

Taste of Moreton Bay

Stakeholder Training

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AGENDA

1. Basic event navigation
2. View list of attendees & create name badges
3. View Custom Questions
4. Check in attendees
5. Manage waitlist
6. Resend confirmation emails
7. Email attendees

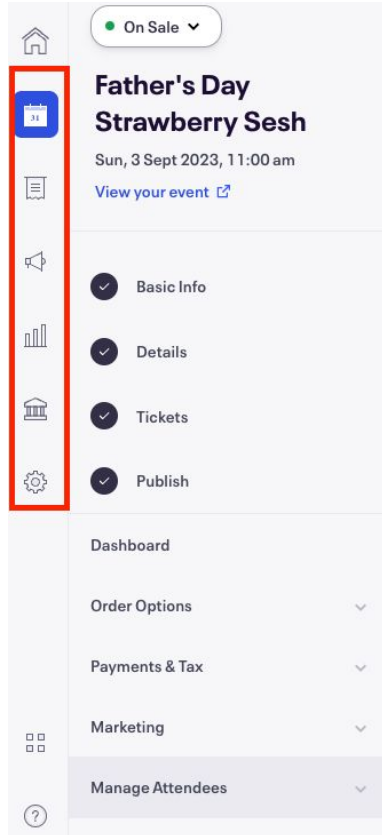
Basic Event Navigation

Things to know

- Depending on level of access, each Account and Event has a variety of menu options you can navigate to.
- Six main Workspaces are available at an Account Level
- Four main menu options (plus sub-menus) are available at the Event Level

Resources

- [Blog: Eventbrite Workspaces Navigation](#)
- [Video: Navigating the Eventbrite Workspaces](#)



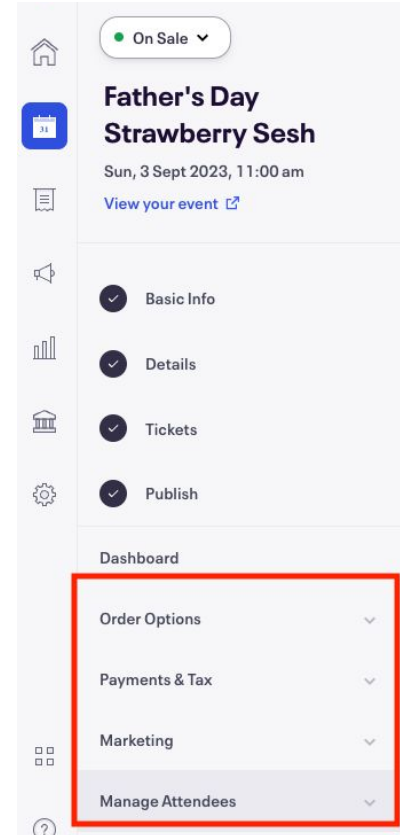
On Sale ▾

Father's Day Strawberry Sesh
Sun, 3 Sept 2023, 11:00 am
[View your event](#)

- ✓ Basic Info
- ✓ Details
- ✓ Tickets
- ✓ Publish

Dashboard

- Order Options ▾
- Payments & Tax ▾
- Marketing ▾
- Manage Attendees ▾



On Sale ▾

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Dashboard

- Order Options ▾
- Payments & Tax ▾
- Marketing ▾
- Manage Attendees ▾

Viewing Attendee Information & Creating Name Badges

Things to know

- Depending on level of access, there are a few ways you can access Attendee Info:
 - Via Manage Attendees > Orders
 - Via Manage Attendees > Attendee List
 - Via Reporting Workspace > Attendee Summary Report
- Attendee Summary Report and Orders Reports can be exported to Excel and CSV. files to create lists for name badges
- 'Attendee List' can be exported to PDF and can be printed for manual check-ins on the day and/or sent to a printer for badges

Resources

- [View, search, and manage orders](#)
- [How to edit attendee information](#)
- [View your Attendee Summary report](#)
- [View and export an Orders report](#)
- [Print a check-in list](#)

Viewing Attendee Information & Creating Name Badges

Sat, 2 Sept 2023, 3:00 pm
[View your event](#)

- Basic Info
- Details
- Tickets
- Publish
- Dashboard
- Order Options
- Payments & Tax
- Marketing
- Manage Attendees**
 - Orders
- Add Attendees
- Emails to Attendees
- Attendee List

Orders

See all the orders for your event, including revenue and fees

Report Type:
Orders

eg. order #, name or email

ORDER TYPE: All Completed Orders | DATE: Since sales started | SORT: Date Descending | PER PAGE: 20

Export:
File Type

Print Preview

All Tax Invoices | Event Invoice | Payout Details

Orders: Since sales started

Issue Multiple Refunds

Total Sales: \$358.58 | Orders: 1 | Attendees: 2

Order number 7246487729 - \$358.58 | Actions

Viewing Attendee Information & Creating Name Badges

- [View your event](#)
- Basic Info
- Details
- Tickets
- Publish
- Dashboard
- Order Options
- Payments & Tax
- Marketing
- Manage Attendees
- Orders
- Add Attendees
- Emails to Attendees
- Attendee List**

Attendee List

View and download a list of your attendees for check-in

Check in attendees with your mobile device: [iPhone](#) or [Android](#)

Pre-sort your attendee list on the field that works for your door:

Select the ticket types to include in the attendee list:

Adult

Include barcode on attendee list for scanners

[Download List As A PDF](#)

[Full Attendee Report](#)

[Learn more about attendee list](#)

Viewing Attendee Information & Creating Name Badges



< Report Types

Attendee Summary Report

Last updated 5 hours ago

Get the most from our new reporting experience with a quick walkthrough Let's go!

Summary Exports

🔍 Father's Day Strawber... Search for any events with sales Export

+ Add filter

Total Orders
5

Total Attendees
7

i Looking for data about fees, tax details, royalties, or delivery method? You can find that information in the [Sales by Ticket Type](#) report. Looking for Custom Question Responses data? You can find that information in the [Custom Questions Responses](#) report. ×

🔍 Attendee name or email address

[Edit columns](#)



View Custom Questions

Things to know

- Custom questions can be added at checkout so Organisers can collect extra information from attendees.
- Common questions include:
 - Food requirements/dietaries
 - Data collection - e.g. 'how did you hear about this event?'
 - Names of other group members
- As of August 30, 2023, custom question responses more than two years old will no longer be available to view, so make sure you save content for old events.

- You can export the report or scroll to the right on your report preview to see responses
- If you want to see specific responses, choose a response from the "Survey answer" drop down.

Resources

- [How to view responses to custom questions](#)

Viewing Custom Questions



Reports

Report Types Saved reports Scheduled reports Analytics

Sales

Track sales for your event

Sales Summary
An overview of all ticket sales, including fees and taxes

Sales by Ticket Type
Segment attendee information by ticket type

Traffic and Conversion
Review how attendees found and bought tickets to your events

Attendees

View details about your attendees

Attendee Summary
View attendee details like name, email and tickets

Custom Question Responses
Review attendee details and responses to custom questions

Check-in Attendees

Things to know

- Checking-in Attendees to your event can happen both on desktop and via the Organizer App
 - Via Manage Attendees > Check-in
 - Organizer App (needs to be downloaded to your device)
- Attendees can be checked-out via the same methods
- Bulk check-in not available
- In the App, you can see real-time sales and check in numbers, sell tickets, check in tickets to your event and access easy order management options and attendee information

Resources

- [Download Organizer App - Apple](#)
- [Download Organizer App - Android](#)
- [What do Eventbrite tickets and confirmations look like?](#)
- [Print a check-in list](#)
- [Check in attendees from your computer](#)
- [Check in attendees at your event with the Eventbrite app for organizers](#)
- [Prevent attendees from sharing tickets](#)

Check-In Attendee

[View your event](#)

- Basic Info
- Details
- Tickets
- Publish

Dashboard

Order Options

Payments & Tax

Marketing

Manage Attendees

- Orders
- Add Attendees
- Emails to Attendees
- Attendee List
- Check-in**

Check-in

Check in attendees using their name or email

Check in attendees with your mobile device: [iPhone](#) or [Android](#)

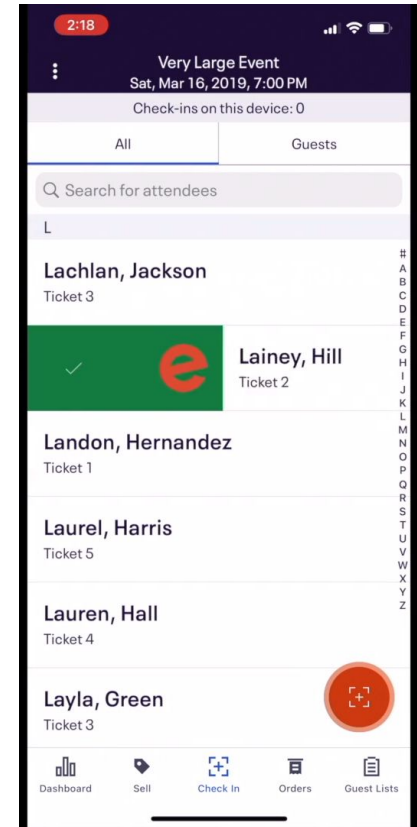
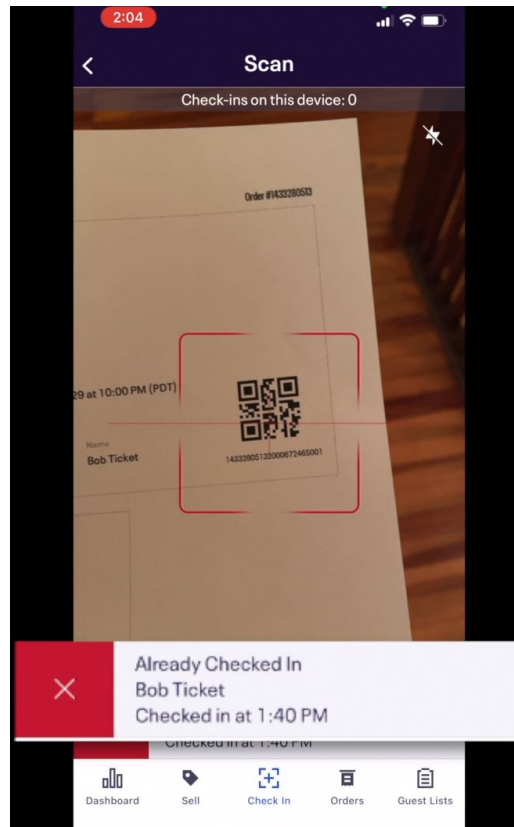
0/7

Search for attendees by name or email

Attendee List 1 to 7 of 7

ATTENDEE NAME	EMAIL	TICKET TYPE	STATUS
Caroline Sheehan	carocyr@gmail.com	Family Package Budget Deal (2 Adults & 2 Children)	Check in
Chris Christoff	kerr_bethany@yahoo.com.au	Pick & Paddle Sesh: Adult	Check in
Mackenzie Christoff	kerr_bethany@yahoo.com.au	Pick Sesh: Children (5-12 years)	Check in
Beth Christoff	kerr_bethany@yahoo.com.au	Pick Sesh: Adult	Check in
Rhonda Barrett	rhonda.barrett@yahoo.com	Family Package Budget Deal (2 Adults & 2 Children)	Check in
Surbhi Pareek	surbhidreams.pareek@gmail.com	Pick, Paddle & Picnic for 2: (per couple)	Check in
Tina Magdi	tab28@hotmail.com	Family Package (2 Adults & 2 Children)	Check in

Check-In Attendee (via App)



Waitlists

Things to know

- You can set up a waitlist that automatically triggers when a specific ticket type sells out or when your event reaches capacity.
- You can release tickets to people on your waitlist from the **Manage Waitlist** menu option within each event.
 - Choose "Manage Waitlist" (under Order Options), select the people you want to offer a ticket to, and click the "Release Tickets" button.
 - An email with a link to register is sent and the person needs to register within the "Time to Respond" you set in your Waitlist Settings to claim the spot (and ticket).
- Refunding tickets will return them to the general public allocation - best practice is to release waitlist tickets and wait for them to be claimed before issuing refunds.

Resources

- [How to set up an event waitlist](#)
- [How to release tickets to the waitlist](#)
- [How do I remove someone from the waitlist?](#)
- [Tickets are still available, but people are on the waitlist. What should I do?](#)

Waitlists

Breakfast, Berries and Bikes
Sat, 9 Sept 2023, 8:00 am
[View your event](#)

- Basic Info
- Details
- Tickets
- Publish

Dashboard

Order Options

- Order Form
- Order Confirmation
- Registration Transfers
- Waitlist Settings
- Manage Waitlist**

Manage Waitlist

Manually release tickets to the waitlist

ⓘ Tickets released to attendees on the waitlist will allow you to exceed your total event capacity.

Number of people on the waitlist: 0

[+ Add people to the waitlist](#) | [Delete](#) | [Export to file](#) |

<input type="checkbox"/>	#	EMAIL	FIRST NAME	SURNAME	PHONE	DATE ADDED
No records found.						
Show <input type="text" value="10"/> Per Page						

Release Tickets

ⓘ Learn more about [managing your waitlist](#)

Resending Order Confirmation Emails

Things to know

- Attendees receive confirmation emails after registering for an event
- These emails include their receipt, event details, and PDF tickets (if enabled).
- You can resend confirmation emails by going to:
 - Manage Attendees > Orders and then navigating to the particular Order
 - Once you have found the Order, hit 'Actions' drop down menu and choose 'Resend Confirmation Email'
- Sending a confirmation email to a different email won't affect the order - simply type in the new address when prompted

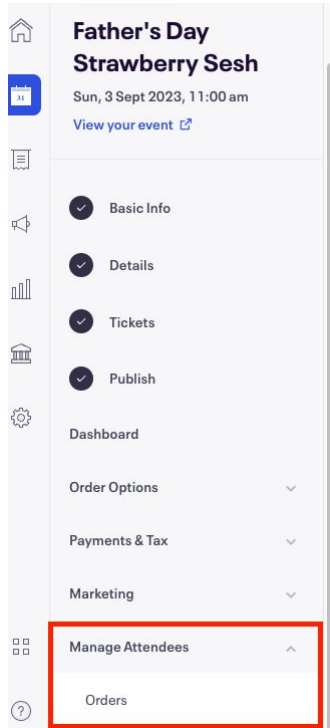
- Tickets can also be sent in bulk using the 'Emails to Attendees' tool.
 - Attendees will be sent a link to print their tickets
 - Ensure the below box is checked when creating and sending your email

Include event details and a link to print tickets

Resources

- [Resend Confirmation Email](#)

Resending Order Confirmation Emails



The sidebar navigation menu for the event 'Father's Day Strawberry Sesh' includes the following items:

- Home
- Calendar icon
- Event details: Sun, 3 Sept 2023, 11:00 am. View your event
- Basic Info
- Details
- Tickets
- Publish
- Dashboard
- Order Options
- Payments & Tax
- Marketing
- Manage Attendees** (highlighted with a red box)
- Orders (highlighted with a red box)

Orders: Since sales started

Issue Multiple Refunds

Total Sales: \$480.47 Orders: 5 Attendees: 7

Order number 7290953229 - \$84.25

Completed (Delivery method: eTicket)

Purchased by **Caroline Sheehan** (carocy@gmail.com) on 29/07/2023 at 12:42 pm (AEST)
\$84.25 paid by Visa
Last 4 digits: 3750
Collection type: Each Attendee

- ✓ Actions
- Edit Ticket Buyer
- Refund this Order
- View Attendee Report
- Resend Confirmation Email**
- Print Tickets
- Print Tax Invoice
- Add Order Note

Attendee	Qty	Tickets	Paid	MBRIT Pty Ltd	Actions
Caroline Sheehan	1	Family Package Budget Deal (2 Adults & 2 Children)	\$84.25	\$7.66	Actions
TOTAL			\$84.25	\$7.66	

Order number 7230316999 - \$143.65

Completed (Delivery method: eTicket)

Purchased by **Tina Magdi** (tab28@hotmail.com) on 21/07/2023 at 1:23 pm (AEST)
\$143.65 paid by PayPal
Payer: tab28@hotmail.com
Transaction ID: 8X296448C4838723Y
Collection type: Each Attendee

Actions

Attendee	Qty	Tickets	Paid	MBRIT Pty Ltd	Actions
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Email Attendees

Things to know

- You can send event reminders or updates to your existing attendees via Manage Attendees > Email Attendees
- Emails can be scheduled
- Emails can be sent anytime while your event is live and up to 10 days after it ends (great for post-event surveys)
- Not to be used for Marketing purposes or promoting future events
- EB auto-creates an event Reminder that's sent 48hrs prior to the event - this can be deleted if necessary

Resources

- [Email Registered Attendees](#)
- [Video: How to Send an Email Update and Event Reminder Message to Your Attendees](#)

Email Attendees

Strawberry Sesh
Sun, 3 Sept 2023, 11:00 am
[View your event](#)

- Basic Info
- Details
- Tickets
- Publish

Dashboard

- Order Options
- Payments & Tax
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- Add Attendees
- Emails to Attendees**

Emails to Attendees

Schedule and send emails to attendees with critical event reminders or updates.

The Email to Attendees tool should only be used to send your attendees service or transactional information about their upcoming event (e.g., event updates, parking info, online event links) and is governed by Eventbrite's Terms of Service. Marketing or promotional emails about future events should be sent using the [Email Campaigns](#) tool.

Emails Scheduled (1) Emails Sent

[Create New Attendee Email](#)

Subject Of Email	Recipients	DATE	Quick Links
Reminder for Father's Day Strawberry Sesh	7	2 days before event	Edit Delete

[Learn more about emails to attendees](#)

Recommended apps

[See all](#)



Gift Up!
The simplest way to sell gift cards onli...



Mailchimp
Keep Eventbrite and Mailchimp in sync



HubSpot
Sync and track leads from your events



Tixel
Easy, secure ticket resale for your atte...

SUPPORT

[Help Centre](#)

[24/7 Live Chat](#)

'Request a call' (Mon - Fri)