

Welcome to MasQrade! Your Guide to a Flawless First Event 🎨

Hello and welcome to the MasQrade family!

We are so thrilled to help you ditch the chaotic physical lines so you can focus on what you do best: creating amazing art. Transitioning to a digital queue is an absolute game-changer for your business, but to make sure your first event goes off without a hitch, it requires just a little bit of setup.

Here is your ultimate checklist for setting up your app and running a quick "Dry Run" before your first big gig!

Phase 1: Set Up Your App (A Few Days Before)

Before you generate your first queue, our algorithm needs to learn how you work.

1. Load Your Designs (and be honest with your times!)

Our app calculates exactly when to text the next parent based on the time it takes you to paint. If your times are too optimistic, your queue will back up.

- Go to the **Designs** tab and ensure every design or service you plan to offer is listed.
- **Pro Tip:** Don't just list the time the brush is on the skin! If a Spiderman takes 3 minutes to paint, but it takes 2 minutes to get the child in and out of the chair, list the design as **5 minutes**.
- 🚫 *Critical Note: You MUST have at least one design loaded into the app. If you have zero designs saved, the app will block you from taking walk-ins because it mathematically assumes you don't have anything to offer!*

2. Curate Your Themes (Tailor your menu!)

Do you have dozens of designs, but only want to offer "Superheroes" at a specific birthday party? That's what **Themes** are for!

- Group your designs into custom Themes (like "Halloween", "Quick Paints", or "Princess Party").
- When you create your Event, you can attach a specific Theme to it. When parents scan your QR code, they will *only* see the designs in that Theme. This keeps your menu perfectly tailored for the day and stops kids from asking for a 15-minute masterpiece when you're trying to work fast!

3. Plan Your Sessions (and your lunch breaks!)

- When you tap **Create Event** on your dashboard, you will be asked to define your **Sessions**.
 - Are you painting from 10:00 to 16:00 with a lunch break at 13:00 ? Don't make one massive session! Create two separate Sessions (e.g., 10:00 - 13:00, and 13:30 - 16:00).
 - *Why?* MasQrade automatically stops accepting people into the queue when the remaining time in the session is too short to paint them. This guarantees you actually get to take your lunch break exactly on time!
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Phase 2: Do a "Dry Run" (The Day Before)

Never use a new piece of technology live for the very first time! Grab your tablet, a spare phone, or a friend, and do a quick 5-minute practice run.

1. **Create a Test Event:** On your dashboard, make a dummy event called "Practice Run".
 2. **Scan the QR Code:** Display your queue's QR code on your tablet. Use your personal phone (or your friend's phone) to scan it, just like a customer would.
 3. **Join the Queue:** On the "parent" phone, pick a design and join the line. See how the estimated wait time looks on their end!
 4. **Practice the Flow:** On your Artist device, practice the core actions:
 - Tap **Call Next** to summon the "parent". Watch the notification pop up on the parent's phone.
 - Mark the design as **Complete**.
 - Try doing a **Manual Entry** to see how you would add a grandparent who doesn't have a smartphone.
 5. **Hit the Panic Buttons:** Practice tapping **Go On Break** and **Suspend Queue**. Watch how it instantly updates the parent's screen so they know the queue is paused.
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Phase 3: Event Day (At the Gig)

You know the app works. Now it's time to set up your physical booth!

1. Make Your QR Code MASSIVE

If parents don't clearly see your QR code, they will default to standing in a physical line and staring at you.

- Print your MasQgrade QR code large and place it exactly at eye level.
- Use a bright sign that explicitly says: *"Scan to join the digital line! Go enjoy the festival, we will text you when it's your turn."*

2. Prepare Your Tech Survival Kit

- **Power Banks:** Having your screen on all day will drain your battery. Always bring a high-capacity power bank or ensure you have a wall plug.
- **Cellular Backup:** Big festivals notoriously have terrible Wi-Fi and congested 5G towers. If possible, ask the event organizer for a private vendor Wi-Fi password in advance!

3. Learn the "Elevator Pitch"

When a parent inevitably walks up, ignores the sign, and asks *"Are you open?"*, have a 5-second script ready with a smile:

"Yes! I'm using a digital queue today so you don't have to wait in the hot sun. Just scan this QR code right here, pick your design, and my app will notify you the minute it's your turn!"

You're Ready!

By setting accurate design times, scheduling your sessions around your breaks, and doing a quick dry run, you are guaranteeing that MasQgrade will be the perfect digital assistant.

Go out there, conquer the queue, and have a fantastic event! If you ever need help, just email support@masqgrade.net

— The MasQgrade Team