



Setup Checklist

This document is to assist with your RTS setup. The sections in red are steps that are critical to the RTS setup while the steps in green are additional features that are available with your licensing package. Please feel free to contact RTS at any time, as we provide 24/7/365 support.

(865) 212-9703

support@rts-solutions.com

SETUP FORM

Please fill out the RTS setup form and email or fax to our support team. The completed form will be used to create your RTS database.

Ready Theatre Systems

support@rts-solutions.com

(707) 276-7222

If you have not yet received your form, you may access it using the following link.

<https://www.rts-solutions.com/docs/setupform2018.pdf>

CREDIT CARDS

Setting up credit cards is an important step that should be done early through the RTS setup. Depending on your current credit card status, please see the steps below. *Note: Please contact sales if you are interested in processing with a different processor.*

If you are a new location to World Pay, please contact Jill. Her contact information is provided below.

Jill Lyford

Senior Sales Executive

vantiv / integrated payments, formerly Mercury, Now Worldpay

o: 970-335-4812

f: 970-335-4047

Customer Support: 800-846-4472

jill.lyford@worldpay.com

www.vantiv.com

If you currently have an account with WorldPay/Vantiv and need to update your account to reflect you are now using RTS, the RTS sale's team can assist with contacting WorldPay. Please contact sales to set up the call for credit cards.

(865) 212-9703

sales@rts-solutions.com

HARDWARE

If you purchased hardware from us, the units will arrive on site with RTS installed. Once they arrive, we will assist with setting up printers, cash drawers, etc.

If you are using your own equipment, RTS will need to be installed. We can also assist with this. However, please see the link below for reference on how to install RTS.

http://wiki.readyticket.net/mw/index.php/Installing_RTS

NETWORKING

Your server will need a local static IP address. All other POS devices can be set as DHCP.

PORT FORWARDING

To issue your permanent license and enable internet ticketing, ports in your router will need to be forwarded to your server's IP address. A networking person on site can complete the steps or our technical support technicians can assist you. To do, so we will:

1. Enter the Username and Password into your router. **This will need to be provided by the location.**
2. Forward port 2235, 80 and 443 to your server's private IP address
3. Depending on the network, additional devices might need to be accessed.

GIFT CARDS

If you currently have gift cards with another point of sale please provide:

1. List of card numbers
2. Current balances
3. CSV format

For new cards, please contact plastic printers.

Ashley Otte

Ashley.Otte@PlasticPrinters.com

651.319.4758 Direct

LOCATION BRANDED APP

Sell mobile tickets through a location branded App. Costs are \$0.25 per transaction. There are no setup fees or maintenance costs. Setup information is provided below.

http://wiki.readyticket.net/mw/index.php/RTS_App

DIGITAL SIGNAGE

Digital Signage is included with your license at no additional cost. Please contact our media team to start the setup process. The link below explains the setup process and hardware questions.

RTS Media Department
media@rts-solutions.com
[Setting Up Digital Signage](#)

RESERVED SEATING

If you are a reserved seating location, please send your seating layouts to our support team. Additional information can be found on our wiki page.

support@rts-solutions.com
[Setting Up Reserved Seating](#)

COMSCORE/SWIFT

RTS will automatically report your grosses to ComScore and Swift nightly/and or hourly. Please contact Barbara Morse for your location information.

Barbara Morse | comScore, Inc.
t +1 (503) 284-7581 x217
BMorse@comscore.com
www.comscore.com

Please see the link below for how to enter your information, or please email the credentials to our support team.

http://wiki.readyticket.net/mw/index.php/Automatic_Reporting

ONLINE GIFT CARDS

To sell gift cards online, please see the link below for information and the setup form.

[Online Gift Cards](#)

SCHEDULE EXPORTS

RTS will automatically send your show to your LMS/TMS. This is configured in Setup - Communications - Schedule Exports. The file can be exported via FTP or local file.