CHECKING IN GUESTS CELLARPASS GUEST LINK PRO

CHECKING IN GUESTS

Our Guest Link Pro app allows you to see your guests' reservations in real-time, as they are booked

- Download Guest Link Pro

- Launch Guest Link Pro

- Activate App

- View Guest List

- Check-in Guest

cellarpass

DOWNLOAD
GUEST LINK PRO APP

iOS Users
These instructions show how to download and use the Guest Link Pro on an iPhone, but it works on iPads, too.
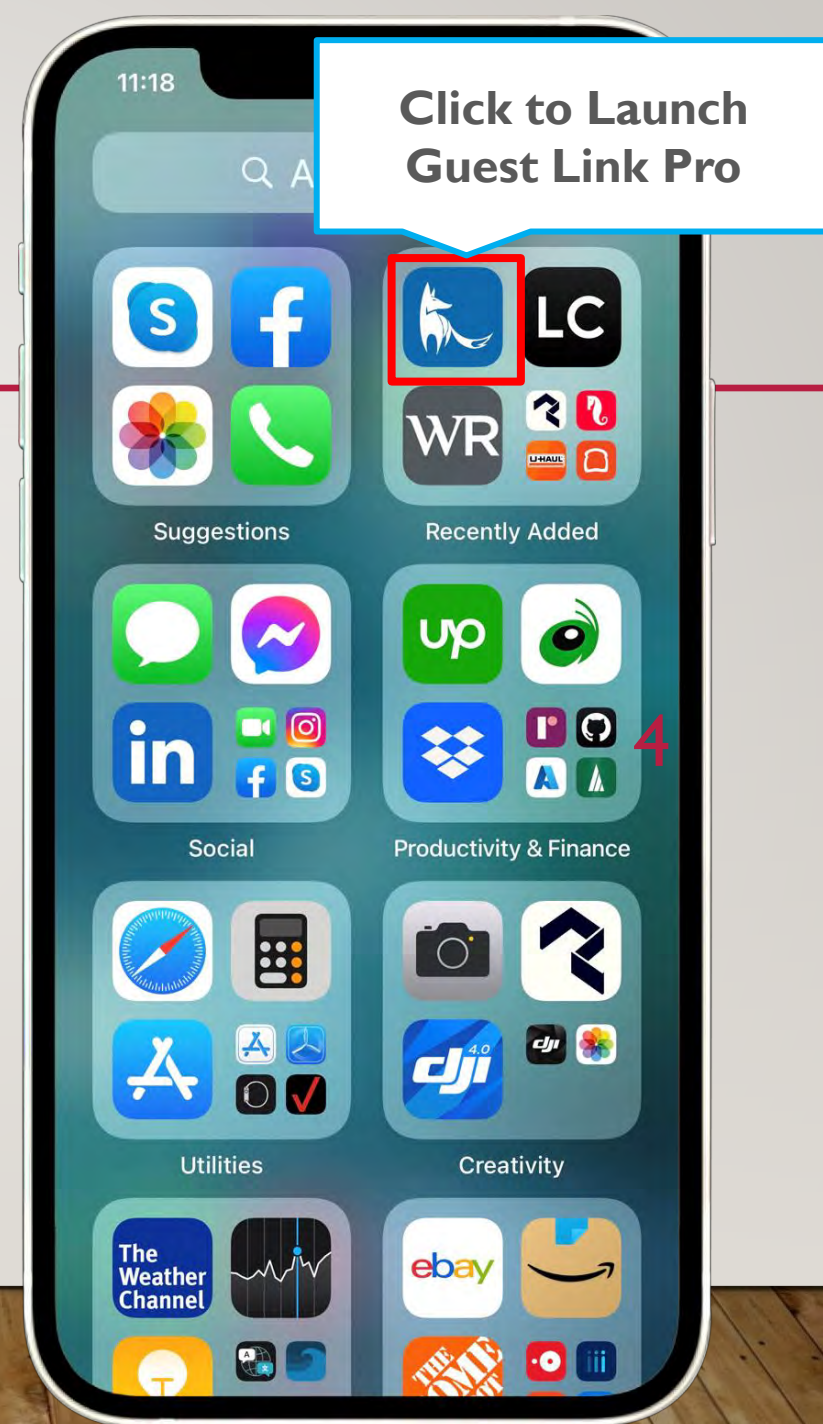
Android Users
There is an Android version which you can follow similar steps. Just head on over to the Google Play Store to download CellarPass Guest Link pro instead of Apple App Store.
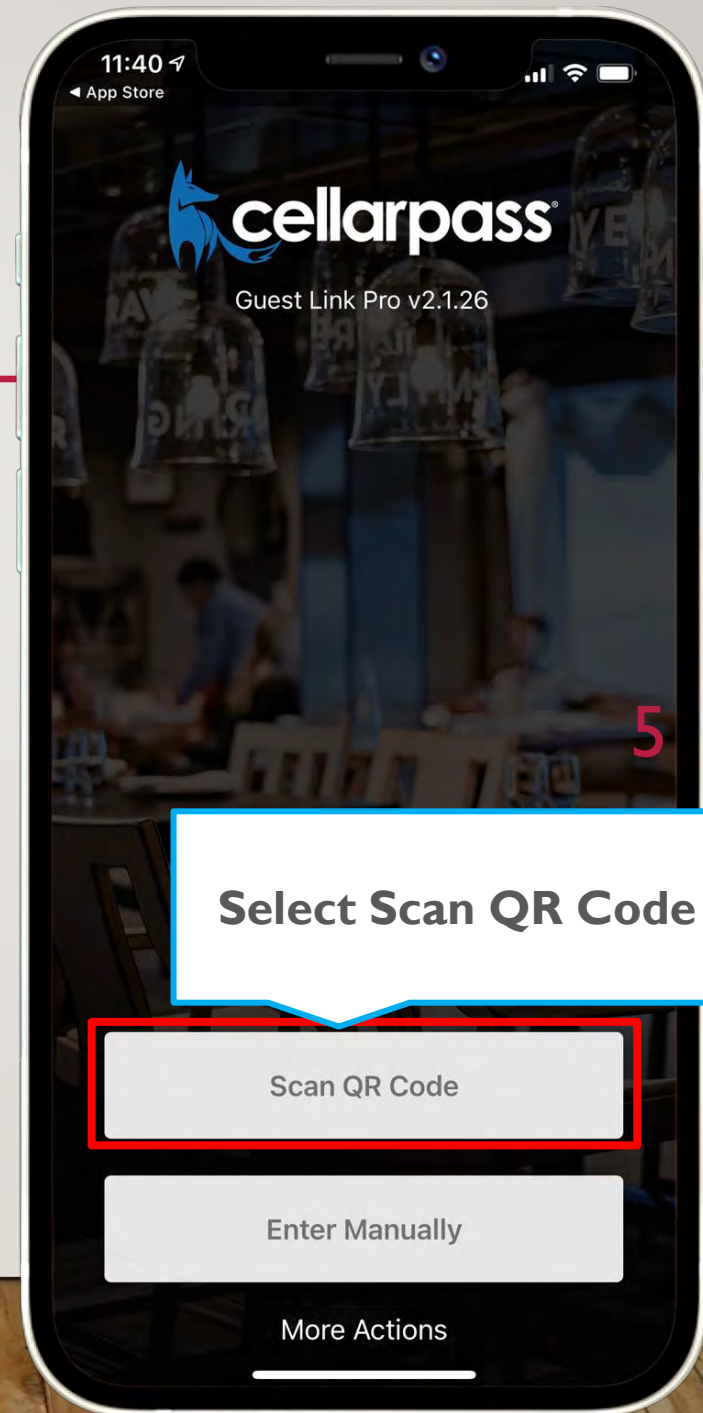
Search, Download & Open Guest Link Pro App

3

LAUNCH
GUEST LINK PRO APP
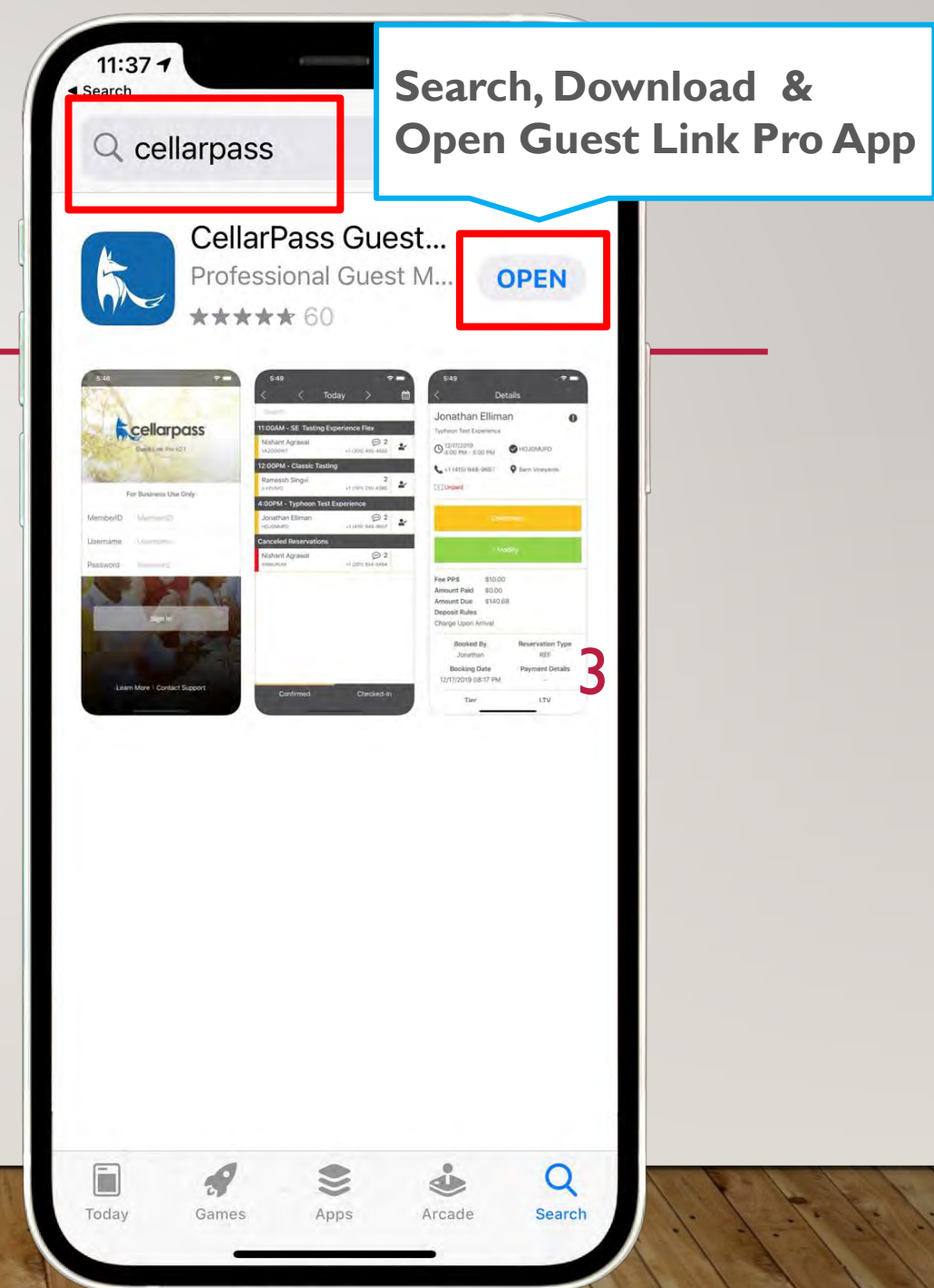
Click to Launch Guest Link Pro

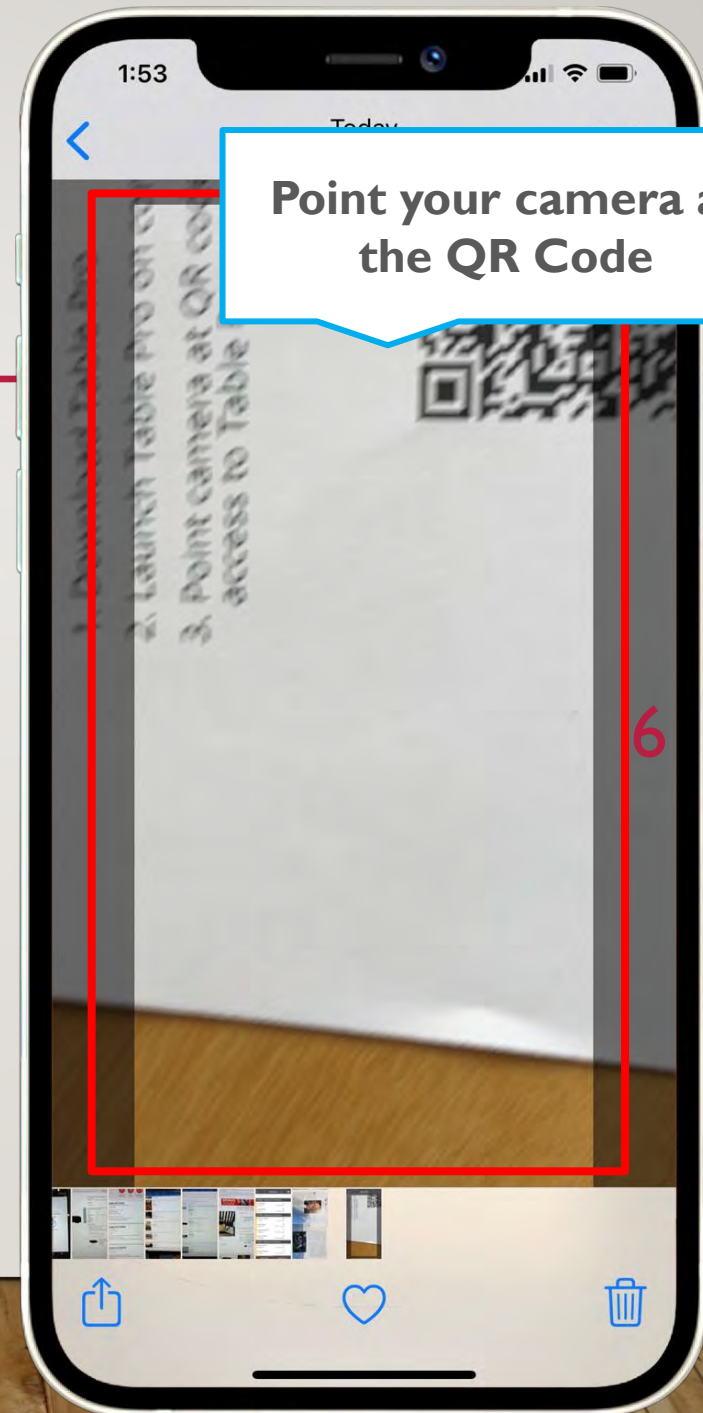# ACCESSING YOUR ACCOUNT
GUEST LINK PRO APP

Select Scan QR Code

SCAN QR CODE
GUEST LINK PRO APP

If you don't have access to your CellarPass Admin account, please contact our Technical Support team immediately.
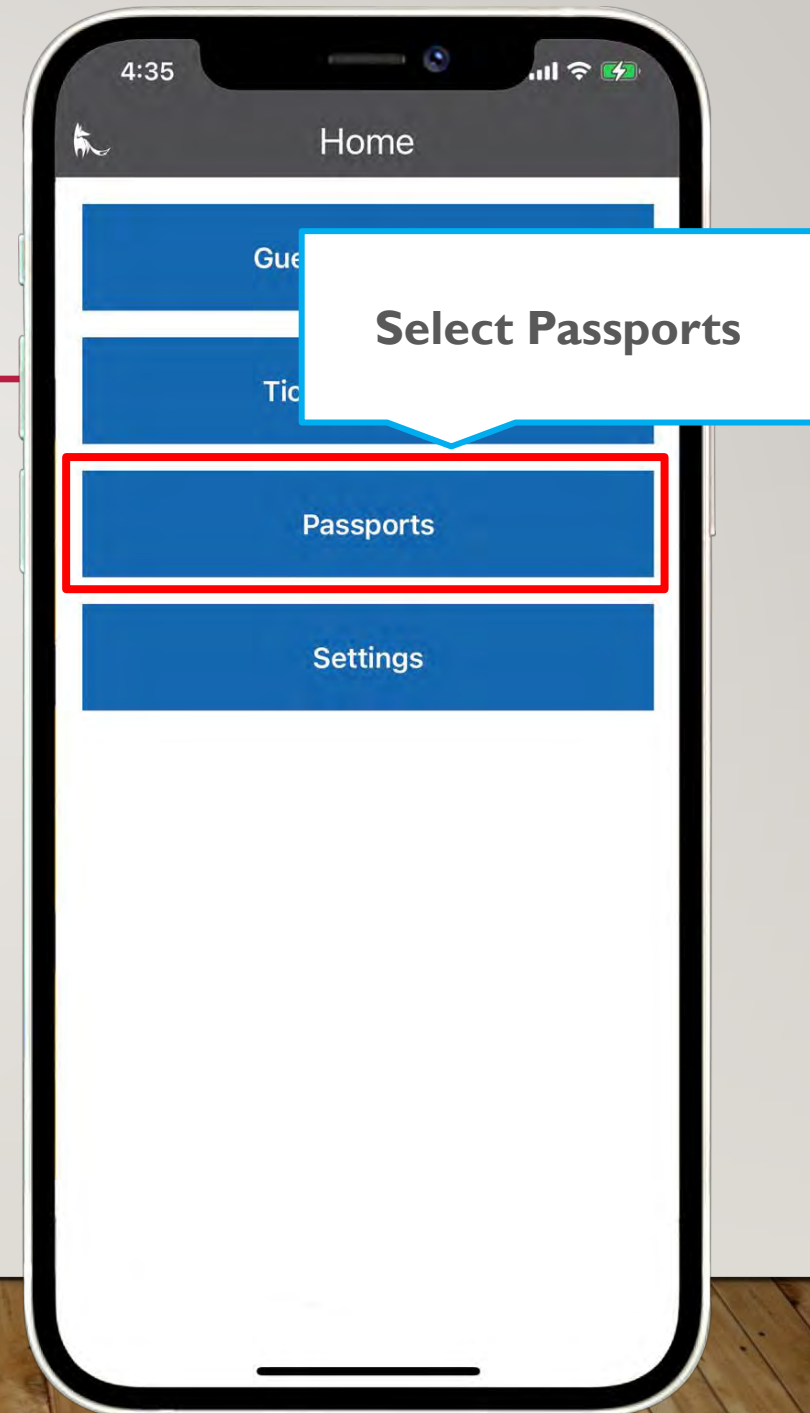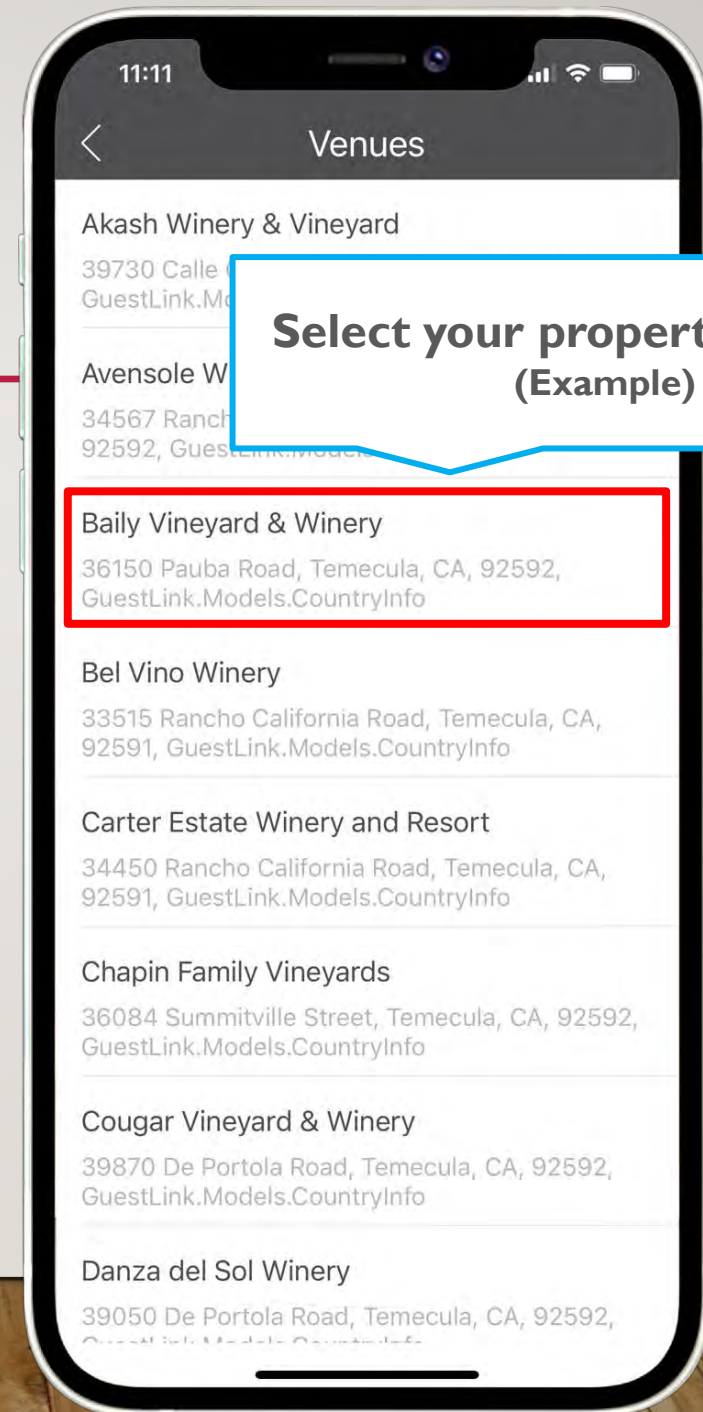
(855) 423-4448

cellarpass

LAUNCH PASSPORTS

SELECT PASSPORT EVENT

SELECT YOUR PROPERTY

Select your property from list
(Example)

WILL CALL OR RESERVATIONS

- If your passport event **required reservations**, you will be able to view all reservations that have been booked for your property in real time. Go to the next slide to learn more.

- If your passport event is setup for Will Call, you will simply use the Guest Link Pro app scan tickets to check guests in which is covered on Slide 17.

  If you are not sure how your passport event is setup, please contact the event organizer.

cellarpass

VIEWING GUEST LISTS

NOTE:
This feature is only available to passports that required reservations
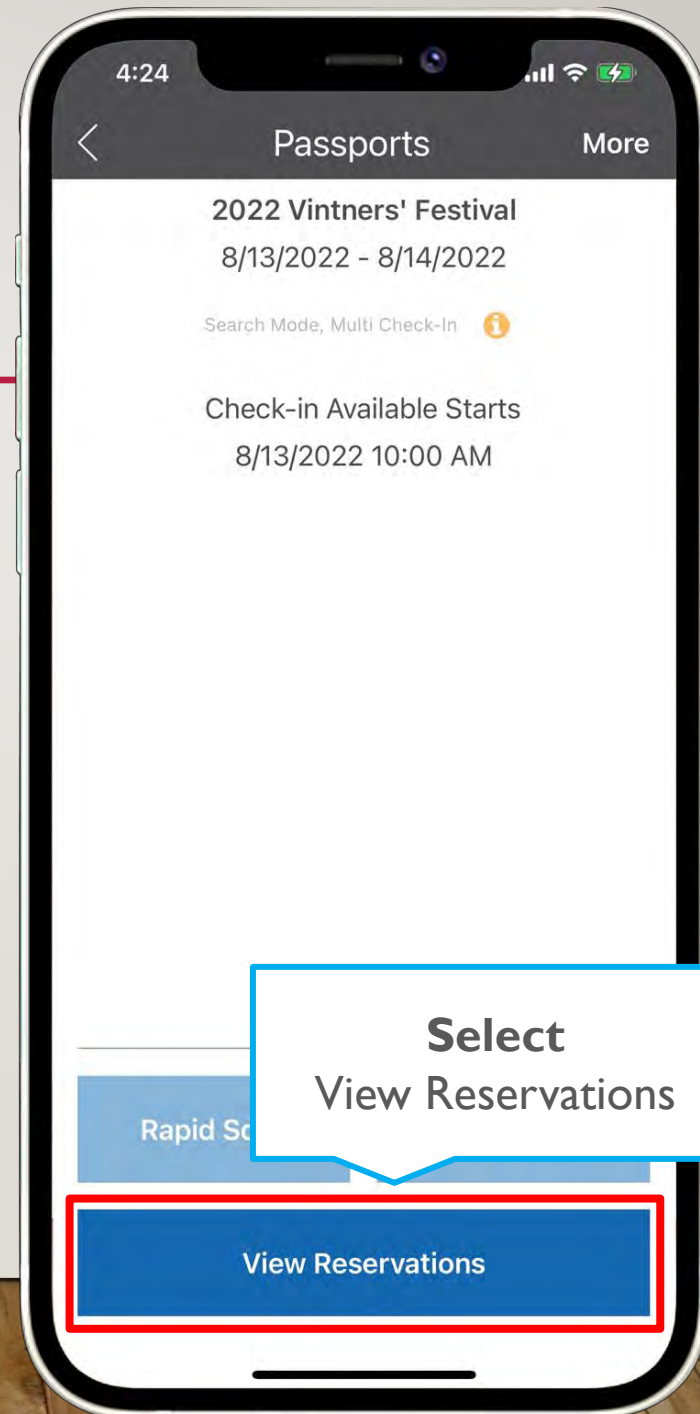
VIEWING GUEST LISTS

These are your guests for the selected data.

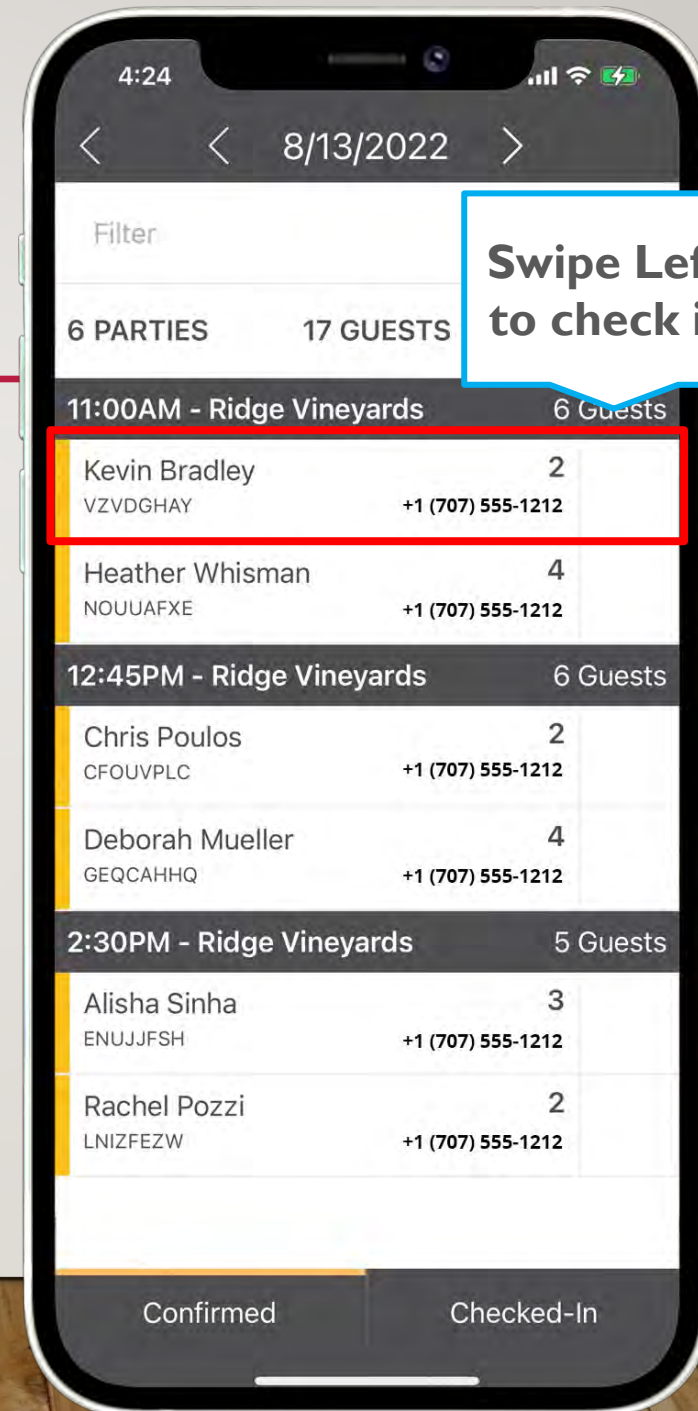Use the < and > arrows to move back and forth.

NOTE

The system is designed to NOT allow you to check in a guest more than 30 minutes ahead of their reservation start time.

TROUBLESHOOTING

If you do not see any reservations, check the following:

1. Swipe down on this screen. This will force a refresh of the data.
2. Are you participating in the first day of the event? If not, use the < and > arrows to move back and forth.
3. Still stuck, give us a call and we'll help (855) 423-4448

Total Parties for the Day

Total Guests for the Day

Name of Party

Number of Guests in Party

Contact Phone #

Party's Confirmation #

4:24

< < 8/13/2022 >

Filter

6 PARTIES   17 GUESTS   0 CHECK-INS

11:00AM - Ridge Vineyards   6 Guests

Kevin Bradley   2
VZVDGHAY   +1 (707) 555-1212

Heather Whisman   4
NOUUAFXE   +1 (707) 555-1212

12:45PM - Ridge Vineyards   6 Guests

Chris Poulos   2
CFOUVPLC   +1 (707) 555-1212

Deborah Mueller   4
GEQCAHHQ

2:30PM - Ridge Vineyards   5 Guests

Alisha Sinha   3
ENUJJFSH   +1 (707) 555-1212

Rachel Pozzi   2
LNIZFEZW   +1 (707) 555-1212

Confirmed   Checked-In

VIEWING GUEST LISTS

NOTE
The system is designed to NOT allow you to check in a guest more than 30 minutes ahead of their reservation start time.

TROUBLESHOOTING
If you do not see any reservations, check the following:
1. Swipe down on this screen. This will force a refresh of the data.
2. Are you participating in the first day of the event? If not, use the < and > arrows to move back and forth.
3. Still stuck, give us a call and we'll help (855) 423-4448

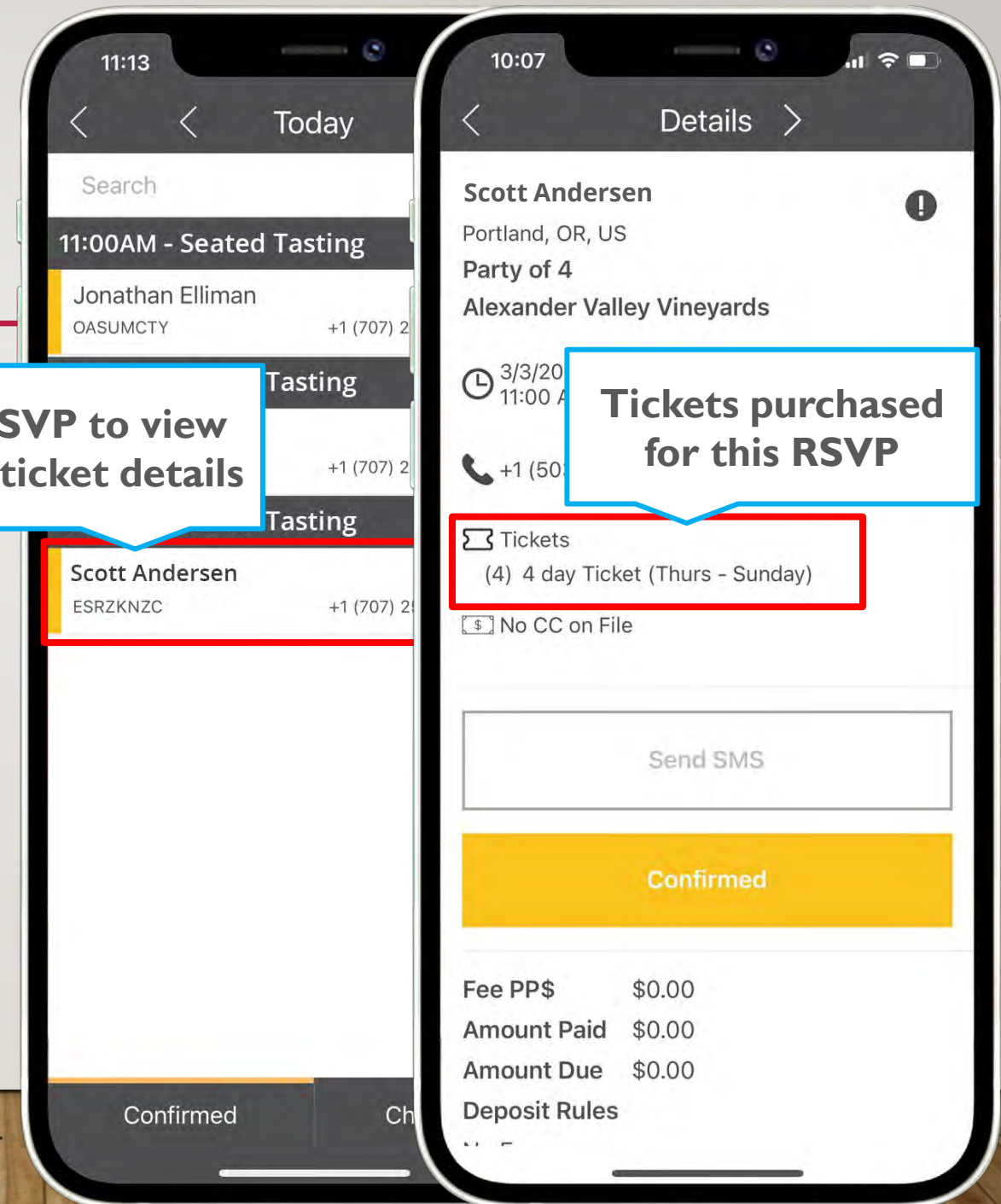Swipe Left on record to check in the party

VIEWING GUEST DETAILS

NOTE
At this time, you cannot cancel reservations on behalf of guests.

SMS capability has been temporarily disabled and will be available on a per-event basis.

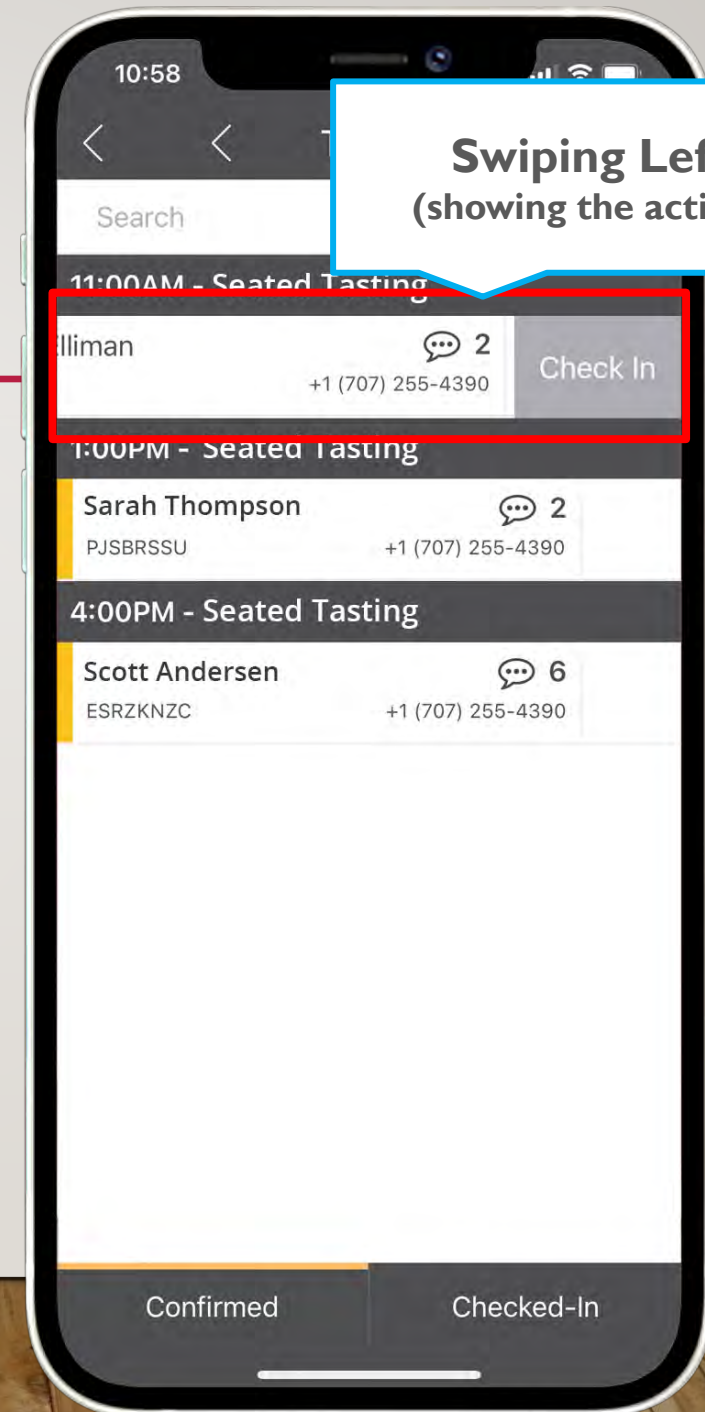**Click RSVP to view guest & ticket details**

Tickets purchased for this RSVP

CHECKING IN GUESTS

NOTE

The system is designed to NOT allow you to check in a guest more than 30 minutes ahead of their reservation start time.
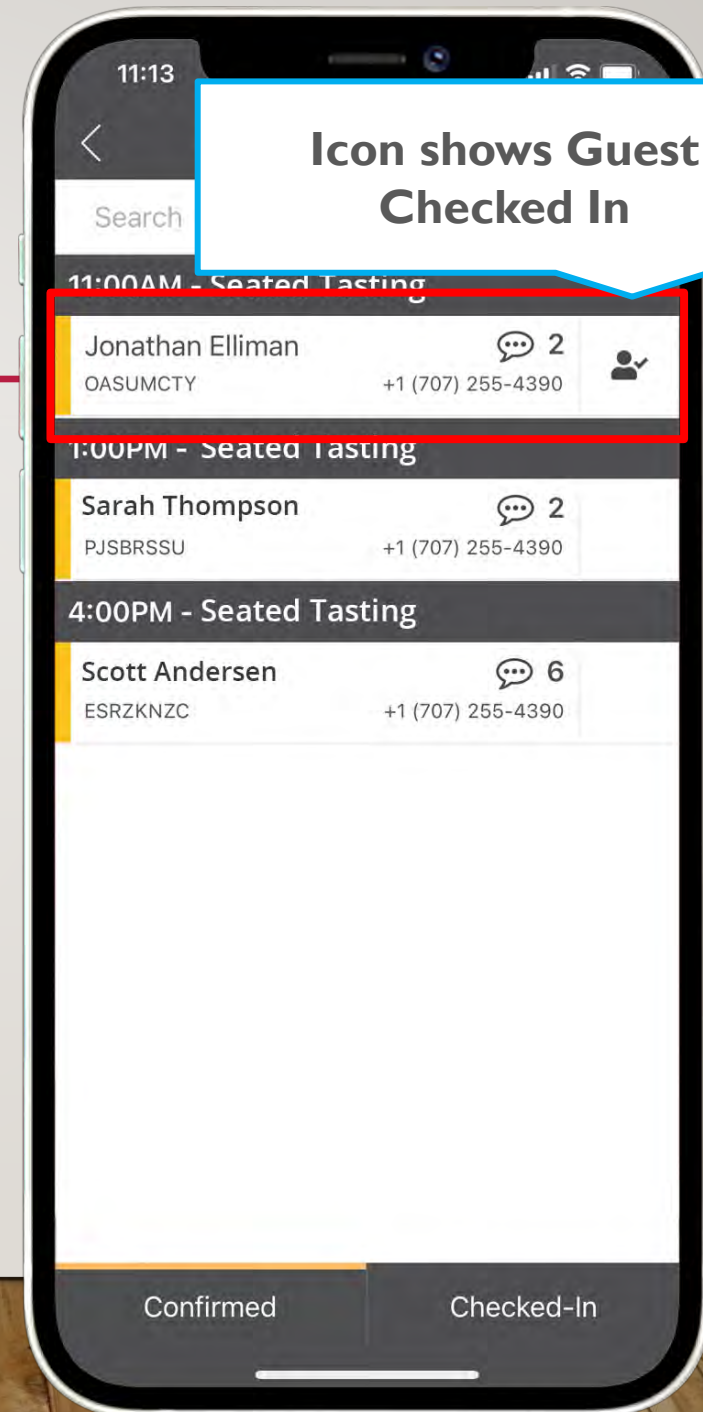
GUEST CHECKED IN

NOTE

The system is designed to NOT allow you to check in a guest more than 30 minutes ahead of their reservation start time.
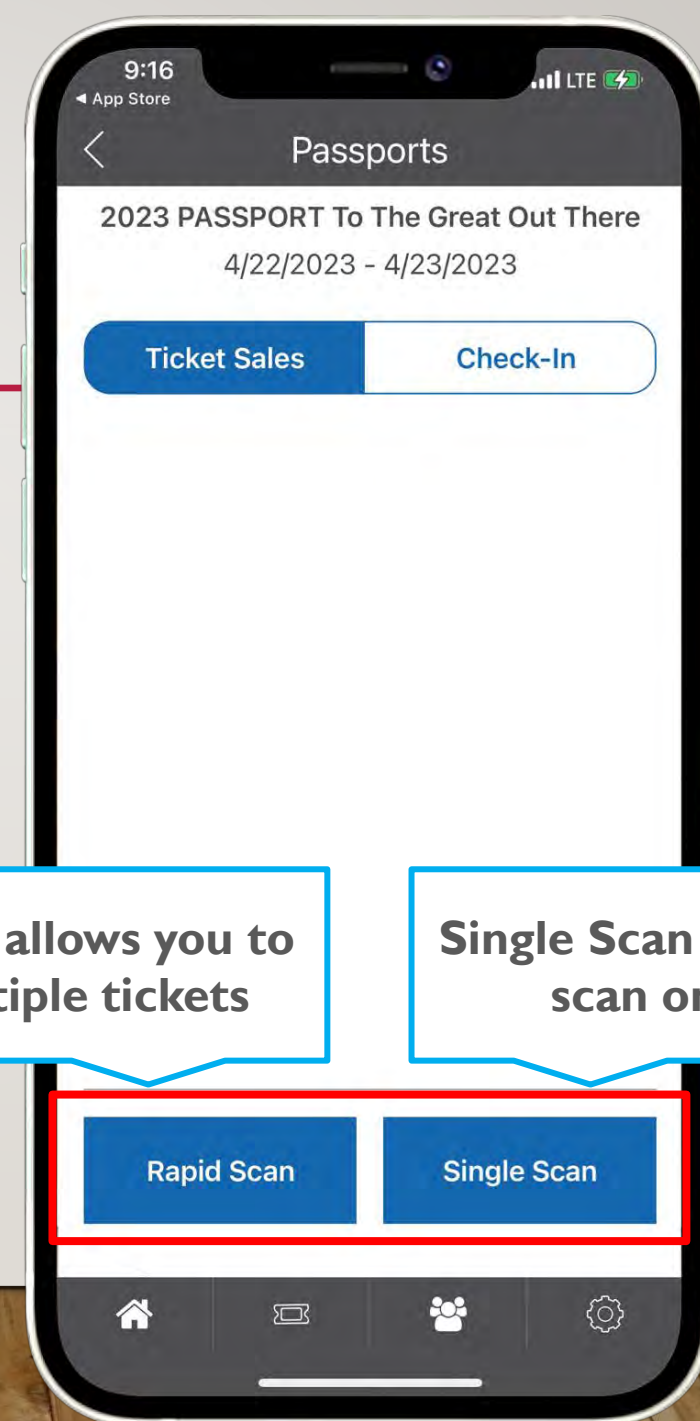
SCANNING TICKETS

- This option is used for standard passport events.

- You will use the Guest Link Pro app to scan the barcode on guest's printed tickets

- Follow Steps 3 – 9

- Then Steps 18 - 20

cellarpass

SCANNING TICKETS

- This mode is for events that do NOT require reservations. You will scan tickets to check in.

- Choose the mode you wish to scan tickets:
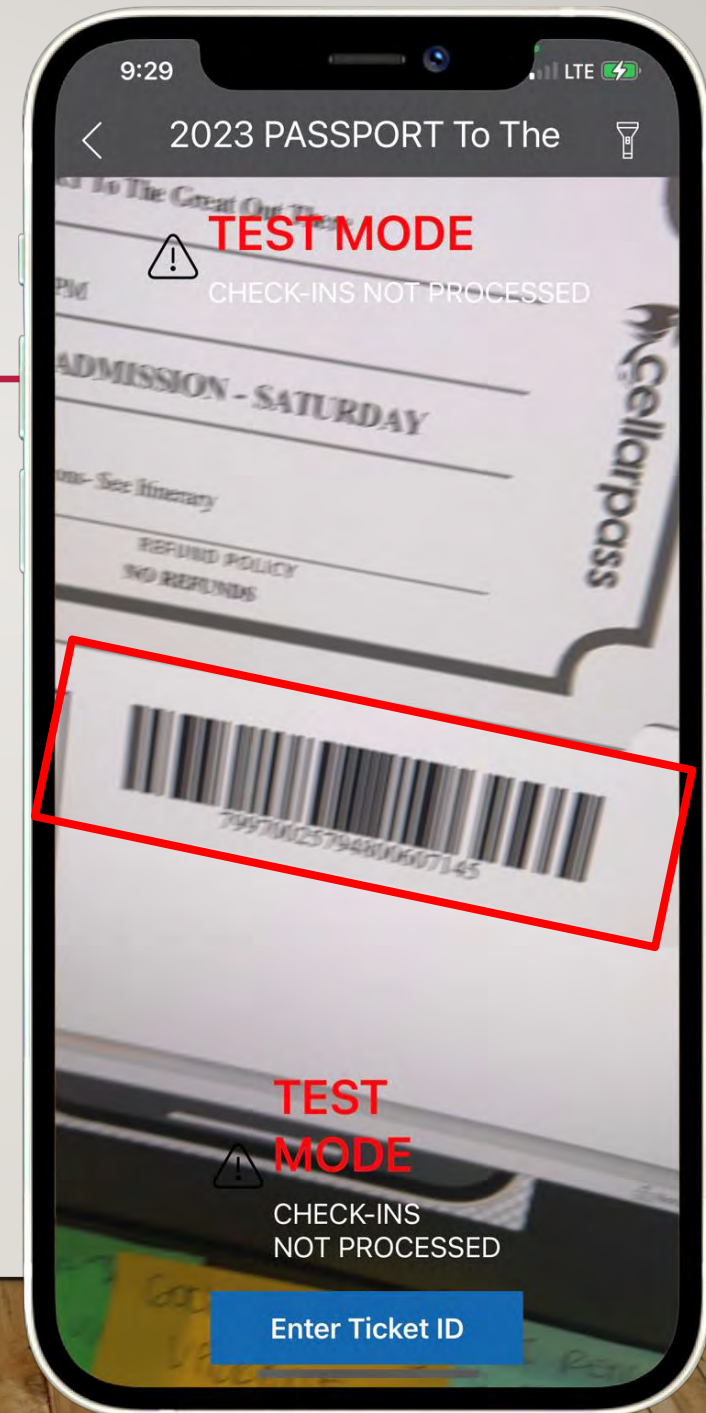 - Rapid Scan
  - Single Scan

Rapid Scan allows you to scan multiple tickets

Single Scan allows you to scan one ticket

SCANNING TICKETS

- Point the device's camera at the ticket barcode

- Or enter the ticketID manually by clicking
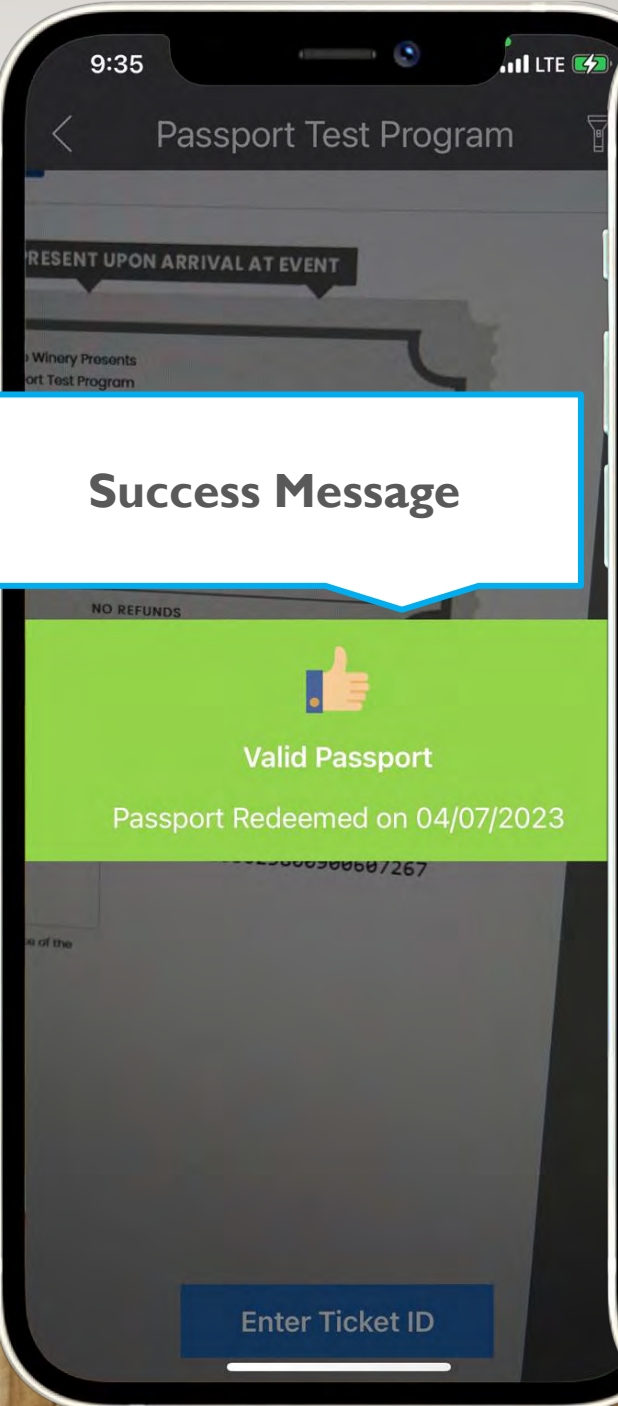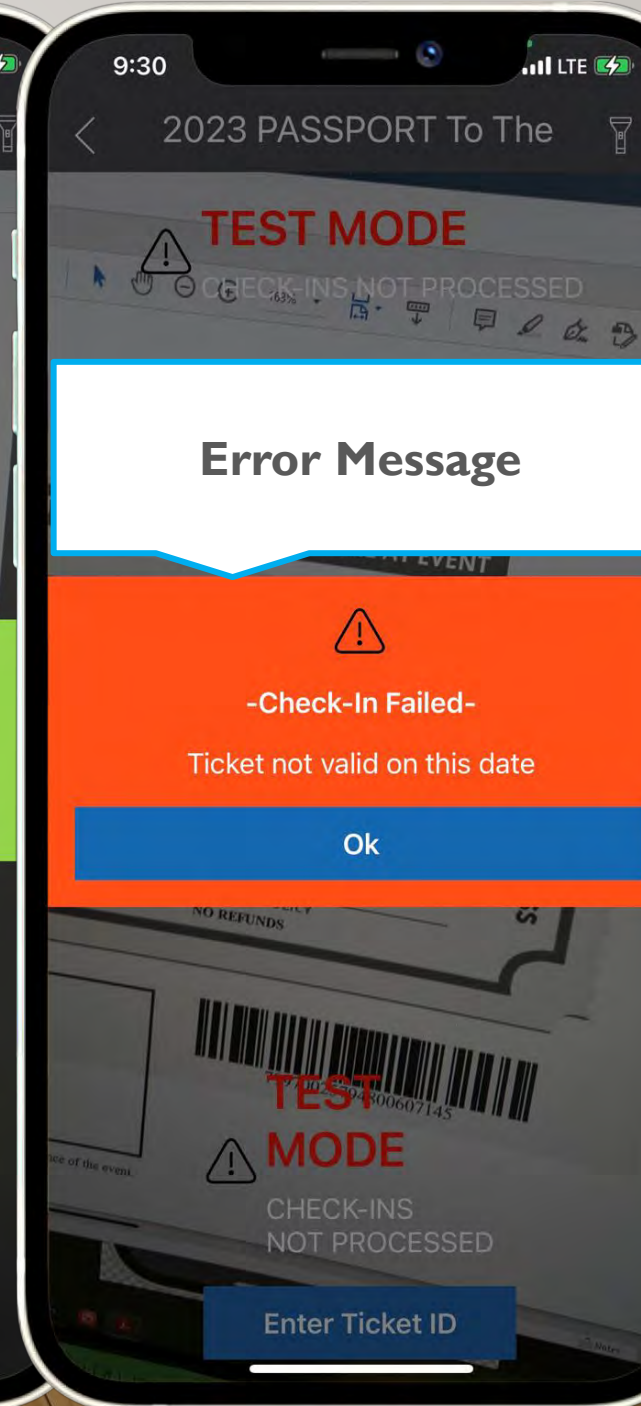Enter Ticket ID button

SUCCESS OR ERRORS

- After scanning a ticket you will receive:

  - Success message

    - Ticket is valid for today's date

  - Error message

    - Most likely due to ticket is not valid for "today's date". Some tickets are only valid for a portion of an event.

Success Message

Error Message

EXPORTING CHECKED IN GUEST DATA

- You can export first-party data for guests you checked into your property.

- Log into our admin panel by going to https://www.cellarpass.com/manage

- Select "Guests" from the left-hand menu

- From the "More Actions" menu in the top right, select "Export Guests".

- This will download a full export of your Guest data.

cellarpass

PROMOTE YOUR SPECIAL EVENTS TO OUR WINE CONSUMER AUDIENCE

Give us a call and we'll show you how to post your events to engage in millions of wine consumers around the globe.

- Post your ticketed events for free!
- Wine Club Member-only events
- Multi-ticket level capability
- Promote Events through Neighbor Winery Profiles and Region Pages
- Chargeback prevention tools
- Live Broadcast event types and other useful event category selections
- Waitlist Capabilities
- Automated Reminder Emails

cellarpass

CONTACT

Guest Services

855-423-4448
Monday – Friday
9AM – 5PM (Pacific)

Technical Support

http://www.cellarpass.com/support

Available

24/7/365