



Event Management

User Guide for JustGo

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What is Event Management?



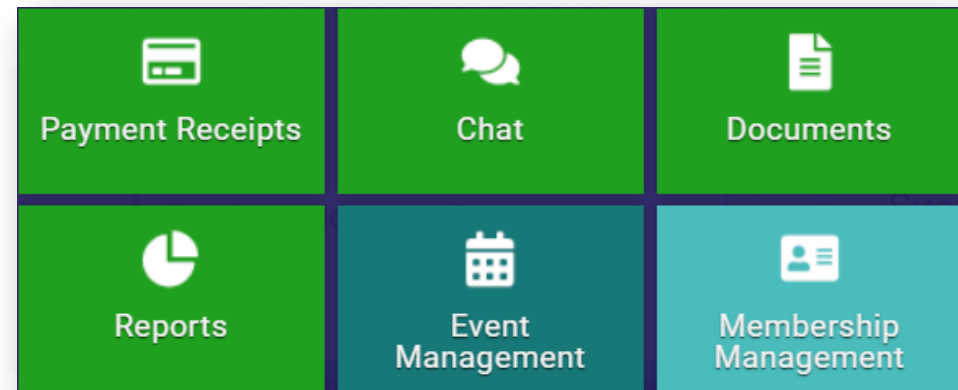
Event Management allows for sophisticated event configuration. You can personalize each event and ensure the bookers experience is right for them. Create as many events and event types as you want and take advantage of the branding, setup and purchasing rules to ensure each event is relevant for your members.

Some screenshots and info in this guide may differ depending on subscription type.

How do I access Event Management?

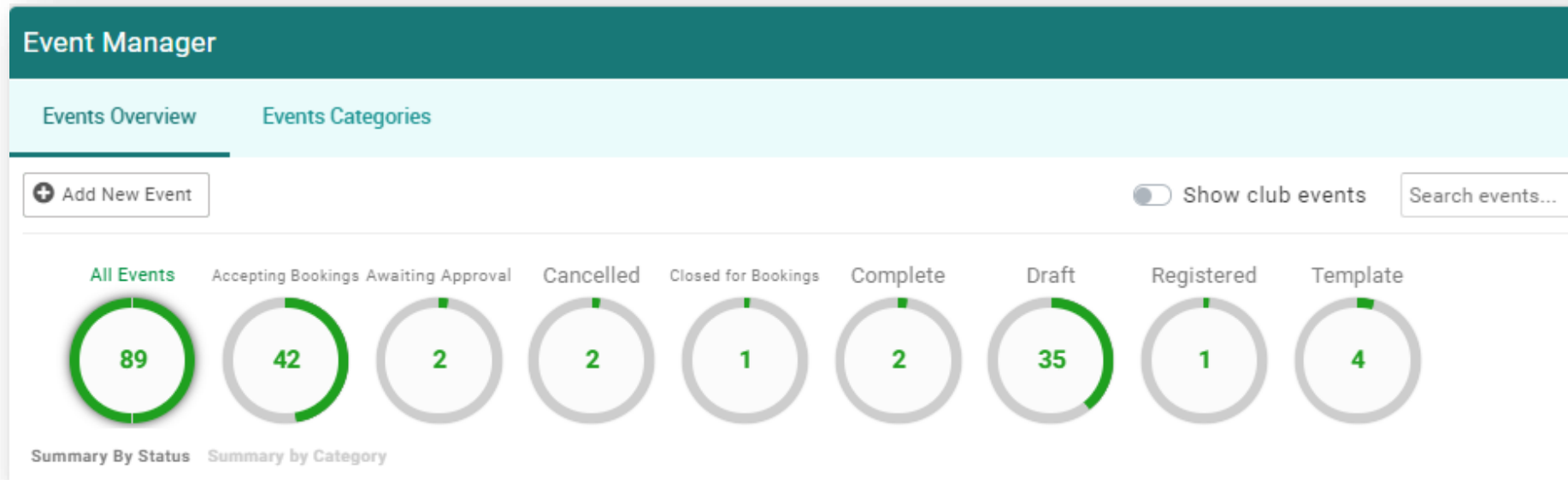
Once you are logged in, the Event Management tile will be found in the administration area of your Menu.

For JustGo Essential/Pro this will be found in the JustGo Essential/Pro Area of your Menu.



How do I add a new Event?

From the Events Overview, click the 'Add New Event' button on the left hand corner at the top of the page.



Adding Event Details

Event Name is the name that is presented to the member.

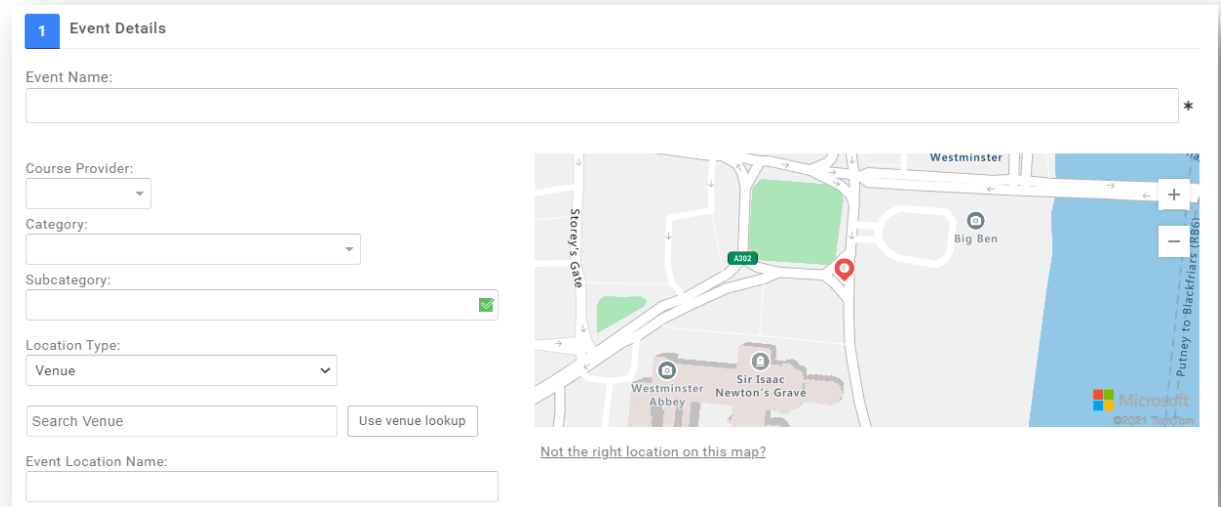
Course Provider allows you to select your event provider.

Category, Subcategory is a drop down list allowing you to select the category this membership should be displayed in.

Location Type allows you to add an event with physical location or online.

Venue is used to select venue from Venue Lookup. You can add Venues using the Venue Management tile

Some screenshots and info in this guide may differ depending on subscription type.



1 Event Details

Event Name:

Course Provider:

Category:

Subcategory:

Location Type:

Search Venue Use venue lookup

Event Location Name:

Not the right location on this map?

Continued on the next page...

Adding Event Details

Address is the event location.

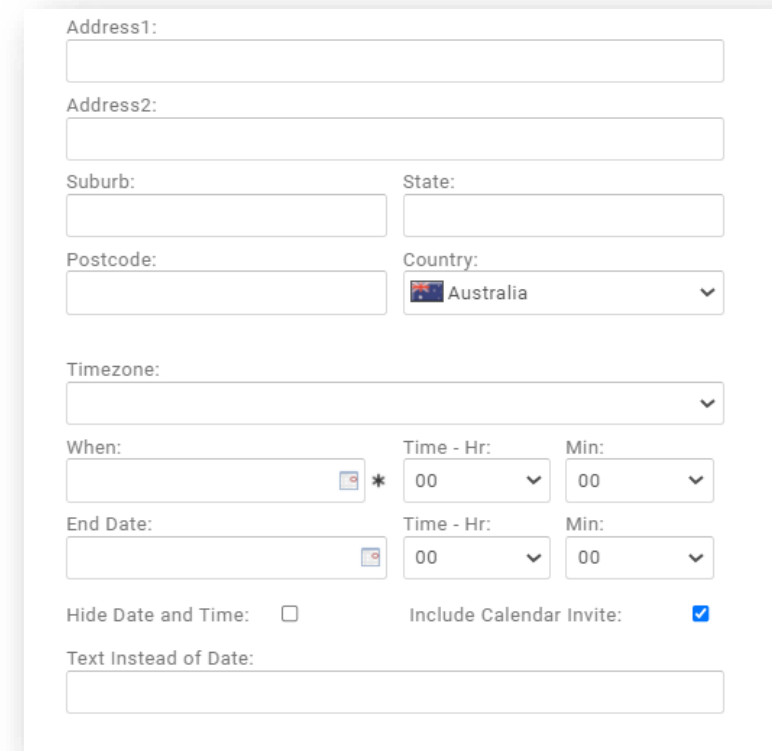
Timezone allows you to select your event time zone depending on your selected Country.

When: , **End Date:** is your event start date and end date.
Note: If it's a single day event End date can be left blank.

Hide Date and Time allows you to hid your event start date/time.

Include Calendar invite helps you to add events reminder members Calendar app Outlook, Google, Apple, Yahoo calendars

Text instead of Date is used to show alternative date/time to members



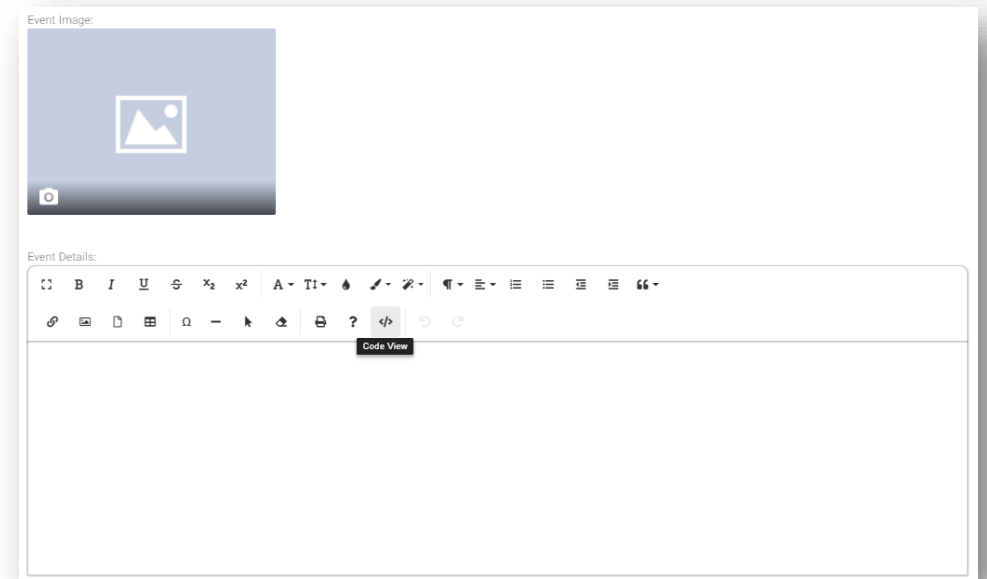
The screenshot shows a form for adding event details. It includes fields for Address1, Address2, Suburb, State, Postcode, and Country (set to Australia). There is a Timezone dropdown menu. The 'When' field is followed by 'Time - Hr' and 'Min' dropdowns, with a '*' symbol. The 'End Date' field is also followed by 'Time - Hr' and 'Min' dropdowns. At the bottom, there are checkboxes for 'Hide Date and Time' (unchecked) and 'Include Calendar Invite' (checked), and a 'Text Instead of Date' text input field.

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Adding Event Details

Event Image is used to portray the events image.

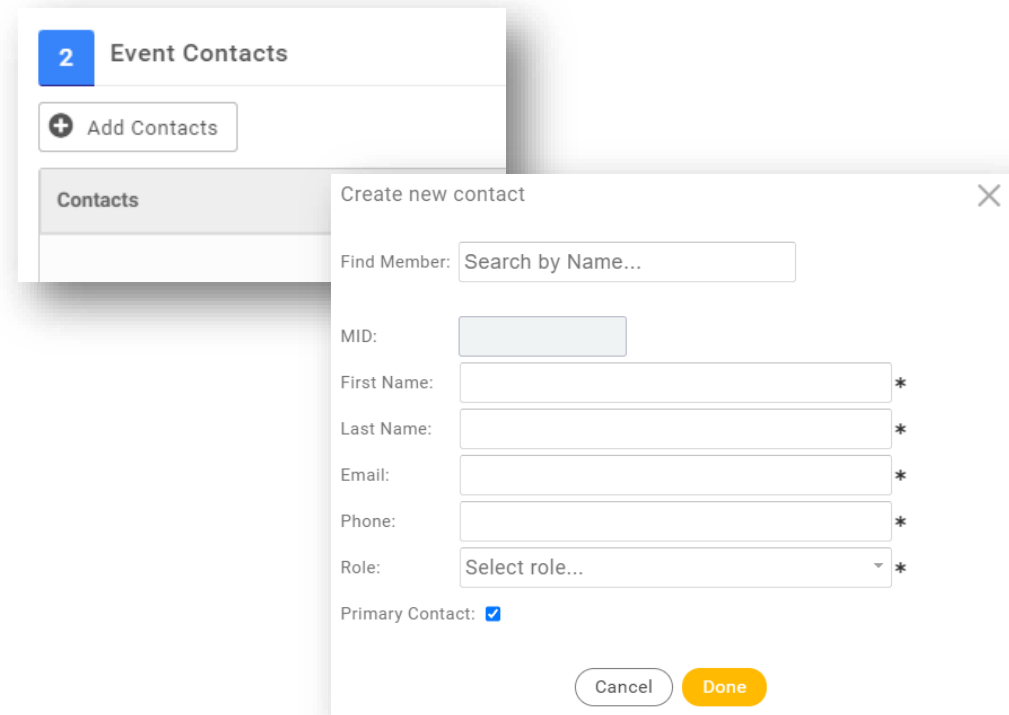
Event Details allows you describe your event you can also tailor your event description by HTML tags by using the Code View option.



Adding Event Contact

Event Contacts allows you to designate members as the contact person for the event.

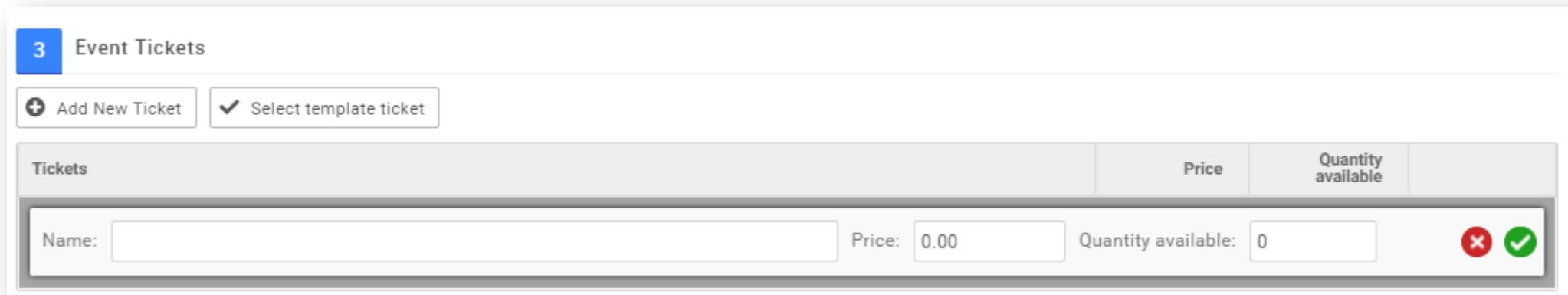
Simply select the 'Add Contacts' button and search for an existing member or fill in the appropriate members information.



The screenshot displays the 'Event Contacts' interface. At the top, there is a blue tab labeled '2 Event Contacts'. Below the tab is a button with a plus sign and the text 'Add Contacts'. Underneath the button is a section titled 'Contacts' which is currently empty. A modal window titled 'Create new contact' is open in the foreground. This modal contains the following fields: 'Find Member: Search by Name...' (a search input field), 'MID:' (a text input field), 'First Name:' (a text input field with an asterisk), 'Last Name:' (a text input field with an asterisk), 'Email:' (a text input field with an asterisk), 'Phone:' (a text input field with an asterisk), 'Role:' (a dropdown menu with 'Select role...' and an asterisk), and 'Primary Contact:' (a checked checkbox). At the bottom of the modal are two buttons: 'Cancel' and 'Done'.

Adding Event Tickets

Create multiple event tickets tailored to specific target groups of members or for everyone. You can create new tickets using the 'Add New Ticket' button, then add the tickets **Name**, **Price** and **Quantity available**. **Select the** green tick to save that ticket and then you'll be able to move onto the ticket settings.





The screenshot shows a web interface for managing event tickets. At the top, there is a blue tab labeled '3 Event Tickets'. Below the tab are two buttons: 'Add New Ticket' (with a plus icon) and 'Select template ticket' (with a checkmark icon). Below these buttons is a table with the following structure:

Tickets	Price	Quantity available	
Name: <input type="text"/>	Price: <input type="text" value="0.00"/>	Quantity available: <input type="text" value="0"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>

Adding Tickets Details

Once saved, your ticket will appear as below. Select the settings icon on the right hand side to start personalizing your ticket with detail, restrictions, discounts, tax and more.

3 Event Tickets

Tickets	Price	Quantity available	
Ticket	£10.00	50	  

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Adding Tickets Details

Name is the tickets name displayed to the ticket booker.

Booking format helps you specify if the ticket is for individuals or teams.

Description is what the member will see.

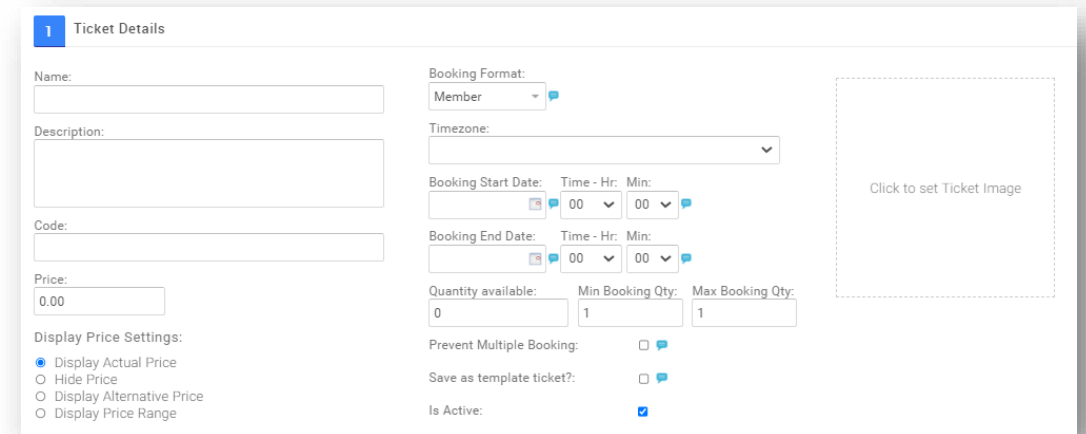
Timezone selects your tickets time zone.

Code adds a code to your ticket for internal reporting only.

Booking Start Date, Booking End Date allows you to add your tickets booking start and end date.

Price & Quantity Available is your tickets price and the quantity available for purchase

Min & Max Booking Qty is the number of tickets allowed to be purchased in one single transaction.



The screenshot shows the 'Ticket Details' form with the following fields and options:

- Name:** Text input field.
- Description:** Text area.
- Code:** Text input field.
- Price:** Text input field with '0.00' entered.
- Booking Format:** Dropdown menu set to 'Member'.
- Timezone:** Dropdown menu.
- Booking Start Date:** Date and time pickers (Time: Hr: 00, Min: 00).
- Booking End Date:** Date and time pickers (Time: Hr: 00, Min: 00).
- Quantity available:** Text input field with '0' entered.
- Min Booking Qty:** Text input field with '1' entered.
- Max Booking Qty:** Text input field with '1' entered.
- Display Price Settings:** Radio buttons for 'Display Actual Price' (selected), 'Hide Price', 'Display Alternative Price', and 'Display Price Range'.
- Prevent Multiple Booking:** Checkbox (unchecked).
- Save as template ticket?:** Checkbox (unchecked).
- Is Active:** Checkbox (checked).
- Image Placeholder:** A dashed box with the text 'Click to set Ticket Image'.

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Adding Tickets Details

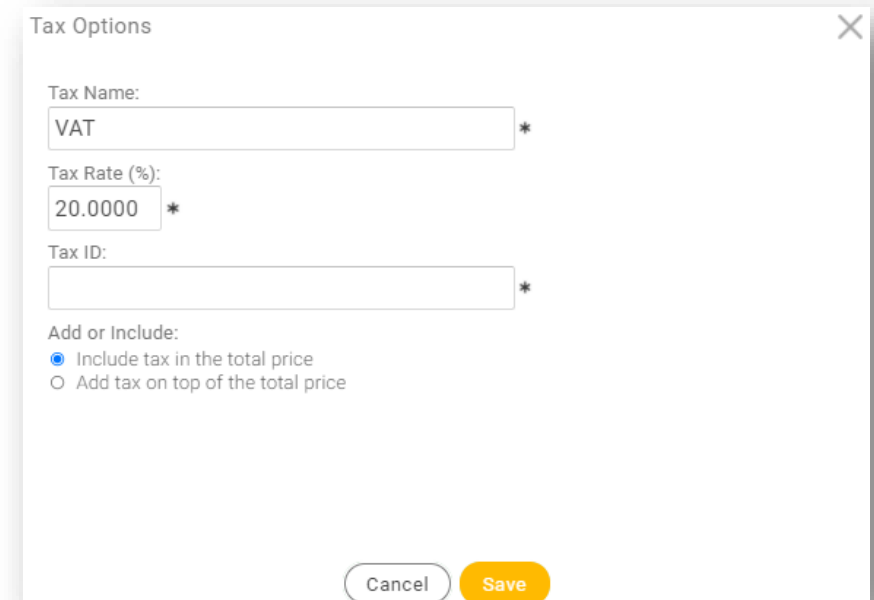
Tax Options are optional and allow you to add tax to your event tickets if required.

Tax Name allows you to identify the type of tax applied.

Tax Rate allows you to define the rate charged.

Tax ID is an internal reference and used for reporting purposes. It is not visible to members.

Add or Include allows you to select if the taxes are shown as inclusive to the ticket price or added to the price.



The screenshot shows a 'Tax Options' dialog box with the following fields and options:

- Tax Name:** A text input field containing 'VAT' with an asterisk to its right.
- Tax Rate (%):** A text input field containing '20.0000' with an asterisk to its right.
- Tax ID:** An empty text input field with an asterisk to its right.
- Add or Include:** A section with two radio button options:
 - Include tax in the total price
 - Add tax on top of the total price
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

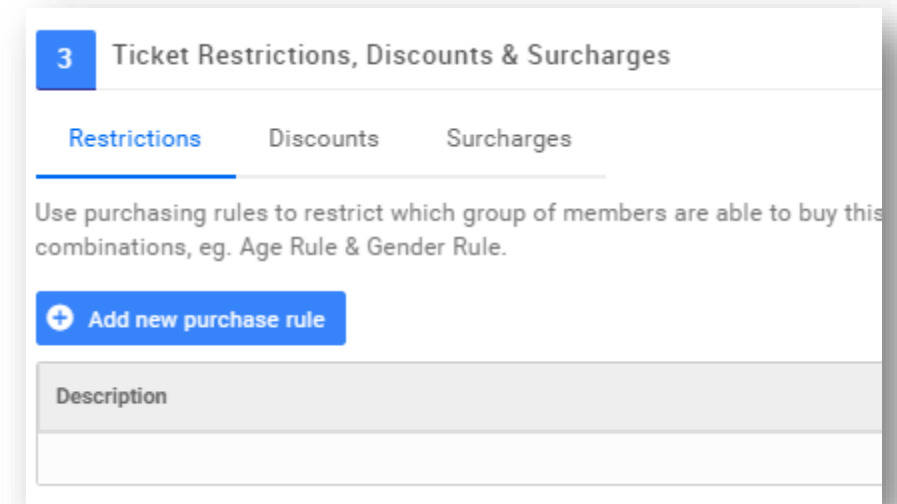
Adding Purchasing Rules

Membership Restrictions, Discounts & Surcharges allow you to set purchasing rules for tickets in order to provide personalization to the purchase journey.

Restrictions restrict the visibility of the tickets to only members who meet the chosen criteria.

Discounts apply discounts for members who meet the chosen criteria.

Surcharge applies a surcharge for members who meet the chosen criteria.



3 Ticket Restrictions, Discounts & Surcharges

Restrictions Discounts Surcharges

Use purchasing rules to restrict which group of members are able to buy this combinations, eg. Age Rule & Gender Rule.

+ Add new purchase rule

Description

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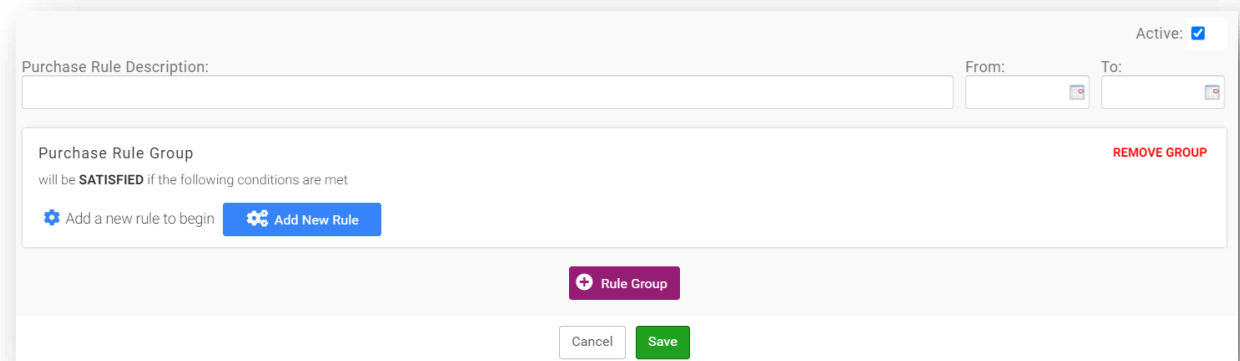
Adding Purchasing Rules

Restrictions

Purchase Rule Description is an internal reference for the rule.

From and **To** set the validity of the rule. The rule will not work outside of these dates.

Click on the Add New Rule button to add a standard rule. [Please see the Purchasing Rules User Guide for assistance](#)



The screenshot shows a web form for configuring a purchasing rule. At the top right, there is an 'Active:' checkbox which is checked. Below this, there are three input fields: 'Purchase Rule Description:', 'From:', and 'To:'. The 'From:' and 'To:' fields have small calendar icons next to them. Below these fields is a section titled 'Purchase Rule Group' with the text 'will be SATISFIED if the following conditions are met'. To the right of this section is a red 'REMOVE GROUP' link. Below the text are two buttons: 'Add a new rule to begin' (with a gear icon) and 'Add New Rule' (with a gear icon). At the bottom of the form, there is a purple '+ Rule Group' button, a 'Cancel' button, and a green 'Save' button.

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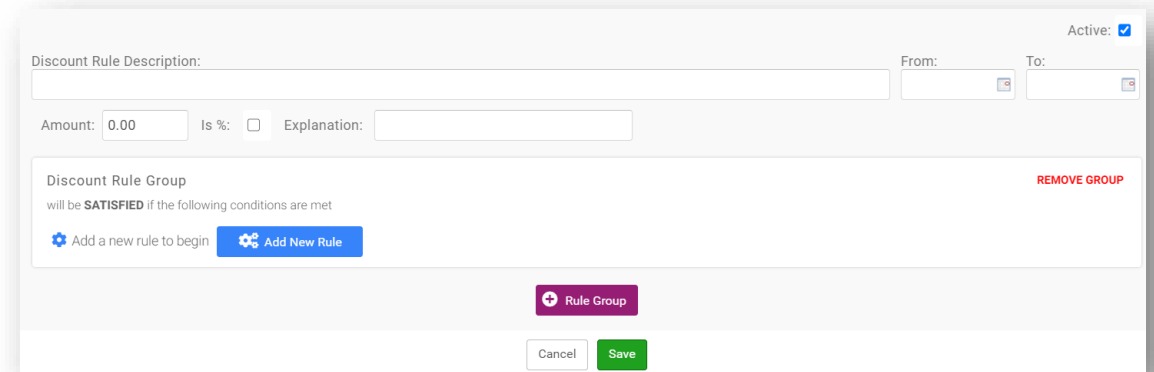
Adding Purchasing Rules

Discount/Surcharge Rule Description is an internal reference for the rule.

From and **To** set the validity of the rule. The rule will not work outside of these dates.

Amount is the value of the discount which can be turned into a percentage using the **Is %** tick box.

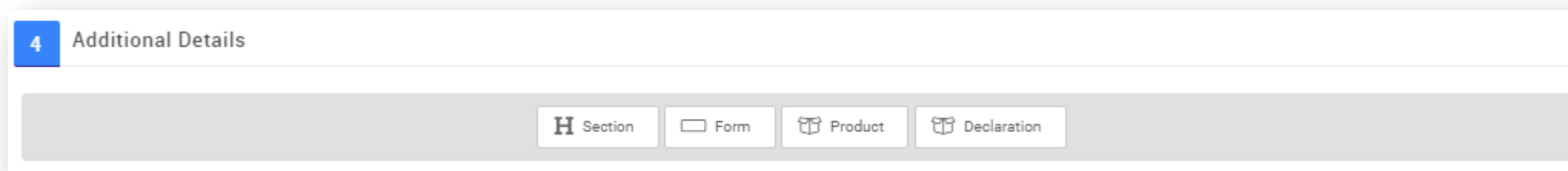
Explanation is an internal reference for the discount value.



The screenshot shows a web form for configuring a purchasing rule. At the top right, there is an 'Active:' checkbox which is checked. Below this, there are input fields for 'Discount Rule Description:', 'From:', and 'To:'. The 'From:' and 'To:' fields have small calendar icons. Below these are fields for 'Amount: 0.00', 'Is %:' (with an unchecked checkbox), and 'Explanation:'. A section titled 'Discount Rule Group' contains the text 'will be SATISFIED if the following conditions are met' and a red 'REMOVE GROUP' link. Below this section are two blue buttons: 'Add a new rule to begin' and 'Add New Rule'. At the bottom of the form, there is a purple 'Rule Group' button, and at the very bottom, 'Cancel' and 'Save' buttons.

Advanced Ticket Journey

Additional Details allow you to take your ticket one step further with advanced personalization. Create headers and sections for additional info. Collect additional data or include upsell products during purchase .



Some screenshots and info in this guide may differ depending on subscription type.

Adding Events Settings

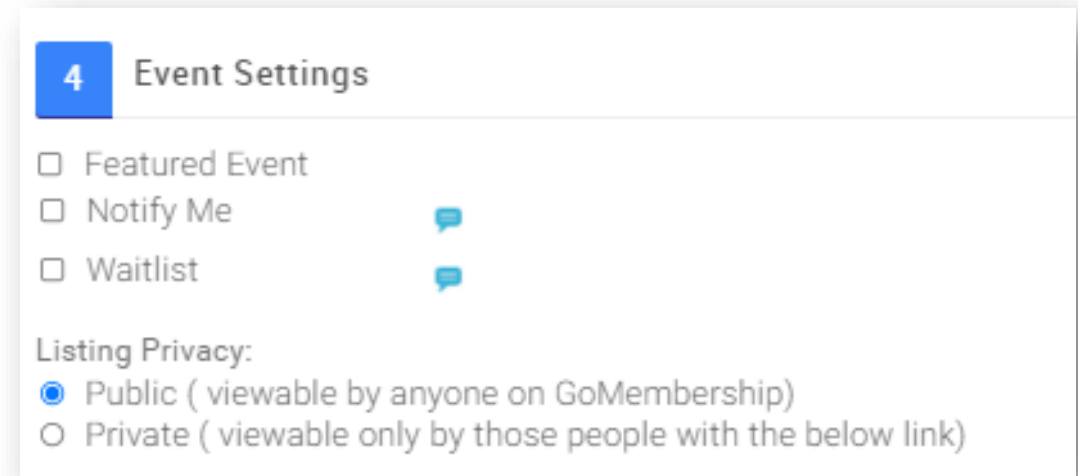
Featured Event allows you to feature the event in the events browser.

Notify Me allows members to get a notification when the tickets go on-sale for an event.

Waitlist allows members to be added to a waitlist in case tickets become available.

Listing Privacy makes the event visible to everyone on the event browser or to specific users with the event link only.

JustGo Essential/Pro cannot feature events



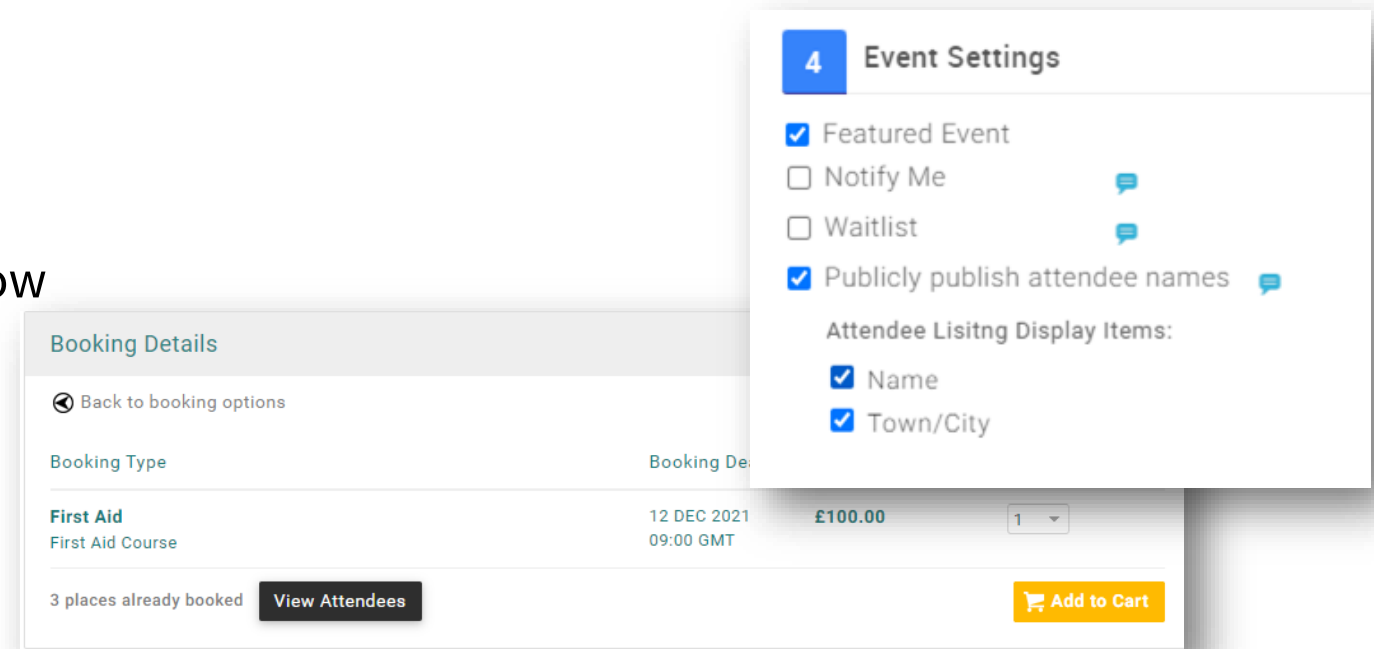
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Adding Events Settings

Publicly publish attendee names allow you to display the number of booked members for an event. You can also show the attendee **Name** and **Town/City**

Members can use the **View Attendees** button check the list of attendees.

Note; If this option is enabled members will have the option to Opt-Out for showing their information.



The screenshot displays the 'Event Settings' panel for an event. The 'Event Settings' panel is open, showing the following options:

- Featured Event
- Notify Me
- Waitlist
- Publicly publish attendee names

Under the heading 'Attendee Listing Display Items:', the following options are checked:

- Name
- Town/City

The background shows the 'Booking Details' for a 'First Aid Course' on '12 DEC 2021' at '09:00 GMT' for '£100.00'. It indicates '3 places already booked' and features a 'View Attendees' button and an 'Add to Cart' button.

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Adding Events Settings

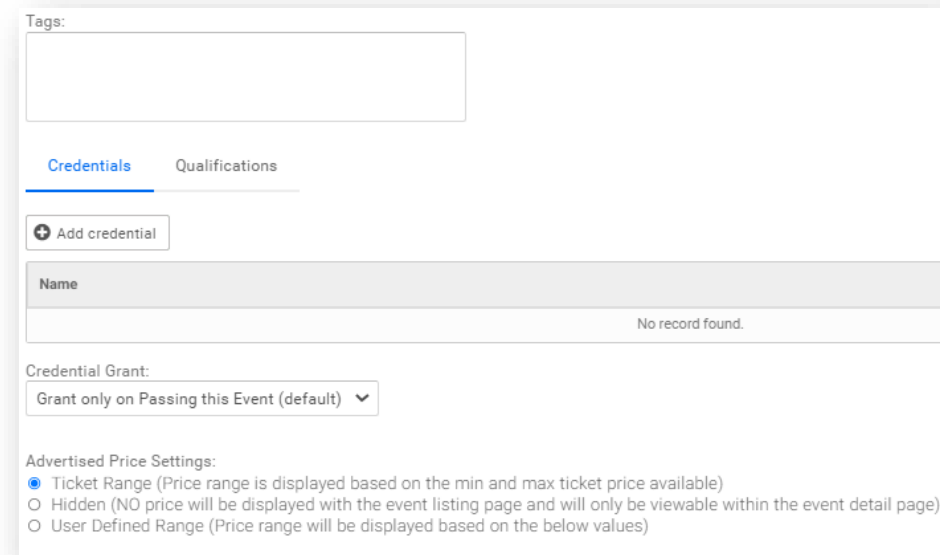
Tags allow users to search for an event using key words.

Credentials/Qualifications can be used to grant certifications following successful completion of an event/course

Advertised Price Settings selects what price is displayed to your members.

Note: the price of the ticket will still be displayed in the basket at the time of the purchase.

Credentials/Qualifications cannot be added by JustGo Essential/Pro

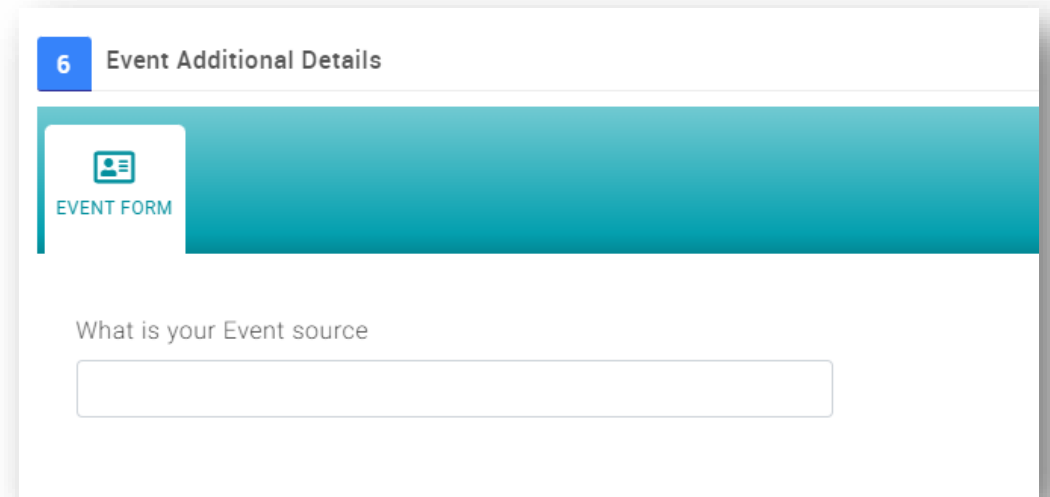


The screenshot shows a web interface for adding event settings. At the top, there is a 'Tags:' label and an empty text input box. Below this, there are two tabs: 'Credentials' (which is selected and underlined) and 'Qualifications'. Under the 'Credentials' tab, there is a button labeled '+ Add credential'. Below the button is a table with a header row labeled 'Name' and a single row containing the text 'No record found.'. Below the table, there is a section labeled 'Credential Grant:' with a dropdown menu currently set to 'Grant only on Passing this Event (default)'. At the bottom, there is a section labeled 'Advertised Price Settings:' with three radio button options: 'Ticket Range (Price range is displayed based on the min and max ticket price available)' (which is selected), 'Hidden (NO price will be displayed with the event listing page and will only be viewable within the event detail page)', and 'User Defined Range (Price range will be displayed based on the below values)'.

Adding Events Settings

Event Additional Details allows you to capture more data regarding the event.

Forms can be created in the Event Master on Field Management.







The screenshot shows a web interface for 'Event Additional Details'. At the top, there is a blue header with the number '6' and the text 'Event Additional Details'. Below this is a teal gradient bar with a white icon of a document with a list and the text 'EVENT FORM'. The main content area is white and contains a text input field with the label 'What is your Event source'.

Some screenshots and info in this guide may differ depending on subscription type.

Can I Close or complete Event bookings?

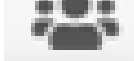
After a event has been published you can change its status at anytime. This includes returning the event back to a draft state, closing it for bookings, completing it, or cancelling an event.

Reference ^	Event Name	When	Price(\$)	Remaining Places	Bookings	Category	Status	
EV000003	Real Rock	01/05/2021 @00:00 BST	No Tickets	0	0		Accepting Bookings	   

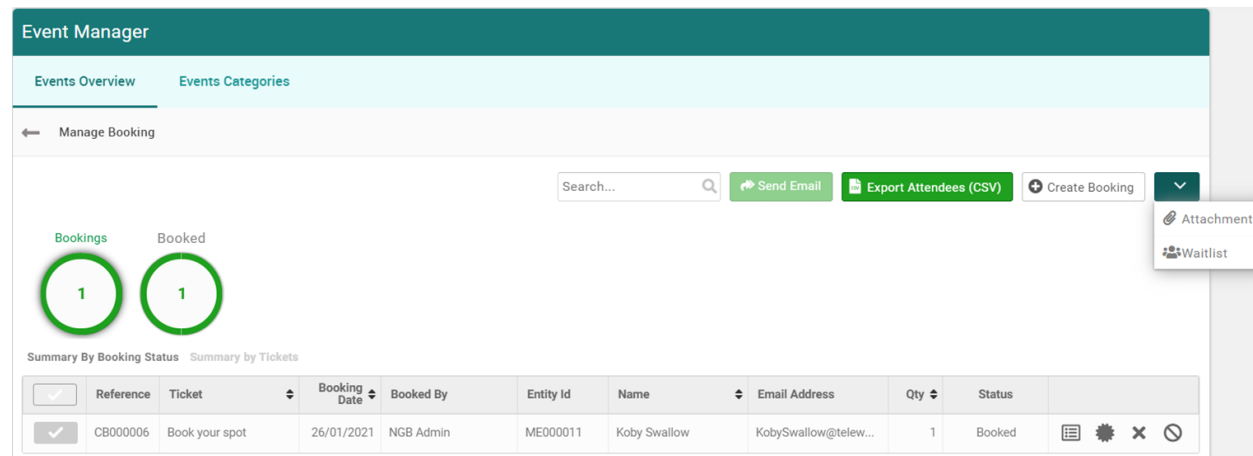
Page: 1 of 1

- Return to Draft
- Closed for Bookings
- Complete
- Cancel
- Attachments
- View Waitlist
- Copy

How do I view and manage bookings?

The Manage Booking icon  gives you full details of bookings made and tickets purchased. You can export the attendees/bookings into a report, create new bookings, send an email to attendees, add attachments to the event or view the waitlist.

If the event has a Credential or Qualification associated with it, you will also be able to Pass or Fail the attendees to automatically grant the certification.



Event Manager





Events Overview Events Categories

← Manage Booking

Search... [Send Email](#) [Export Attendees \(CSV\)](#) [Create Booking](#)

Bookings 1 Booked 1

Summary By Booking Status Summary by Tickets

<input type="checkbox"/>	Reference	Ticket	Booking Date	Booked By	Entity Id	Name	Email Address	Qty	Status	
<input checked="" type="checkbox"/>	CB000006	Book your spot	26/01/2021	NGB Admin	ME000011	Koby Swallow	KobySwallow@telew...	1	Booked	   

Attachments
Waitlist

Need further assistance?



If you require further assistance then please contact support@ponyclubaustralia.com.au