

Event Management



User Guide for Clubs

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What is Event Management?

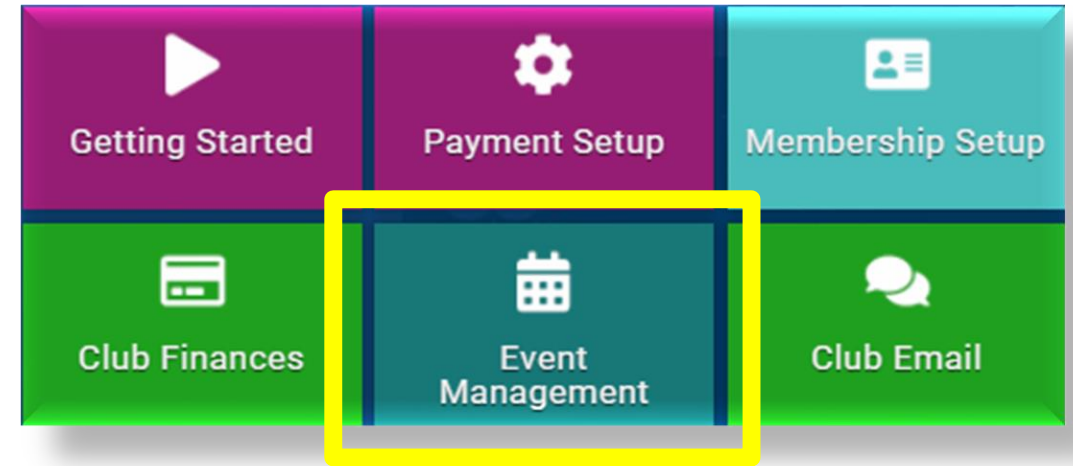
Event Management allows for sophisticated event configuration. You can personalise each event and ensure the bookers experience is right for them. Create as many events and event types as you want and take advantage of the branding, setup and purchasing rules to ensure each event is relevant for your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



How do I access Event Management?

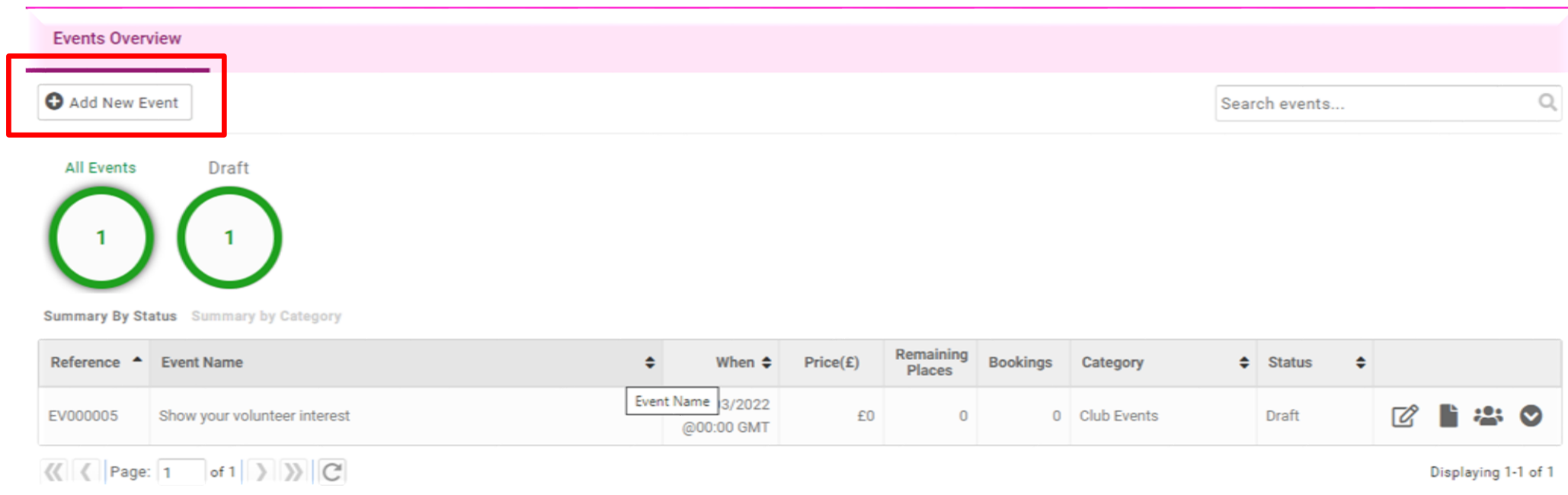
For ***JustGo Essential*** this will be found via the ***Menu***.

(**Note**: In order to access these tiles and create a new event, please make sure that your JustGo Essential package and stripe link are activated).



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.



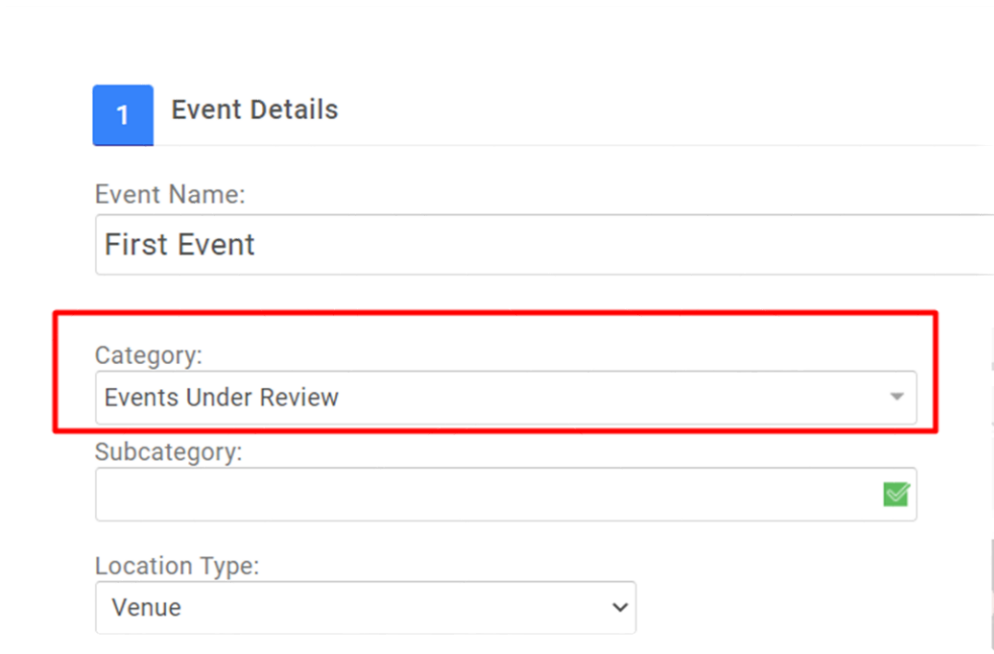
The screenshot shows the 'Events Overview' page. At the top left, there is a button labeled '+ Add New Event' which is highlighted with a red rectangular box. To the right of this button is a search bar with the placeholder text 'Search events...'. Below the search bar, there are two circular counters: 'All Events' with the number '1' and 'Draft' with the number '1'. Below these counters, there are two tabs: 'Summary By Status' and 'Summary by Category'. Below the tabs is a table with the following columns: Reference, Event Name, When, Price(£), Remaining Places, Bookings, Category, Status, and an action column. The table contains one row with the following data: Reference EV000005, Event Name Show your volunteer interest, When 3/2022 @00:00 GMT, Price(£) £0, Remaining Places 0, Bookings 0, Category Club Events, Status Draft, and an action column with icons for edit, delete, share, and confirm. At the bottom of the page, there is a pagination bar showing 'Page: 1 of 1' and a 'Displaying 1-1 of 1' message.

Reference	Event Name	When	Price(£)	Remaining Places	Bookings	Category	Status	
EV000005	Show your volunteer interest	3/2022 @00:00 GMT	£0	0	0	Club Events	Draft	

How can I apply for a Meet License?

Create an Event for Review

When creating your new event, to apply for the Meet License as well, ensure that you have selected ***Events Under Review*** as the category, after clicking on ***Add New Event***.



The screenshot displays the 'Event Details' form. The 'Event Name' field contains 'First Event'. The 'Category' dropdown menu is highlighted with a red rectangle and is set to 'Events Under Review'. Below it, the 'Subcategory' field is empty and has a green checkmark icon. The 'Location Type' dropdown menu is set to 'Venue'.

Continued on the next page...

Adding Event Details

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

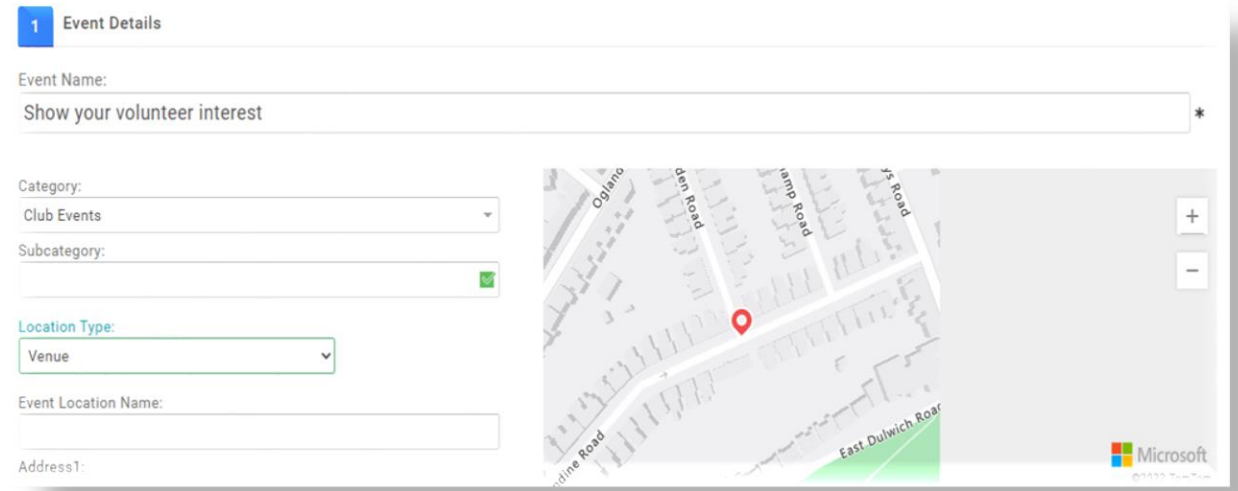
Category, Subcategory is a drop down list allowing you to select the category this event

should be displayed in. Select **Category – Event Under review**

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

Venue is used to select venue from Venue Lookup.

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



Continued on the next page...

Adding Event Details

Address is the event location.

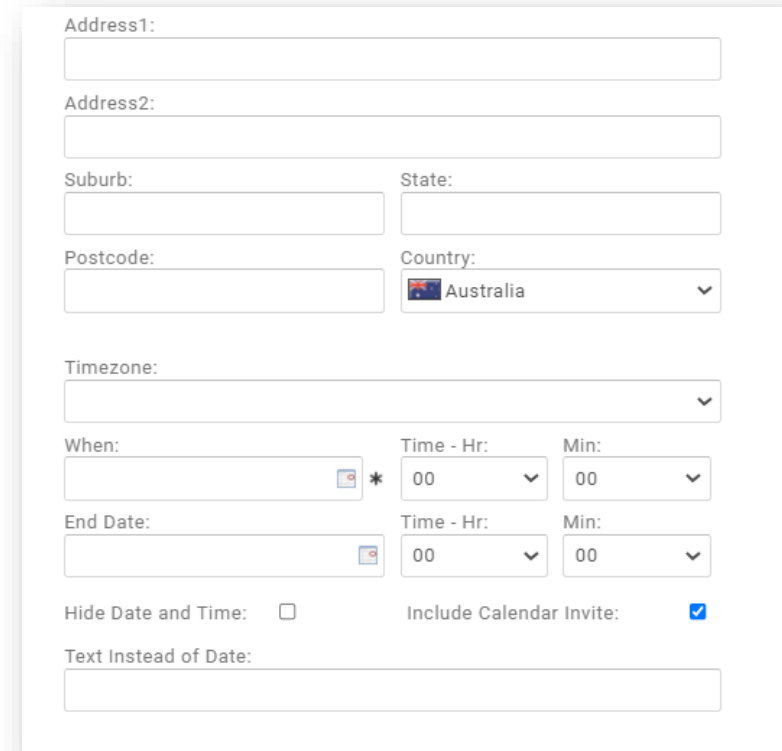
Timezone allows you to select your event time zone depending on your selected Country.

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 hide 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



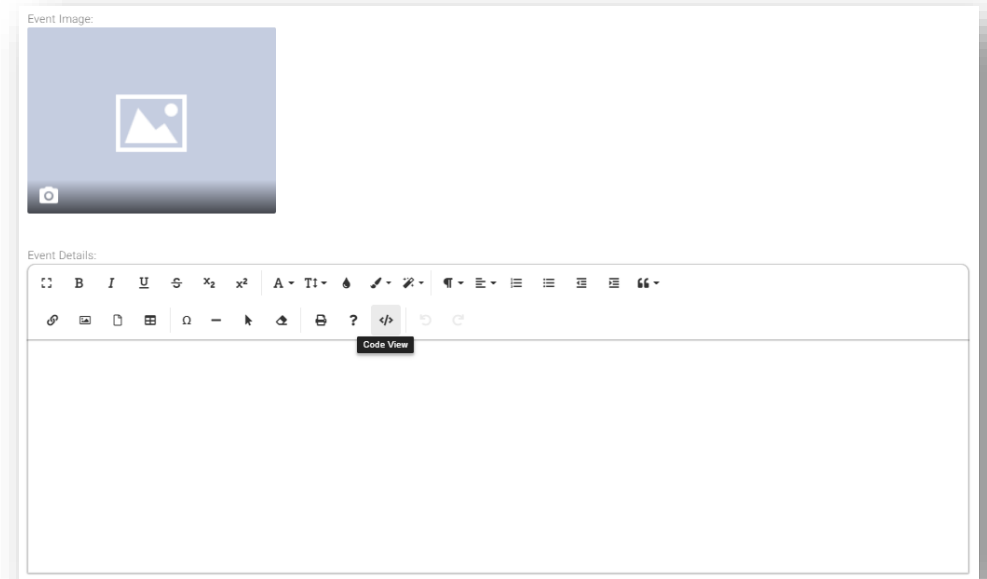
The screenshot shows a web form for adding event details. It includes input fields for Address1, Address2, Suburb, State, Postcode, and Country (a dropdown menu currently showing 'Australia'). There is a Timezone dropdown menu. For the event timing, there are 'When' and 'End Date' fields, each with a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

Continued on the next page...

Adding Event Details

Event Image is used to portray the events image.

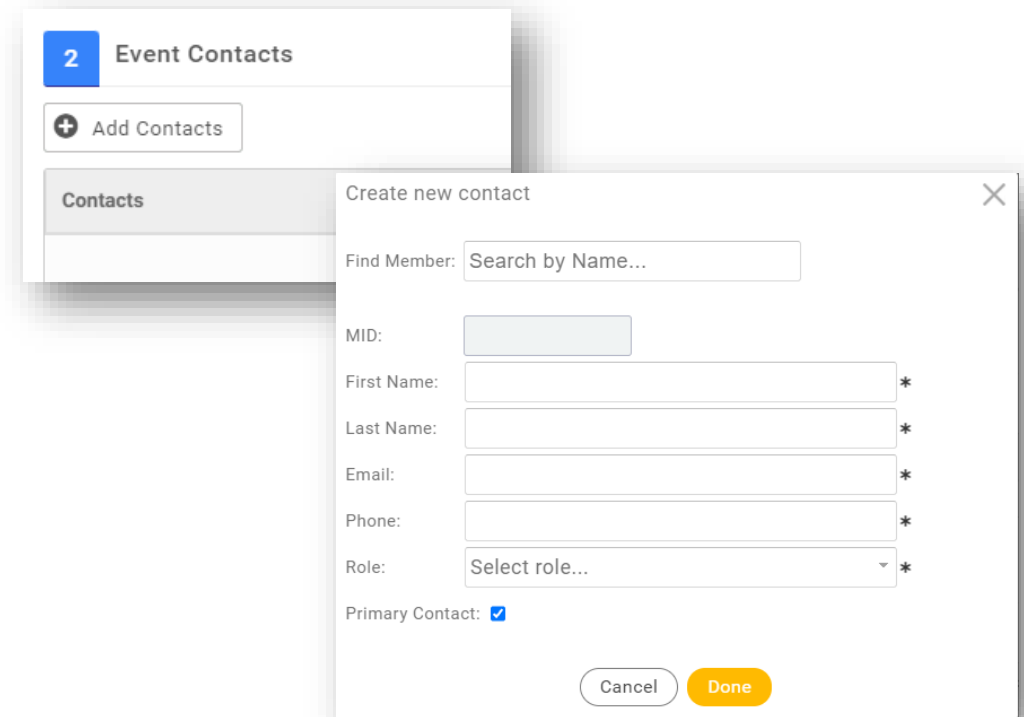
Event Details allows you describe your event. You can also tailor your event description by HTML tags by using the Code View option and add attachments



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 icon and the text 'Add Contacts'. Underneath this button is a section titled 'Contacts' which is currently empty. Overlaid on the right side of the interface is a 'Create new contact' dialog box. This dialog box contains a search field labeled 'Find Member:' with the placeholder text 'Search by Name...'. Below the search field are input fields for 'MID:', 'First Name:', 'Last Name:', 'Email:', 'Phone:', and 'Role:'. Each of these fields has an asterisk (*) to its right, indicating they are required. The 'Role:' field is a dropdown menu with the text 'Select role...'. At the bottom of the dialog box, there is a checkbox labeled 'Primary Contact:' which is checked. The dialog box has 'Cancel' and 'Done' buttons at the bottom right.

Adding Event Tickets

Spectator Tickets & Poolside Passes

You can create multiple event tickets tailored to specific target groups of members or for everyone.

This is where you would add **spectator tickets** for your event and also **poolside passes** for attending coaches & team managers

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, to edit and add further details.

The screenshot shows a web interface for managing event tickets. At the top, there's a blue tab labeled '3 Event Tickets'. Below it, there are two buttons: '+ Add New Ticket' and '✓ Select template ticket'. The main area 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="button" value="✗"/> <input checked="" type="button" value="✓"/>

Adding Tickets Details

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

3 Event Tickets

+

Add New Ticket

✓

Select template ticket

Tickets	Price	Quantity available	
Ticket	£10.00	50	<div><div>⚙️</div><div>✎️</div><div>🗑️</div></div>

Continued on the next page...

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.

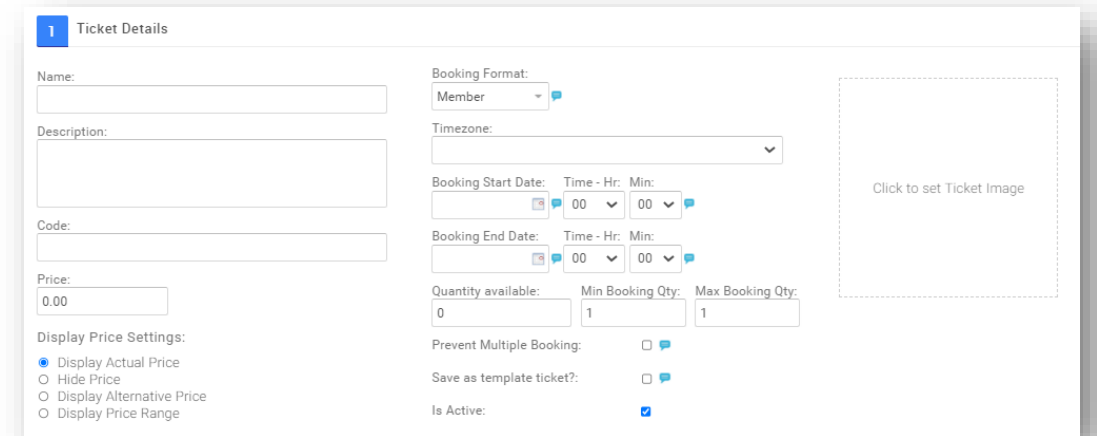
Timezone selects your tickets time zone.

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 a 'Ticket Details' form with the following fields and options:

- Name:** A text input field.
- Description:** A larger text input field.
- Code:** A text input field.
- Price:** A text input field with '0.00' entered.
- Display Price Settings:** A group of radio buttons with 'Display Actual Price' selected.
- Booking Format:** A dropdown menu with 'Member' selected.
- Timezone:** A dropdown menu.
- Booking Start Date:** A date and time picker showing '00' for hours and minutes.
- Booking End Date:** A date and time picker showing '00' for hours and minutes.
- Quantity available:** A text input field with '0' entered.
- Min Booking Qty:** A text input field with '1' entered.
- Max Booking Qty:** A text input field with '1' entered.
- Prevent Multiple Booking:** An unchecked checkbox.
- Save as template ticket?:** An unchecked checkbox.
- Is Active:** A checked checkbox.
- Image Placeholder:** A dashed box with the text 'Click to set Ticket Image'.

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Adding Tickets Details

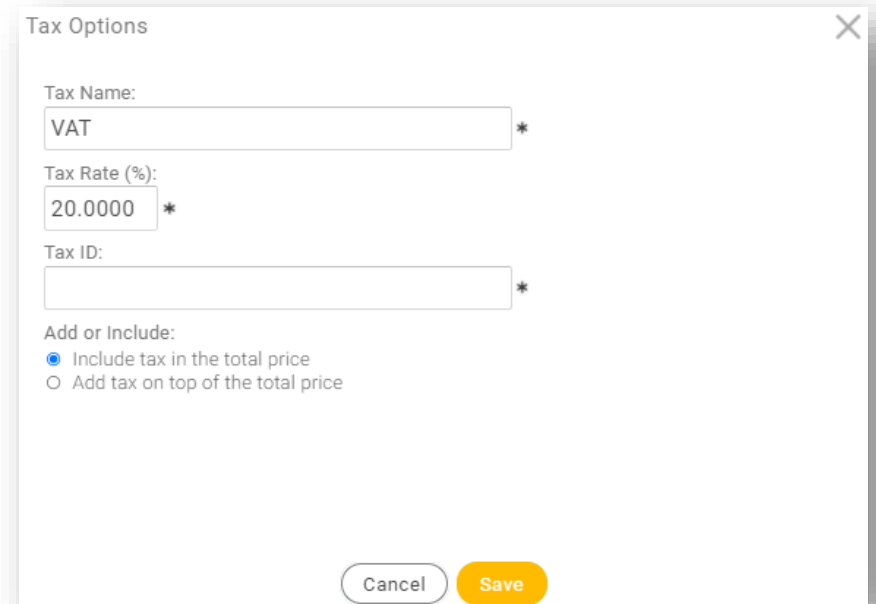
Tax Options are optional and allow you to add tax to your event tickets if required.

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 a close button (X) in the top right corner. It contains the following fields and options:

- Tax Name:** A text input field containing 'VAT' with an asterisk (*) indicating it is required.
- Tax Rate (%):** A text input field containing '20.0000' with an asterisk (*) indicating it is required.
- Tax ID:** A text input field with an asterisk (*) indicating it is required.
- Add or Include:** A section with two radio button options:
 - ☒ Include tax in the total price
 - ☐ Add tax on top of the total price
- At the bottom right, there are two buttons: 'Cancel' and 'Save'.

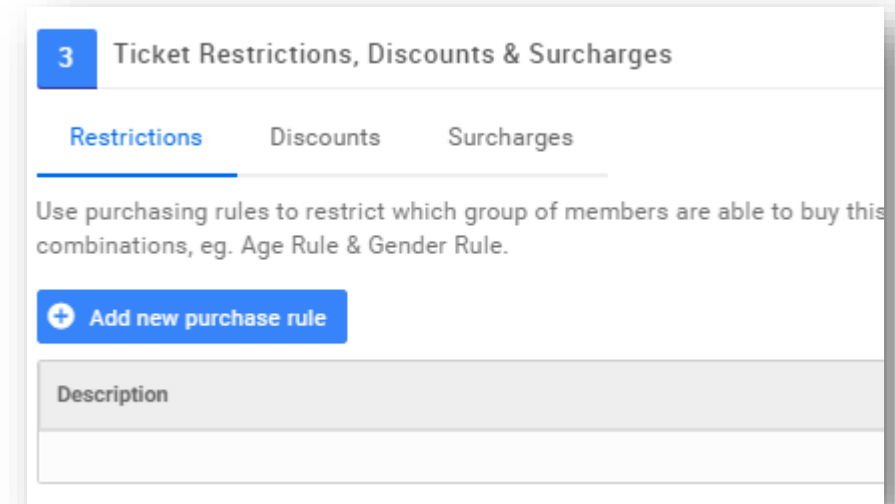
Adding Purchasing Rules

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.



The screenshot shows a user interface for managing ticket purchasing rules. At the top, there is a tabbed interface with three tabs: 'Restrictions' (selected), 'Discounts', and 'Surcharges'. Below the tabs, a text box explains: 'Use purchasing rules to restrict which group of members are able to buy this combinations, eg. Age Rule & Gender Rule.' Below this text is a blue button with a plus icon and the text 'Add new purchase rule'. At the bottom, there is a table with one visible row with the header 'Description'.

Continued on the next page...

Adding Purchasing Rules

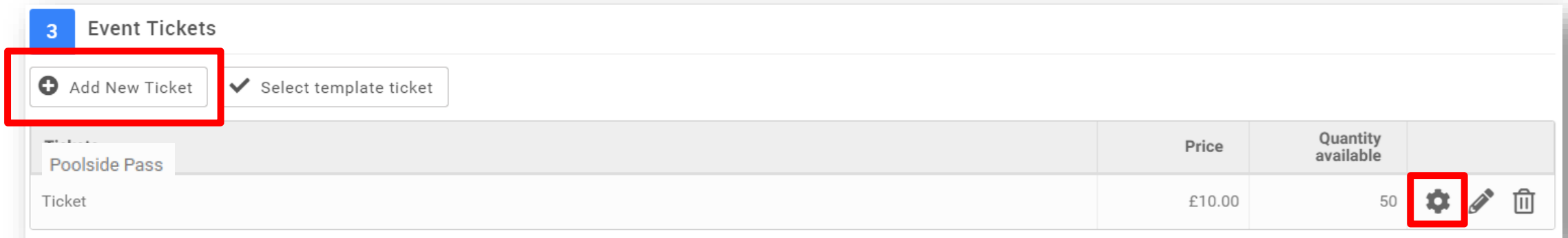
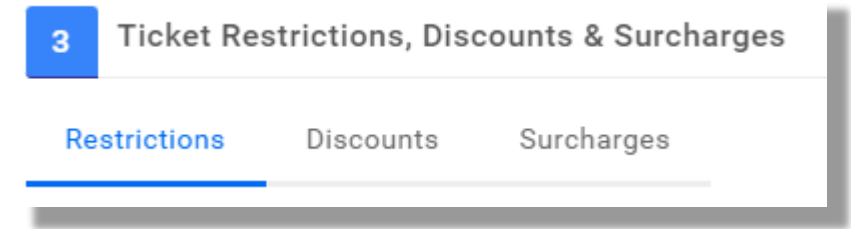
Restrictions

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.

For Poolside passes – Add restrictions to make available to **Coaches** and **Team Managers ONLY**

- Under **3. Event Tickets**, Click **Add new ticket** to create a poolside pass. **Then** click on the **Advance** cog icon, scroll down on the next page and click **Add New Purchasing Rule** button to add a standard rule.



A blue button with a white plus icon and the text 'Add new purchase rule'.

Continued on the next page...

Adding Purchasing Rules

Restrictions

For Poolside passes

- Having clicked **Add New Purchasing Rule**, select Membership/Affiliation rules and click **Add**
- Type in the **Purchase rule description** and configure as below

Membership/Affiliation Rules

Member has any of the following memberships

Add

+ Add new purchase rule

3 Ticket Restrictions, Discounts & Surcharges

Restrictions Discounts Surcharges

Purchase Rule Description:

Must hold Club-Coach Membership

Purchase Rule Group

will be **SATISFIED** if the following conditions are met

Member has any of the following memberships

Club - Coach

Any Club Membership

Club - Competitive

Club - Training

Club - Coach

Club - Teacher

Booking Date

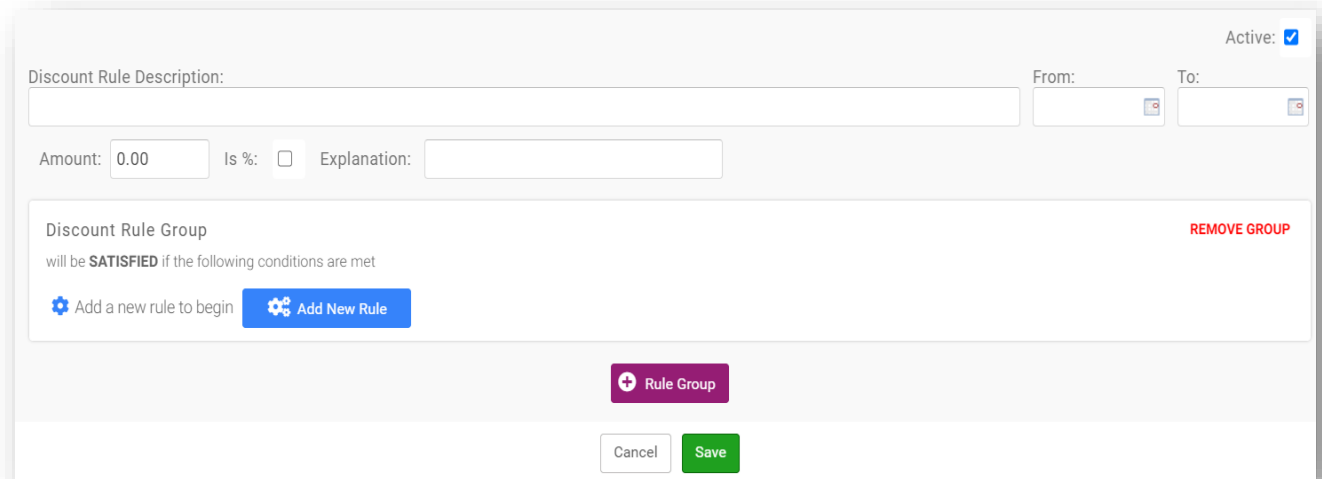
Adding Purchasing Rules

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-based configuration form for a 'Discount Rule Group'. At the top right, there is an 'Active:' checkbox which is checked. Below this, the form is divided into several sections. The first section, 'Discount Rule Description:', contains a large text input field. To its right are 'From:' and 'To:' date pickers. Below the description field are three input fields: 'Amount:' with the value '0.00', 'Is %:' with an unchecked checkbox, and 'Explanation:'. The second section, 'Discount Rule Group', states 'will be SATISFIED if the following conditions are met' and contains two buttons: 'Add a new rule to begin' (with a gear icon) and 'Add New Rule' (in blue). A red 'REMOVE GROUP' link is located to the right of this section. At the bottom of the form, there is a purple button with a plus icon and the text 'Rule Group'. The very bottom of the form has 'Cancel' and 'Save' buttons.

Adding Events Settings

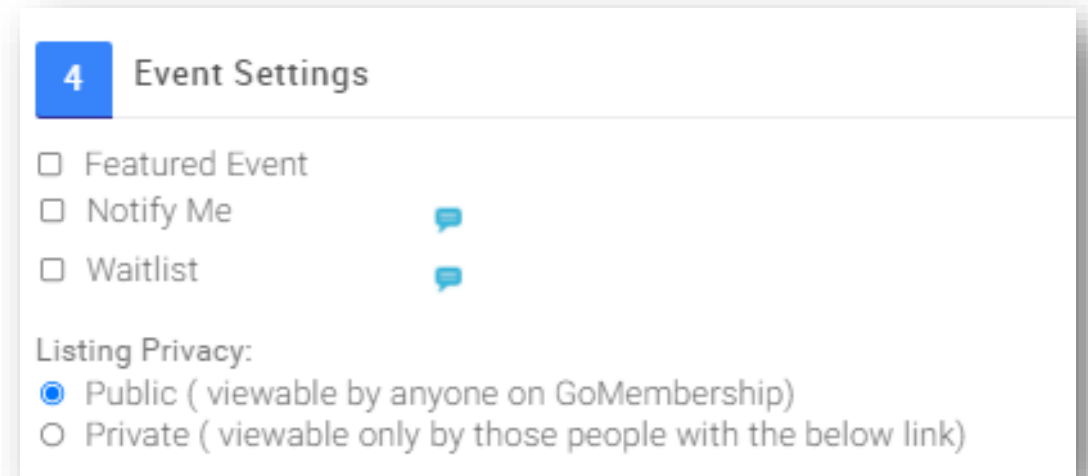
Featured Event allows you to feature the event in the events browser.

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

A screenshot of a web form titled "4 Event Settings". The form contains three checkboxes: "Featured Event", "Notify Me", and "Waitlist". To the right of "Notify Me" and "Waitlist" are blue speech bubble icons. Below these is a section titled "Listing Privacy:" with two radio button options: "Public (viewable by anyone on GoMembership)" which is selected, and "Private (viewable only by those people with the below link)".

4 Event Settings

☐ Featured Event

☐ Notify Me

☐ Waitlist

Listing Privacy:

☒ Public (viewable by anyone on GoMembership)

☐ Private (viewable only by those people with the below link)

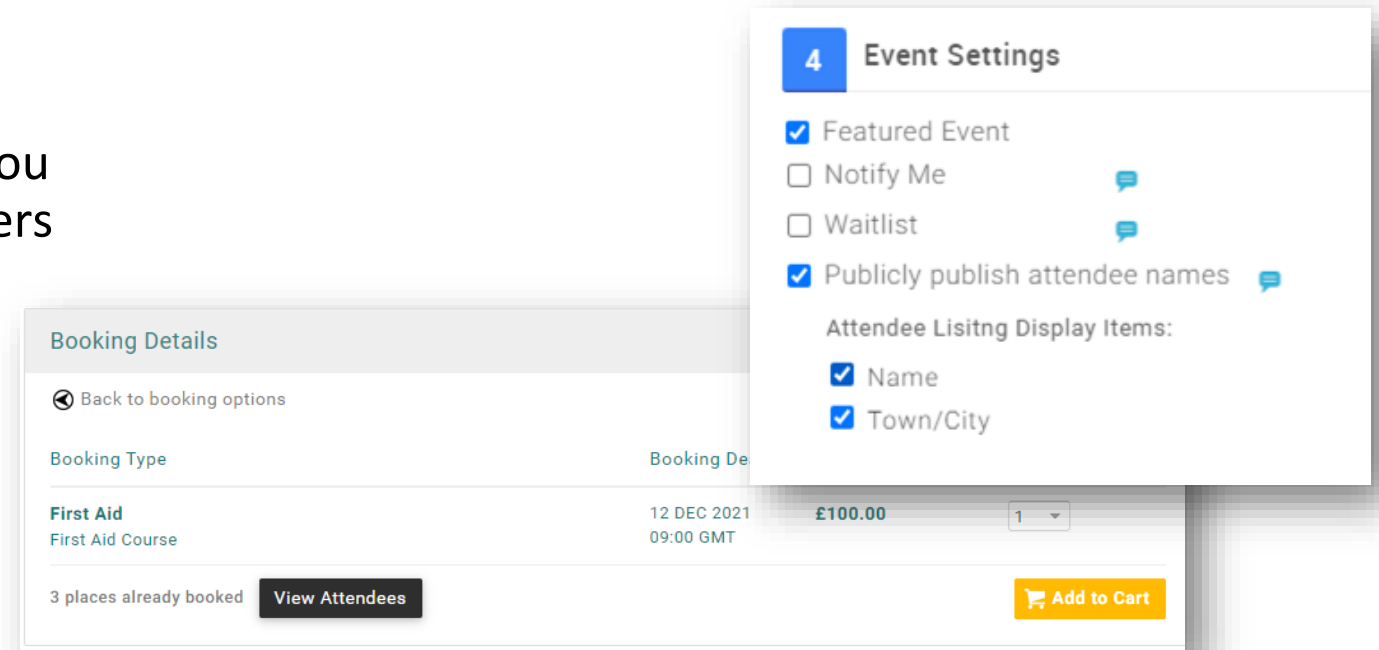
Continued on the next page...

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.



Continued on the next page...

Adding Events Settings

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

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.

Tags:

Advertised Price Settings:

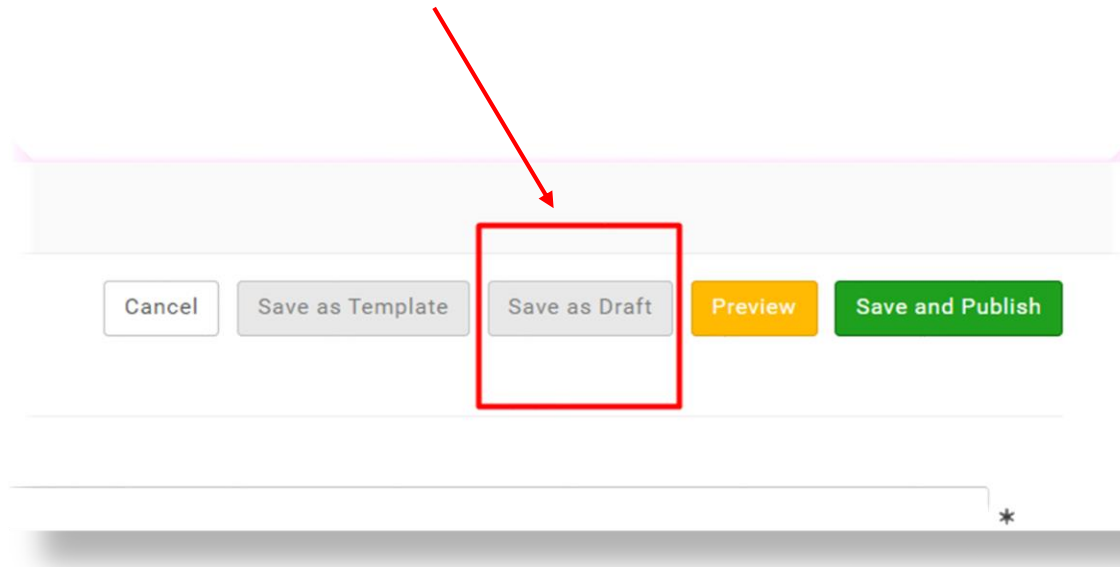
☒ Ticket Range (Price range is displayed based on the min and max ticket price available)

☐ Hidden (NO price will be displayed with the event listing page and will only be viewable within the event detail page)

☐ User Defined Range (Price range will be displayed based on the below values)

How do I complete my application for a Meet License?

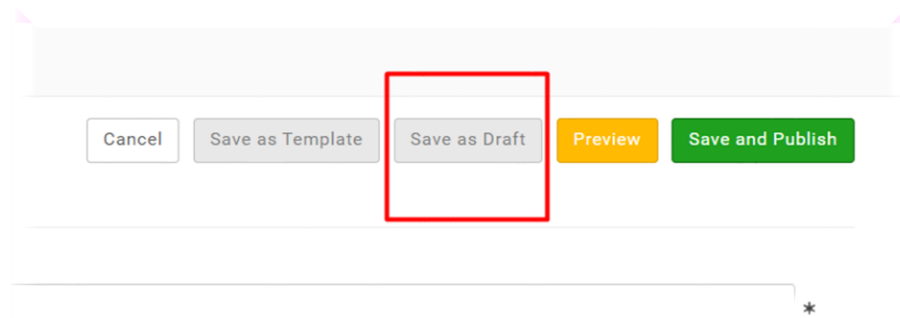
Complete all the required fields for the Event as outlined in the previous pages and once complete, Save the event as a Draft.



Continued on the next page...

How do I complete my application for a Meet License?

Save the event as a draft and then click ***Continue Editing***

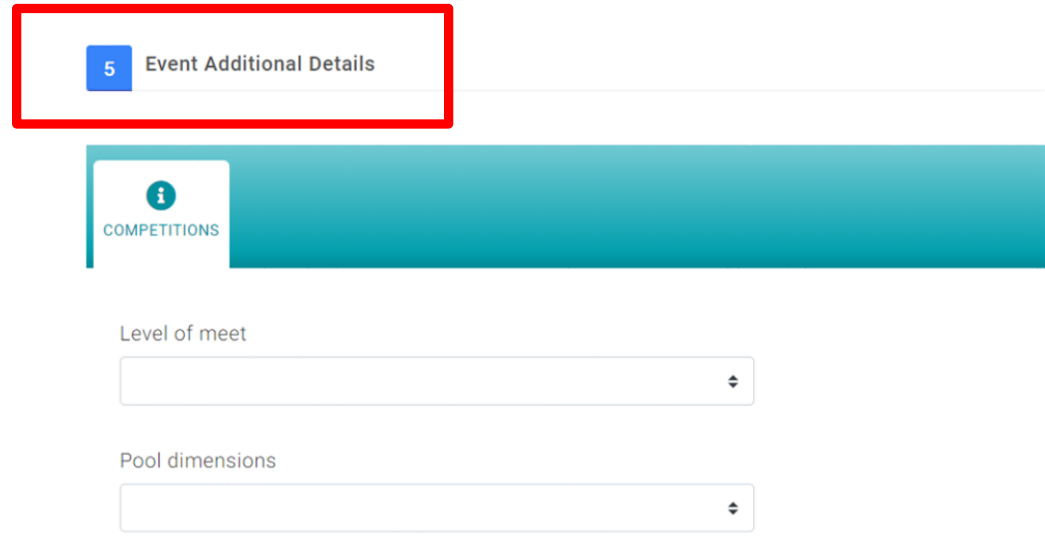


Continued on the next page...

How do I complete my application for a Meet License?

Next, add all Meet/event details under **Section 5: Event Additional Details**.

Once all required information has been entered, click **Save**.



5 Event Additional Details

i
COMPETITIONS

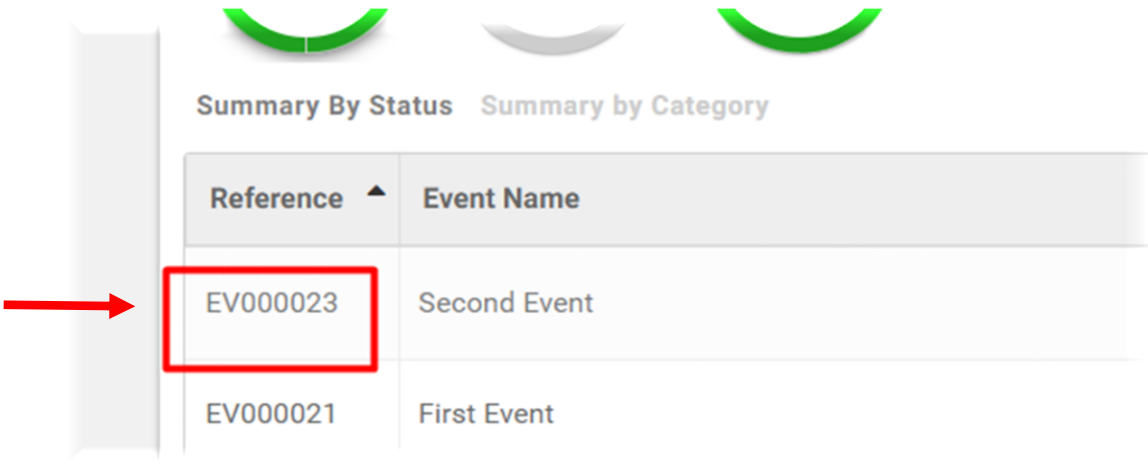
Level of meet

Pool dimensions

Continued on the next page...

How do I complete my application for a Meet License?

Next, keep a note of (or copy) the **EV reference number** as this will be required for the following payment stage.



The screenshot shows a web interface with a table of event references. Above the table are two tabs: 'Summary By Status' (selected) and 'Summary by Category'. The table has two columns: 'Reference' and 'Event Name'. The first row shows 'EV000023' and 'Second Event'. The second row shows 'EV000021' and 'First Event'. A red arrow points to the 'EV000023' reference number, which is also enclosed in a red rectangular box.

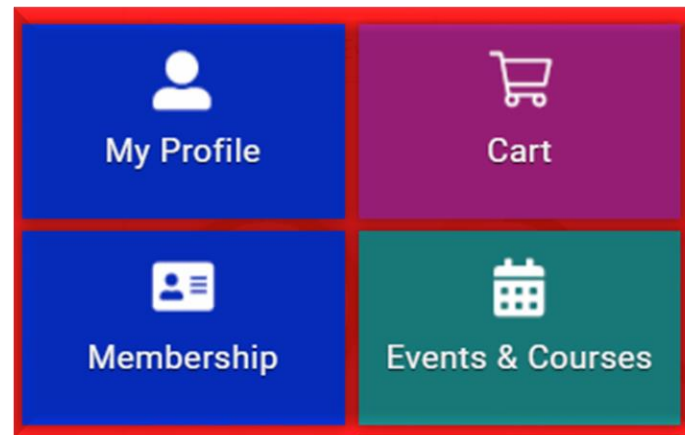
Reference	Event Name
EV000023	Second Event
EV000021	First Event

Continued on the next page...

How can I pay for my event license fee?

Once you have saved your Event, you will then need to pay for the license fee to notify Swim Wales of your application and for its approval.

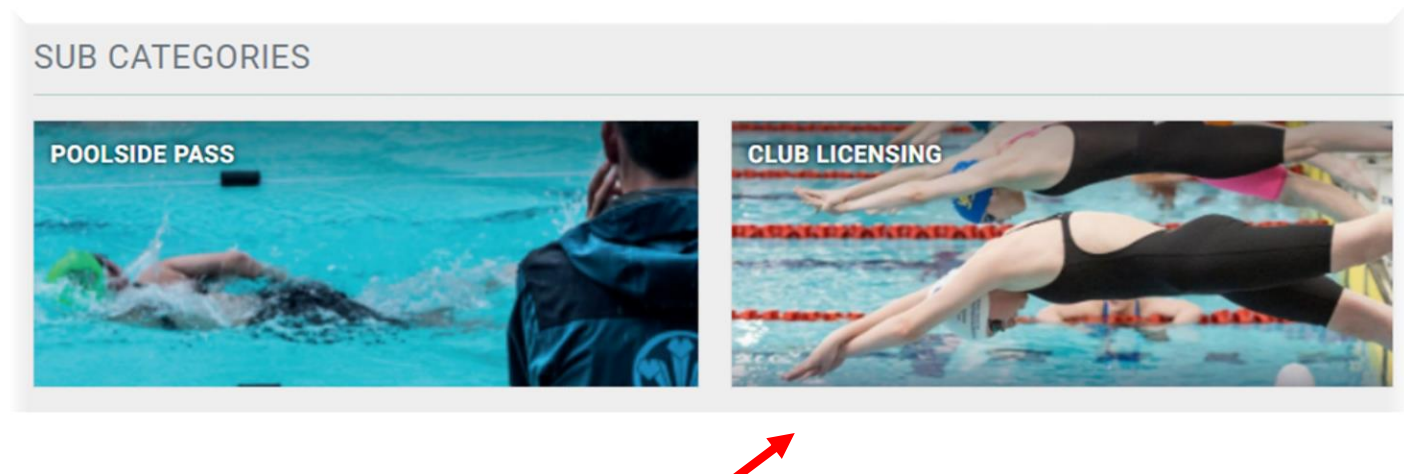
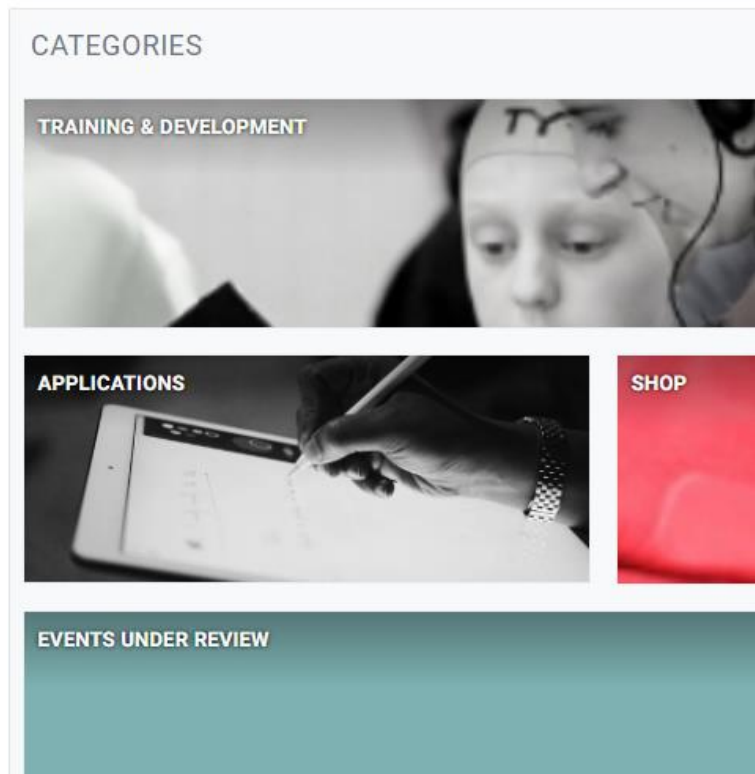
You can pay for your event by clicking on the **Events & Courses** tile from the **Menu**



Continued on the next page...

How can I pay for my event fee?

Next, select **Applications** and then on to **Club Licensing**



Continued on the next page...

How can I pay for my event fee?

Next choose the appropriate License you are paying for via **Quantity** and click **Add to Cart**

[Back to booking options](#)

Booking Type	Booking Deadline	Price	Qty
Level 1 License Fee	31 MAR 2099 00:00 BST	£25.00	0 ▾
Level 2 License Fee	31 MAR 2099 00:00 BST	£20.00	0 ▾
Level 3 License Fee	31 MAR 2099 00:00 BST	£15.00	0 ▾
League License Fee	31 MAR 2099 00:00 BST	£25.00	0 ▾
Masters License Fee	31 MAR 2099 00:00 BST	£10.00	0 ▾

[Add to Cart](#)

Continued on the next page...

How can I pay for my event fee?

Enter the information required. Please add your Event ID (starts with EV) as below:

Please complete the following registration details:

Ticket 1 - Level 1 License Fee

EventID *

Starts with EV

The ID of your event

Name of the Club *

Event Start Date *

☐ I have entered all required information on the Event Licence form *

[Back to Event](#) [Continue](#)

Continued on the next page...

How can I pay for my event fee?





Once payment is complete, your event will be available for review by Swim Wales.

You will be notified once the event is approved and published in ***Events & Courses***.

All members will then be able to view your meet.

Managing your ticket/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	
EV000005	Show your volunteer interest	25/03/2022 @00:00 GMT	£0	0	0	Club Events	Accepting Bookings	   

« < | Page: 1 of 1 | > » ↺

Return to Draft

Closed for Bookings

Complete

Cancel

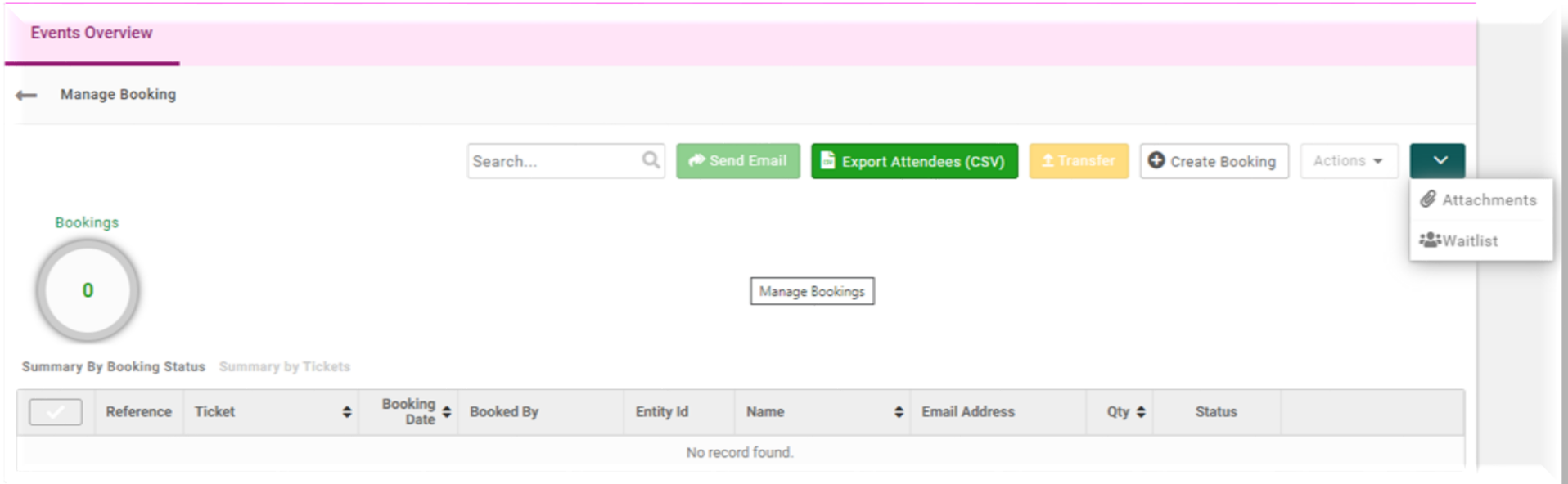
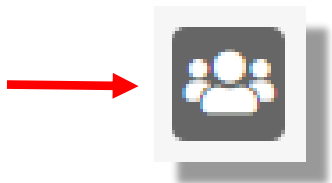
Attachments

View Waitlist

Copy

Managing your ticket/event bookings

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



Events Overview

← Manage Booking

Search...

Send Email Export Attendees (CSV) Transfer Create Booking Actions

Bookings

0

Manage Bookings

Summary By Booking Status Summary by Tickets

✓	Reference	Ticket	Booking Date	Booked By	Entity Id	Name	Email Address	Qty	Status
No record found.									

Attachments Waitlist