

TecShelf Ticketing: End-User Onboarding Guide

Date: 2026-07-12 20:56

<https://tecshelf.com/tickets>

Contents

1. Welcome and What You Can Do	3
2. Quick Start for Vendors	3
3. Step-by-Step: Create Your First Ticket Event	3
3.1 Open the Create Form	3
3.2 Fill Event Information	3
3.3 Add Ticket Type	3
3.4 Save and Confirm.....	3
4. Manage Your Event After Creation	4
5. Check In Attendees on Event Day.....	4
6. Quick Start for Buyers.....	4
7. Step-by-Step: Buy a Ticket.....	4
7.1 Find an Event	4
7.2 Complete Purchase.....	4
7.3 After You Pay	4
8. View Your Tickets After Payment	5
9. Common Questions.....	5
10. Simple Troubleshooting.....	5
11. Daily Best Practices.....	5

1. Welcome and What You Can Do

TecShelf Ticketing helps event sellers create and manage ticketed events, and helps customers find and buy tickets quickly.

- Vendors can create events, set ticket prices, and check in attendees.
- Customers can browse events, pay securely, and receive ticket codes.
- Ticket codes are used at entry for quick verification.

2. Quick Start for Vendors

1. Sign in with your vendor account.
2. Open the Ticket Sales Dashboard from your vendor menu.
3. Click Create Ticket Event.
4. Fill in event details and add at least one ticket type.
5. Save and return to your dashboard to confirm the event appears.

3. Step-by-Step: Create Your First Ticket Event

3.1 Open the Create Form

6. Go to your Ticket Sales Dashboard.
7. Click Create Ticket Event.

3.2 Fill Event Information

- Event Title: Use a clear, searchable name.
- Summary and Description: Explain what people are buying.
- City and Venue: Help buyers understand where to go.
- Start Time: This is required.
- End Time: Optional, but recommended.

3.3 Add Ticket Type

- Ticket Name: Example: Regular, VIP, Early Bird.
- Price: Set the amount buyers pay per ticket.
- Total Quantity: Number of tickets available.
- Max Per Order: Limit per buyer checkout.

3.4 Save and Confirm

8. Click Create Ticket Event.
9. Return to dashboard and check that your event is listed.
10. Confirm date, location, and remaining ticket numbers are correct.

4. Manage Your Event After Creation

11. Use Edit to update event details.
12. Use Seat Map if your venue has reserved seating.
13. Use Ticket Pricing Studio to apply pricing rules when needed.
14. Review dashboard numbers to track performance.

5. Check In Attendees on Event Day

15. Open QR Check-in Console from the vendor ticketing area.
16. Enter the Event ID and Ticket Code (or scan when available).
17. Click Check In.
18. Confirm success message before admitting the attendee.

6. Quick Start for Buyers

19. Open the Tickets marketplace.
20. Search by event name, city, or venue.
21. Open an event and review details.
22. Choose ticket type, quantity, and payment method.
23. Complete payment and check My Tickets for your code.

7. Step-by-Step: Buy a Ticket

7.1 Find an Event

24. Go to the Tickets page.
25. Use search and market filter to narrow results.
26. Click View on the event card.

7.2 Complete Purchase

27. Choose ticket type.
28. Set quantity.
29. Select payment method (Wallet, M-Pesa, or PayPal).
30. Enter any required payment details.
31. Click Buy Ticket.

7.3 After You Pay

- If payment is immediate, your order updates quickly.
- If payment is delayed (some channels), status updates after confirmation.
- Your ticket code appears in My Tickets when payment is successful.

8. View Your Tickets After Payment

32. Open My Tickets in your customer account.
33. Check order status (Paid or Pending).
34. Find your ticket code in the order row.
35. Keep the code ready for event entry.

9. Common Questions

- When do I receive my ticket code?

Answer: After successful payment confirmation.

- Can I browse events without logging in?

Answer: Yes. Login is only required to buy tickets.

- What if my payment is still pending?

Answer: Wait for provider confirmation and refresh My Tickets.

- Can a vendor prevent duplicate entry?

Answer: Yes. Already-used codes should be blocked during check-in.

10. Simple Troubleshooting

- Cannot create event: Make sure required fields are filled, especially start time and ticket details.
- Purchase failed: Recheck ticket availability and payment details, then try again.
- No ticket code yet: Confirm order is marked Paid in My Tickets.
- Check-in failed: Re-enter exact code and confirm it belongs to the same event.

11. Daily Best Practices

- Use clear event names and complete descriptions.
- Set realistic ticket quantities and per-order limits.
- Run one internal test purchase before launch.
- On event day, verify each check-in result before entry.
- Support buyers quickly when payments are pending.