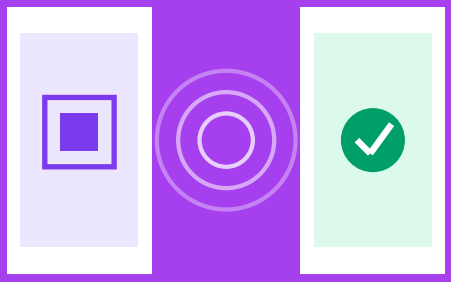
VYBECITY | NEW AT THE GATE

Tap to enter

Scan the QR, or just tap your phone. Two ways to walk straight into your event.



THE BASICS

What it is

At VybeCity events your ticket lives in the app. At the gate you can show its QR code, as always, or simply hold your phone against the gate staff's phone. A short, one-time code passes between the two phones over NFC (the same contactless technology as tap-to-pay) and the staff phone checks you in. It takes about a second.

FOR GUESTS

Check in with a tap

1. **Get the VybeCity app on Android**
   Install or update the app from vybecity.com. Tap to enter works on Android phones with NFC. On an iPhone, show your QR code instead.

2. **Turn on NFC**
   Open your phone's Settings and switch on NFC (usually under Connected devices or Connections). If it is off, your ticket shows a Turn on button that takes you there.

3. **Open your ticket**
   Go to My tickets, open your booking and view the pass. Under the QR you will see Tap to enter. Keep the ticket open on screen while you are at the gate.

4. **Hold your phone to the staff phone**
   Hold the back of your phone against the back of the gate staff's phone for a second, as you would tap a card to pay.

5. **Walk in**
   Your phone shows Sent to the gate and the staff phone shows your ticket. Once they confirm, you are in. Entering in a group? The staff choose how many of you are going in, just like with the QR.

FOR GATE STAFF

Take a tap at the gate

1. **Open Scan and choose your event**
   In the VybeCity app, open Scan and pick the event you are checking in. Keep Online mode on.

2. **Check the NFC line**
   Below the camera you will see NFC ready: Tap the guest's phone here. If it says NFC is off, tap Turn on and switch NFC on; the scanner starts by itself when you come back.

3. **Let the guest tap, or scan their QR**
   The camera keeps scanning QR codes the whole time. For a tap, hold the guest's phone back to back with yours until their ticket appears.

4. **Confirm the entry**
   You see the same result as a QR scan: valid, already used, wrong event or wrong day. Choose who is entering and press Entry. Each ticket can only enter once.

DETAILS

Good to know

- The QR code always works, on every phone. Tap to enter is an extra, never a requirement.
- The tap code is new for every ticket, works for 10 minutes and renews itself while your ticket is open. A screenshot or copy cannot be used later.
- Only that code is sent over NFC: no name, phone number, payment detail or password.
- The gate phone needs the internet for taps. Offline gates scan the QR.
- Your ticket must be open on screen for a tap to work, which keeps a phone in your pocket from being read.

HELP

If something does not work

- Nothing happens: check NFC is on on both phones and the ticket is open, then hold the phones back to back a little longer. Phone cases with metal or magnets can block NFC.
- Tap again on the staff phone: the code had expired. Reopen the ticket and tap again.
- Still stuck: show the QR code. For help, write to support@vybecity.com.