Overview

Visitors can be given temporary access to campus buildings or an MIT event using a pass called a Tim Ticket.

Per MIT's event policy, the use of the Tim Tickets system is required for all indoor events and all K-12 programs (both indoor and outdoor). It is optional for non-K-12 events that are held entirely outdoors.

- MIT Covid Apps: Tim Tickets
- Events Policies: MIT Now

Creating Tim Tickets

Requirements

- Requires an active MIT Kerberos account
- Students, faculty, and staff can create and invite visitors to events
- Faculty and staff can invite individuals to visit campus buildings

Both individual and event invitations are issued and managed using:

- The MIT Atlas mobile application (for iOS 13+ or Android 7+)
- The Tim Tickets visitor administration website provides access to create via a computer web browser when mobile is not an option.
Individual guests can be invited to campus by faculty and staff with an active MIT Kerberos account. Students cannot allocate individual Tim tickets. Visitors may use their Tim Ticket to access campus between 6 a.m. and 6 p.m., seven days a week, with the exception of certain time-restricted buildings, noted on the map, which do not permit weekend visitor access. Visitors will be given access to exterior doors only.

A single Tim Ticket invitation is valid for a period of seven consecutive days. That window of time can be scheduled in the future, it does not need to start immediately.

1. Open the MIT Atlas App > Tim Tickets or the Tim Tickets visitor administration website
2. On the People tab, click the Add button.
3. Fill out the Invitee screen.

4. Click the Invite button.
   Result: The Tim Ticket appears in the people tab. The guest will receive an invitation right away, but must fill out the attestation form within 24 hours of the visit.
5. To issue more invitations, click the Add button.

**Invitations for Events**

Guests can be invited to campus events by faculty, staff, and students with an active MIT Kerberos account. Visitors may use their Tim Ticket to access campus between 6 a.m. and 6 p.m., seven days a week, with the exception of certain time-restricted buildings, noted on the map, which do not permit weekend visitor access. Visitors will be given access to exterior doors only. Lists of event attendees are currently for contact tracing purposes only and unavailable for download.

- Required for all indoor events. Event organizers must track attendance of both external (non-Covid Pass) attendees and MIT community members in Covid Pass. Tim Tickets must be used for all non-Covid Pass attendees of indoor events.
- MIT community members in Covid Pass will use a QR code in the Atlas app or their MIT ID to scan in at the door of an event.
- Required for all (indoor and outdoor) K-12 programs.
- Optional for events that are held entirely outdoors (except required for K-12 programs). Event organizers may choose to use Tim Tickets for their particular event based on the nature of the event and the practicality of implementation.

**Create the Event**

1. Open the MIT Atlas App > Tim Tickets or the Tim Tickets visitor administration website
2. Click on the Events tab, then Add or New Event (if there are already events listed).
3. Fill out the event details. Be sure to list anybody who will be scanning attendees into the event as a co-administrator.
4. Click Add. 
Result: The event has been created and is shown in the list of events.

Invite Attendees to an Event

From the Tim Tickets feature in the MIT Atlas mobile app or the Tim Tickets visitor administration website.

1. Open the MIT Atlas App > Tim Tickets or the Tim Tickets visitor administration website
2. Tap or click Events > the event listing > Share Event.

Result: The QR code is displayed and link for the event that can be used to publicize it on posters, email, social media and more. When invitees scan the QR code or go to the link, they will be taken to the Tim Tickets app or site (see below for how to use them).

⚠️ This QR code or link will not allow visitors to scan into the event directly. They must scan this QR code to be taken to the Tim Ticket site or app to enter their information and get their Tim Ticket for the event.

Using Tim Tickets

Requirements

In order to be issued a Tim Ticket, event attendees and visitors who are not in Covid Pass must:

- Have a non-MIT email address (not username@mit.edu)
- Provide contact information (name, phone number/email address) for contact tracing purposes.
- Accept MIT guidelines for campus access and agree to adhere to MIT rules/protocols.
- Submit a daily health attestation.
- Attest that they have been fully vaccinated against Covid-19 or have a religious or medical exemption that prevents them from receiving the vaccine.
- Download and present the Tim Ticket QR code for entry.
Using an Invitation

Once sent an individual invitation, the guest receives an email with link to where to get their Tim Ticket. The guest may also scan a QR code or receive a link for an event. Either way, they will be taken to the Tim Tickets site or app to enter their information and get their own personal QR code for entry into the building or event.

1. Click the Get My Tim Ticket button.*
   Result: The Tim Tickets site opens.

2. Click on Visitor.
3. Enter your mobile number.
   Result: A PIN code will be texted to that number.
4. Enter the PIN code sent to your mobile device.
5. Enter your contact details.
6. At the Tim Ticket Registration acknowledgment, click on I'm ready! Let's get started
7. Review the acknowledgment form and click Accept.
8. Tap your Tim Ticket, swipe down, and click on Submit my daily attestation
You can attest no earlier than 24 hours in advance of the event, and should do it no later than 30 minutes prior to arriving at the event as it takes 10-30 minutes from attestation to being granted access.

9. Fill out the daily attestation and tap submit when completed.
10. Confirm your attestation is correct.
11. You will be presented with a personal QR code. You will be required to show this QR code to the event administrator checking attendees in or scan it at the QR Code Reader at the entrance to the building you are visiting.

To simplify checking in, you can screenshot your QR code and have it ready when you arrive.

**Scanning Attendees into Events**

- Admins and Co-admins can scan invitees into events.
- Admins and co-admins can scan guests into an event with mobile devices such as a phone or iPad. Lap-tops DO NOT function as scanner.
- If visitors have trouble scanning their QR code, have them to turn up the brightness on their mobile device.
- Remind visitors to fill out their attestation early, but not more than 24 hours in advance, as it can take 10-30 minutes from filling out the attestation until access is granted.

1. Open the Tim Tickets app.
2. Click on Events.
3. Click on the event you are scanning event attendees into.
   - *Don’t see the event? Ask the event administrator to add you as a co-administrator.
4. Click on Scan Attendees

5. Ask those entering the building if they are here for the event. If yes, ask whether they are an MIT COVID Pass user or not.
   a. MIT COVID pass users: Scan the barcode on the back of their MIT ID card (removed from any encasing) or scan the barcode in their MIT Atlas mobile app.
      i. Open your MIT Atlas App
      ii. Tap the bars menu (III)
      iii. Tap the profile (DO)
      iv. Tap the MIT ID Barcode
   b. Guests: Scan your Tim Ticket QR code.
Troubleshooting and FAQ’s

- **Who can see the personal information entered in order to receive a Tim Ticket?**
  Can admins get a list of people who have signed up for a Tim Ticket for their event?
  Information collected about Tim Ticket visitors is stored solely for contact tracing purposes in accordance with our privacy policy. This information is not available to the event organizers at this time.

- **Will Tim Tickets give my visitors access to any interior doors or elevators?**
  No, you will need to escort your visitors from the exterior doors wherever they need to go inside.

- **I’m an MIT Covid Pass User, do I need to get a Tim Ticket for events?**
  No, Tim Tickets are only for non-Covid Pass users. You will be asked to scan into the event using the MIT Mobile app or ID.

On the day of the event:
- Complete your attestation form.
- Allow at least 30 minutes after your attestation before arriving at the event.
- Present the barcode in your MIT Atlas mobile app.
  
  1. Open your MIT Atlas App
  2. Tap the bars menu
  3. Tap the profile
  4. Tap the **MIT ID Barcode**

*Result:* The barcode displays and you can scan into the event.

- **Can I invite a list of people to visit campus?**
  No, invitees must be added individually. There is no bulk or list add option.

- **My visitor says they didn’t get their invite, where is it?**
  Encourage your visitor to check their spam, junk, promotions and any other locations their email provider may automatically filter messages it believes to be automated. If they still can’t find it, you can resend the invite by selecting the Tim Ticket and clicking on
Resend Invite.

Why doesn't my visitor have building access immediately after filling out the attestation form?
There is a 10-30 minute delay between filling out the form and being granted building access. For best results fill out the form at least a half-hour before coming to campus.

Who can scan attendees into an event?
Admins and co-admins.

What if the visitor made a mistake while filling out the attestation?
After submitting their attestation, visitors can click on the Resubmit Attestation or Update Attestation link to correct their answers.
Can I share the QR code for my event?

Yes, you can share the QR code or link to your event (not to be mistaken by the individual QR codes for Non-MIT event attendees).

Open Tim Tickets and go to Events > Select Your Event > Share Event. You can screenshot the QR code for sharing in email, on posters, via social media or however else you advertise your event.

It’s 24 hours before the event, why can’t I submit my attestation yet?

Attestations must be submitted within 24 hours of the entire event from start to finish. If your event goes from 1-3PM, you will be able to submit your attestation after 3PM the day before the event.

Have Questions or Still Need Help?

- MIT Covid Apps: Tim Tickets
- If you are experiencing technical issues with Covid Pass or the Covid Access system, email covidapps-help@mit.edu for support.
- For IT-related questions, contact the IS&T Service Desk