Check In Attendees

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For in-person events, HighLevel supports attendee check-in.

QR code check-in

QR code check-in is enabled by default for in-person events.

Attendees can present their event QR code and staff can scan it from a mobile device.

Before event day

Check:

- the event is published;
- attendee registrations are visible;
- the check-in settings are correct;
- the staff device can access HighLevel;
- the staff member has appropriate permissions;
- the camera works for QR scanning.

Check-in eligibility

The event settings determine which payment statuses may be checked in.

For example, Fort Adams may choose to allow attendees whose payment status is **Succeeded**.

Do not override payment restrictions without authorization.

During the event

Use the **Check-in** tab to:

1. locate or scan the attendee;
2. confirm the correct person;
3. check them in;
4. verify that the check-in was recorded.

If the QR code will not scan

Use the registration search to locate the attendee by name or email before assuming the registration is missing.

Do not create a duplicate attendee simply because a QR code cannot be read.

Official reference

HighLevel — How to Create and Manage Events

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