GVenue · GV Puerta

STEP-BY-STEP MANUAL

Control who comes in through your door

The module, setting up your door staff with their PIN, the scanner for validating tickets, and live attendance from your panel.

EASY STAFF SETUP | /OPS SCANNER | VALIDATE BY QR OR ID | LIVE HEADCOUNT | NO DOUBLE ENTRY

Prepared for
your venue

OCTOBER 2026 · V2 · GOZZI.DEV

01 What GV Puerta is

GV Puerta is the **access control** module: who comes in, who goes out, and how many people are inside at any given moment. You set up your door staff with their PIN, they sign in to the **scanner** (a computer, tablet or phone at the entrance), and there they validate each ticket by scanning the QR or, if someone came without a phone, looking it up by ID number (DNI). You watch the **live headcount** from your panel, at any moment of the night.

What this manual DOES cover

Turning the module on, setting up a door operator with their PIN, signing in to the scanner, validating a ticket (QR or DNI) and reading the live headcount from the panel.

What it does NOT cover

Setting up the event and selling tickets (**GV Ticket**), selling cash at the box office (**Caja**), parking and coat check in detail, and the VIP section. Each one has its own manual.

CONTENTS

01	What GV Puerta is	this section
02	Requirements: the checkbox that turns it on	Configuración → Módulos
03	Set up your door staff	Alta fácil
04	Sign in to the scanner	gvenue.com.ar/ops
05	Validate at the door	QR or DNI
06	«What happened to my QR?» · Verify a ticket	by ID document
07	🔴 If the internet goes down, the door does NOT validate	and what to do
08	Live headcount from your panel	the owner's side
09	Frequently asked questions	operational
10	Support	somos@gvenue.com.ar

Every screen in this manual is real

The screenshots come from the working system, not mockups. The data (the event *Noche de Control*, the names and DNI numbers of the staff and the test attendee) is sample data; your panel and your scanner look exactly the same with your own information.

02 Requirements: the checkbox that turns it on

GV Puerta **comes with GVenue**: unlike other modules, it doesn't depend on a separate plan. All you do is decide whether to show it in your panel, with the **Puerta / aforo** (Door / headcount) checkbox in `Configuración → Módulos del club` (Settings → Club modules), in the **Ticketera y acceso** (Ticketing and access) family.



1 Turn on **«Puerta»** (Door) and save with **«Guardar módulos»** (at the bottom of the page)

Fig. 1 · Configuración → Módulos del club → **Ticketera y acceso**. The first switch, **Puerta / aforo**, is the one that turns on GV Puerta. With **Global** it applies to all events; with **Por evento** (Per event) you decide it when editing each one.

> **Turning a module off is only visual**
>
> If you turn it off, it's hidden from your panel to declutter the screen — **the data keeps being recorded as usual** and shows up again as soon as you turn it back on. The door scanner (`/ops/`) keeps working even if the checkbox is off; what changes is whether you see its quick-access shortcuts in the panel.

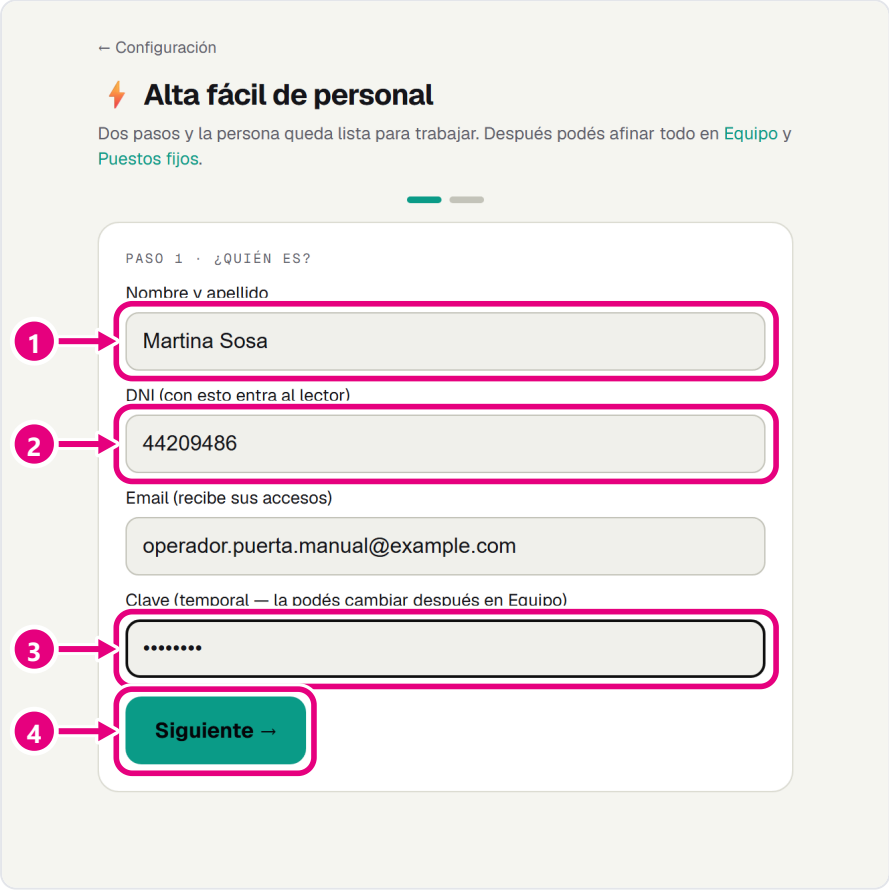
The same family also includes **Boleterías** (Box offices, for cash sales) and the **Lista negra** (Blacklist, right of admission). This manual covers **Puerta / aforo**; the blacklist shows up further down, in the scanner results.

03 Set up your door staff

From `Configuración → ⚡ Alta fácil de personal` (Settings → Easy staff setup), or the button of the same name above **Equipo** (Team): two steps and the person is ready to work the door.

1 Who is it? Name, DNI, email and a password

The **DNI** is what they use to sign in to the scanner — it's their username. The **password** (*clave*) is temporary (they can change it later in Equipo if they want). The **email** receives their access details. Then tap **«Siguiente →»** (Next →).

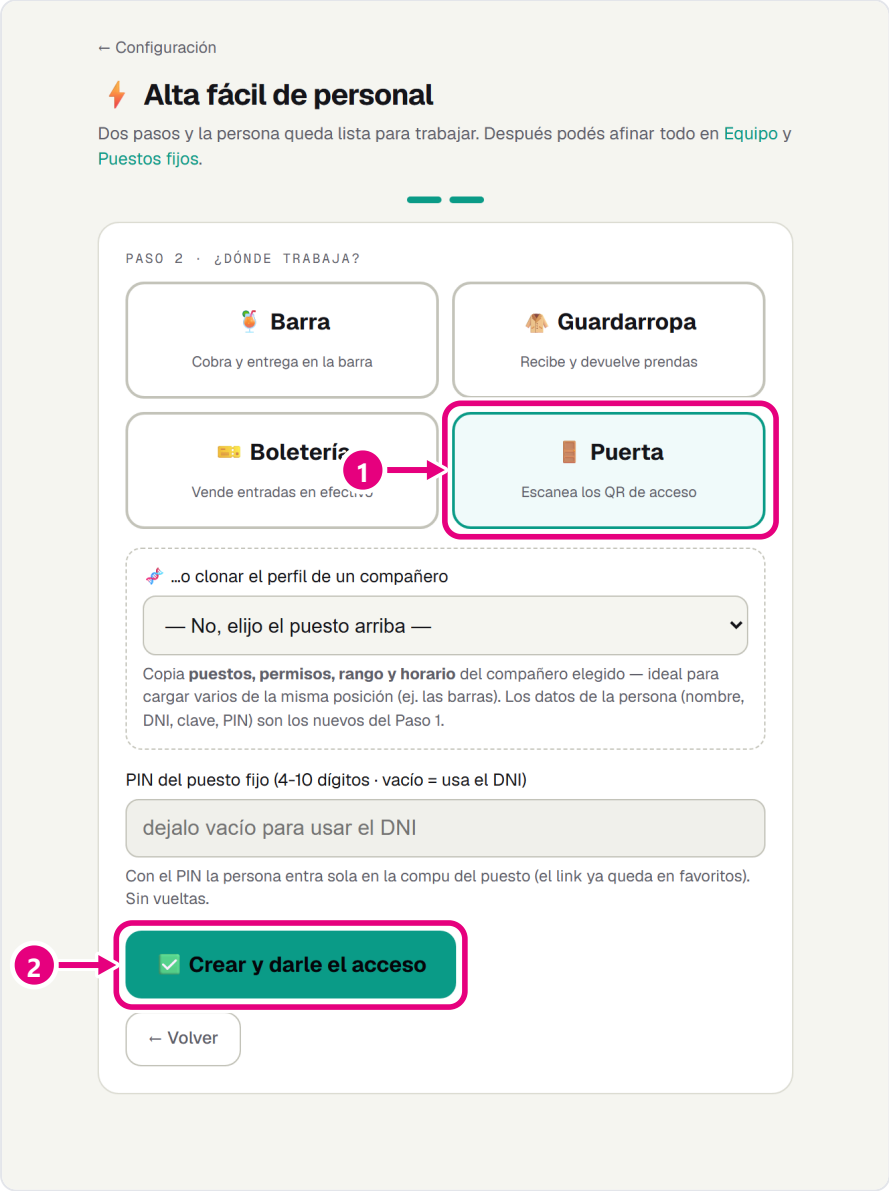


1. The person's first and last name
2. Their **DNI** (they sign in to the scanner with it)
3. A **password** for the scanner (at least 4 characters)
4. Tap **«Siguiente →»** (Next)

Fig. 2 · Step 1. The password is masked in this photo (on your screen it shows as plain text, so you can copy it correctly).

2 Where do they work? Pick the «Puerta» card

Four cards: Barra (Bar), Guardarropa (Coat check), Boletería (Box office) and **Puerta** (Door). The **fixed-station PIN** is separate from the password: if you leave it empty, it uses the DNI. With the PIN, the person signs in on their own at the door computer without typing anything else. If you already have someone in that same position, you can **clone a coworker's profile** instead of picking the card. At the end tap **«✅ Crear y darle el acceso»** (Create and give them access).



1. Pick the **Puerta** (Door) role
2. Tap «✅ **Crear y darle el acceso**» (Create and grant access)

Fig. 3 · Step 2, with **Puerta** selected. The PIN is optional — if empty, it uses the DNI.

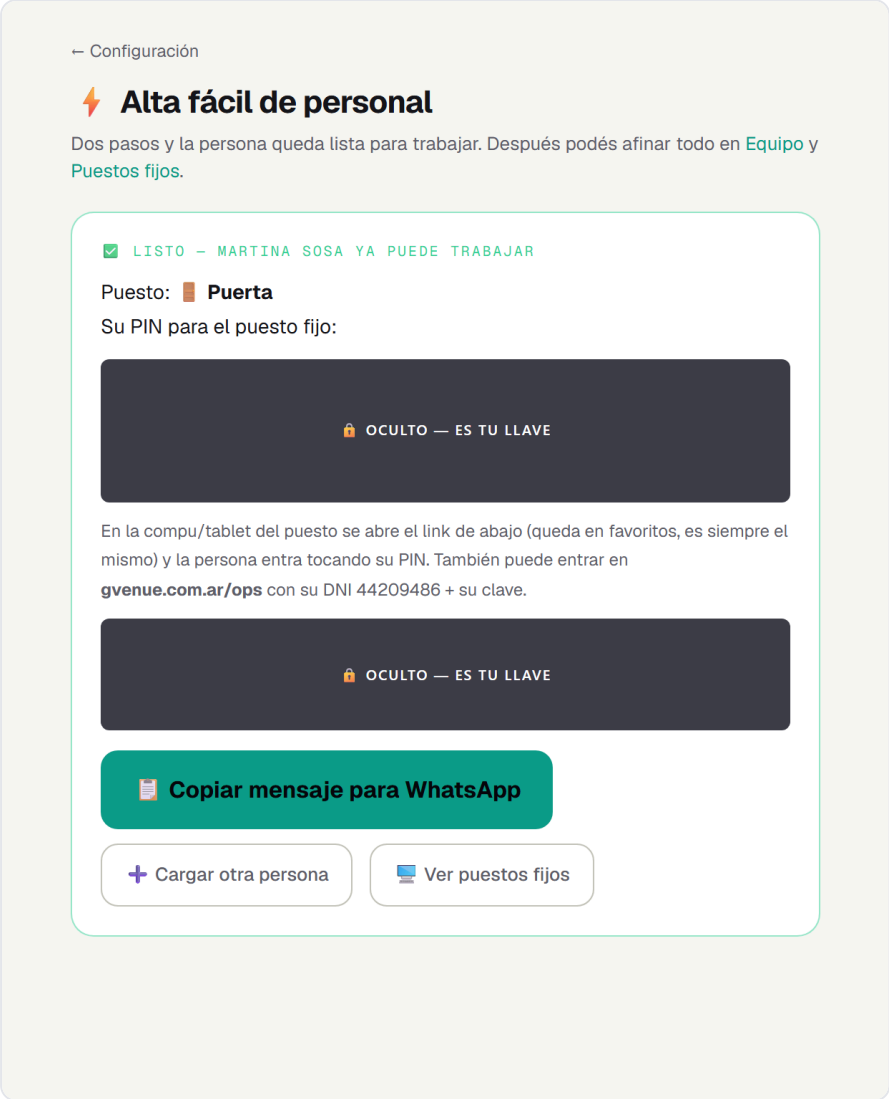


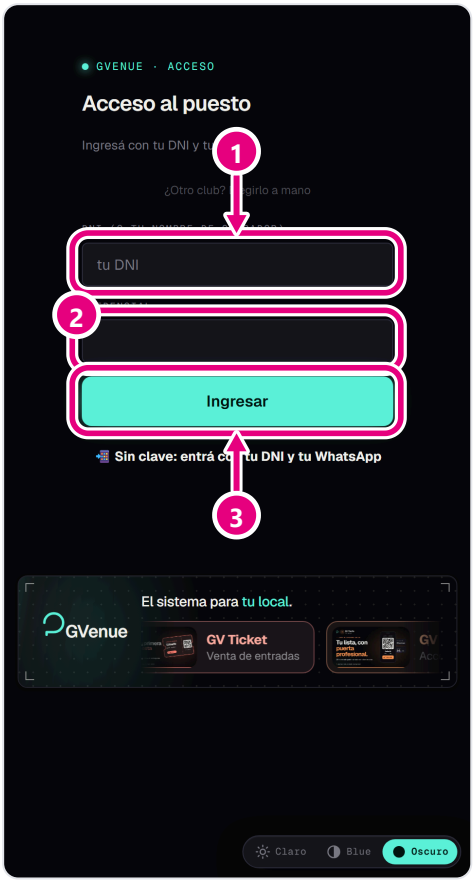
Fig. 4 · Done. The PIN and the station link **are masked by us for this manual**: they are the key to the scanner with nothing else asked (see the warning below).

The PIN and the station link are a key — treat them like a password

The **station link** (which stays bookmarked on the door computer) and the **PIN** let that person in **without asking for the DNI or the password**. That's exactly what they're for: so the fixed computer at the entrance doesn't need anyone to type anything each night. But **anyone who has them gets in just the same** — don't send them to an open group chat or leave them in plain sight. With their **DNI + password**, that same person can also sign in from their phone at **gvenue.com.ar/ops**, on any computer.

04 Sign in to the scanner

The door scanner lives at **gvenue.com.ar/ops** — write it down, it's always the same address. Your door operator signs in with their **DNI and password** (or, on the fixed computer at the entrance, by tapping their **PIN** from the link you gave them in the previous step).



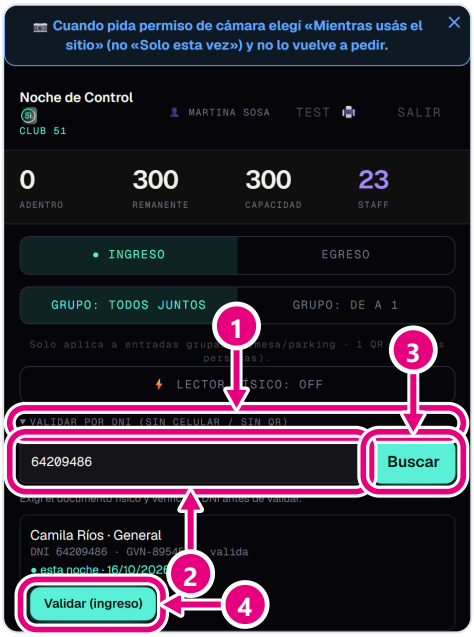
1. Their **ID number (DNI)**
2. Their **password**
3. Tap **«Ingresar»** (Sign in)

Fig. 5 · `gvenue.com.ar/ops`. The *Club* field is always hidden — signing in by DNI already knows which club it is, and only asks if the person works at more than one place.

> **Why is it always dark?**
>
> The scanner starts **in dark theme** no matter what, even if your panel is in light — it's the floor screen, designed for the lighting of a club at night. It's not an error in this photo: that's how it really looks.

05 Validate at the door

Once inside the scanner, at the top you have the **live headcount** (inside, remaining, capacity) and the **Ingreso / Egreso** (Entry / Exit) mode. The normal way is to scan the ticket's **QR** with the camera. If someone came without a phone or with a dead battery, there's **Plan B: validate by DNI** — you look the person up, their ticket appears with name and type, and you validate it just the same.



1. No camera: open **«Validar por DNI»** (Validate by ID)
2. Type the ticket holder's **DNI**
3. Tap **«Buscar»** (Search)
4. Tap **«Validar (ingreso)»** (Validate entry)

Fig. 6 · Headcount at the top, entry/exit modes, and **Validar por DNI** (Validate by DNI) with a ticket found. Ask for the physical ID and check it before tapping Validar.

1 Scan or look up by DNI

With the camera, point at the ticket's QR. Without a camera or without a phone, open **«Validar por DNI»**, type the ID number and tap Buscar (Search).

2 Validate

One tap on **«Validar (ingreso)»** (Validate (entry)) and the result fills the whole screen, nice and big, so you can see it from a distance.



Fig. 7 · Green: **they got in**. The name, ticket type and DNI nice and big, to check against the ID document.

The other possible results

COLOR	RESULT	WHAT IT MEANS
🟡 **Yellow**	Already inside	That ticket already came in and hasn't been marked as out. Mark **Egreso** (Exit) so they can leave.
🔴 **Red**	Already used / voided	The QR is single-use: if it was already validated (or voided), it won't go through again. If it was **voided**, the screen now tells you **who voided it and why** — it doesn't hide it.
🟡 **Yellow**	Needs a name · can't enter like this	The event requires **named** tickets and this one doesn't have a holder yet. Right there you enter the details of the person coming in (DNI, name and the others requested) and tap **«Nominar y dejar entrar»** (Name and let in).
🔴 **Red**	Admission denied	The person is on the club's **blacklist** (right of admission). Alert security.

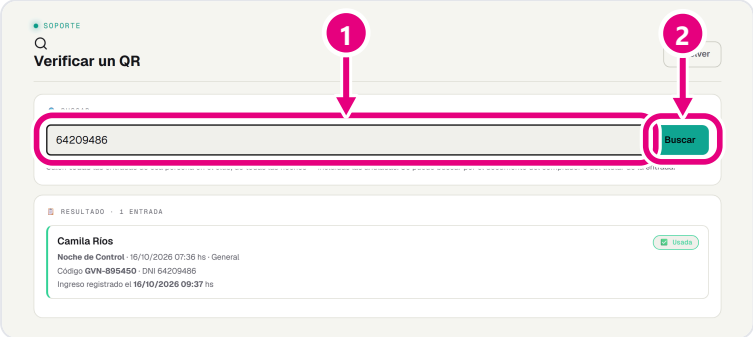
> **The camera isn't always available**
>
> If the browser can't open the camera (permission denied, no camera, or the device doesn't support it), the scanner tells you below the frame and **Plan B by DNI** keeps working just the same — it's the same path you use to validate without a QR.

06 «What happened to my QR?» · Verify a ticket

It's the question the club gets most the next day, and until now it had to be checked by hand. From your panel, in `Operación › Verificar entrada` (Operations › Verify ticket), you enter the person's **ID document** (or the ticket code) and **all** their tickets come up, from **every** night, with the status of each.

1 Search by document or by code

The document is what the person will give you over WhatsApp. The code is useful if they sent you a screenshot of the QR.



1. Type the person's **DNI** (or the ticket code)
2. Tap **«Buscar»** (Search)

Fig. 8 · `Verificar entrada` with the DNI of the test ticket's holder: which night it's for, its status and the entry that was recorded.

2 Read the status of each ticket

Which night it's for, what ticket type, whether it's valid, used or voided. And if it's **voided**, **who voided it and why**.

> **The screen never says «got in» or «didn't get in»**
>
> It says **which entry was recorded**, which is not the same thing. Not every event scans every ticket —a night with an overwhelmed door, a section that wasn't checked—, so **no record doesn't prove the person didn't get in**. It's the difference between a data point and an accusation: if you tell a customer «you didn't come in» and they did, you've already lost the argument.

And now every voiding leaves a trace

A ticket can be voided from several places in the system. Before, none of them left a record: if a customer showed up at the door with a voided QR, it was their word against the system's. Now **every voiding saves when, who and why**, and that's what you see here and what your doorman sees when searching by DNI.

> **It only applies going forward**
>
> Anything voided **before** this existed has no record, and the screen says so instead of inventing someone responsible.

07 🔴 If the internet goes down, the door does NOT validate

You need to know this **before** the night of the outage, not during it. GVenue's bar does know how to sell without internet (that's **GV Offline**, and it's included), but **the door validator is online-only, and that's on purpose**.

> **Why it can't be done, even though it seems easy**
>
> If you had two doors validating offline, **neither of them could know the other had already let that code through**. By the time the internet comes back, the person is already inside: **there's nothing to undo**. And your headcount stops being a real number — exactly the number your permit asks for. We'd rather tell you up front than leave you with a control that doesn't control.

How to never reach that problem

📱 One phone with mobile data at the door

The typical outage is from the **venue's internet provider**, not the mobile network. The door uses very little —each scan is a small request—, so the cheapest plan is enough. The bar can rest easy on the wifi: it does know how to work without internet.

🔴 And turn off wifi on THAT phone

It's the detail that always gets forgotten and makes the whole plan useless. If the phone sharing the data is still connected to the venue's wifi, the system may keep going out through that dead wifi and **the hotspot does nothing**.

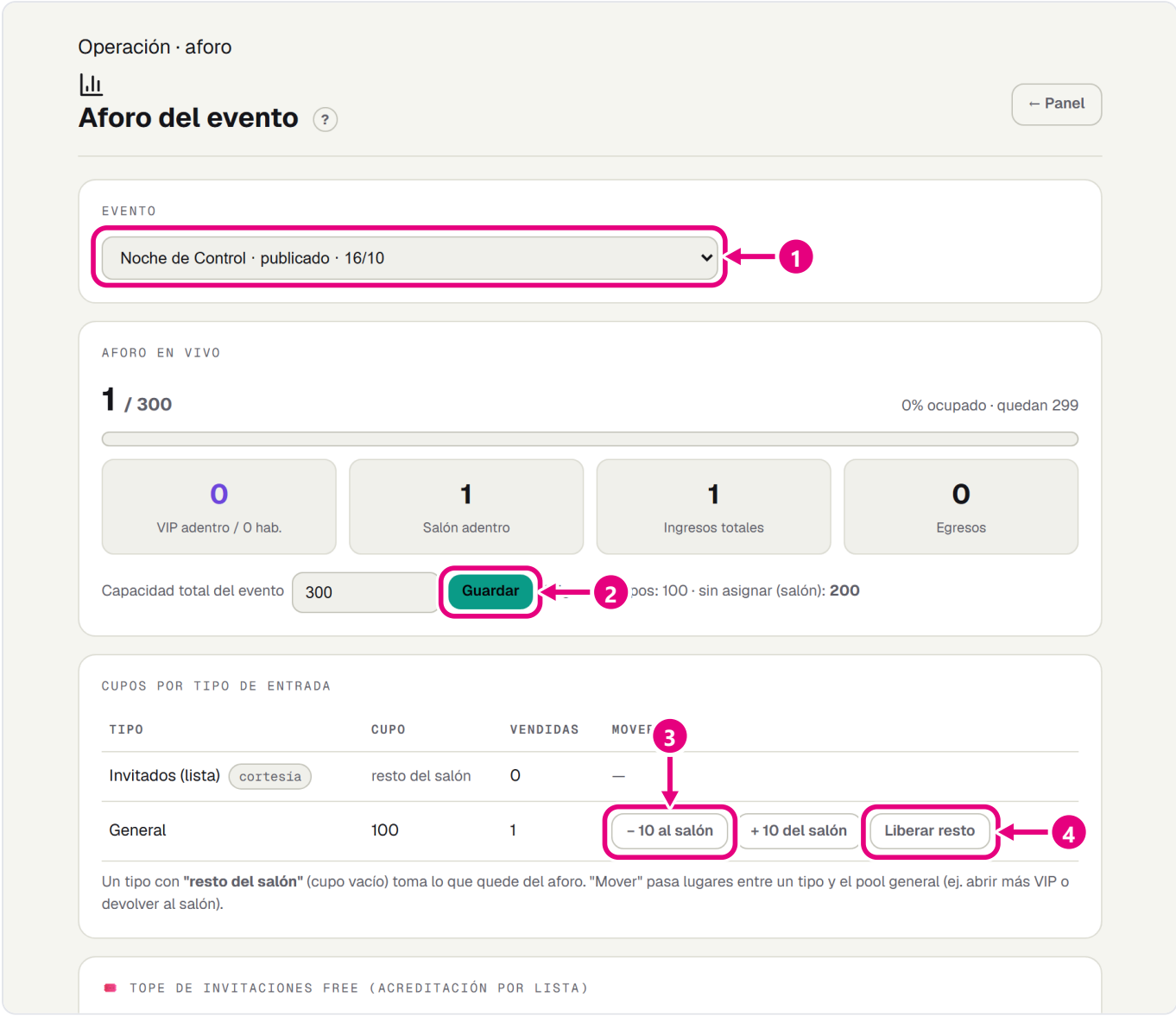
The paper Plan B

If you're left with nothing, in your panel there's the `🖨 Impresiones` (Printouts) tab and in it **«Lista de la noche»** (Night's list): it prints with name, document and ticket type, and a box to tick with a pen. Print it **before** the party starts — once the internet is down you won't be able to get it out.

> **Paper lets people in, but it doesn't control**
>
> With the list in hand **you have no double-entry control and no live headcount**: if someone goes in, leaves and comes back, the paper doesn't know. It's a Plan B so the night doesn't stop, not a replacement for the scanner. The same warning is printed on the sheet, so whoever is at the door has it right in front of them.

08 Live headcount from your panel

On the owner's side, `Aforo del evento` (Event headcount) shows you the same thing your door sees but with more control: total capacity, quotas by ticket type, and quick access to Parking and Guardarropa (Coat check) if you have them active.



1 Pick the **event** 2 Change the **total capacity** and tap **«Guardar»** (Save)
3 **– 10 al salón / + 10 del salón**: move spots between the ticket type and the venue
4 **«Liberar resto»** (Release the rest): return unsold spots to the venue

*Fig. 9 · **Aforo del evento**. The gauge at the top updates with every real validation at the door — here it already shows the ticket we let through in the previous figure.*

What you can do here

ACTION	WHAT IT'S FOR
capacidad total	Raise or lower it on the fly (you can't lower it below what's already inside or below the assigned quotas).
– 10 al salón / + 10 del salón	Move spots between a ticket type and the general pool — e.g. open more VIP mid-night.
liberar resto	Return to the hall the quota of a type that **didn't sell**. What's already sold stays untouched.

> **This screen is more than just GV Puerta**
>
> Besides the headcount, here you also set the **quota and price of Parking** and the **quota and price of Guardarropa** — they are their own modules, with more detail in their manuals. This manual only covers the **access control** part.

09 Frequently asked questions

How many door scanners can I have on at the same time?

As many as you need. The headcount belongs **to the event**, not to each scanner: if you validate at two doors at once, the inside counter adds both and updates by itself every few seconds.

An operator forgot their password. What do I do?

You change it from **Equipo** (Configuración → Equipo), in their profile. There's no need to delete them and set them up again.

Can I have two operators with the same name?

No: the system doesn't allow repeating a team member's name within the same club (to avoid duplicate entries). If two people have the same name, add the full last name or a clarification.

Can the ticket's QR be used twice?

No. Each ticket has a unique, single-use QR. If someone tries to get in again, the scanner shows **«ya usada»** (already used) in red.

What happens if someone leaves and wants to come back in?

It depends on whether the event has **re-entry enabled**. With re-entry, you mark an exit and that same ticket validates again as a re-entry. Without re-entry, once outside they can't come back in with that QR.

The camera doesn't work on the door tablet. Do we lose control?

No: use **«Validar por DNI»**, which doesn't need a camera. It's the same path used when someone comes without a phone.

Can I find out who validated each entry?

Yes, which operator made each validation is recorded — it's audit information for the club, and it doesn't appear on the scanner screen.

Do I need the Boletería module to use GV Puerta?

No. They are independent modules: Boletería is for **selling** tickets in cash, Puerta is for **validating** entry. You can have Puerta without Boletería if you sell everything online with GV Ticket.

10 Support

If something doesn't add up, write to us. The more specific you are, the faster we solve it.

somos@gvenue.com.ar

Tell us **which club**, **which event** and **which screen** you were looking at. If you can, send a screenshot.

From your panel

The **¿Necesitás ayuda?** (Need help?) button (bottom left) opens the assistant without leaving the screen you're on.

If someone is held up at the door because of a system problem, write right away

For any failure in the middle of an event with people waiting to get in, let us know **immediately** — we prioritize these cases. In the meantime, **Plan B by DNI** gets you out of a jam if the problem is only the camera or an intermittent connection.

GVenue · GV Puerta — Step-by-step manual · October 2026 · v2
Mission control para venues organizados · gvenue.com.ar · by Gozzi.dev