

qCheck Desktop Manager Guide

- Before the event, assign the role of **qCheck Manager** to a member of your team.
- They will use this guide to set up qCheck and gather card data from qCheck Stations.

Before the Event: setup qCheck

I've assigned bid numbers to all pre-registered guests.

I understand to *not* change *existing* bid numbers once stations are set up.

I've made sure the database in use in MaestroAuction is for the current event.



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FOR VIDEO



Part One: In MaestroAuction

1. Click **qCheck Manager** in **Run the Event**.
2. Plug in the qCheck Flash Drive.
3. Click the **qCheck Desktop** tab.
4. Click **Setup qCheck**.
5. Remove the drive once it's prepared. The flash drive is now ready to set up all of your qCheck Stations.

Part Two: At Each qCheck Station

1. Plug in the flash drive, and open it.
2. Double-click **Run qCheck**.
3. Follow the on-screen prompts.
4. Remove the flash drive once the **Collect Credit Cards** button is visible.
5. Plug in the USB Card Reader.
6. Repeat the above steps on each station.

During the Event: copy credit cards back to MaestroAuction

- You will use the flash drive to transfer card data from qCheck Stations to MaestroAuction.
- You may repeat the steps below as many times as you wish. Most people transfer data a few times – after registration, just before printing statements, and again at the end of the event.



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Part One: At EACH qCheck Station

1. Click **Save and Exit** in the qCheck Utility.
2. Plug in the qCheck Flash Drive.
3. Click **Save Credit Card Info to USB Drive**.
4. Repeat this on every station.

Part Two: In MaestroAuction

1. Plug in the qCheck Flash Drive.
2. Click **Run the Event > qCheck**
3. Click **Import Bidders**.

qCheck Manager FAQ

Where is my client code for setting up qCheck?

Your client code is your 6-digit iATS Payments account number. It may contain letters and/or numbers. If you're unable to locate your code, please contact iATS Payments at 1.888.955.5455

When installing qCheck, a "Close Access and click OK" message appears

Close MaestroAuction and click OK.

What if I re-assigned all of my bid numbers after setting up qCheck Stations?

If you accidentally re-assigned bid numbers in MaestroAuction after setting up qCheck, and you haven't collected any in-person credit cards yet, click **Archive This Event** in qCheck on every qCheck Station, and then start the instructions over again on the other side of this sheet.

What if I add NEW bidders to MaestroAuction after I've set up qCheck Stations?

This will not be a problem, provided you don't change *existing* bid numbers. At registration, simply register them as you would any other bidder. Ignore the fact that qCheck is treating them as a "New Bidder". As long as you type the same bid number into qCheck that is assigned to them in MaestroAuction, everything will match up when you import the data after registration.

Do qCheck Stations need a network or internet connection?

No, the flash drive is used instead of a network at the event. After the event, credit cards are processed using the **green** instructions.

Do I have to transfer the credit card data one station at a time?

No, you may collect data from multiple stations before returning MaestroAuction.

How many times can I bring credit card data back to MaestroAuction?

You may gather data from the stations and bring it into MaestroAuction unlimited times. Most people transfer data after registration, just before printing statements, and again at the end of the event.

What if someone wants to pay by cash/check instead of the card they provided?

Go to Print Statements [7,5] in MaestroAuction and enter a payment to zero their balance. qCheck will not process their card because they no longer have a balance due.

How does checkout work?

Print the [Conduct the Event](#) guide.