



CREATOR PERFORMANCE MANAGEMENT PLATFORM · ENGLISH

Event Operations Guide

Role-specific guide for Organizer, General Staff, Booth Staff, and Live Operator, including offline queue, Gift Pass, and incident handoff

- General check-in scanner plus offline queue
- Booth Gift Pass redemption with stock-safe checks
- Live KPI dashboard and escalation checklist

VERSION	UPDATED	ROLE	STATUS
6.0	24 August 2026	event-operations	Current-product reference

BEFORE YOU BEGIN

Scope and how to use this guide

Event organizers, check-in teams, booth teams, live-screen operators, and event leads

ACCESS

Event Staff is not a separate app UserRole. Use the exact TouTop account assigned to the event or booth; RPC/RLS enforces access.

SOURCE OF TRUTH

This manual set was checked against current routes, navigation, permission gates, and product functions as of 24 August 2026. Some modules depend on sub-role, plan, verification, Brand approval, and feature availability. Treat server authorization and live confirmation copy as final.

Money and tax

This guide explains product workflows, not legal, tax, or accounting advice. Rates, fees, and payment methods may vary by plan, country, account state, and enabled providers. Always review the live quote before confirming.

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07	Organizer handoff and incident log		

Current navigation and routes

Mobile labels may be shortened while behavior and URLs remain. Treat visible navigation as an initial access cue and server permission as the final authority.

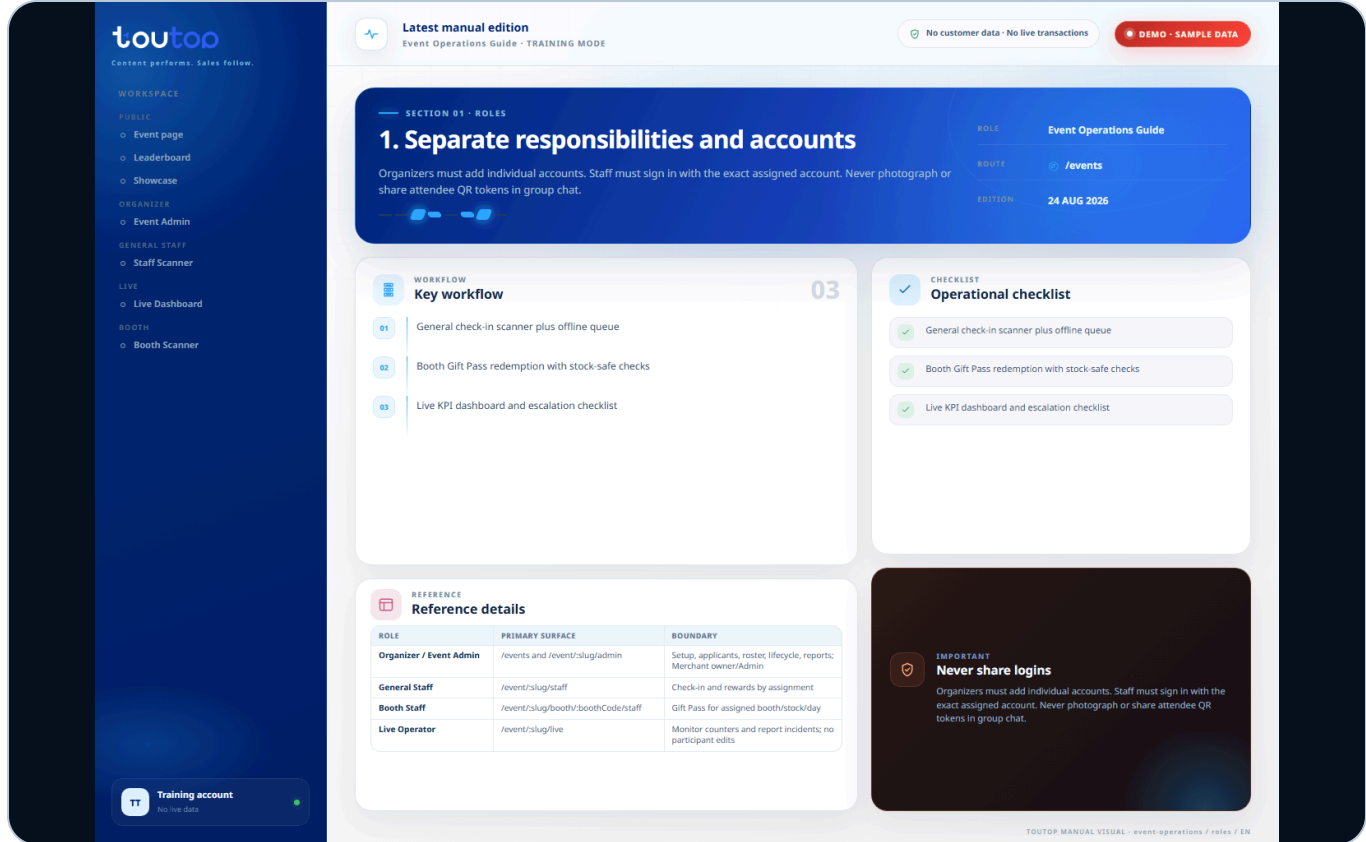
Group	Page	URL	Purpose
Public	Event page	/event/:slug	Details, registration, status, and approved-participant QR
Public	Leaderboard	/event/:slug/leaderboard	Public ranking when enabled
Public	Showcase	/event/:slug/showcase	Qualified published work
Organizer	Event Admin	/event/:slug/admin	Setup, applicants, staff, lifecycle, and reports
General Staff	Staff Scanner	/event/:slug/staff	QR/manual check-in, queue, undo, and reward claim
Live	Live Dashboard	/event/:slug/live	Ten-second live metrics and last-known state
Booth	Booth Scanner	/event/:slug/booth/:boothCode/staff	Gift Pass, booth/daily/stock/replay validation

1. Separate responsibilities and accounts

Role	Primary surface	Boundary
Organizer / Event Admin	/events and /event/:slug/admin	Setup, applicants, roster, lifecycle, reports; Merchant owner/Admin
General Staff	/event/:slug/staff	Check-in and rewards by assignment
Booth Staff	/event/:slug/booth/:boothCode/staff	Gift Pass for assigned booth/stock/day
Live Operator	/event/:slug/live	Monitor counters and report incidents; no participant edits
Platform Admin	/admin-events	Policy-based oversight and exceptions

Never share logins

Organizers must add individual accounts. Staff must sign in with the exact assigned account. Never photograph or share attendee QR tokens in group chat.



DEMO screen: Separate responsibilities and accounts

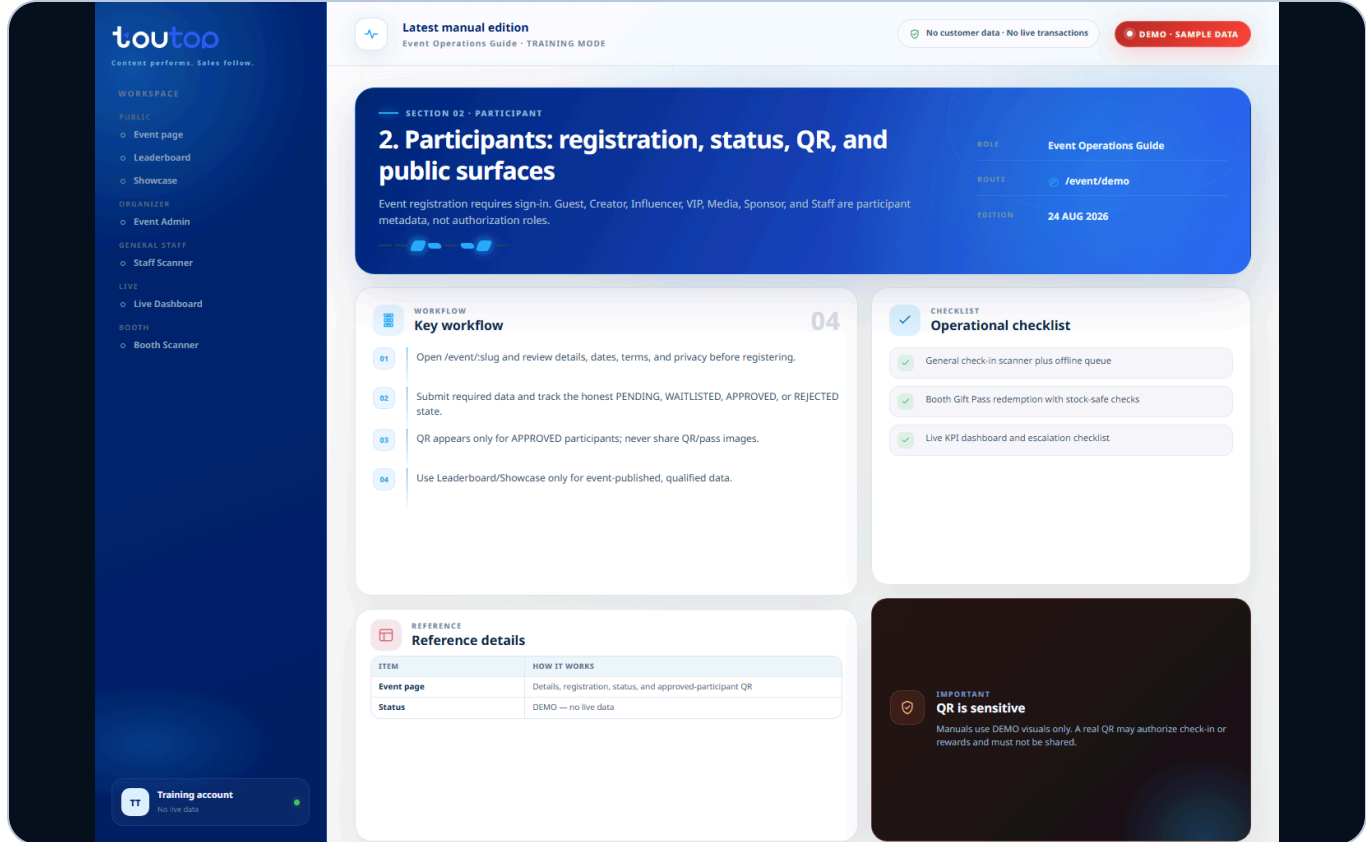
2. Participants: registration, status, QR, and public surfaces

Event registration requires sign-in. Guest, Creator, Influencer, VIP, Media, Sponsor, and Staff are participant metadata, not authorization roles.

- 1 Open /event/:slug and review details, dates, terms, and privacy before registering.
- 2 Submit required data and track the honest PENDING, WAITLISTED, APPROVED, or REJECTED state.
- 3 QR appears only for APPROVED participants; never share QR/pass images.
- 4 Use Leaderboard/Showcase only for event-published, qualified data.

QR is sensitive

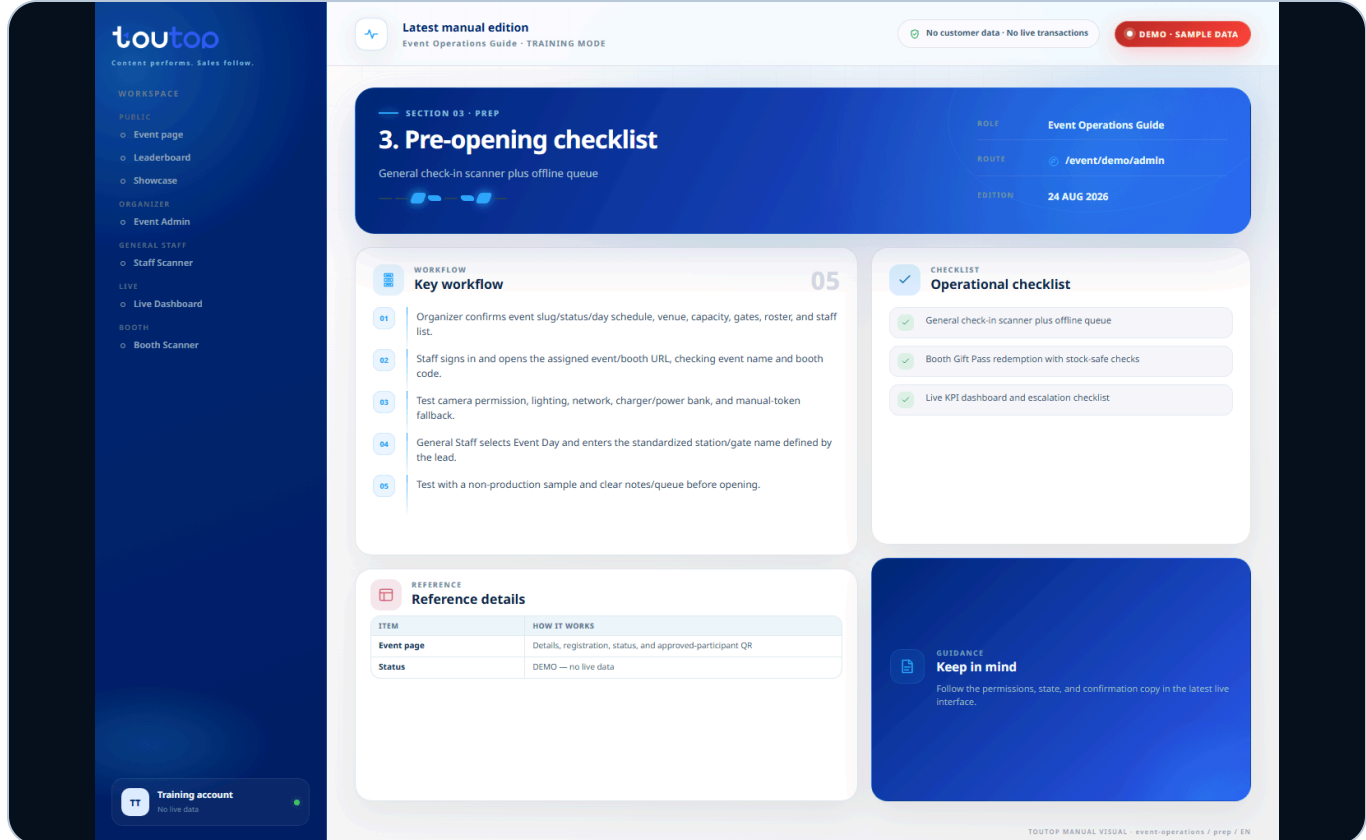
Manually use DEMO visuals only. A real QR may authorize check-in or rewards and must not be shared.



DEMO screen: Participants: registration, status, QR, and public surfaces

3. Pre-opening checklist

- 1 Organizer confirms event slug/status/day schedule, venue, capacity, gates, roster, and staff list.
- 2 Staff signs in and opens the assigned event/booth URL, checking event name and booth code.
- 3 Test camera permission, lighting, network, charger/power bank, and manual-token fallback.
- 4 General Staff selects Event Day and enters the standardized station/gate name defined by the lead.
- 5 Test with a non-production sample and clear notes/queue before opening.
- 6 Define escalation points for duplicate, wrong-account, rejected QR, stock, and medical/security incidents.
- 7 Confirm forward-only lifecycle: DRAFT → REGISTRATION_OPEN → REGISTRATION_CLOSED → LIVE → COMPLETED → ARCHIVED.
- 8 Test public event, registration status, leaderboard, showcase, and approved QR with demo data before go-live.



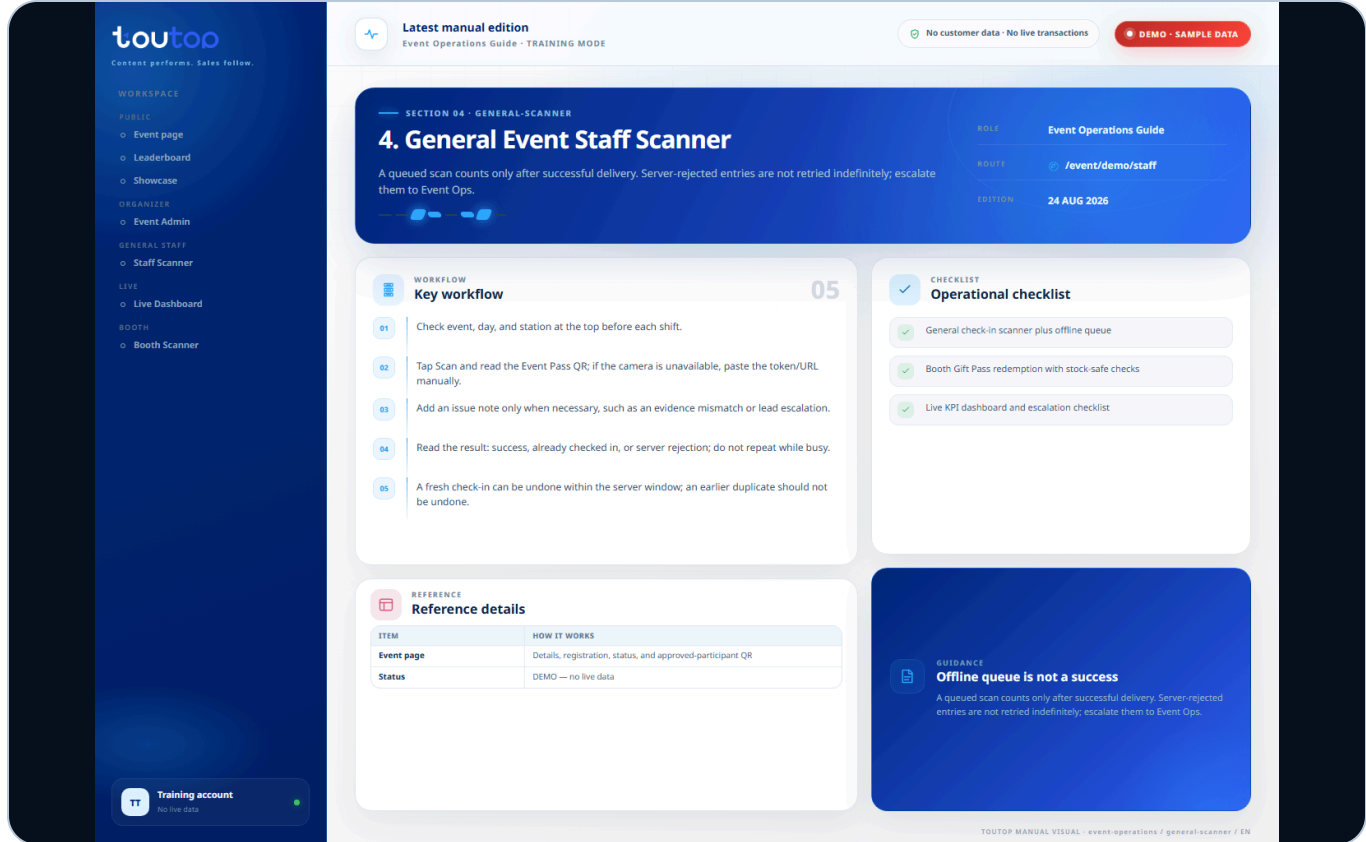
DEMO screen: Pre-opening checklist

4. General Event Staff Scanner

- 1 Check event, day, and station at the top before each shift.
- 2 Tap Scan and read the Event Pass QR; if the camera is unavailable, paste the token/URL manually.
- 3 Add an issue note only when necessary, such as an evidence mismatch or lead escalation.
- 4 Read the result: success, already checked in, or server rejection; do not repeat while busy.
- 5 A fresh check-in can be undone within the server window; an earlier duplicate should not be undone.
- 6 On network failure, the scan enters the offline queue; retry when online or tap Retry manually.
- 7 If the network fails, the device keeps an offline queue; monitor pending count and retry when online.
- 8 For failed items, review the reason before Drop; clearing the queue permanently loses unsent scans.
- 9 Undo is allowed within 15 minutes when eligible and should include a reason/incident reference.

Offline queue is not a success

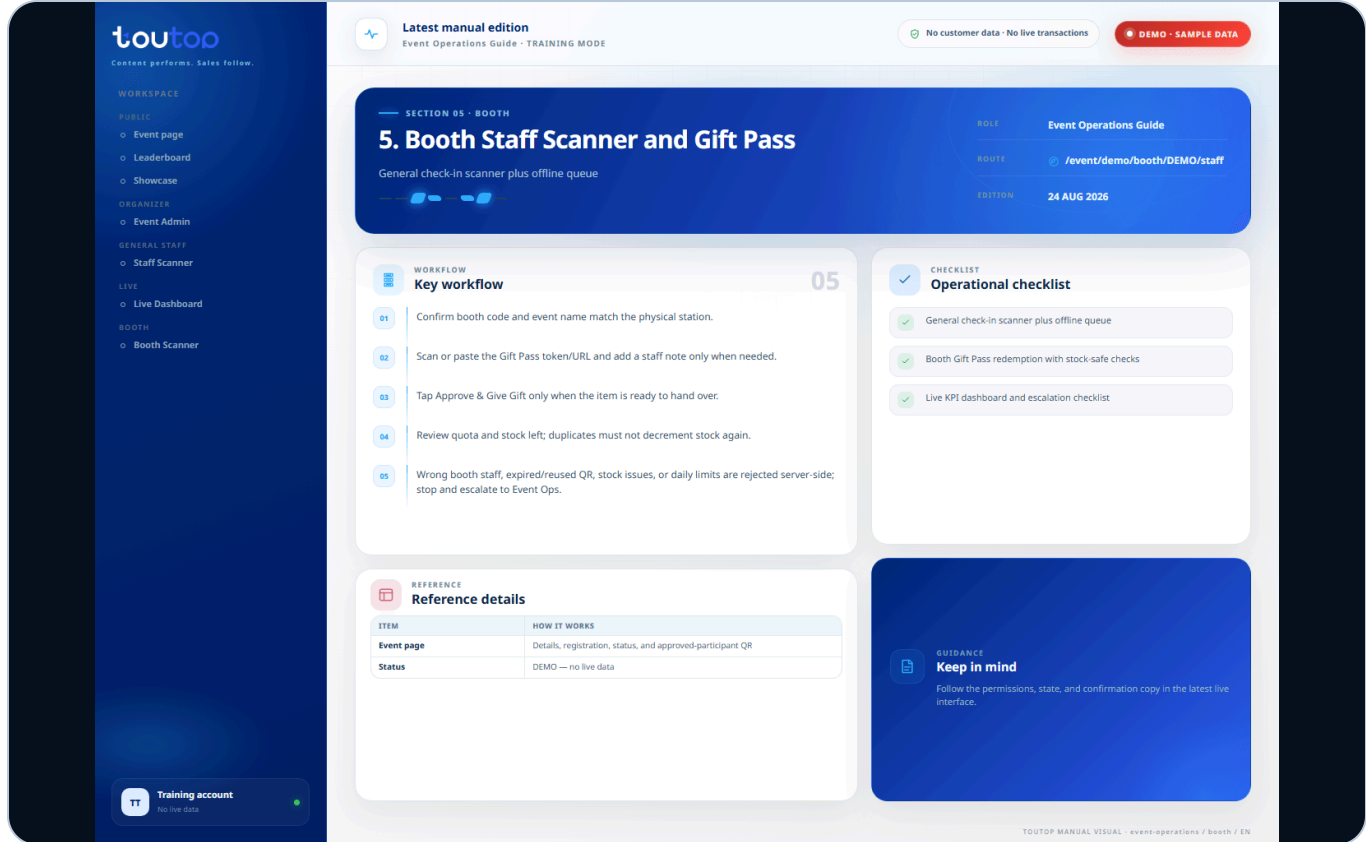
A queued scan counts only after successful delivery. Server-rejected entries are not retried indefinitely; escalate them to Event Ops.



DEMO screen: General Event Staff Scanner

5. Booth Staff Scanner and Gift Pass

- 1 Confirm booth code and event name match the physical station.
- 2 Scan or paste the Gift Pass token/URL and add a staff note only when needed.
- 3 Tap Approve & Give Gift only when the item is ready to hand over.
- 4 Review quota and stock left; duplicates must not decrement stock again.
- 5 Wrong booth staff, expired/reused QR, stock issues, or daily limits are rejected server-side; stop and escalate to Event Ops.
- 6 Do not hand over an item when the screen shows blocked/error, even if the attendee has a screenshot.
- 7 Verify booth assignment and booth code before shift.
- 8 Scan Gift Pass and read wrong-booth, duplicate/replay, daily-limit, and stock results before fulfillment.
- 9 Do not override by rescanning; stop and escalate to the Organizer.



DEMO screen: Booth Staff Scanner and Gift Pass

6. Live Dashboard operator

- /live is a read-only KPI counter page, not the leaderboard and not a prize-decision source.
- Monitor Registered, Approved, Checked-in, No-show, Pending Content, Live GMV, show-up rate, and approval rate as displayed.
- The page auto-refreshes periodically and supports manual refresh; do not combine numbers from multiple tabs manually.
- If a metric stalls, record time, metric, and last refresh and escalate; do not trigger mutations elsewhere merely to move the number.
- Use /leaderboard for public rankings and /showcase for showcase when enabled.
- Live Dashboard refreshes about every 10 seconds with registered, approved, check-in, no-show, pending content, and live GMV when enabled.
- On refresh failure, last-known values remain; operators must label data stale and not estimate.

toutop
Content performs. Sales follow.

WORKSPACE

- PUBLIC
 - Event page
 - Leaderboard
 - Showcase
- ORGANIZER
 - Event Admin
- GENERAL STAFF
 - Staff Scanner
- LIVE
 - Live Dashboard
- BOOTH
 - Booth Scanner

TT Training account

Latest manual edition
Event Operations Guide - TRAINING MODE

No customer data - No live transactions

DEMO - SAMPLE DATA

SECTION 06 - LIVE

6. Live Dashboard operator

General check-in scanner plus offline queue

ROLES: Event Operations Guide

ROUTE: /event/demo/live

SESSION: 24 AUG 2026

WORKFLOW

Key workflow

05

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REFERENCE

Reference details

ITEM	HOW IT WORKS
Event page	Details, registration, status, and approved-participant QR
Status	DEMO — no live data

CHECKLIST

Operational checklist

- ✓ /live is a read-only KPI counter page, not the leaderboard and not a prize-decision source.
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GUIDANCE

Keep in mind

Follow the permissions, state, and confirmation copy in the latest live interface.

TOUTOP MANUAL VISUAL - event-operations / live / EN

DEMO screen: Live Dashboard operator

7. Organizer handoff and incident log

- Issue logs should include event slug, day, station/booth, time, masked participant reference, result/error, and handoff owner.
- Organizers review roster/manual check-in, submissions, gift claims, reports/exports, and staff status in Event Ops or Event Suite.
- Money, payout, competition finalization, or flagged-GMV issues go to Platform Admin; Event Staff must not act on them.
- At shift end, sign out of shared devices, clear residual tokens/notes, and confirm the offline queue is zero.
- Never export or photograph the roster for personal use; follow event PDPA and retention rules.
- Handoff includes event slug, time, station/booth, device, queue count, reference, and impact without QR/PII.
- After closing, verify zero queue, stock/rewards, participant count, incident log, report, and forward-only lifecycle before COMPLETED/ARCHIVED.

Latest manual edition
Event Operations Guide · TRAINING MODE

No customer data · No live transactions

DEMO · SAMPLE DATA

SECTION 07 · ORGANIZER-HANDOFF

7. Organizer handoff and incident log

General check-in scanner plus offline queue

ROLE: Event Operations Guide
ROUTE: /event/demo/admin
EDITION: 24 AUG 2026

WORKFLOW
Key workflow 05

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Reference details

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Status	DEMO — no live data

GUIDANCE
Keep in mind
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Training account
No live data

TOUTOP MANUAL VISUAL · event-operations / organizer-handoff / EN

DEMO screen: Organizer handoff and incident log

Common symptoms and what to do

Camera will not open

Check browser permission, HTTPS, or another camera, then use manual token; never photograph and retain the QR.

Already checked in

Do not create another entry. Verify name/day/station and escalate disputes to the lead.

Scan is queued offline

Keep the same device/account, reconnect, and Retry until successful; do not rescan on another device without coordination.

Gift Pass rejected

Do not hand over the item. Record error/booth/time and ask Event Ops to check assignment, expiry, reuse, quota, or stock.

Get help safely

Send the route, reference ID, time, expected versus actual result, and a redacted screenshot. Never send passwords, OTPs, tokens, KYC documents, or full bank details.

support@tuatop.com

<https://status.tuatop.com>

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