

Billetix.net User Guide

Back Office

June 15, 2026

Log in to the website.

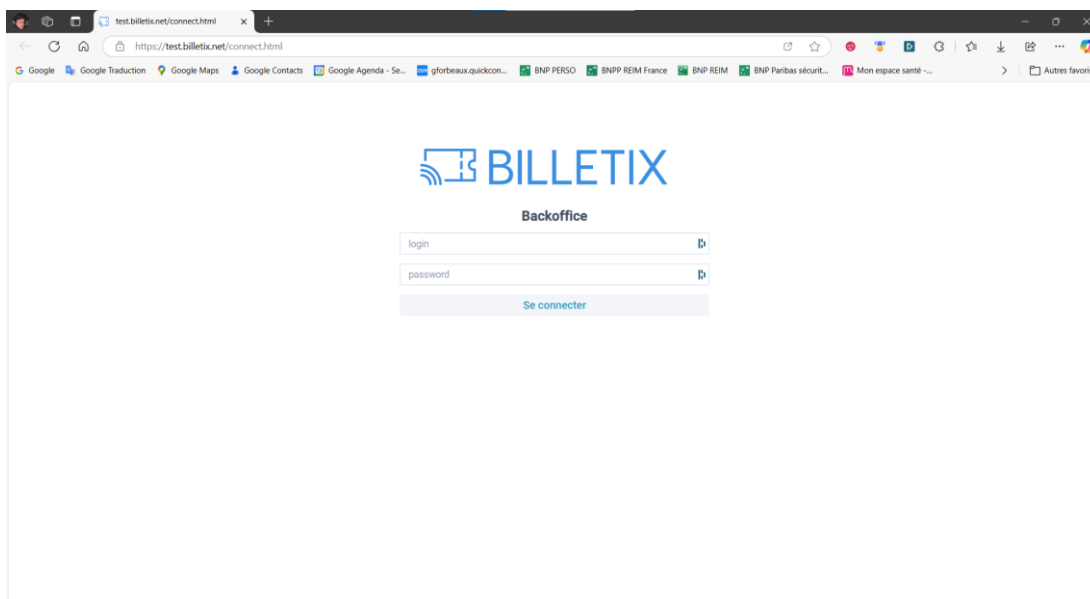
Your terminal must be set to the correct time.

Launch the application

<https://billetix.net/Backoffice.html> or scan the QR code below



You can use this website as an application (Progressive Web Application - PWA),



Login credentials cannot be used multiple times simultaneously.

Logging in with an ID will disconnect any user logged in with that ID.

Enter your credentials and then log in.

Billetix, Concepts and Definitions.

Billetix. (Access control)

Name given to this set of applications which controls the passage of tickets to defined checkpoints.

Billetix server.

It is a cloud-based service where all the information necessary for Billetix to function is stored.

Control device.

This refers to the hardware on which the scanner operates. It can be any type of device that runs a Chromium- based browser (smartphone, PC, etc.) or an up-to-date Apple browser (iPad , iPhone , Mac). This device must have internet access.

Connected mode.

This is the normal operating mode of billetix , the control device is connected to the Internet.

Degraded mode.

When the control device is not connected to the Internet, for whatever reason, it is said to be in degraded mode.

Back office.

(This application) Application used to configure all the functionalities.

Scanner.

Application used to control the ticket numbers authorized to pass through the location where the control device is installed.

Institution.

(Or Organization).

The institution brings together a collection of venues under the responsibility of the same administrative entity. Users and ticket supply sources, which must be controlled, are associated with this institution. The institution's administrator can create venues (performance halls, arenas, swimming pools, etc.), events (shows, sporting matches, films, etc.) within these venues, and performances (dates of a show, a match, etc.) within these events.

Place.

The venue brings together a series of events taking place on its premises.

Event.

The event brings together a collection of performances.

Representation.

They contain a set of ticket numbers to be checked. These events can be "dated" (they take place at a specific time, for example: a performance of a show) or "undated" (they take place over a set of dates, for example: an exhibition).

Imported representation.

This is a representation from which the numbers to be checked have been imported onto the control device. One or more representations can be imported simultaneously onto the control device. An internet connection is required to import representations. To optimize performance in degraded mode, it is recommended to import a representation at least 24 hours before its scheduled check.

Representation to be checked.

This is an imported representation that is chosen to control ticket numbers. Multiple representations can be controlled simultaneously. However, these different representations cannot have the same ticket number.

The scanner will check the numbers contained in the control device and then send them to the Billetix server, which allows it to function in the absence of an internet connection.

Sources.

A source is where Billetix retrieves ticket numbers to import into its system. Sources are specialized by import type (e.g., file, Billetix web service , Aparté, etc.). Multiple sources can be used for a single performance. If several sources contain the same ticket number, only the first imported number will be used.

Ticket number.

This is a unique number that grants its holder authorization to pass through a checkpoint. It can be in alphanumeric format, a barcode, a QR code, or any other format readable by the control device. Each ticket number is associated with a status that can be valid, canceled, or duplicated.

One-way passage.

This is the simplest operating mode of Billetix; a ticket number can only pass through the access point once and in one direction only.

Input/output.

In this operating mode, a ticket number can pass through the access point in both directions but can only be present on one side of the access point at a time. One side of the access point is called the inside and the other the outside. A ticket number that has never been

checked is considered to be outside. A ticket number that exits while detected outside will signal an anomaly during the check. A ticket present inside cannot re-enter.

Multipassage .

This is a system where a ticket number can pass through the checkpoint multiple times. For each ticket, the total number of times it can pass through a checkpoint and the maximum number of passes per day are defined.

Billetix is designed around a hierarchy of institutions,

The first institution is called "root" and belongs to Billetix.

Your first institution created (your main institution) is a sub-institution of "root".

You can create as many sub-institutions as you want.

A sub-institution can be the primary institution for other users.

We will refer to your main institution and its sub-institutions as a "branch".

There are three levels of authorization for a user ; they can be:

Master

As a Master user, you can configure and use all the information for your institution and its sub-institutions (branches).

You can also create sub- institutions.

This status is automatically assigned to the user created when your main institution is established.

To grant Master status to other users, you must request it from Billetix.

A Master user can only belong to one branch.

Administrator

Administrator status is linked to an institution.

As an administrator of an institution, a user can manage that institution's users, resources, and shows, and scan tickets if they have PDA access (back-office access is required to be an administrator).

To obtain administrator status , you must request it from the Master or another administrator of the institution.

User

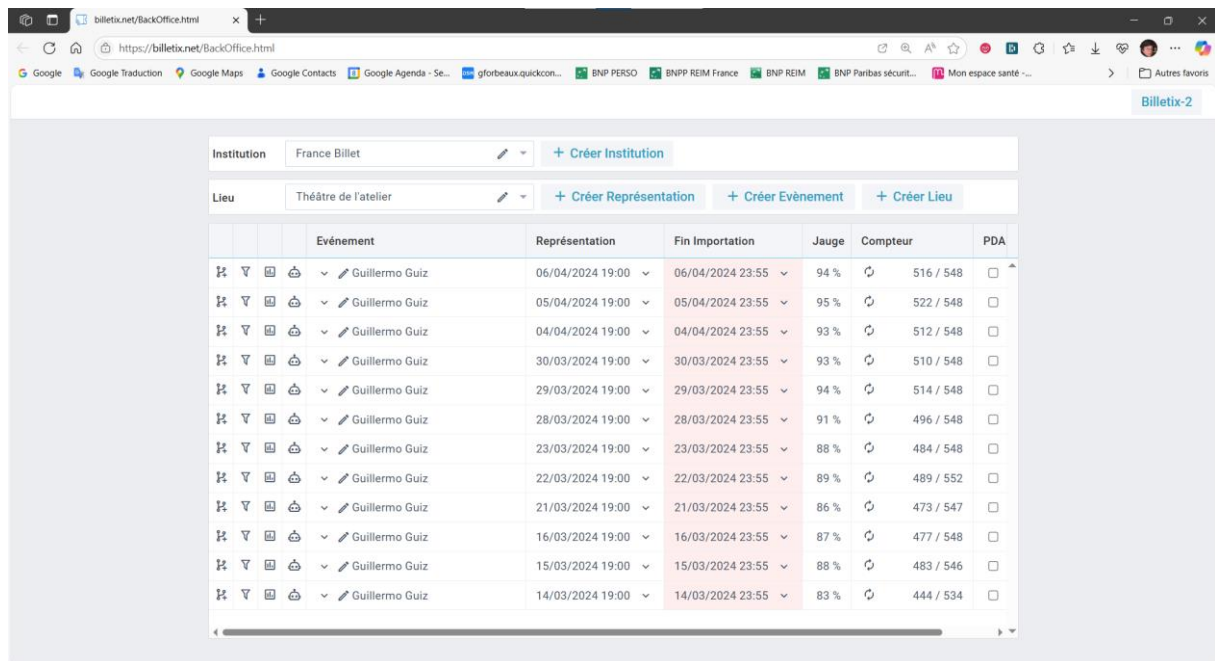
A regular user can manage their institution's shows if they have access to the back office and scan tickets if they have access to the PDA.

You are considered a user if you are neither a Master nor an admin.

As a reminder, **an invoice is generated each time an "institution, login" pair is used during the month** . This pair is considered used once it has imported ticket numbers onto a PDA.

Therefore, it is advisable not to create an institution that has no legitimate reason to exist.

When you log in, Billetix shows you the last institution you worked on.



The screenshot shows the Billetix BackOffice interface. At the top, there's a header with the URL 'https://billetix.net/BackOffice.html' and a 'Billetix-2' logo. Below the header, there's a navigation bar with 'Institution' set to 'France Billet' and a '+ Créer Institution' button. Under 'Lieu', it's set to 'Théâtre de l'atelier' with buttons for '+ Créer Représentation', '+ Créer Evènement', and '+ Créer Lieu'. The main table lists events with columns: Événement, Représentation, Fin Importation, Jauge, Compteur, and PDA. Each event row has a red arrow icon in the first column, indicating a redaction or deletion action.

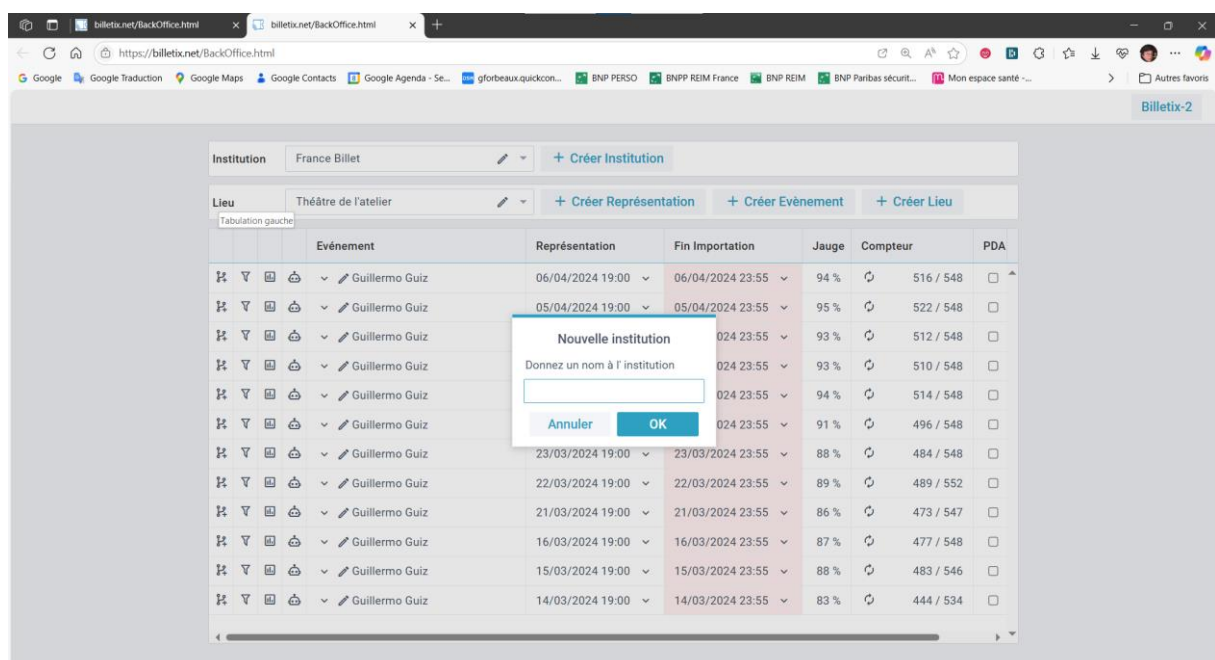
	Événement	Représentation	Fin Importation	Jauge	Compteur	PDA
🔍 📅 📄 🗑️	Guillermo Guiz	06/04/2024 19:00	06/04/2024 23:55	94 %	516 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	05/04/2024 19:00	05/04/2024 23:55	95 %	522 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	04/04/2024 19:00	04/04/2024 23:55	93 %	512 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	30/03/2024 19:00	30/03/2024 23:55	93 %	510 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	29/03/2024 19:00	29/03/2024 23:55	94 %	514 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	28/03/2024 19:00	28/03/2024 23:55	91 %	496 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	23/03/2024 19:00	23/03/2024 23:55	88 %	484 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	22/03/2024 19:00	22/03/2024 23:55	89 %	489 / 552	☐
🔍 📅 📄 🗑️	Guillermo Guiz	21/03/2024 19:00	21/03/2024 23:55	86 %	473 / 547	☐
🔍 📅 📄 🗑️	Guillermo Guiz	16/03/2024 19:00	16/03/2024 23:55	87 %	477 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	15/03/2024 19:00	15/03/2024 23:55	88 %	483 / 546	☐
🔍 📅 📄 🗑️	Guillermo Guiz	14/03/2024 19:00	14/03/2024 23:55	83 %	444 / 534	☐

If you have the necessary rights, you can create or modify your institution (red arrows).

Establishment of an institution.

Choose the institution that will own the institution to be created.

Click on "Create institution", give it a name and confirm with OK



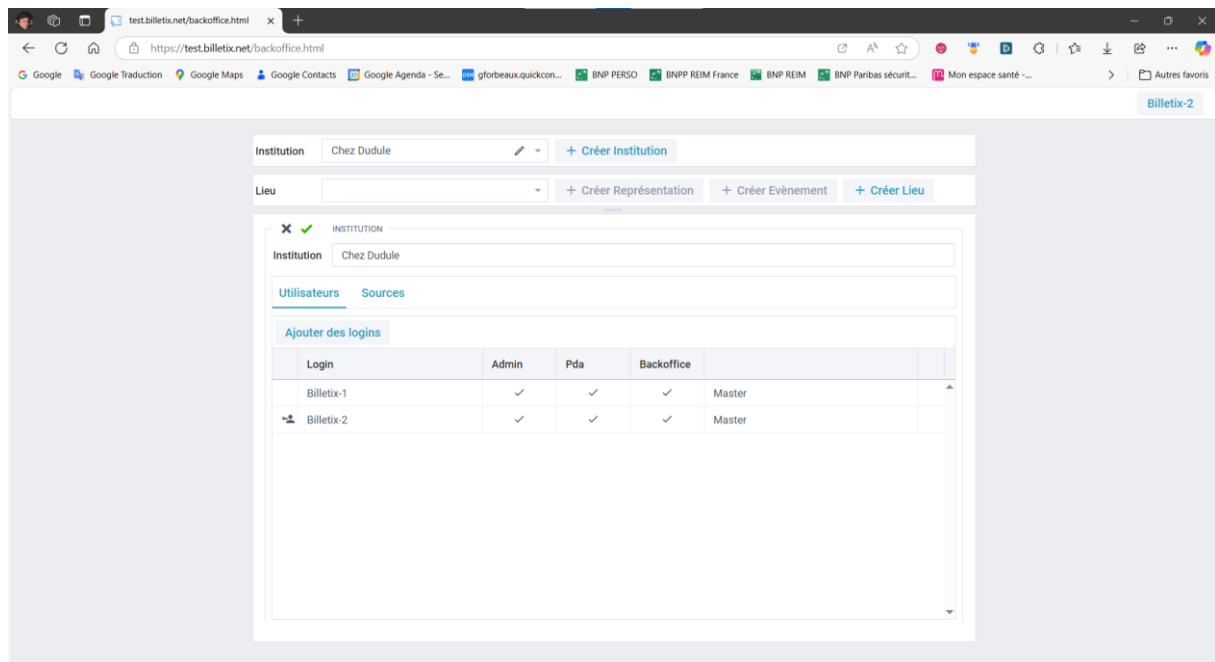
The screenshot shows the Billetix BackOffice interface with a 'Nouvelle institution' dialog box open. The dialog box has a title 'Nouvelle institution' and a text input field labeled 'Donnez un nom à l'institution'. There are 'Annuler' and 'OK' buttons at the bottom. The background table is the same as in the previous screenshot, but the 'Fin Importation' column is highlighted in red for the first two rows.

	Événement	Représentation	Fin Importation	Jauge	Compteur	PDA
🔍 📅 📄 🗑️	Guillermo Guiz	06/04/2024 19:00	06/04/2024 23:55	94 %	516 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	05/04/2024 19:00	05/04/2024 23:55	95 %	522 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	04/04/2024 19:00	04/04/2024 23:55	93 %	512 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	30/03/2024 19:00	30/03/2024 23:55	93 %	510 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	29/03/2024 19:00	29/03/2024 23:55	94 %	514 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	28/03/2024 19:00	28/03/2024 23:55	91 %	496 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	23/03/2024 19:00	23/03/2024 23:55	88 %	484 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	22/03/2024 19:00	22/03/2024 23:55	89 %	489 / 552	☐
🔍 📅 📄 🗑️	Guillermo Guiz	21/03/2024 19:00	21/03/2024 23:55	86 %	473 / 547	☐
🔍 📅 📄 🗑️	Guillermo Guiz	16/03/2024 19:00	16/03/2024 23:55	87 %	477 / 548	☐
🔍 📅 📄 🗑️	Guillermo Guiz	15/03/2024 19:00	15/03/2024 23:55	88 %	483 / 546	☐
🔍 📅 📄 🗑️	Guillermo Guiz	14/03/2024 19:00	14/03/2024 23:55	83 %	444 / 534	☐

You will then arrive at the settings for this institution.

When you click on the pencil to the right of the institution's name, you also arrive at the settings for that institution.

Institution setup.



You can change the institution's name.

By default, user settings are displayed.

Two tabs are presented:

"Users" for user settings.

"Sources" for setting up sources.

User settings.

The list of users present in the institution is presented.

Depending on your permissions, you can modify or delete these users.

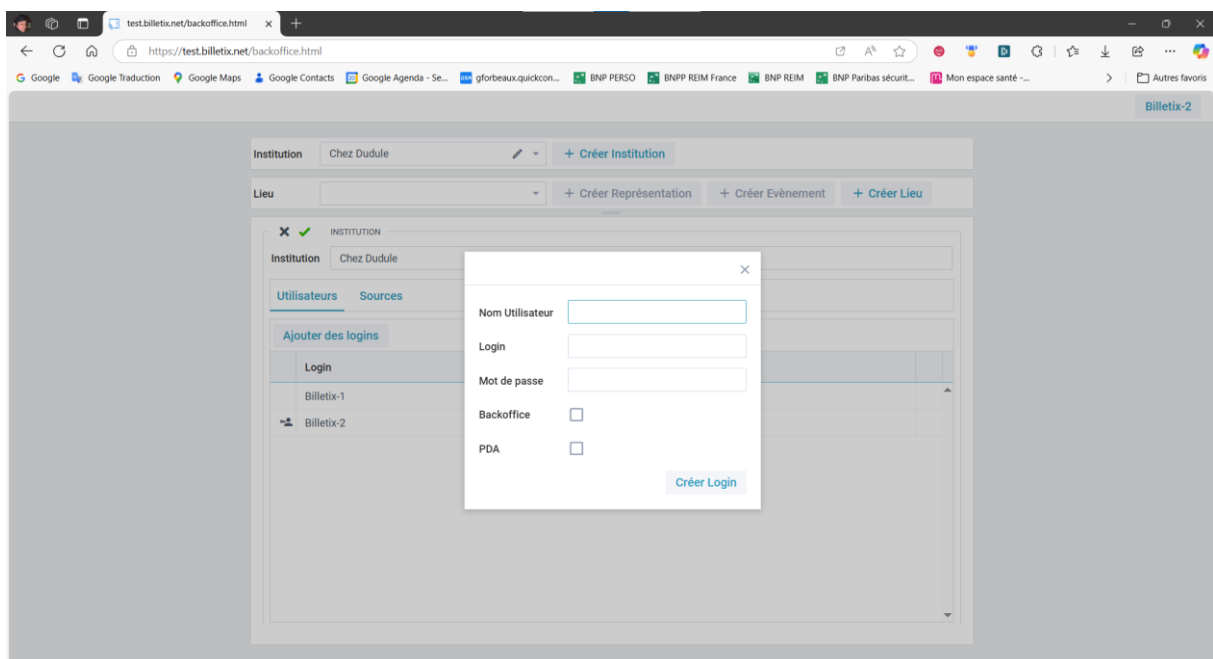
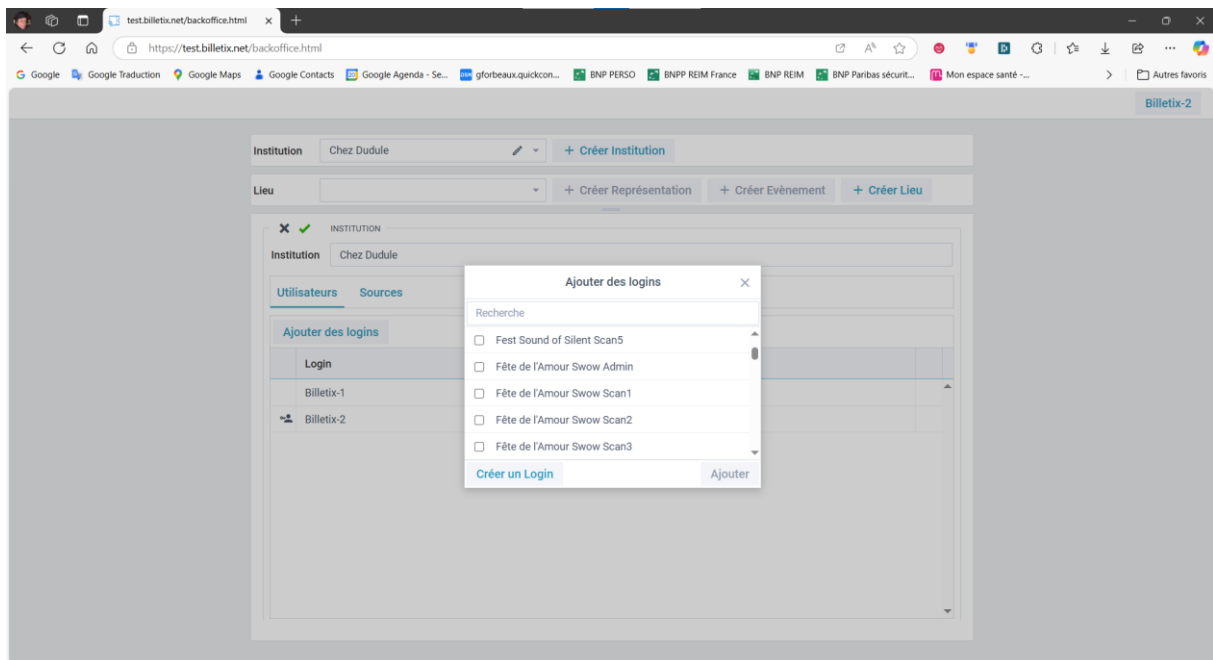
To edit a user, click on the icon to the left of their name.

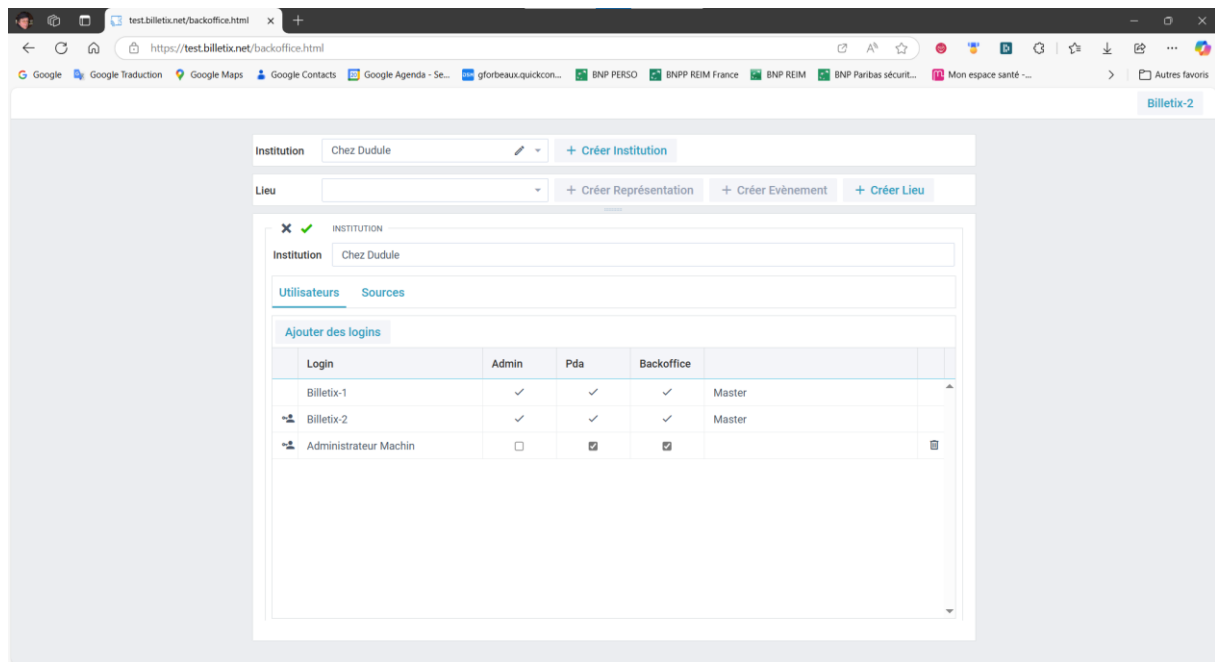
You can add users by clicking on "Add logins".

You can choose which logins to add from the list displayed or create a new login by clicking "Create a login." Then fill in the required fields and confirm. The new user will then appear in the user list, and you can assign them permissions (for example, add Admin). To be an administrator of an institution, the BackOffice option must be selected.

You cannot delete a login, but you can choose not to use it.

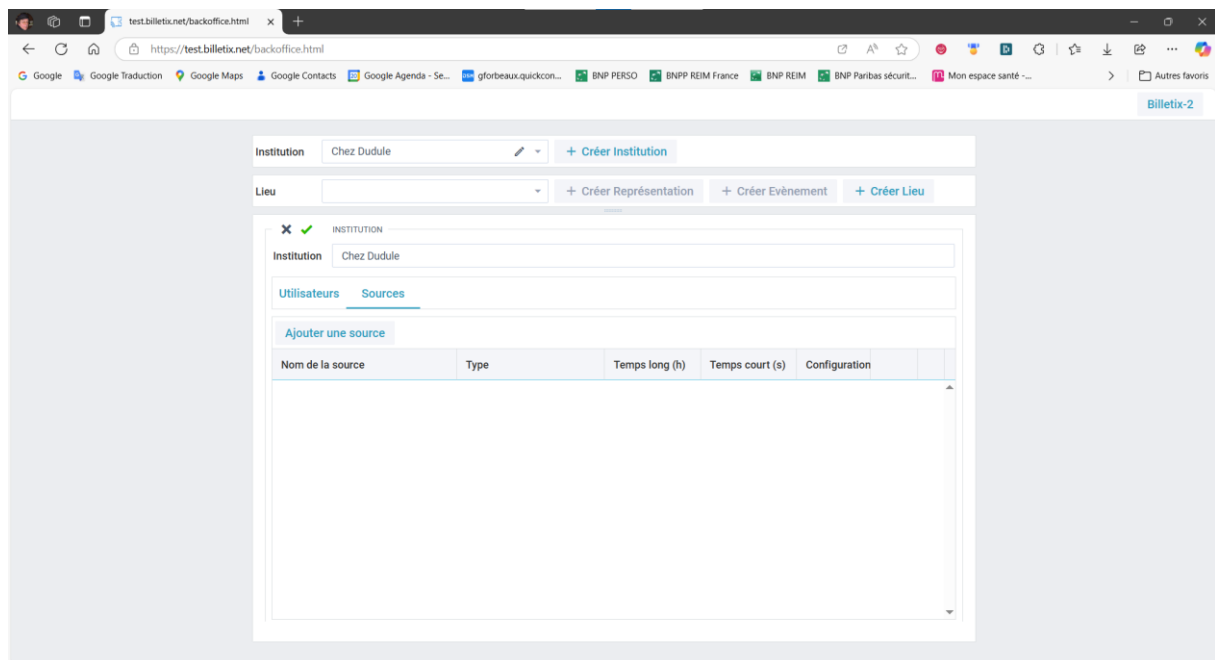
If you change your password, it will never be displayed. If you lose your password, you must choose a new one.





Source configuration.

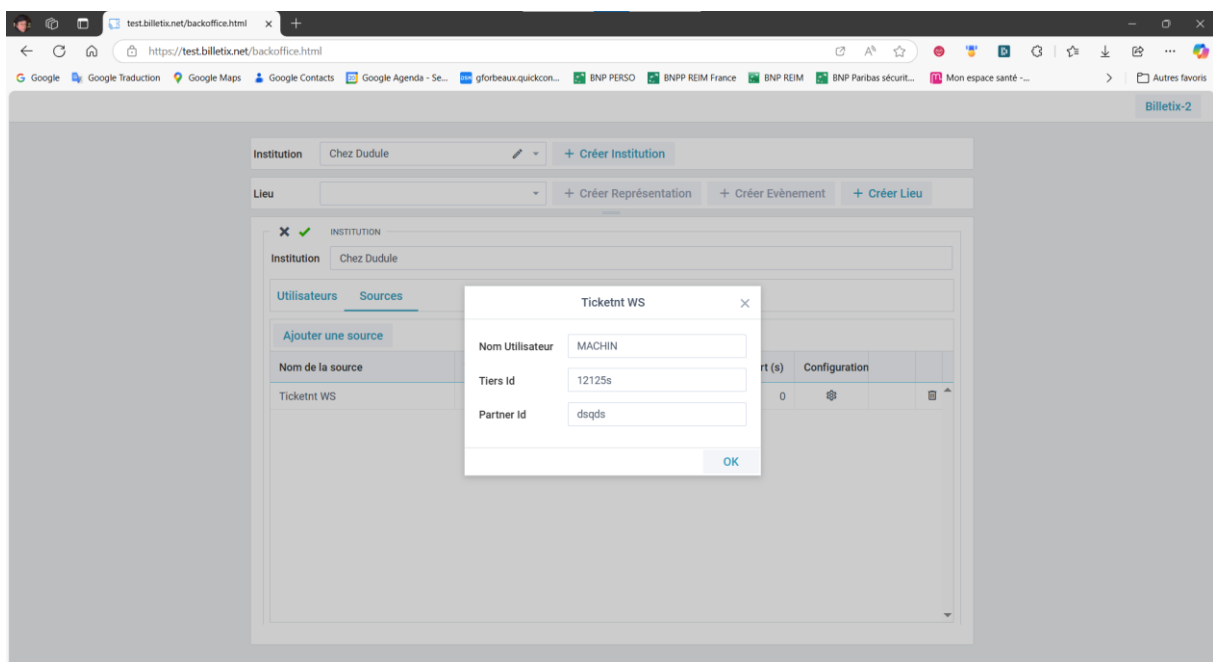
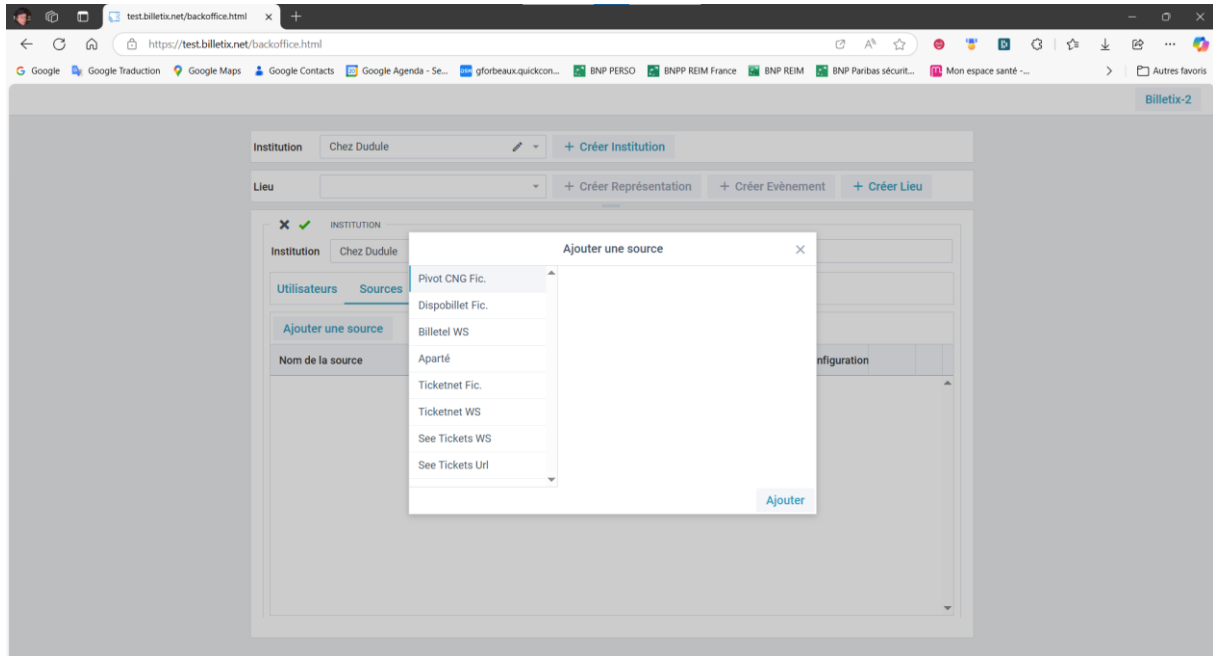
Clicking on "Sources" displays a list of sources present in the institution. No sources exist when an institution is created.



You can add, modify, or delete sources.

When you add a source, a list of existing source types is displayed. Choose the type of source you want to create. Depending on the source type, additional parameters will be required.

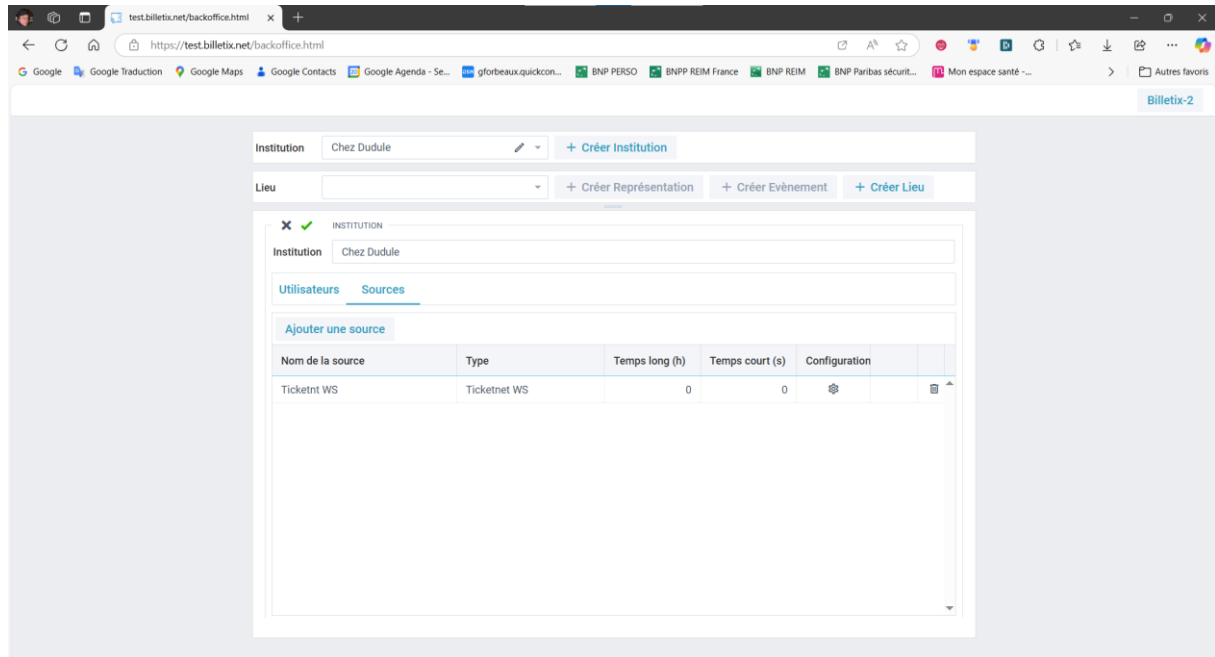
You can see these parameters in the documentation for each source.



In our example, we chose a WS Ticketnet source.

On all "Online" sources, the "long time" and "short time" parameters are displayed; these must be entered. These are the automatic synchronization parameters.

See the documentation: "Automatic Data Refresh"



For file-type sources, only one source per type can be added.

For WS type sources , there is no limit.

File-type sources are cumulative. If a new file is imported into a file-type source by clicking the icon, the imported ticket numbers will be added to the existing ticket numbers. There will be no effect on the existing ticket numbers. If the source supports ticket number cancellations, these will be taken into account.

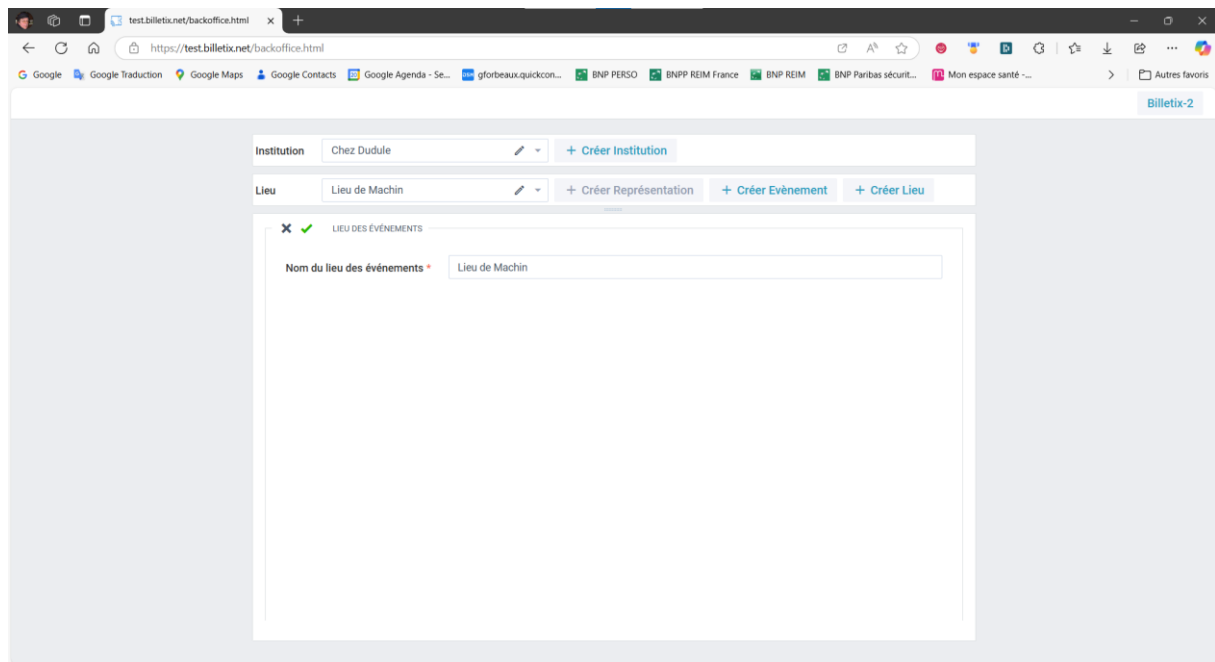
If we want to delete the ticket numbers already present, we must delete the source and recreate it.

You can now create your venues, events and performances.

Setting up the venues.

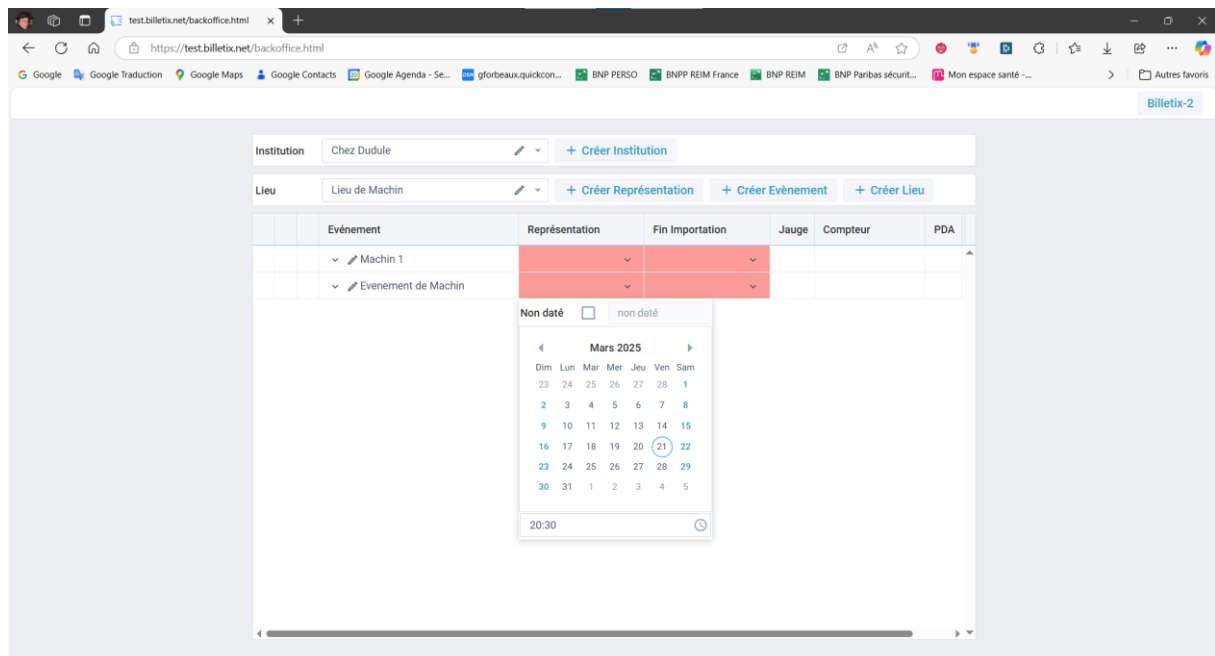
You can create a location by clicking on "Create location" or edit a location by clicking on the pencil icon to the right of the location in the location selection list.

Don't forget to click on the green checkmark to validate your changes.



Event settings.

You can create an event by clicking on "Create event" or Edit an event by clicking on the pencil to the right of the venue in the event selection list, don't forget to click on the green checkmark to validate your changes.



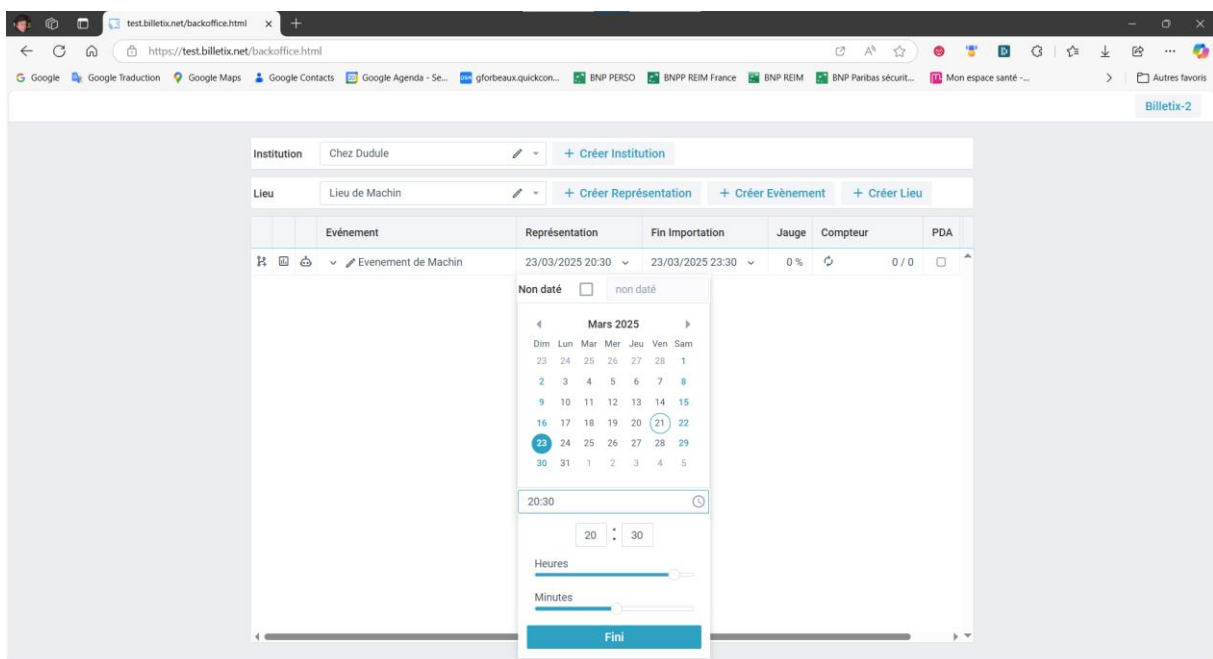
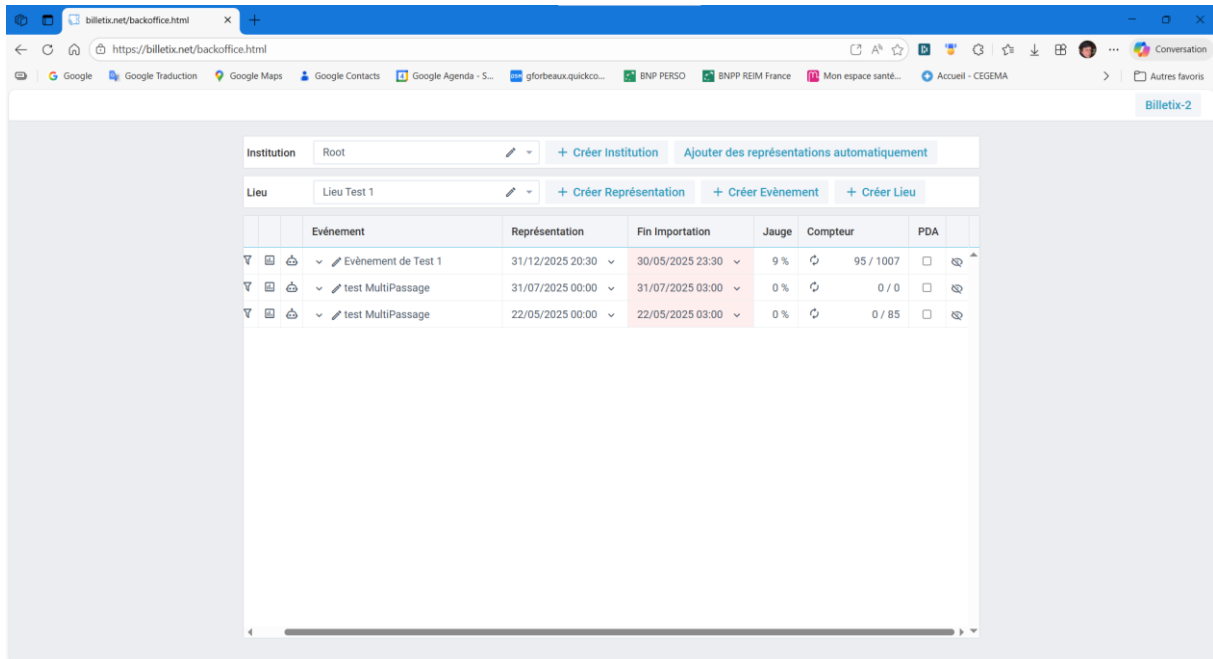
After creating an event, you must create a representation

Display settings.

You can create new representations by clicking on "Create representation"

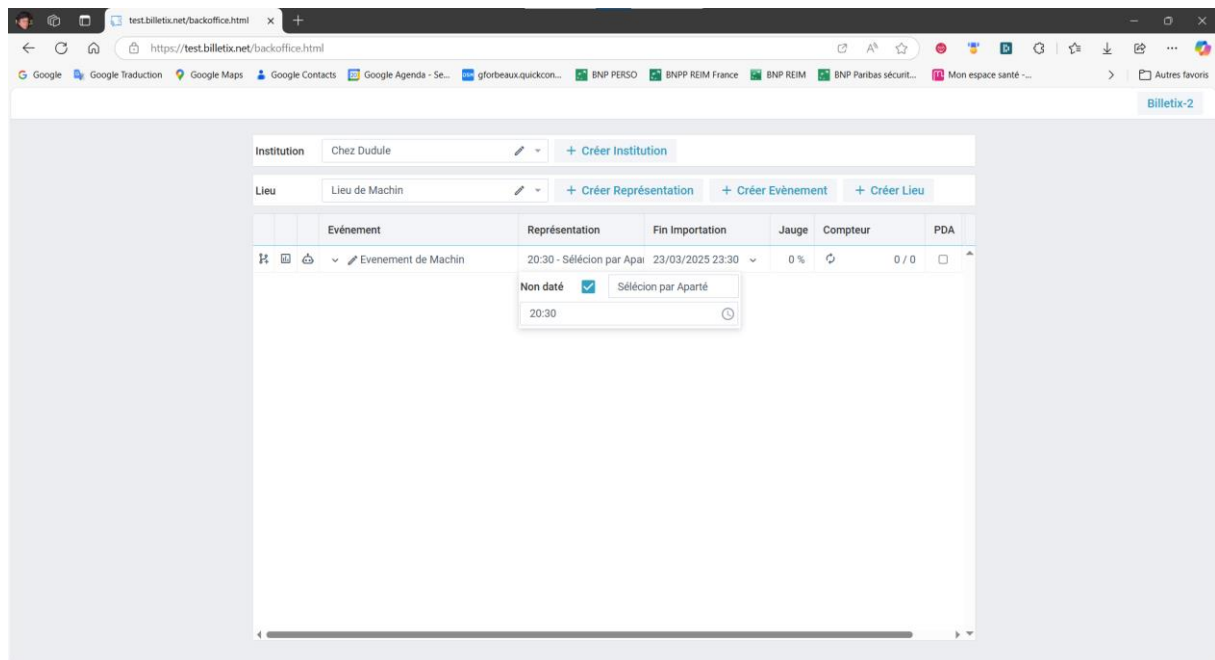
Modify existing representations by clicking to the right of the dates.

Archive them by clicking the archive icon to the right of the performance (use the window's drag function). Performances will be deleted two years after the performance date.



A guide is displayed for choosing dates and times.

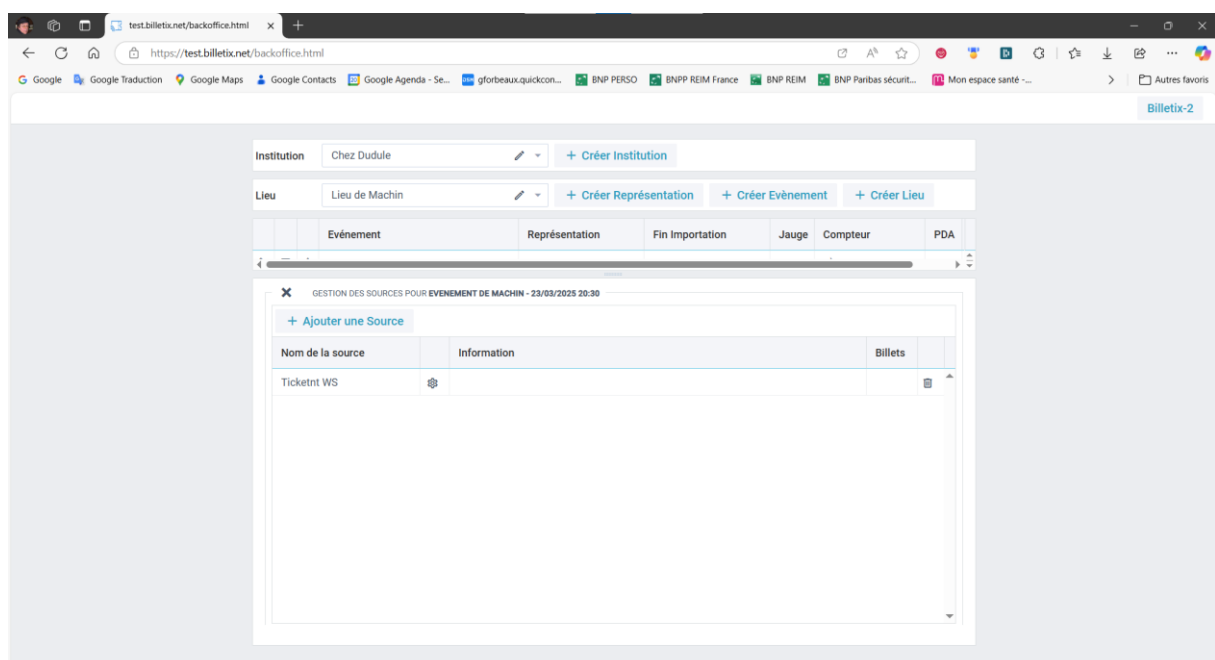
You can also define in this guide the choice of an "undated" representation, in which case the defined label will be displayed in the scanner module.



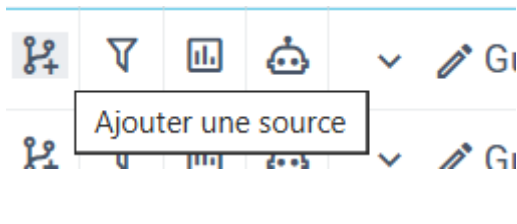
The import end date corresponds to the end of the automatic update of a representation.

Setting up the sources of a representation.

You need to click on the icon at the far left of the representation.

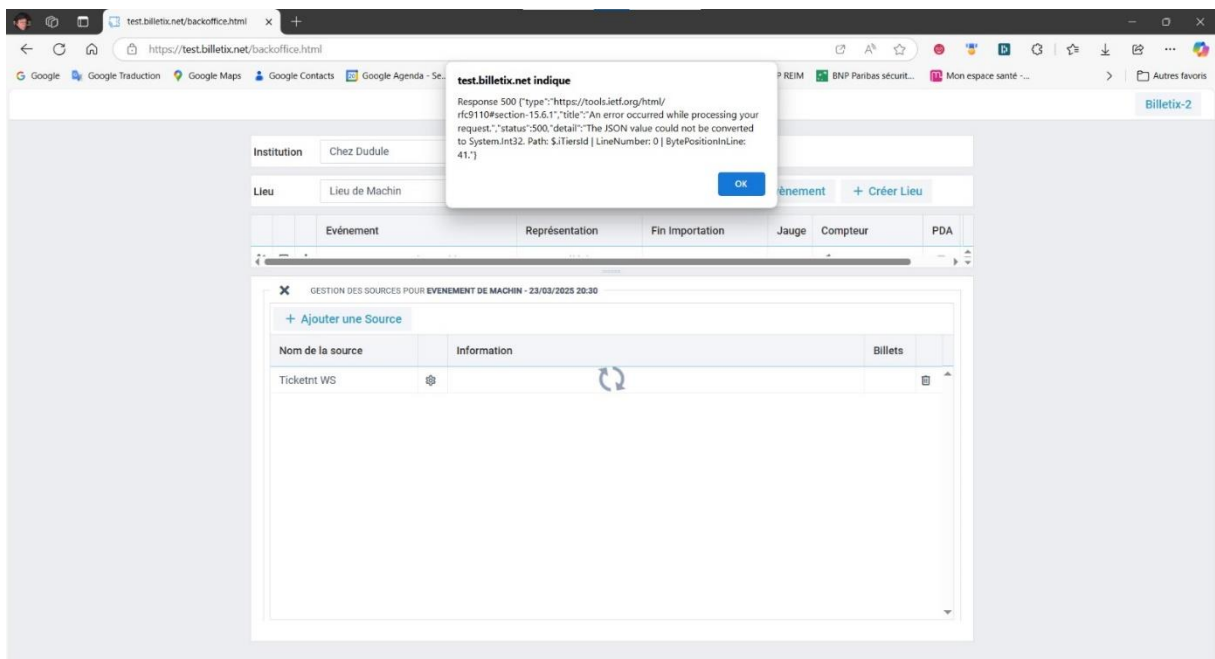


By pressing 'Add a source' or using the small gear icon, you can easily add or modify the settings of an existing source.



You need to click on refresh periodically to see the end of the Ticket import.

If a source is incorrectly configured in the source management, an error message will be displayed explaining the cause of this incorrect configuration.



Automatic configuration of the displays.

When a source that has automatic representation settings is present in your institution, the "Add representations automatically" tab becomes visible on the back office.

Institution
Root
+ Créer Institution
Ajouter des représentations automatiquement

Lieu
Transbordeur
+ Créer Représentation
+ Créer Evènement
+ Créer Lieu

				Evènement	Représentation	Fin Importation	Jauge	Compteur	PDA
				▼ SYNAPSON (LIVE)	25/10/2025 18:00 ▼	25/10/2025 21:00 ▼	0 %	0 / 38	☐
				▼ ENCORE : Kettama, Fenrick, Bella	13/09/2025 21:30 ▼	14/09/2025 00:30 ▼	0 %	0 / 42	☐

Choose "Add representations automatically"

Ajout automatique

▶ ☒ Transbordeur
▼ ☒ Le Sucre
▶ ☐ INFINIT'
▼ ☒ SONNY RAVE
☒ 17/10/2025 18:00
▶ ☐ REALO
▶ ☐ Halle Tony Garnier
▶ ☐ Péniche, La Marquise
▶ ☐ null
▶ ☐ La Rayonne
▶ ☐ Le Radiant
▶ ☐ Le Marché Gare
▶ ☐ Parc Floral de Paris

Cancel
Ajouter

Then click "Add"

You need to refresh the page to see the results.

The performances are created at the venue and with the event name retrieved and the tickets present are imported.

Existing representations will no longer be offered for automatic import.

Managing a representation.

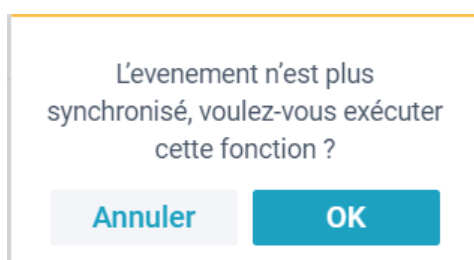
		Événement	Représentation	Fin Importation	Jauge	Compteur	PDA
		   Evenement de Machin	20:30 - Sélection par Apai	23/03/2025 23:30 	0 %	 0 / 0	☐

By clicking on the PDA checkmark, you submit your representation to access control.



This icon triggers a display update outside of the automatic update period.

If the display is not synchronized, the following alert message will be issued.

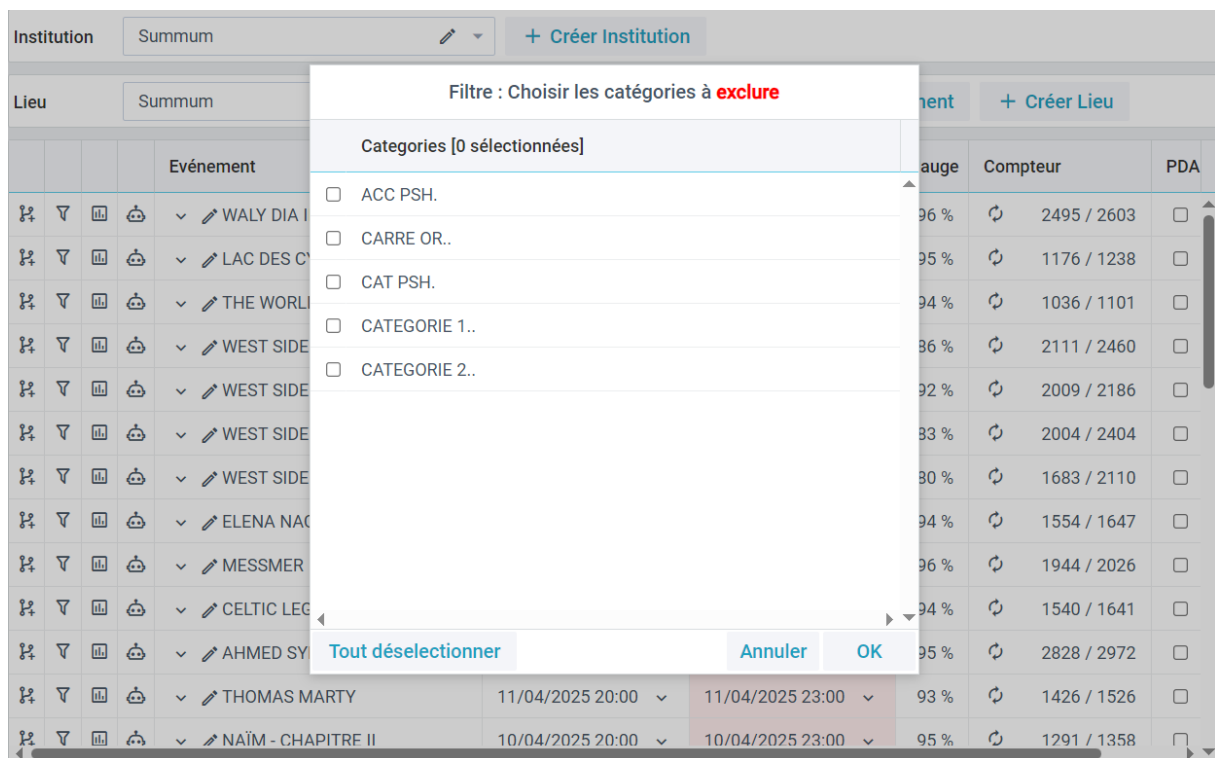


This icon triggers the display of the representation reports.



This icon triggers the display of filters by category.

Setting category filters on a representation.



You configure the representation filters by clicking on the second icon from the left on the representation line. If this icon is black, it means that a filter is applied to the representation.

The list of categories for the representation is then displayed; choose the categories to exclude.

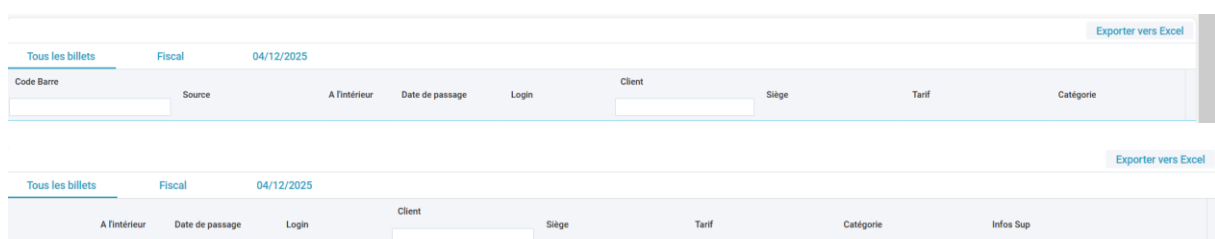
This can be done at any time.

A "ticket filtered" error message will appear on the scanner if this ticket is attempted to enter. If the ticket has already been entered, the standard message will be displayed.

Removing a source from the representation removes the filters present on that representation.

The filtered tickets will be present in the reports and in the gauges but they will not be scannable.

Report of a performance.



When requesting a report, actions are possible on the title bar.

Selection of a barcode or customer name (total or partial).

Sort on columns (to the right of the column name).

Export to an Excel file (top right of the report).

The report columns are populated with information gathered from the sources. If the partner does not provide this information, no information will be included in the report.