

How to Use ECIA Offline Scan for Event Attendance Tracking

Article Number

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Information

ECIA's Offline Scan allows you to track event attendance when you expect limited or no internet access, such as at large-scale events or outdoor venues. Follow the steps below to use ECIA Offline Scan effectively:

Start Your Session in ECIA

To begin, you'll need to start your session in ECIA. While a stable internet connection is required for this initial setup, you can switch to Offline Scan mode afterward. Here's a quick guide:

- **Enter the Access Code** for your event.
- **Log in**, if applicable.
- **Confirm the Event** to ensure accuracy.

For detailed instructions on starting a session, please refer to the full support article here: [Campus Labs® Event Check-in App Walkthrough – Engage Help Center](#)

Select Offline Scan

Once your session is set up, the app will open to the Event Details screen and will allow you to choose between Online and Offline scan. To begin scanning without internet, select Offline Scan. This allows you to scan attendees' Event Passes without needing an internet connection. The attendance data will be saved locally on your device until you can sync it.

Note: If you skip to the “Scan” icon before selecting “Offline Scan” on the Event Details screen, the app will begin scanning in Online Scan mode by default.

Scan Attendees with Offline Scan

While using Offline Scan, some ECIA features are limited:

- **Attendee Information:** During scanning, details like the attendee's name, RSVP status, or invitation info won't be displayed. The system will only confirm the Event Pass has been successfully scanned.
- **Attendee Look-Up:** Manual look-up to add attendees is not supported with Offline Scan.
- **Check-In Only:** You can only check-in attendees. The check-out feature is only available in Online Scan mode.

Sync Attendance Data

After scanning attendees, sync your attendance data once you have a reliable internet connection. You must complete this sync before scanning attendees for a new event. Additionally, if you need to switch back to Online Scan mode for the same event, you will be prompted to sync Offline Scan attendance data before making the switch.

Once you've synced the attendance data, you can view scanned attendees by clicking the “Attendees” icon at the bottom of the screen.

By following these steps, you can efficiently manage event attendance even in areas with limited internet connectivity.

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