

BRIGHTON FRINGE

DOOR TOOL & FOH TOOL GUIDE



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Don't be intimidated by the length of this guide - the Tool is very straight forward to use, there's just lots of screenshots and tips included to help you out!

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WHAT IS THE DOOR TOOL / FOH TOOL?

We have 2 tools available to check in ticketholders to your event. They have slightly different layouts to suit your needs, depending on how many events/venues you are managing. Functionally, they both allow you to do the following:

- Check in audience to your event
- View individual booking details such as access requirements
- Use external smartphone devices to scan tickets

The only difference is the Stopping Sales function which is only available through the door tool, which will be explained later in this guide.

WHICH TOOL SHOULD I USE?

DOOR TOOL

Starts Pg. 3

You are a venue with a small number of events

You are an artist checking in audiences for your own event

You need to stop sales for a performance

FOH TOOL

Starts Pg. 12

You are running lots of events at a single venue

You are running multiple venues



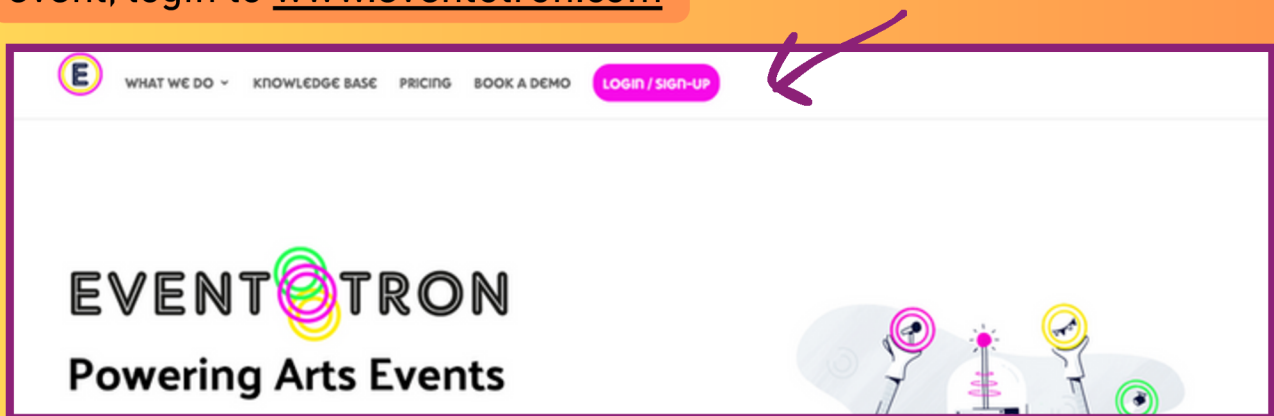
USING THE DOOR TOOL

The reason why the Door Tool is easier if you are only managing a few events is because you will need to go into each event individually to access the Door Tool.

1. LOGIN TO EVENTOTRON + OPEN DATES, TIMES AND PRICES

Artists

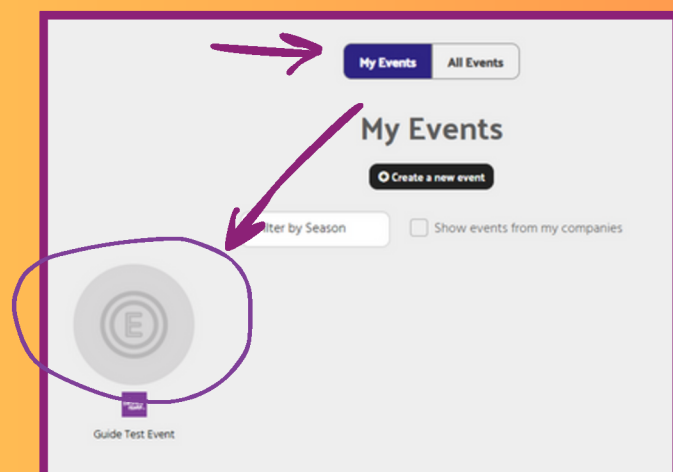
Using the same login as you used to register your event, login to www.eventotron.com



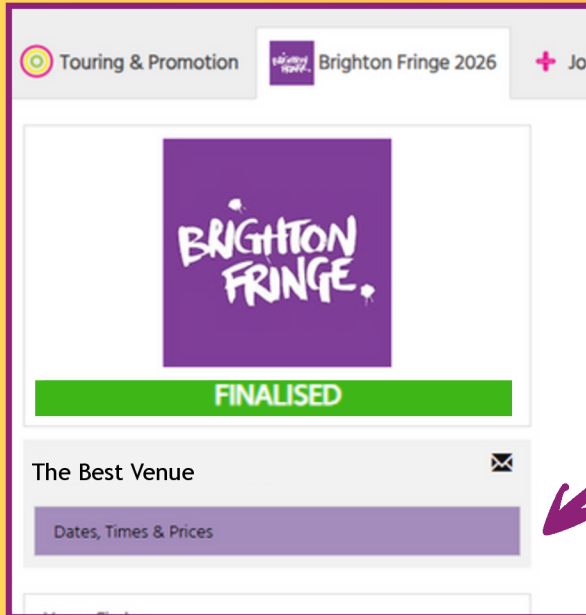
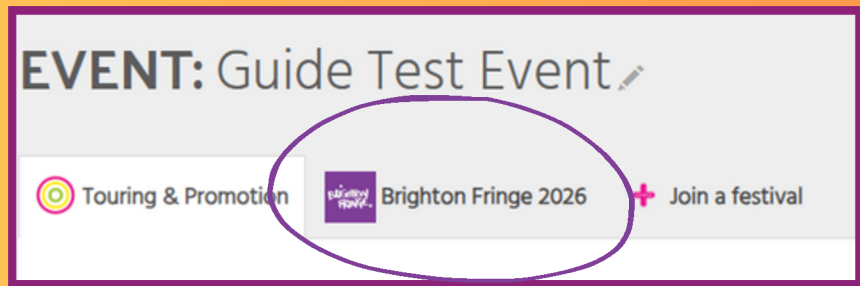
In the header, go to EVENTS



Go into 'My Events', and select the relevant Event



Select the current festival from the Event bar

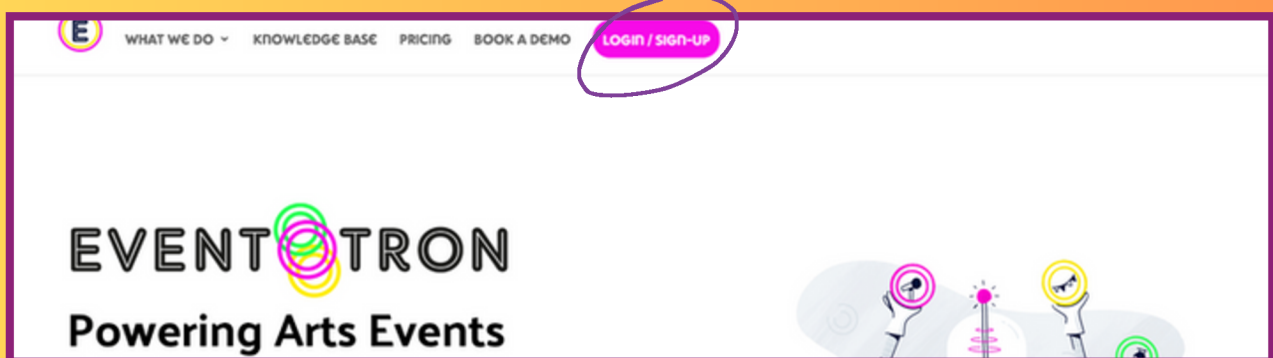


This will open your registration. Select 'Dates, Times and Prices' from the sidebar at the top.



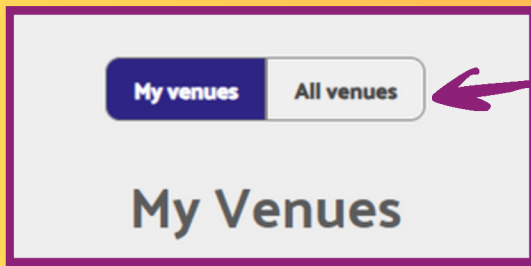
Venue Managers

Using the same login linked to your venue, login to www.eventotron.com



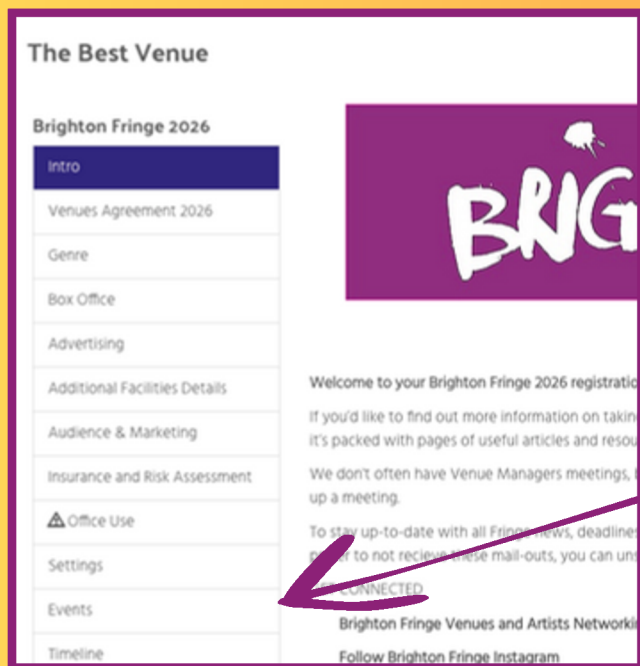
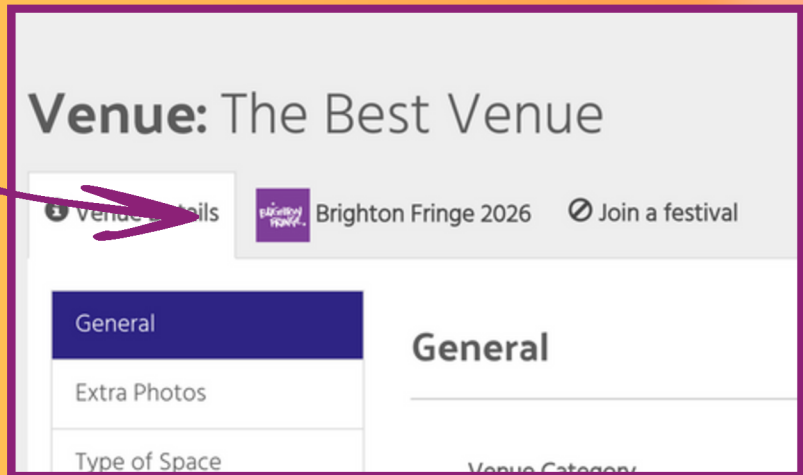
In the header, go to VENUES





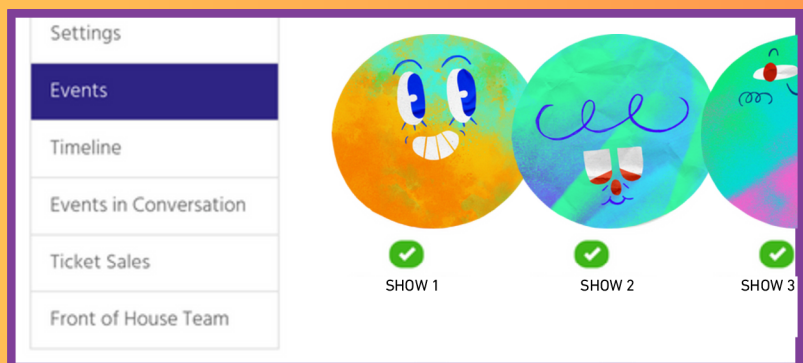
Select your venue from 'My Venues'

Select the current festival from the header



Select 'Events' from the left-hand sidebar in your venue settings

Select the event you want to access the door tool for



EVENT: Guide Test Event



Touring & Promotion



Brighton Fringe 2026



Join a festival

Select the current festival from the Event header



Touring & Promotion



Brighton Fringe 2026



Join a festival



FINALISED

The Best Venue



Dates, Times & Prices

This will open the event registration. Select 'Dates, Times and Prices' from the sidebar at the top.

2. OPEN THE DOOR TOOL

Scroll to the performance you want to access the Door Tool for, and select the 'Details...' button to expand the options

Brighton Fringe 2026 Info Other Events

BRIGHTON FRINGE.

FINALISED

The Best Venue

Dates, Times & Prices

Venue Finder

Guides & Documents

Step 1: About my event & company

STEP 2: Accessibility

STEP 3: Box Office & Ticketing

STEP 4: Event Listing

STEP 5: Arts Industry & Press

The Best Venue Dates, Times and Prices

PLEASE NOTE: Income figures on this page include BF Box Office commission deductions at a rate of 7.8% (5.5%+VAT). You can read more about the Fringe Box Office here.

Your settlement may end up being different to the Total Sales figure on this page if subject to PRS & PPL deductions, outstanding registration or advertising fees, etc.

Pay What You Want: If you select PWYW when adding performances, your concession price will be the minimum price customers can select and your full price will be the recommended price, the ticket price limit will always be £30.

If you are intending to offer multiple different ticket types, please contact Box Office (boxoffice@brighonfringe.org) before adding your performances.

This event is finalised. Changes are restricted to the Festival or Season Manager.

Add Performances / Sessions

Venue Info Move / Remove Event

Date	Time	Length	Price	Concession
Fri 15th May	6:00 pm	1hr	Free	

Tickets Sold
Comps 1
Income £ 0.00
Average £0.00

Details

Select the Door Tool button from the options, which will launch the door tool!

Date	Time	Length	Price	Concession
Fri 15th May	6:00 pm	1hr	Free	

Tickets Sold:
Comps: 5
Income: £ 0.00
Available: 115 / 120
[Details...](#)

Event Hold: Artist Comps (0)

[+ Issue a Comp](#) [✉ Email Attendees](#) [+ Add Sale](#) [🔄 Papering](#) [🚪 Door Tool](#)

Comps					
Ticket ID	Type	Name	Organisation	Email	Phone
01208697	Artist Comps	John Doe		boxoffice@brightonfringe.org	

4. STOPPING SALES

The option to Stop Sales becomes available 24 hours before your performance. This allows you to stop **all sales through the Brighton Fringe Box Office**, which is useful for knowing how many tickets you have left to sell on the door, and if you are opting to print your door list this will prevent any last minute sign ups.

To stop sales before the performance, click the orange button.



Ready to check-in your audience?

Here are some tools to help you when it's time to welcome the audience to your event or venue.

First - Stopping Sales We recommend 'Stopping Sales' a suitable time before your performance begins. This will prevent any more tickets being sold through the Festival or Season organiser's online box office and ensure you or your venue know how many tickets you have available to sell on the door.

Stop Sales

Second - admitting the audience. You or your venue should always check audience members have a valid ticket. In some regions, it is a legal requirement to know how many people are in the audience at any time. Eventotron's door list and checkin tool can help you with this.

4 ways to access the door list or checkin tool:

5. SELECT HOW TO ACCESS THE DOOR TOOL

Launching the Door Tool will bring up 4 options on how to access the tool, depending on your needs.

1

Click 'Go!' to launch the Door Tool in a new tab

If you want the tool open on the device you're currently using

2

Scan the QR Code to open the tool on a separate device

If you are using separate devices to check-in tickets (such as scanning with a smartphone)

3

Email your Front of House staff with a link to the tool

If you want others to be able to access the tool on different devices via email

4

Download the check-in list as a CSV

If you need the ticket information in a spreadsheet format





Second - admitting the audience. You or your venue should always check audience members have a valid ticket. In some regions, it is a legal requirement to know how many people are in the audience at any time. Eventotron's door list and checkin tool can help you with this.

4 ways to access the door list or checkin tool:

1. Click to launch Door list & Checkin Tool.

Go!

2. Scan this code to launch the door tool on your smartphone.



3. Email your front of house staff with a link.

Send

4. Download a CSV for other box offices or door tools.

Download

IMPORTANT NOTE for Venue Managers: If you are dealing with multiple performances, spaces and staff, you may prefer to use our more flexible **Front of House tool**.

6. READ AND ACCEPT THE PRIVACY POLICY

No matter which way you open the tool, you will be greeted with this privacy policy, which you must accept before continuing. This is because **the information required to check in audience must only be used for admitting audience members** to a performance. It is a **criminal offence** to use this information otherwise, as laid out in UK GDPR legislation.



The Best Venue Fri 15th May - 6:00pm

Guide Test Event

Brighton Fringe Streaming - Wed 13th May - 6:00pm

Important - you must agree to our privacy policy before proceeding

This tool should be used exclusively for the purposes of admitting audience members to a specific performance. It is a criminal offence to use the audience information for any other purpose including, but not limited to, personal communication, marketing or solicitation.

Abuse of this policy may result in box office funds being withheld, removal of the event or venue from the festival or season and / or permanent deletion of the event or venue managers' Eventotron account.

I Agree

7. CHECK IN YOUR AUDIENCES

The screenshot shows the 'EVENTOTRON' interface for a 'Super Simple Box Office Door Tool' for a 'Guide Test Event' at 'The Best Venue' on 'Fri 15th May - 6:00pm'. It features two main buttons: 'Activate QR reader' and 'Print Doorlist'. Below these is a search bar labeled 'Search by name or ticket ID'. The 'Tickets:' section shows '0 / 5 Checked in. 115 Remaining' and 'Brighton Fringe 2026 allocation: 120 Venue capacity: 120'. A table lists five tickets, each with a ticket ID, type ('Artist Comps'), event ('Brighton Fringe'), and a 'Check In' button. A 'Refresh List' button is at the bottom, with a note that the list refreshes every 60 seconds.

Ticket ID	Ticket Type	Event	Check In
01208696	Artist Comps	Brighton Fringe Do you have any special access requirements? If no, please leave blank.	Check In
01208695	Artist Comps	Brighton Fringe Do you have any special access requirements? If no, please leave blank.	Check In
01208694	Artist Comps	Brighton Fringe Do you have any special access requirements? If no, please leave blank.	Check In
01208698	Artist Comps	Brighton Fringe Do you have any special access requirements? If no, please leave blank.	Check In
01208697	Artist Comps	Brighton Fringe Do you have any special access requirements? If no, please leave blank.	Check In

You are now in the door tool and can check in your audiences!

You will see the customer name, ticket type and ticket ID, alongside any specified accessibility requirements.

Here are the options for checking in your audience:

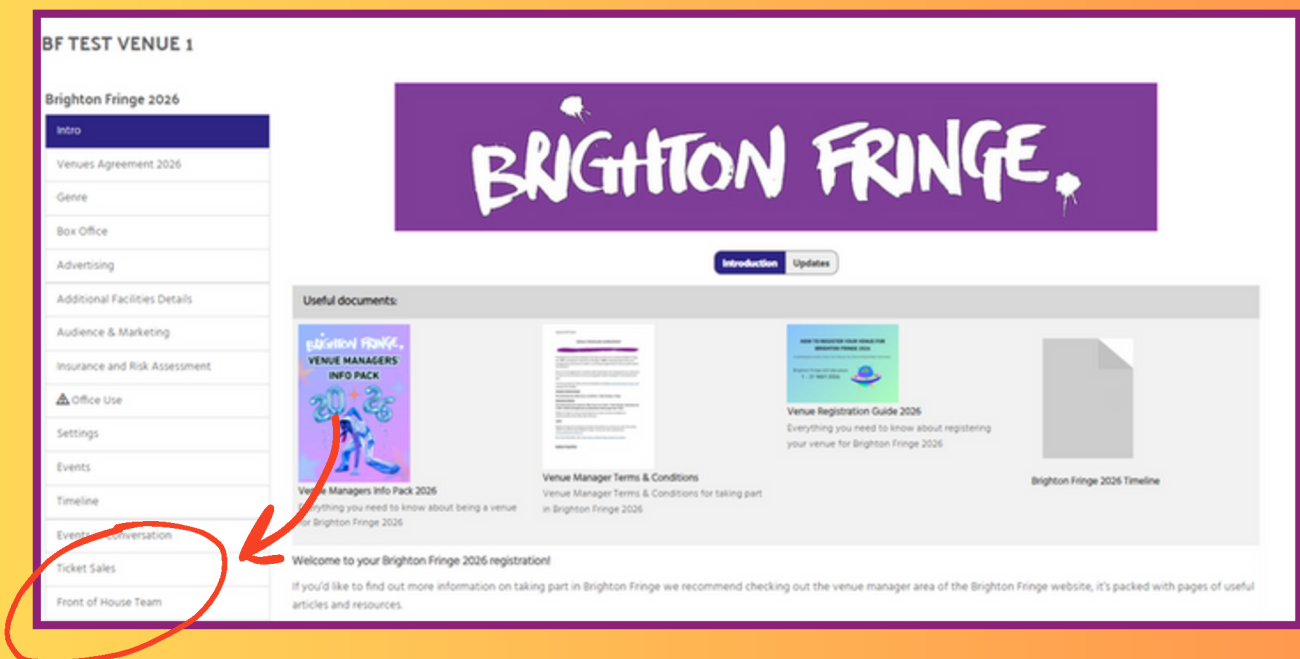
- Activate the QR Reader on the device you have the door tool open on to scan the QR codes on audience members' E-Tickets.
- Search by audience member name or ticket ID and click the blue check in box next to their booking.
- Print the door list as a paper copy.

USING THE FRONT OF HOUSE (FOH) TOOL

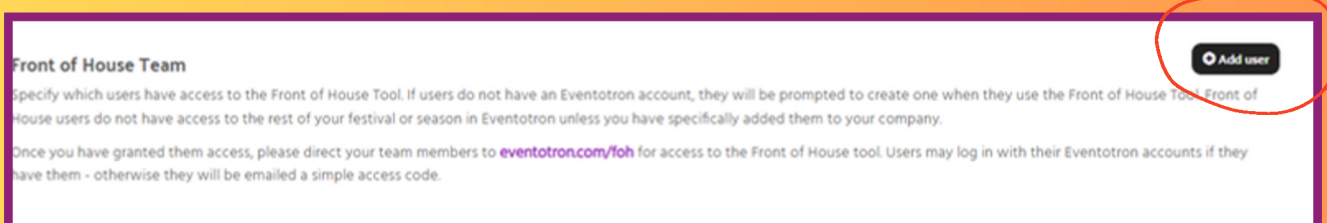
The FOH Tool is accessed differently than to the door tool. You will need to set yourself and your team up as users, then go to eventotron.com/FOH. You will also have read the privacy policy and indicated your understanding in the Venues Agreement section of your registration.

1. ADD USERS TO THE FOH TOOL

Go to your venue in Eventotron (see Step 1. of the Door Tool guide) and select 'Front of House Team' from the sidebar.



Once in this section, you will see any currently registered users. To add a new user, select the '+ Add User' button on the top right



Email address

First Name

Last Name

Job Title

Venues

☒ BF TEST VENUE 1

Save

Please note: the user will not be notified automatically by Eventotron.

Now you can add in all the new user information. The most important part here is ensuring the email address is entered and correct.

If you have multiple venues, more than one option will appear in the 'Venues' section, Make sure to tick all venues you would like the new user to access.

Click 'Save' once all the details have been entered

Please Note: when users are added to the FOH tool, they **will not** be automatically notified by Eventotron, and will instead need to log in through eventotron.com/foh.

2. ACCESS THE FOH TOOL

Go to Eventotron.com/Foh and enter in the email address you registered to the tool. Eventotron will provide instructions for creating an account of being emailed an access code in order to log in, so follow these steps as prompted.

EVENTOTRON

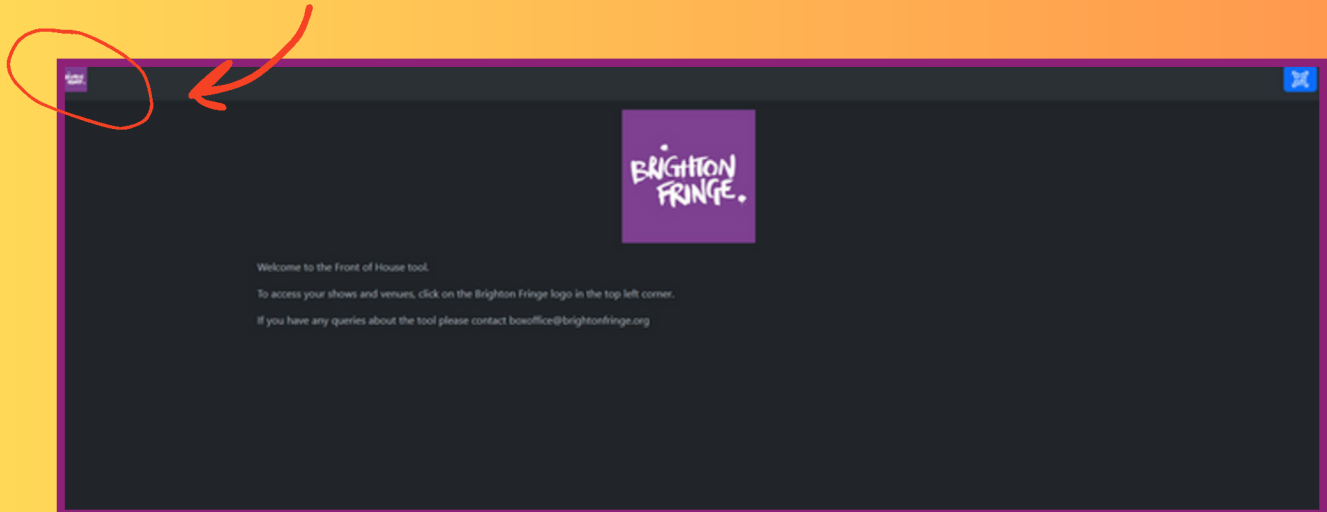
Email address

Let's go

Eventotron Front of House Tool
Contact your festival or season administrator for access

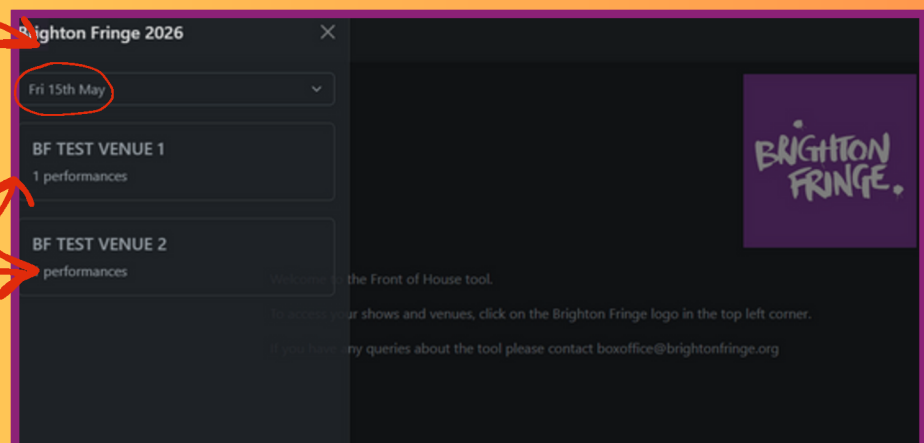
3. CHECK IN YOUR AUDIENCES

You will be greeted with a homescreen with a welcome message and the festival logo. Click on the small logo in the top left to open up the tool options.

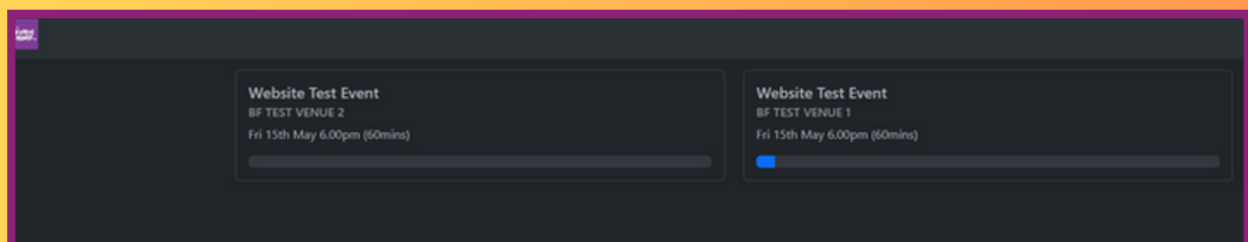


Select the performance date from the stop down menu

If you have **multiple venues**, ensure to select each venue you would like to scan tickets for

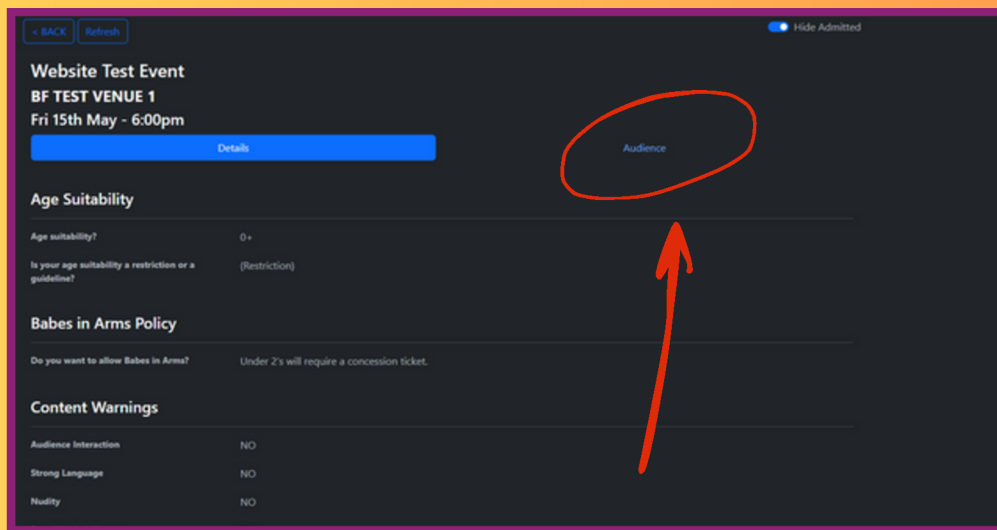


The events for the selected venue(s) and date will not pop up beneath the menu - click off of the sidebar menu to view

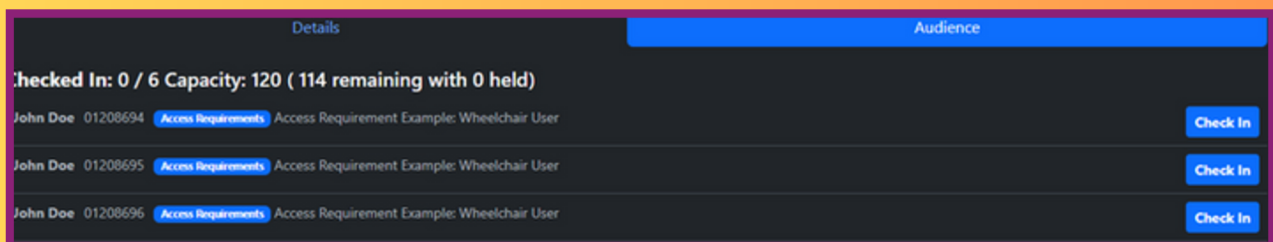


Select the performance you would like to check in audiences for

This will bring you to the details section, which will show you important event details such as Age Suitability, Babes in Arms policy and the performances' content warnings.

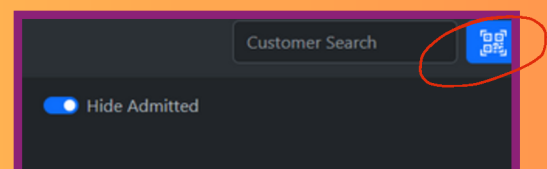


In order to check in your audience, you will need to select the 'Audience' tab



Here you will see a list of all bookings, along with any access requirements specified next to the booking name.

You can ask for the ticketholders name and check them in with the blue check in button, or click the QR code scanner icon in the top right to scan QR codes on your device



As outlined in your registration, customer details must only be used for the purpose of checking audiences into an event. It is a **criminal offence to use the audience information for any other purpose** including, but not limited to, personal communication, marketing or solicitation.

Have any questions? Contact Us!

Brighton Fringe Box Office

For all ticketing enquiries

Email boxoffice@brightonfringe.org

Tel 01273 917272*

**Please note the Box Office is monitored part-time outside of festival season. See our [Contact Us](#) page for more information.*



Artist and Venue Services

For other Artist & Venue enquiries

Email takepart@brightonfringe.org

Tel 01273 964907

