

Troubleshooting Guide

1 - I forgot my login ID or password

Your login ID will be the email address you provided to Scope Events when registering as an artist. Your password was automatically generated and emailed to you. If you cannot find that email with your password, there are other ways you can reset it.

2 - I'm getting offline errors when loading the event

This is caused by the POS tablet not being connected to the internet. The tablet came pre-configured to the WIFI provided at the event. Make sure WIFI is still on and connected by swiping down from the top of the screen and holding your finger over the WIFI icon at the top. If WIFI continues to be an issue, try using a local hotspot on smartphone to see if it helps with the connection on the POS.

3 - I need to cancel or refund an order

All cancellations and refunds will be handled by Scope Events directly. Please send an email to accounting@scopeevents.org requesting the refund. Please provide your name, your booth number, and the customer's first and last name.

4 - My card reader was working but it just stopped

First make sure that the card reader is within close range of the POS tablet and that the card reader is charged. If there is any question about power, plug in the card reader to charge it. If the card reader is close to the POS tablet and it is charging yet it is still not connecting, make sure you do not have any other device nearby that was previously paired with your card reader. This includes your personal phone or tablets you may have used in the past. The card readers can only connect to one device at a time.

5 - Nothing happens when I insert/tap/swipe the card

If the screen is showing that it is ready to accept payment, but nothing happens when you insert/tap/swipe the card, your POS tablet may be paired to another artist's card reader. When you have many of the same card readers in a dense area, it is not unlikely that you attempted to connect to another card reader that is not yours. The easiest solution is to click the menu icon at the upper left, go to the Settings page, and click the "**CLEAR ALL AUTH DATA FOR READERS**" to reset all pairing information so you can try again.

6 - I am getting an error when checking out

EMERGENCY ON-SITE SUPPORT: (760) 979-7177

Retry the last action by going back one step and then trying again. If the error persists, cancel the order from the cart or customer info page and retry the order from the start. If that does not help, restart the POS tablet by holding the power button and clicking the Restart button when it appears.

If the problem revolves around the card reader, try restarting the card reader then retry the order. If that does not help, go back to the pairing screen and try to reconnect to your card reader directly. If that still does not work, then click the menu icon at the upper left, go to the Settings page, and click the **"CLEAR ALL AUTH DATA FOR READERS"**. This will reset your card reader in the system and allow you to re-pair it.

7 - I am having difficulty scanning the QR code on the receipt card

Make sure you are in a well-lit area but away from glaring direct sunlight. If you have any trouble with the camera starting so you can scan the QR code, try restarting the POS tablet by holding the power button and pressing the Reset button when it appears on the screen. As an alternative, you can always manually key in the receipt card # shown below the QR code into the POS tablet.

8 - I'm having other issues not listed here

Restart the POS tablet by holding the power button and pressing the Restart button when it appears. If restarting does not help, log out of the Celebrate! POS app, go to the settings page and click **"CLEAR ALL AUTH DATA FOR READERS"**. Go through card reader pairing steps again and retry the sale. If none of this helps, please call the emergency on-site support number listed at the bottom of this page.