

Dealers' Den

Public Document

Scotiacon



Scotiacon Dealers' Den

Virtual Queue Guide

What is this Document?

This document outlines our new Dealers' Den Virtual queue system; when to use it, how to use it and covers some questions you may have.

This system was created to prevent the need to physically queue for long periods of time, taking you away from the events and atmosphere of the convention.

Essential information before starting

To avoid any issues or missing notifications, please read the below in full; this will ensure you have the best experience.

Please do not use the Telegram in-app browser; copy the link for the queue system and use it on your browser of choice.

If you are an **iPhone** user, you **must** add the website to your phone's home screen. To do this, open the site in Safari, tap the Share icon (square with an arrow), scroll down and select Add to Home Screen, name your shortcut, and tap Add to place it on your screen for one-tap access like an app.

If you are having trouble turning on notifications on Android, please try the following: open the site in your browser (such as Chrome or Firefox), tap the three-dot menu, select Add to Home Screen (or similar), name the shortcut, and tap Add. (Please note some phones may have a slightly different process, a quick internet search of your phone model will assist you with how to do it).

Q. I get an error when I turn on notifications about being unable to display over other apps.

A. To correct this on Android devices, navigate to Settings > Apps > Special app access > Display over other apps (or "Draw over other apps"). Toggle off the switch for specific apps so that none are selected. This should allow you to turn it on.

Q. I cannot log in or use the queue system at all!

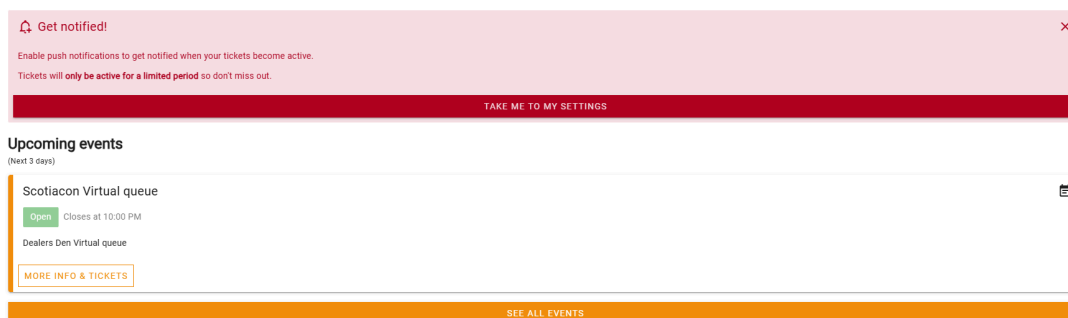
A. Do not panic; come to the Den where one of the stewards will assist you if you are having a problem. If we cannot find a solution, a physical ticket will be issued.

Getting a ticket

Please do not use the Telegram in-app browser; copy this link and use it on your browser app of choice.

To get a virtual ticket, go to <https://queue.scotiacon.org.uk/>

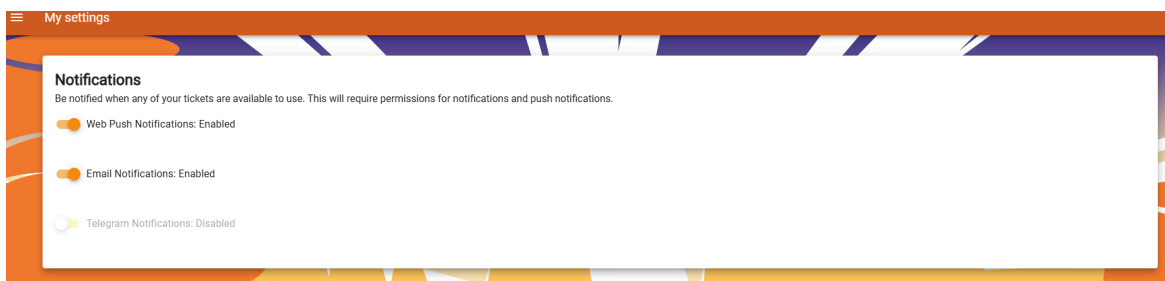
You will use the same login information as when you registered for Scotiacon.



You will be prompted to turn your notifications on. This is how we will let you know when it's your turn to come to the Den, so please ensure you turn this on.

Important note for IPHONE users

In order for your notifications to work you must add the website as an app to your home screen, to do this you need to open the site in Safari, tap the Share icon (square with an arrow), scroll down and select Add to Home Screen, name your shortcut, and tap Add to place it on your screen for one-tap access like an app.



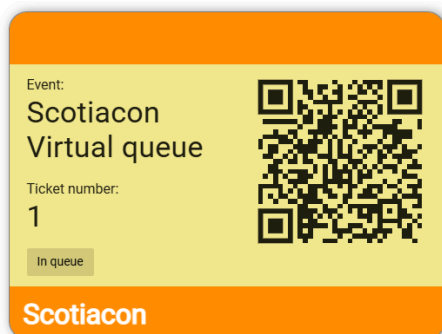
If you are having issues turning on notifications, please see the questions and answers section below for some troubleshooting tips.

Note: You can only turn on notifications for what is available for your account; if you've not linked your Telegram, the option will be greyed out.

Account configuration is available at <https://req.scotiacon.org.uk/profile>

You will see a list of upcoming events; you will only be able to sign up for open ones. Press on 'More info and tickets' on your chosen event; this will display information on the event, such as opening times.

Press on 'Get a ticket', and you will be issued your virtual ticket, placing you in the queue.



Please note that your ticket number does not indicate how many people are in front of you. So if your ticket number is 100, that does not mean 100 people are in front of you. You can view your ticket any time by going to the Burger menu on the top left-hand side and viewing your ticket.

You can place your ticket on hold if you are attending an event, etc., as long as your ticket has not already been called. When you unpause, your ticket number will change as it slots you back into the queue roughly where you left it. If your ticket has been called and you cannot attend, you will need to let your ticket expire, and then you can apply for a new ticket.

Getting called to the queue

Once your place in the queue is ready, if you have enabled alerts, you will receive a notification to tell you to come and queue.

Your ticket will now display a valid until time on it, which is how long you have to go to the physical queue.

The 30 minutes are only to reach the Den; it does not limit your time inside. Once you've entered, you can take as long as you like. However, if you leave the Den and want to re-enter, you will need to request a new ticket and start over. Only one person will be admitted per ticket.



Make your way to the Dealers' Den, and you will be greeted by our stewards who will check your ticket, scan it and then you'll wait briefly for your turn to enter the Den.

- **It is important to note that you are not allowed to wear any fursuit items, including tails, kigus etc into the den.**
- **You may not bring food or drink into the den, and large bags may not be able to be brought in.**
- **Photography equipment, such as video cameras and photo cameras are also prohibited within the Den; you will not be allowed to enter with these items.**

That's all there is to it! We are sure you have some questions, so please read on to find some of the most common ones, and if any aren't answered, please do not hesitate to reach out to us!

Relaxed hour

On Sunday morning, between 10:00 am and 11:00 am, the Dealers' Den will offer a Relaxed Hour. During this time, lighting will be dimmed, and attendance will be limited to half capacity to create a quieter, more accessible environment.

We warmly welcome attendees who may find the Dealers' Den overwhelming or challenging either physically or mentally, and our team will be available to provide assistance where needed.

The virtual queue system will remain open during this period, allowing tickets to be requested; however, ticket numbers will not be called until after 11:00 am. A manual queue system, as used in previous years, will be in operation during the Relaxed Hour so you can come and physically queue to enter the den during this hour.

We kindly ask that attendees without accessibility needs consider visiting the Dealers' Den outside of this time, so that those who benefit from additional space and support can do so comfortably.

General queuing information

Q. I have a carer with me, do they have to queue?

A. No, carers are exempt from the virtual queue and may enter the den with an attendee.

Q. How many tickets can I hold at one time?

A. You may only hold one active ticket per event at one time.

Q. How soon can I queue again for the den?

A. The cool-down period is half an hour after your ticket is initially called; once that time has passed, you can request another ticket.

Q. I want to go into the den with my friends. Is this possible?

A. Group booking is not something the Virtual Queue can do at this time; you must go to the physical queue when your ticket is called. It is recommended that you all request your tickets at the same time to have a greater chance of going in together.

Q. My ticket was called, but I missed it, and now it's expired. What should I do?

A. If your ticket has expired, you will need to request another ticket via the 'Events' option.

Q. I have an accessibility need. What should I do?

A. If you have any concerns or accessibility needs, please speak to one of the stewards upon arrival at the Den, and we will assist you.

Q. I don't have a smartphone, does that mean I can't queue?

A. If you do not have a smartphone, please come to the Den, and a steward will assist you with a physical ticket and an approximate call-back time. However, it is highly recommended that you use our virtual system for the most up-to-date information and the best experience.

Q. Can I see how long I need to wait till I am called?

A. Unfortunately, we have not been able to implement this feature this year, but we look forward to implementing this in future.

Version Control

V1.0: Published 02/02/2026, Authorised by Kisumi.