DOOR TEAM GUIDE

# SCAN, CHECK, LET IN.

For your stewards, door supervisors and security managers: their shifts and briefings, the door scanner and what each answer means, and incident reports.

BEFORE THE SHIFT

# YOUR SHIFT ON YOUR PHONE.

Sign in to AVEO EOS on your phone with your work email. My shifts shows your shifts, briefings and incident reporting.

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|---|---|
| EACH SHIFT | The event, your position, zone, radio channel, callsign and start time. |
| BRIEFING | What you need to know for this event: one tap from the shift. |
| YOUR LICENCE | Your SIA licence and its expiry. With no licence, or an expired one, do not work door supervision or search shifts at licensed events. |
| YOUR STAFF PASS | On your phone, with your photo when you add one. It scans at the gates your role allows. |

AT THE DOOR

# THE DOOR SCANNER.

Scan tickets at eos.aveoevents.com on any phone, with the same rules at every gate.

Stewards sign in to EOS on a phone and open the Door scanner: it reads ticket QR codes with the phone's camera, or takes a typed code. The answer is plain: let in, or stop and why.

Every scanner, whichever phone or door, shares one door log, so a ticket shown twice is caught at any gate, with the time and place it first got in.

A ticket paid at the door shows the amount to take, such as £15.00 payment needed to enter. Take it, press Paid, and the guest is let in; the payment is recorded against the ticket.

## Gates, exits and re-entry.

- Each event has one or more gates, each letting in everyone or only some kinds of pass (such as VIP, artists or staff); a ticket at the wrong gate is sent to the right one.
- Scan guests out as well as in; re-entry is allowed or not, per event.
- Add-ons bought with the ticket show when it is scanned.

## Age checks.

A ticket with an age limit carries the guest's date of birth: the scanner shows their age on the day and refuses anyone outside the limit, and asks for ID when a date of birth is missing.

## Staff passes.

Staff passes, with the holder's photo when they add one, scan at the gates their role allows.

Your plan sets how many phones may scan at the same time. A phone counts from its first scan until 12 hours after its last; if the scanner says all places are in use, ask an admin to free one on Plan and billing.

SAFETY

# PLANNED FOR EVERY EVENT.

The planning that keeps people safe, and the team that runs the night.

### Security hub.

For every event: risk assessments, Martyn's Law, deployment, briefings and incident logs, with hazards and controls that stewards read on their phones.

### Crew and rota.

Every position across upcoming events in one rota: security, medical, control, doors, bars and crew, with SIA details kept for door staff.

### My shifts.

Each person sees their own shifts and briefings on their phone, and can report an incident from there.

### Live doors.

Live doors shows each event's counts as guests arrive: how many are inside, admitted, and still to come.

## IF SOMETHING HAPPENS.

Report it from My shifts on your phone straight away, so it is in the event's incident log, and tell your supervisor.

AVEO

# READY FOR THE DOORS.

Admins: share this guide with your door team before the event, and put each person on the rota so their shift is on their phone.

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| ASK FOR A TRIAL | aveoevents.com/eos |
| DOCUMENTS AND GUIDES | documents@aveoevents.com |
| SUPPORT | support@aveoevents.com |
| API | aveoevents.com/eos/api |

AVEO EOS is made and run by AVEO. 22 November 2026.