

TIM Tickets System - Visitor Pass and Event Pass Landing Page

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Overview

Tim Tickets is a visitor pass system, part of the MIT Atlas suite of applications developed by Information Systems and Technology (IS&T).



Important:

Effective December 1, 2022, campus building access guidelines have changed. [Visit the IS&T website for current building access details.](#)

- MIT community members may use the Tim Tickets feature within the MIT Atlas mobile app to invite guests to access designated campus building entrances.
- Invited guests use the Tim Tickets mobile app to accept an invitation and register for a visitor ID, valid for 7 days.
- MIT alumni may use the Tim Tickets mobile app to activate a digital version of the MIT Alumni ID.

Visitors can use their ID to access campus between 6 a.m. and 7 p.m., seven days a week, as noted on the [map](#). Note that certain time-restricted buildings do not permit weekend visitor access.

A single visitor pass 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.

For MIT community members: Inviting guests to campus

There are two ways to issue a Tim Ticket invitation to a guest so that they may activate their MIT visitor ID.

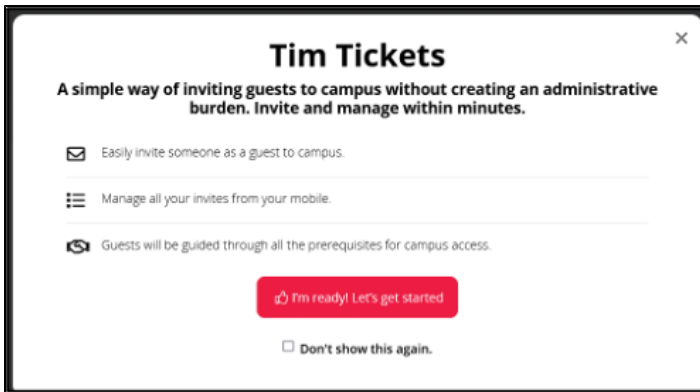
- Individual - Create an invitation for an individual using the People tab. This will send the individual a personal link to register.
- Event - Create an event using the Events tab, then distribute the link or its associated QR code to invitees. Every invitee can use the event link to register.

Requirements for issuing Tim Ticket invitations

- Requires an active MIT Kerberos account

Both visitor and event passes are issued and managed using:

- The MIT Atlas mobile application (for [iOS 14+](#) or [Android 7+](#))
- The [Tim Tickets visitor administration website](#) provides access to create via a computer web browser when mobile is not an option.
- Both require an MIT Kerberos account.



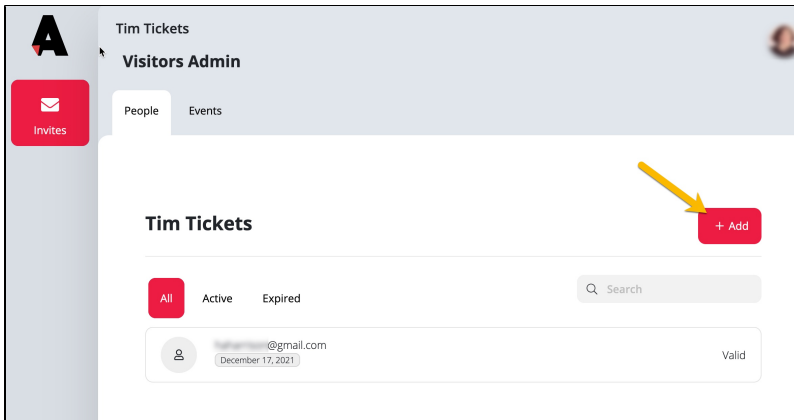
How to send an individual Tim Ticket invitation

Individual visitors can be invited to register for a visitor ID by a community member with an active MIT Kerberos account.

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. Contact number (if mobile) and email address will be used to deliver a PIN code.

The screenshot shows the 'Invitee' form in the Tim Tickets app. The form has a title bar with 'Invitee' and a close button (X). Below the title bar, there are four input fields: 'Contact Number' with a placeholder 'ex. 555-321-1234', 'Email Address' with a placeholder 'ex. jdoe@mit.edu', 'Start Date' with a placeholder 'Select a day', and 'Expiry Date' with a placeholder 'Select a day'. Each input field has a red dot indicator on the right. Below the input fields, there is a paragraph of text: 'The guest will receive an invite requesting them to confirm an acknowledgement form and do a daily attestation for every day they need to be on campus.' At the bottom of the form, there is a red button with the text 'Invite'.

4. Click the **Invite** button.
Result: The Tim Ticket appears in the people tab. The invitee will receive an invitation right away, but must enroll in Tim Tickets.



Note: The contact number and email address entered will be associated with a unique invitee and can not be re-used for another invitee. The invitation will be sent to both the email and mobile phone number.

- To issue more invitations, click the **Add** button.

Tim Tickets for Events

The Tim Tickets system can be used by event organizers to invite multiple guests to register for a visitor ID they can tap at building entrance card readers.

Events taking place in buildings open to the public require no visitor passes for door entry. For events between the hours of 6 a.m. and 7 p.m in MIT buildings not open to the public, or taking place on weekends or holidays, the Tim Tickets system may be used to invite multiple guests to register for a visitor ID. You may personally escort and take responsibility for a small number of guests (approximately 6) without using Tim Tickets.

For current access details including maps, visit the [Building Access page](#) on the IS&T website.

Create the Event

i Screen shots are from the web interface. The mobile application also offers very similar functionality and steps.

- Open the the [Tim Tickets visitor administration website](#) or [MIT Atlas App](#) > **Tim Tickets**.
- Click on the **Events** tab, then **Add** or **New Event** (if there are already events listed).

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Event

Event Name

eg. Book Club

Event Type

Select Item

Event Start Date

Select a day

Event Start Time

08:26 AM

Event End Date

Select a day

Event End Time

08:26 AM

Location

eg. W92

Will the event be hosted outdoors?

Will the food be supplied at the event?

Description

Co-Administrators

Search MIT members

No Co-Administrators added

- Fill out the event details.
 - Click **Add**.
- Result:* The event has been created and is shown in the list of events.

A

Invites

Tim Tickets

Visitors Admin

People

Events

Tim Tickets

+ New Event

All

Active

Expired

Search

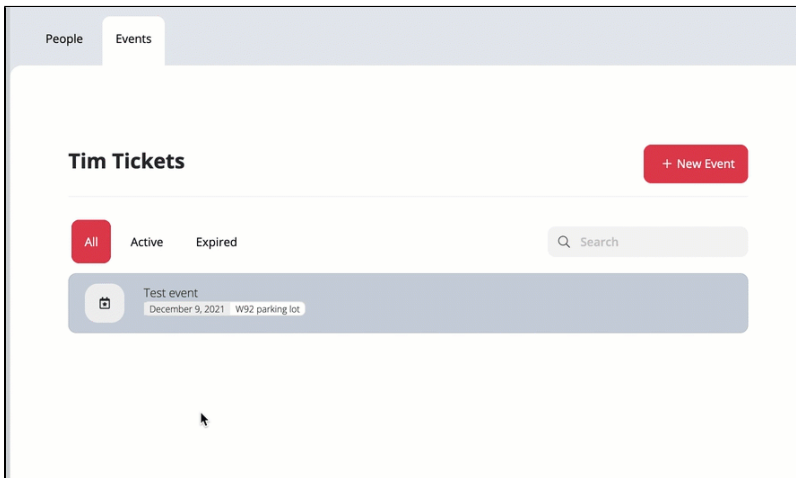
Test event

December 9, 2021 W92 parking lot

Invite event attendees to register for visitor ID access to campus

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

1. Open the [Tim Tickets visitor administration website](#) or the **MIT Atlas App > Tim Tickets**
2. Tap or click **Events > the event listing > Share Event**.



Result: The QR code and link for the event is displayed. They can be shared to publicize the event 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 system to register for their individual visitor ID.



This event QR code or link will not allow visitors to scan into the event directly. They must follow the link and use Tim Tickets to activate their visitor ID.

For guests and visitors: Accepting and using a Tim Ticket invitation

Requirements for accepting a Tim Ticket invitation

In order to be issued a pass, visitors must:

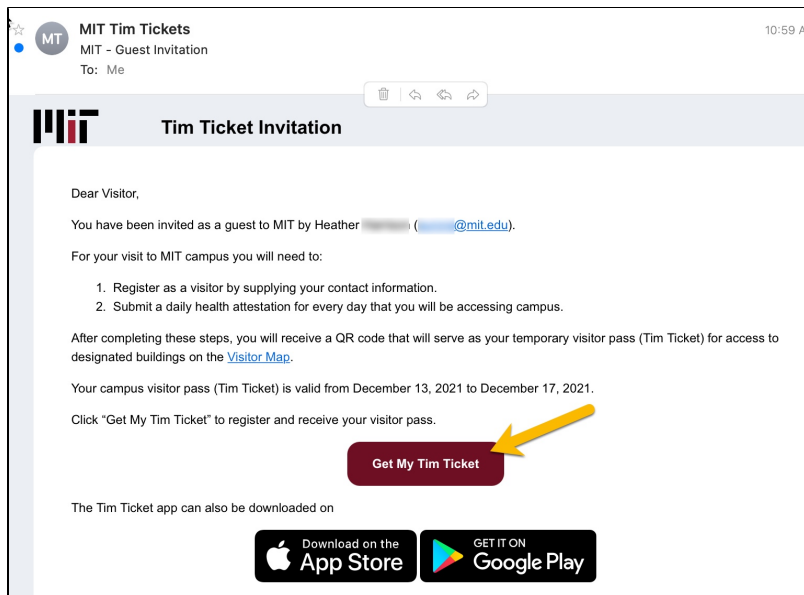
- Have a non-MIT email address (not *username@mit.edu*) e.g. *@gmail.com* *@verizon.net*
- Provide contact information (name, phone number/email address).

The MIT Tim Tickets mobile application is available for iOS 14+ and Android 7+.

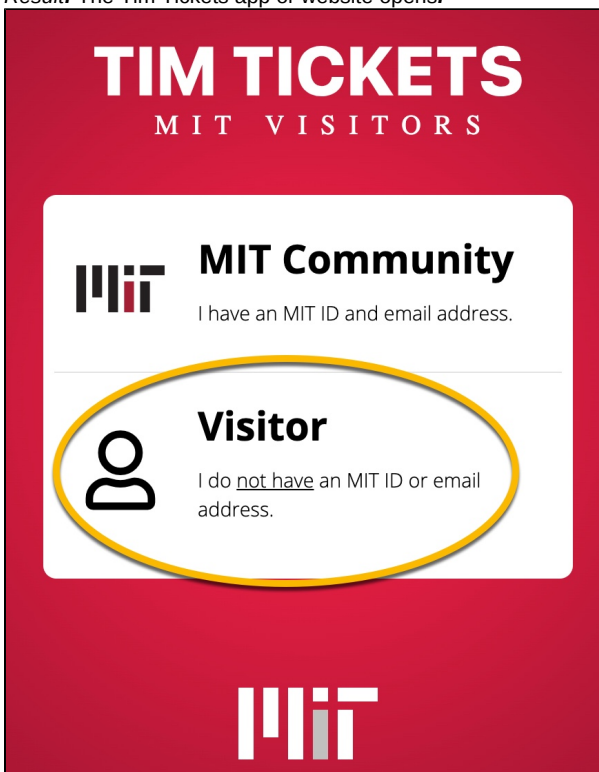
Accepting an Invitation

When an individual receives a visitor pass invitation or event link/barcode, they will be taken to the Tim Tickets app or website to enter their information and get their own personal MIT visitor ID for entry into buildings and events.

Example of a visitor pass invitation:



1. Click the **Get My Tim Ticket** button. For an event pass, click the event link or scan the QR code.
Result: The Tim Tickets app or website opens.



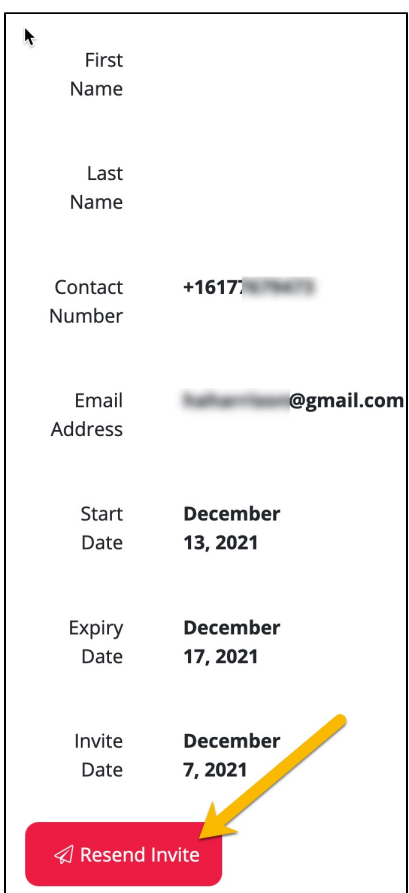
2. Click on **Visitor**.
3. Enter your mobile number.
Result: A PIN code will be texted to that number and sent to email on record.
4. Enter the PIN code sent to your mobile device.
5. Enter your contact details.
6. At the Tim Ticket Registration acknowledgment, click on, **I'm ready! Let's get started**
7. Review the acknowledgment form and click **Accept**.
8. Follow the in-app instructions to activate an MIT visitor ID

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 in accordance with our privacy policy. This information is not available to the

event organizers at this time.

- **After enrolling in Tim Tickets, how does someone correct/update personal information?**
In Tim Tickets app: Click on the image of Tim or their own photo to update personal information.
- **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.
- **Are there any additional requirements for inviting international visitors to campus?**
No, it is the same process for domestic and international visitors.
- **Can I invite a list of people to visit campus?**
Individual visitors must be added individually. Event attendees register themselves using the event link.
- **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 individual invite by selecting the Tim Ticket and clicking on **Resend Invite** for visitor pass or by resending the event QR code or link. Instruct visitors to add `_timtix@mit.edu_` to their safe sender list.



The screenshot shows a form with the following fields and values:

First Name	
Last Name	
Contact Number	+1617-XXXX-XXXX
Email Address	XXXXXXXXXX@gmail.com
Start Date	December 13, 2021
Expiry Date	December 17, 2021
Invite Date	December 7, 2021
	
	

- **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.

Have Questions or Still Need Help?

- If you are experiencing technical issues with Tim Tickets or the MIT Atlas app, email covidapps-help@mit.edu for support.
- For IT-related questions, [contact the IS&T Service Desk](#)