved	Edit

Recording Ticket Sales at Door

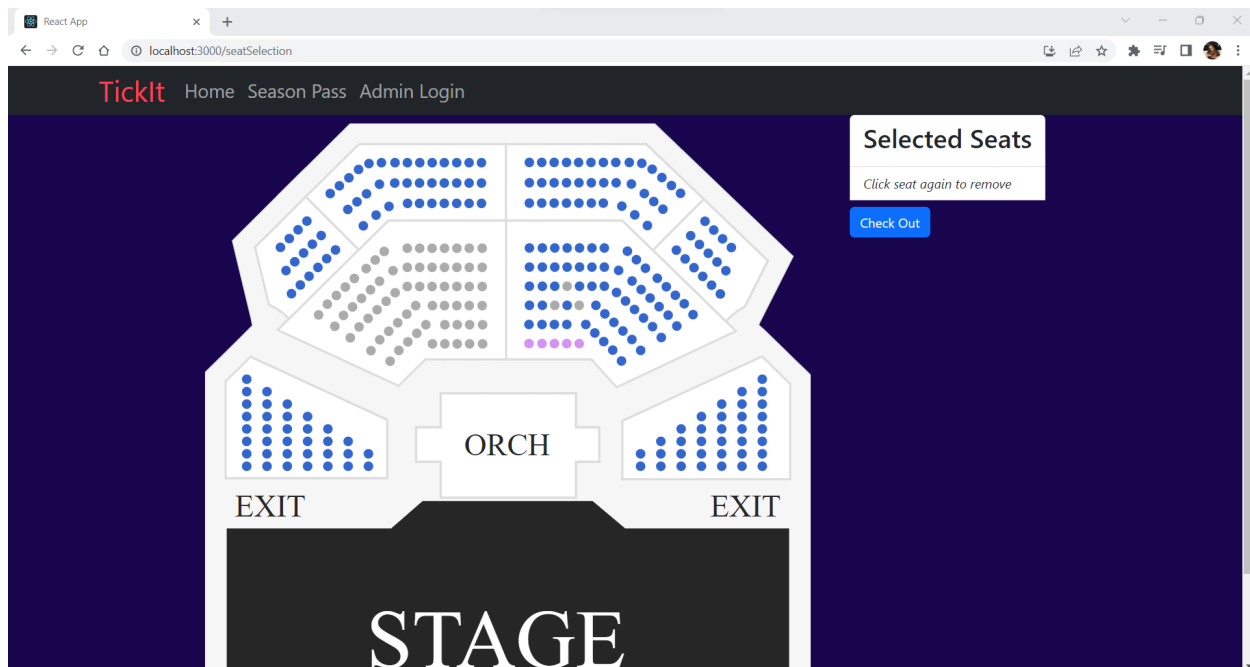
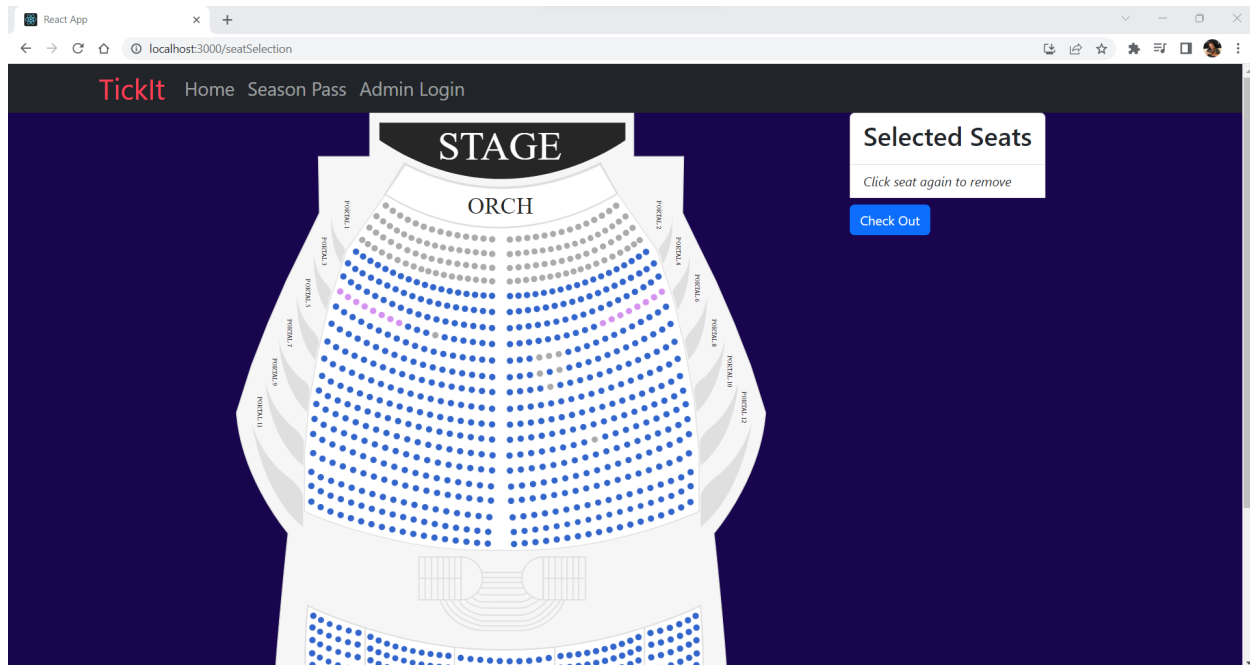
From the Admin Page, click on “Ticket Stuff”. This will bring you to the page with the list of all purchases in the database.



To add a new purchase from the door, click the “Add Purchase” button. You will be prompted to select the show/performance the customer would like to buy tickets for. Select the correct show from the list and click “Purchase Tickets”. This will bring you to the Seat Selection page for that performance.

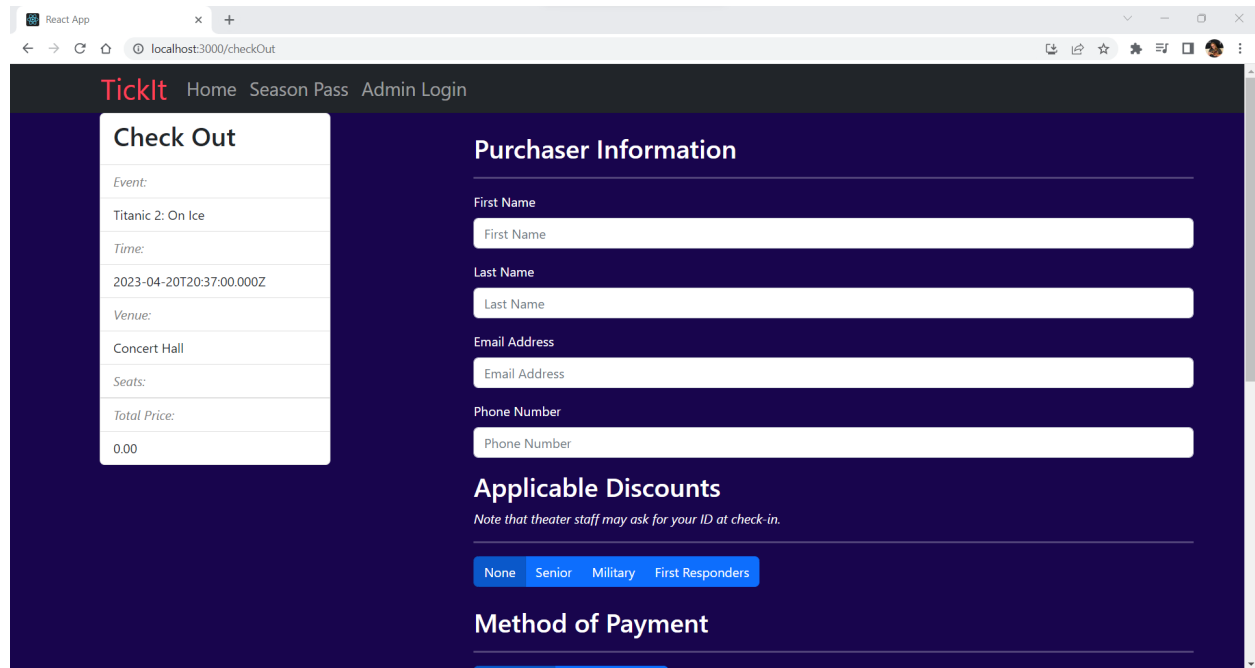


Available tickets will be shown via the blue seats. Purple seats indicate accessible seating. All grey seats are tickets that have either been bought/reserved or belong to the Season Ticket Holder section. Select the seat(s) the customer would like to purchase by clicking on them. Once you have selected all of the seats they wish to purchase, click the “Check-Out” button to begin the Check-Out Process.



Their total will be displayed on the left side of the screen. First, enter their basic information (first and last name, address, and phone number). If they qualify for a special discount (Senior, Military, or First Responder), select the discount to automatically apply the discount to the price. TickIt automatically defaults to no discounts. TickIt also automatically defaults to an online purchase. This is the same as purchasing with a credit card. If they would like to pay for their tickets at the door, please

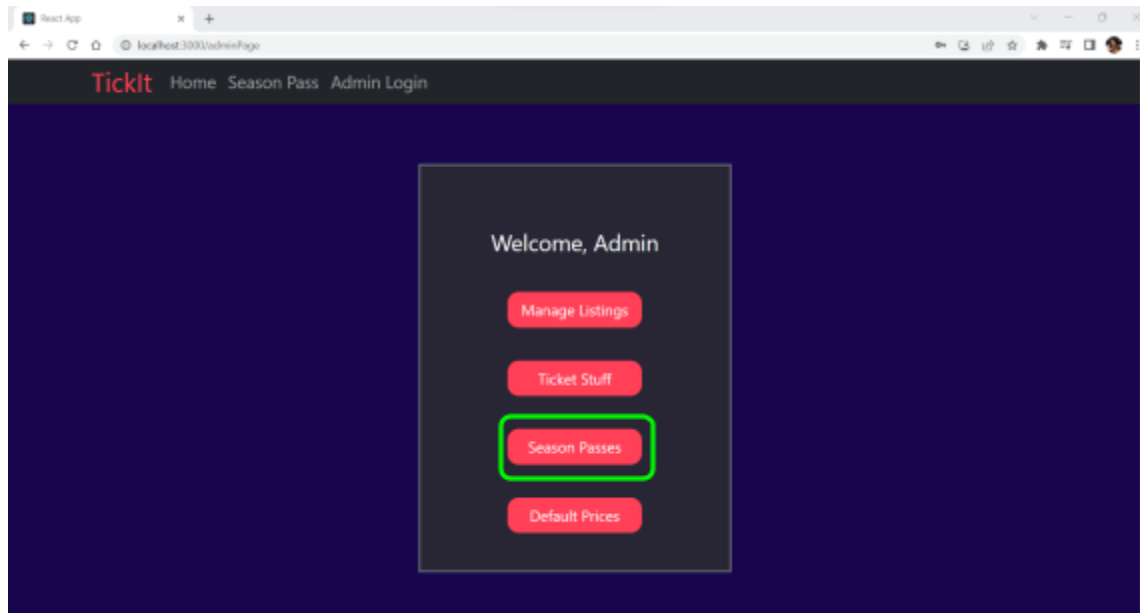
select “Pay at Door” and “Place Order” to finish the check-out process. Otherwise, enter the required debit or credit card information and select “Place Order” to finish the check-out process.

A screenshot of a web browser showing the checkout page of a website called "TickIt". The browser's address bar shows "localhost:3000/checkOut". The page has a dark blue header with the "TickIt" logo and navigation links: "Home", "Season Pass", and "Admin Login". On the left, a white "Check Out" sidebar lists order details: Event (Titanic 2: On Ice), Time (2023-04-20T20:37:00.000Z), Venue (Concert Hall), Seats, Total Price (0.00). The main content area is dark blue and contains sections for "Purchaser Information" (with input fields for First Name, Last Name, Email Address, and Phone Number), "Applicable Discounts" (with buttons for None, Senior, Military, and First Responders), and "Method of Payment".

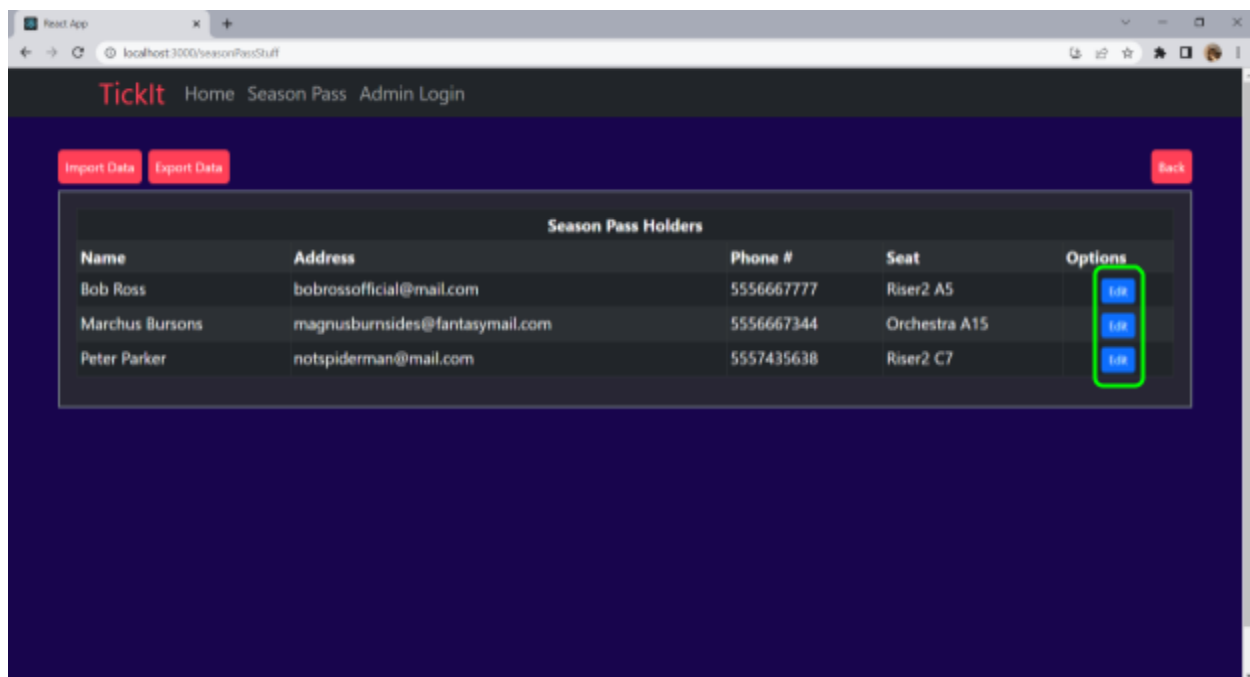
After you have placed their order, you will see a confirmation message. If they opted to pay for their tickets online, their confirmation number and tickets will be emailed to them through the Von Braun Center. You will be brought back to the main Home page.

Updating Season Ticket Holder Information

From the Admin Page, click on “Season Passes”. This will bring you to a page with the current list of season ticket holders.



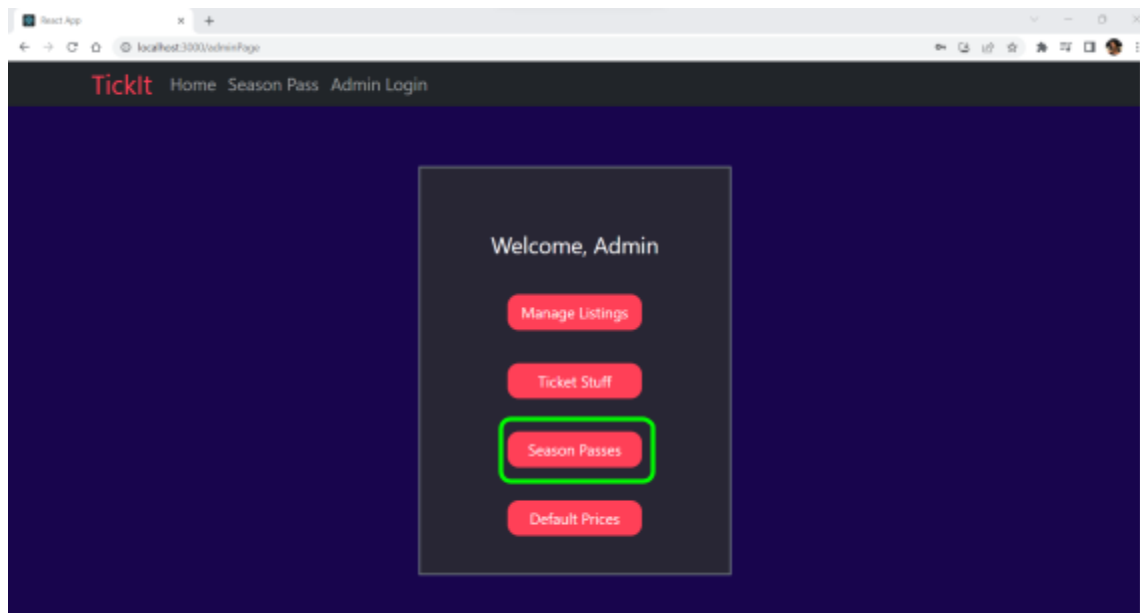
To change a season ticket holder's information, click the "Edit" button on that season ticket holder.



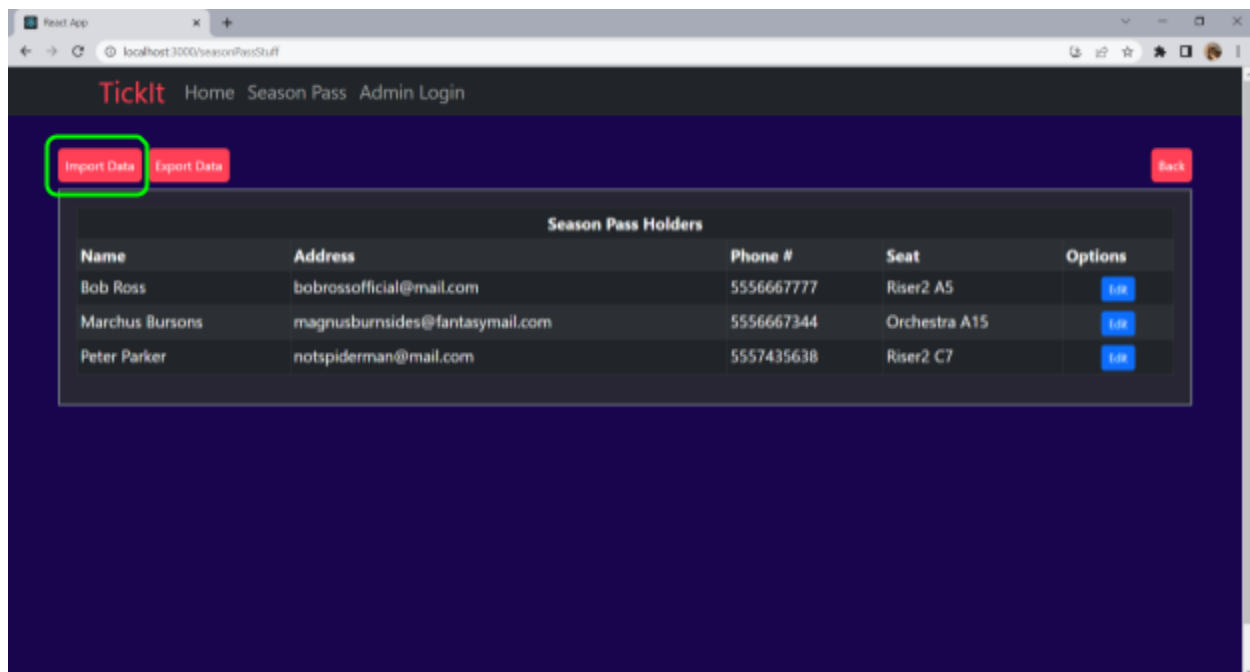
You can change their name, address, and phone number. Change the information you would like to update by typing in the new information into the appropriate field. Click "Submit" to set the information in the system. The page should refresh with the new information displayed.

Importing Season Ticket Holder Information

From the Admin Page, click on “Season Passes”. This will bring you to a page with the current list of season ticket holders.



To import season ticket holder information, click the “Import” button in the upper lefthand corner.

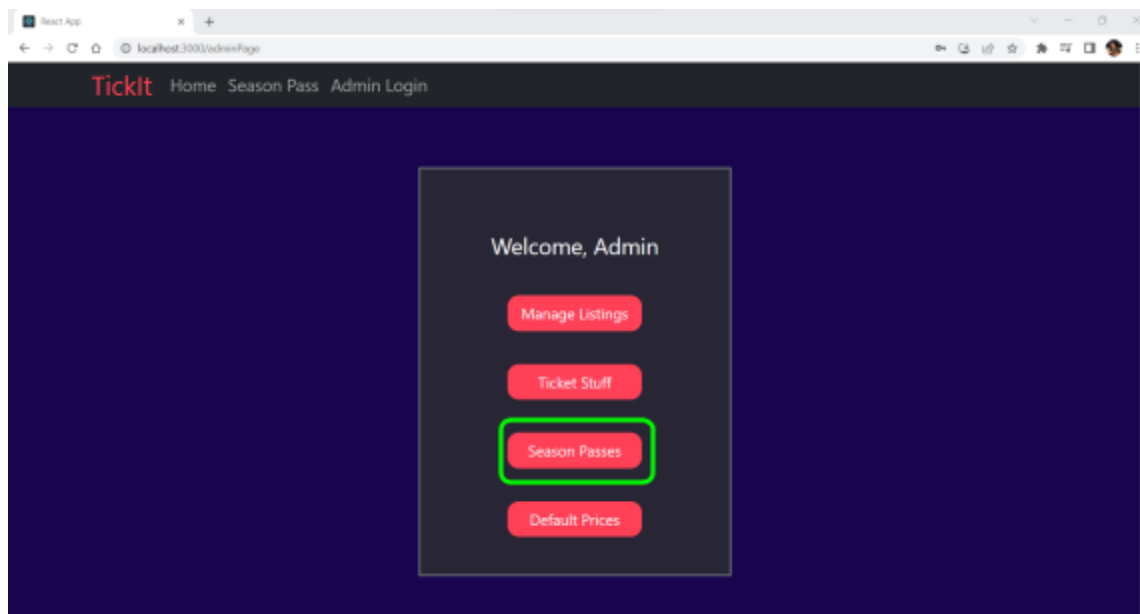


You can choose the file you wish to import information from by selecting “Choose a File”, which will open your computer’s File Explorer. Select the file and submit to upload it to the TickIt system. Click “Submit” to set the information in the system. The page

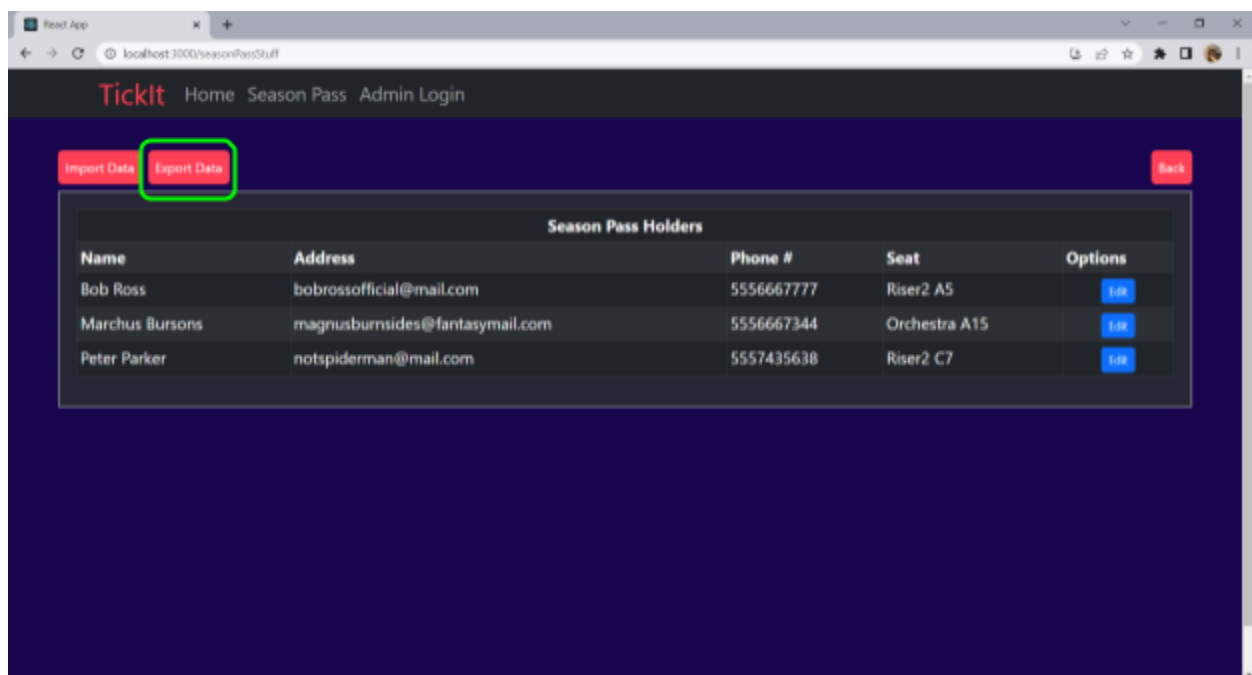
should refresh with the new information displayed. *Note: Season Ticket Holder Data can only be imported in JSON file format.*

Exporting Season Ticket Holder Information

From the Admin Page, click on “Season Passes”. This will bring you to a page with the current list of season ticket holders.



To export season ticket holder information, click the “Export” button in the upper lefthand corner.

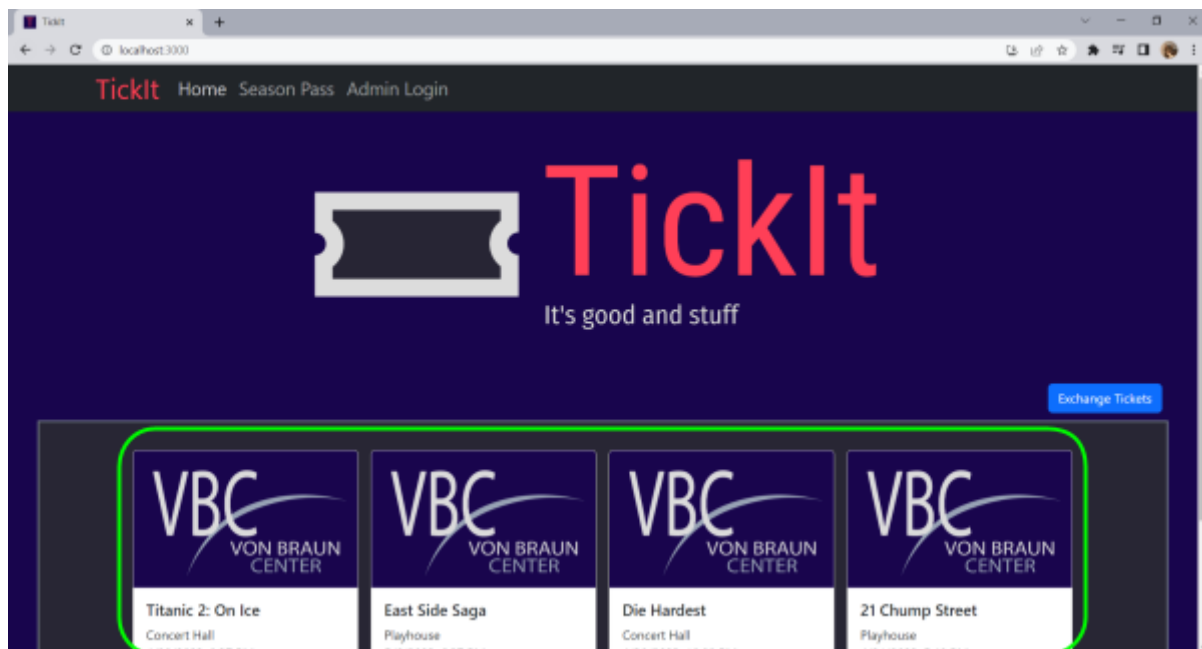


You will be prompted to select the file format you would like to export in. You can choose to export in JSON or CSV file format. Once you are satisfied with your choice, click “Export”. You will see a confirmation message that your file has been exported.
Note: The file will be exported to the main source file directory of the web application.

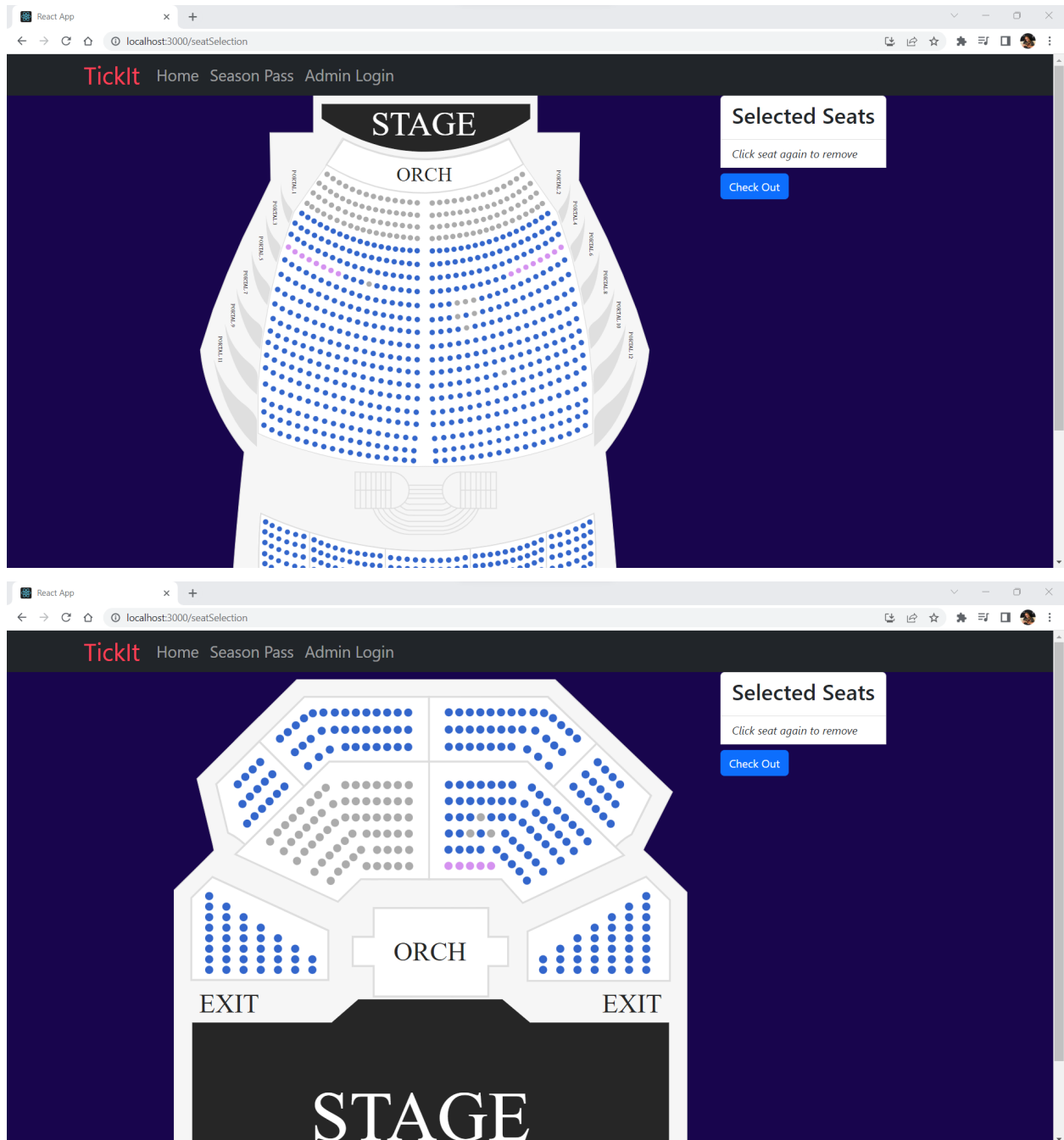
Regular Users

Buying Your Ticket(s)

Start at the TickIt Home Page to view upcoming performances of the current season's shows. You may only purchase tickets for one performance at a time. Once you have decided on what performance you would like to see, click the "Purchase Tickets" button on that performance's card. This should navigate you to the Seat Selection Page.

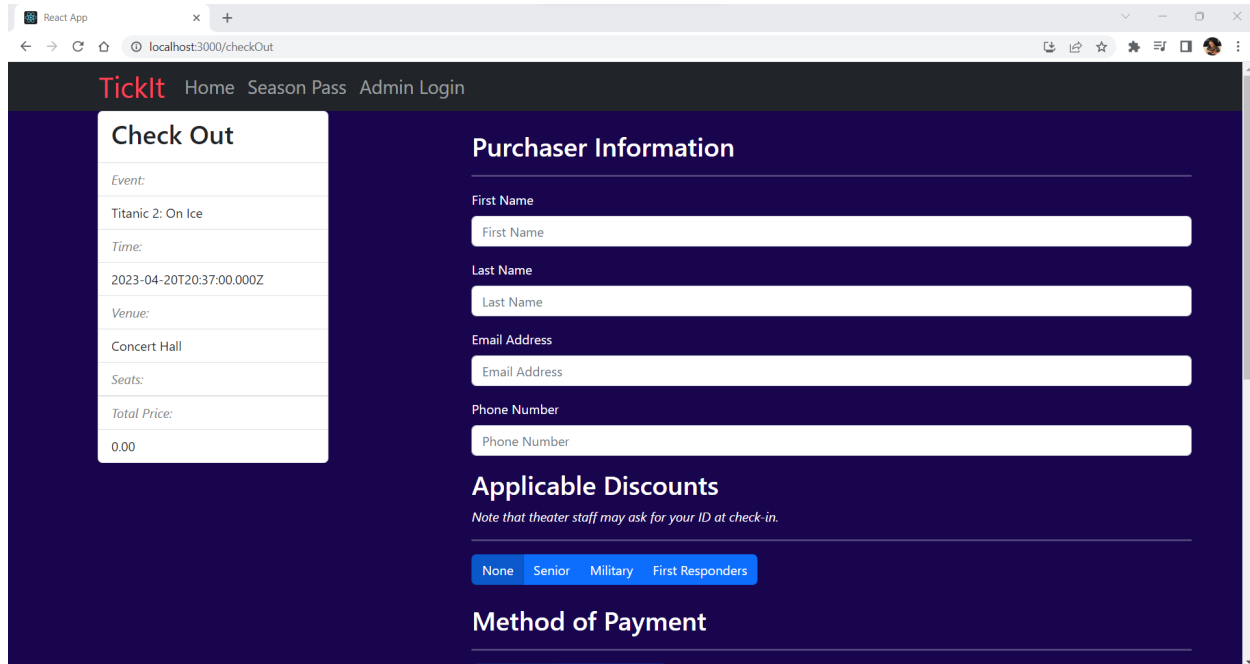


Available tickets will be shown via the blue seats. Purple seats indicate accessible seating. All grey seats are tickets that have either been bought/reserved or belong to the Season Ticket Holder section. If you would like to purchase a Season Ticket, please refer to the Buying Your Season Pass(es) section of this User Guide. Select the seat(s) you would like to purchase by clicking on them. Once you have selected all of the seats you wish to purchase, click the "Check-Out" button to begin the Check-Out Process.



Your total will be displayed on the left side of the screen. First, enter your basic information (first and last name, address, and phone number). If you qualify for a special discount (Senior, Military, or First Responder), select the discount to automatically apply the discount to the price. TickIt automatically defaults to no discounts. *Note: A Von Braun Center staff member may ask for ID as proof at the venue.* TickIt also automatically defaults to an online purchase. If you would like to pay for and pick up your tickets at the door, please select “Pay at Door” and “Place Order” to finish the

check-out process. Otherwise, enter the required debit or credit card information and select “Place Order” to finish the check-out process.

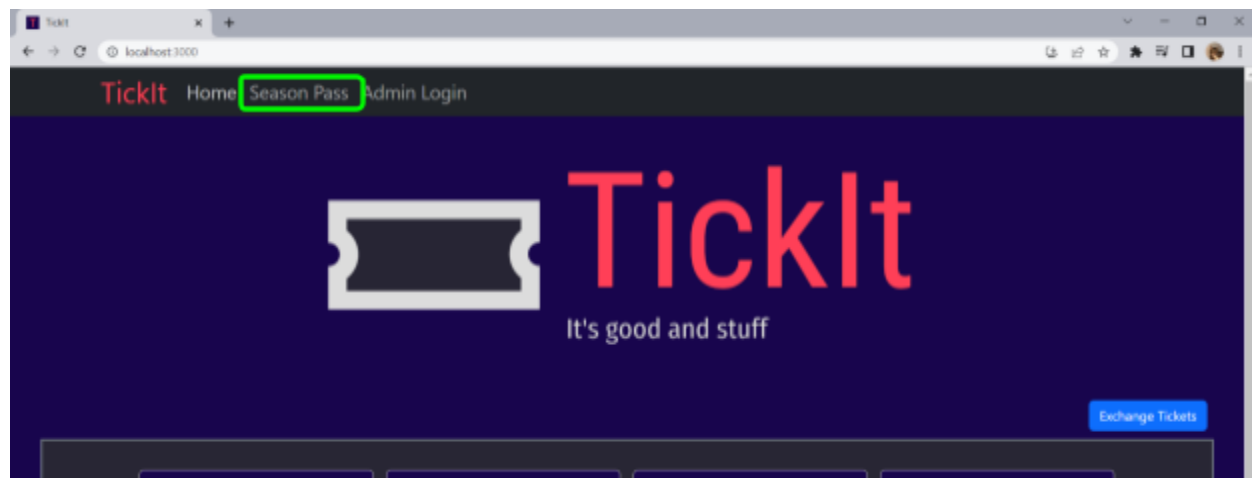


The screenshot shows a web browser window with the URL `localhost:3000/checkOut`. The page has a dark blue header with the TickIt logo and navigation links: Home, Season Pass, and Admin Login. On the left, a white box titled "Check Out" displays order details: Event (Titanic 2: On Ice), Time (2023-04-20T20:37:00.000Z), Venue (Concert Hall), Seats, and Total Price (0.00). The main content area is dark blue and contains three sections: "Purchaser Information" with input fields for First Name, Last Name, Email Address, and Phone Number; "Applicable Discounts" with a note and buttons for None, Senior, Military, and First Responders; and "Method of Payment" with a partially visible input field.

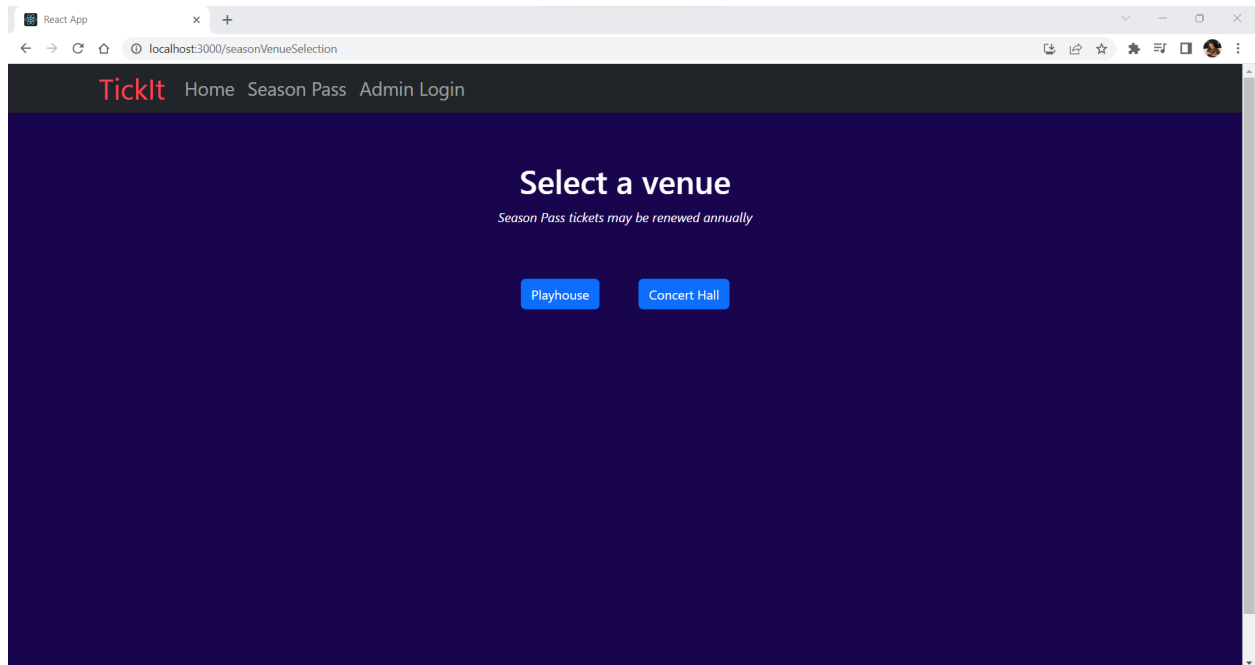
After you have placed your order, you will see a confirmation message. If you opted to pay for your tickets online, your confirmation number and tickets will be emailed to you through the Von Braun Center.

Buying Your Season Pass(es)

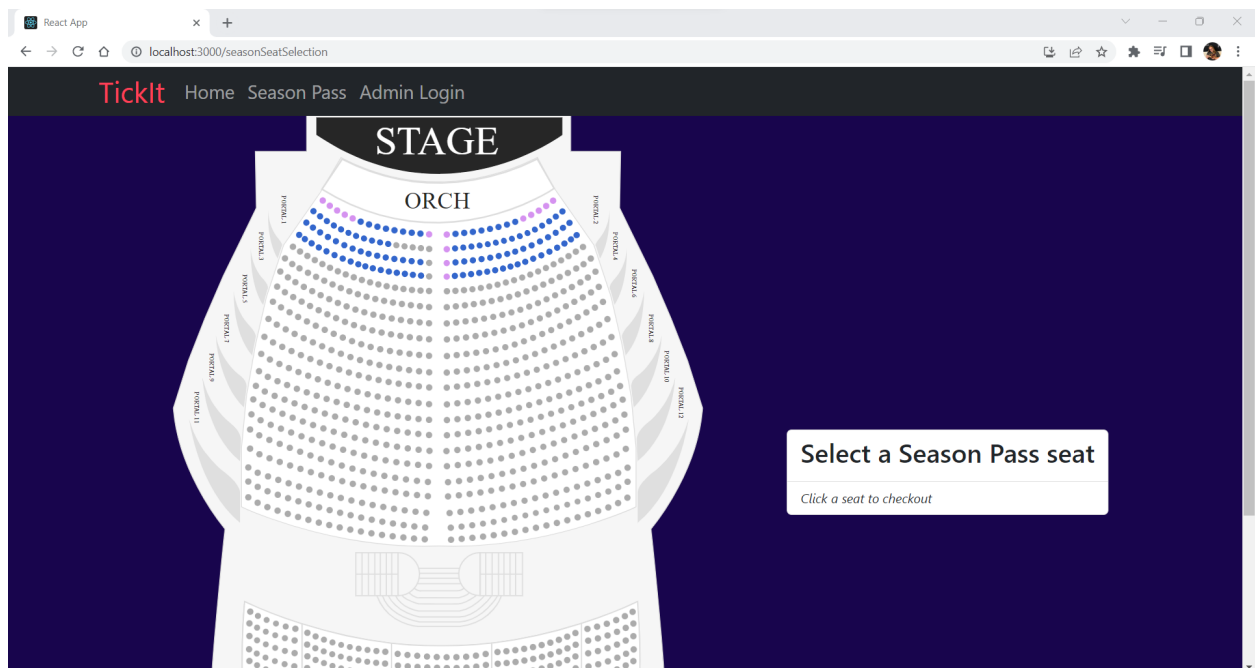
Navigate to the Season Pass page via the navigation bar at the top of the screen.

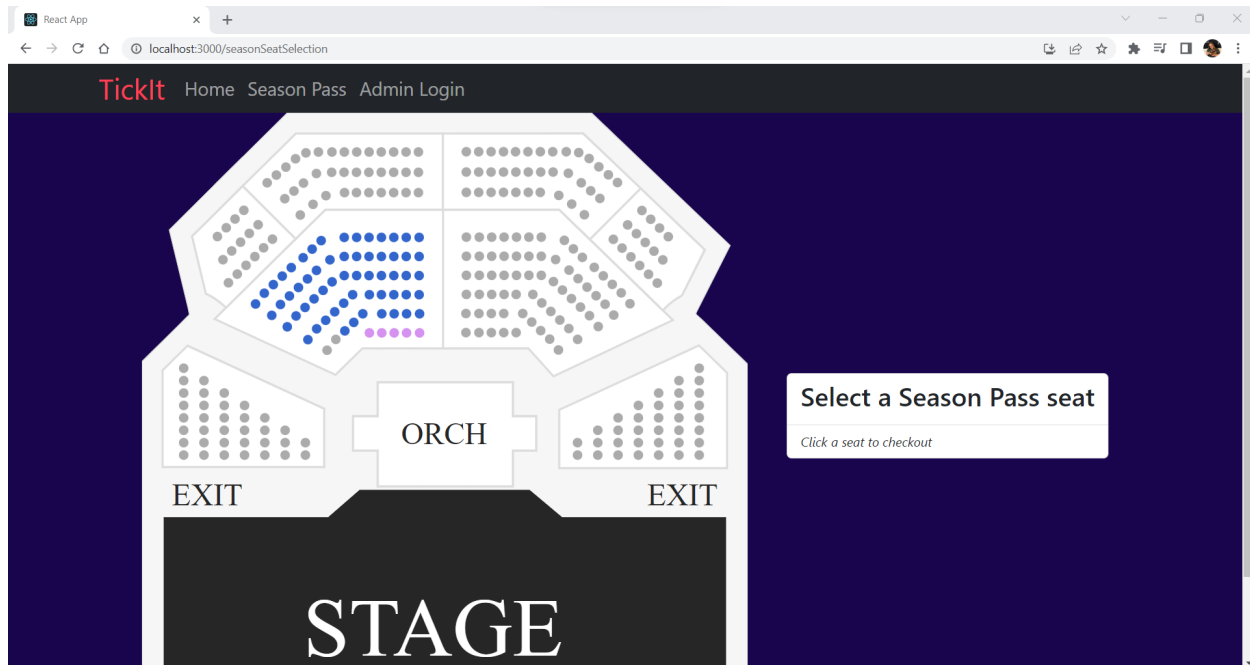


Buying a Season Pass is similar to buying a regular one-performance ticket. First, you will select the venue you would like to purchase a season pass for.



Available tickets will be shown via the blue seats. Purple seats indicate accessible seating. All grey seats are tickets that have either been bought/reserved or belong to Non-Season Pass sections. Once you have selected the seat you wish to purchase, you will automatically be brought to the Check-Out page.





Your total will be displayed on the left side of the screen. First, enter your basic information (first and last name, address, and phone number). If you qualify for a special discount (Senior, Military, or First Responder), select the discount to automatically apply the discount to the price. TickIt automatically defaults to no discounts. *Note: A Von Braun Center staff member may ask for ID as proof at the venue.* TickIt also automatically defaults to an online purchase. If you would like to pay for and pick up your tickets at the door, please select “Pay at Door” and “Place Order” to finish the check-out process. Otherwise, enter the required debit or credit card information and select “Place Order” to finish the check-out process.

React App

localhost:3000/seasonPassCheckout

Home Season Pass Admin Login

Check Out

Venue:
Concert Hall

Seat:
Orchestra-D-26

Total Price:
74.99

Purchaser Information

First Name
First Name

Last Name
Last Name

Email Address
Email Address

Phone Number
Phone Number

Applicable Discounts

Note that theater staff may ask for your ID at check-in.

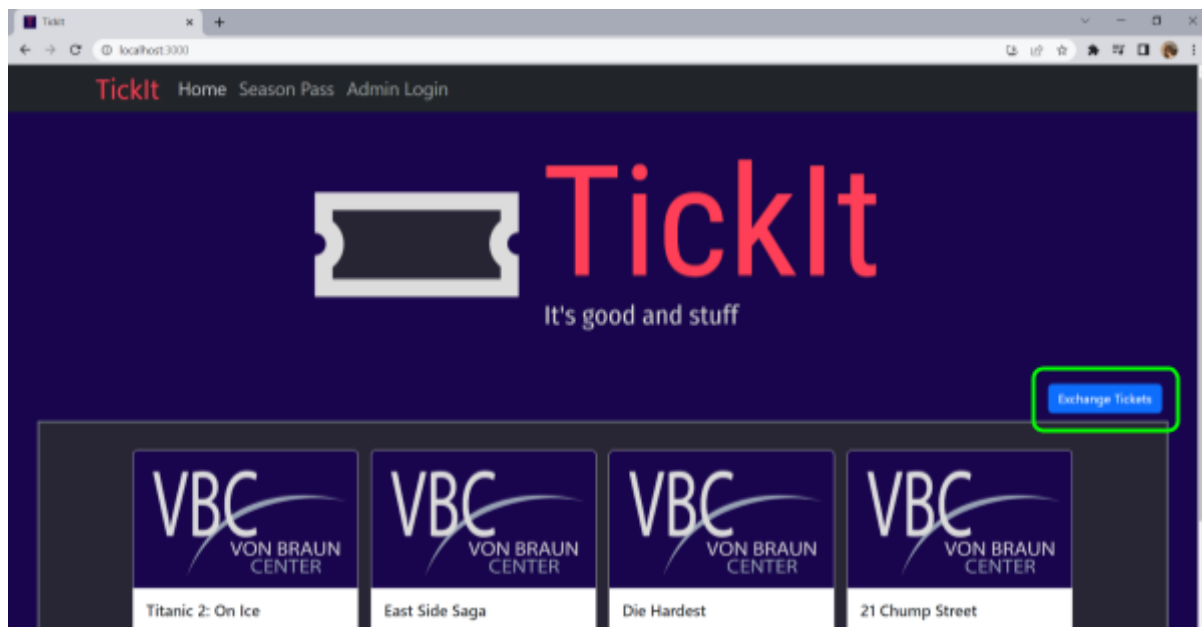
None Senior Military First Responders

Method of Payment

After you have placed your order, you will see a confirmation message. If you opted to pay for your tickets online, your confirmation number and tickets will be emailed to you.

Exchanging Your Purchase

Before exchanging a ticket order, you will need to know the confirmation number of the ticket order you want to exchange. To exchange tickets, select “Exchange Tickets” on the TickIt Home Page.



Use the provided field to type in your order confirmation number and select “Enter”. After receiving a “success” message indicating that the system recognizes your confirmation number, you will be able to select “Continue”.

After selecting the show you want to purchase new tickets for, you will be taken to that show’s seat selection screen. Available tickets will be shown via the blue seats. Purple seats indicate accessible seating. All grey seats are tickets that have either been bought/reserved or belong to the Season Ticket Holder section. Select the seat(s) you would like to purchase by clicking on them. Once you have selected all of the seats you wish to purchase, click the “Check-Out” button to begin the Check-Out Process.

The Check Out page will display either the new total owed or the refund you will receive. Your personal information will automatically appear in the fields to the right. If you paid online for your tickets, you will be prompted to re-enter your payment information.

Select “Place Order” to complete your exchange. After you have placed your order, you will see a confirmation message. If you opted to pay for your tickets online, your confirmation number and tickets will be emailed to you.