



# Event Management

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User Guide for JustGo

# What's inside?

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- [What is Event Management ?](#)
- [How do I access Event Management?](#)
- [What is an Event category and how do I add one?](#)
- [Can I edit or remove a category?](#)
- [Event Filters](#) **New!**
- [How do I add a new Event?](#)
- [Adding Event details](#)
- [Adding Event Contact](#)

# What's inside?

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- [Adding Event Tickets](#)
- [Adding Ticket Details](#)
- [Adding Purchasing Rules](#)
- [Adding Event Settings](#)
- [Can I Close or Complete Event bookings?](#)
- [How to cancel or refund bookings?](#) **New!**
- [Duplicate bookings](#) **New!**

# What is Event Management?

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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.

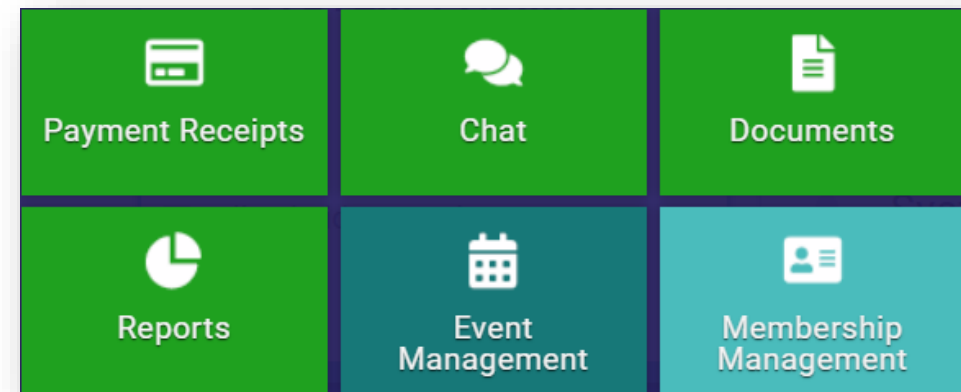
Some screenshots and info in this guide may differ depending on subscription type.

# How do I access Event Management?

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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.

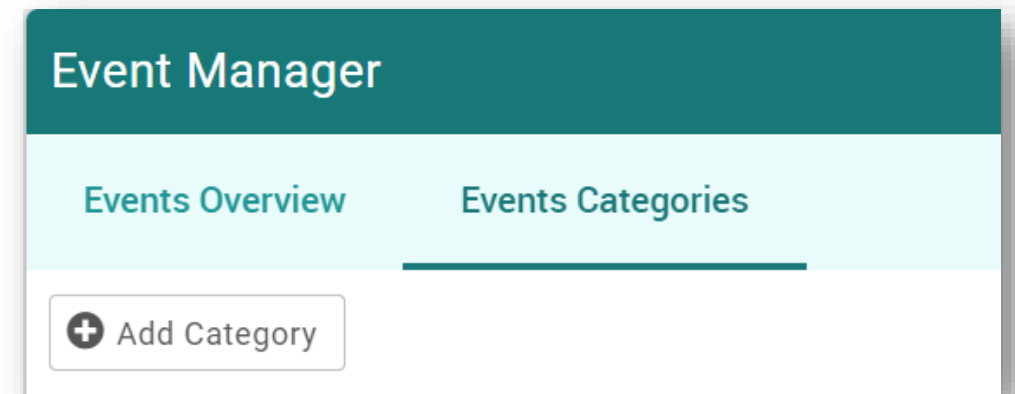


# What is an Event Category and how do I add one?

Event Categories are a method of grouping selected events together. This has user experience and administrative benefits and allows you to add Subcategories for better organisation.

Simply Click 'Add Category' from the Event Management screen.

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



# Event Category Settings

**Name** is for an internal reference

**Display Name** is the category name visible to members

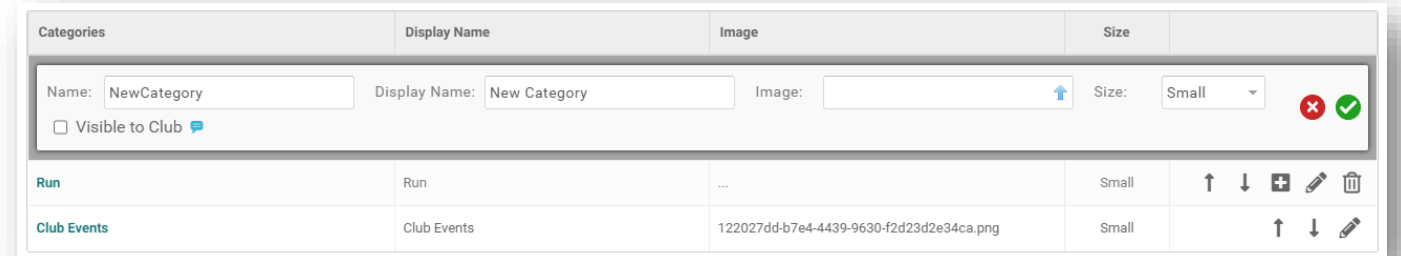
**Image** allows you to upload an image which will be shown as a watermark style background when presented to the member

**Size** is category tile size

**Visible to Club** allows the category to be available for JustGo Essential/Pro level Event Management tile

**Plus icon** allows you add a Subcategory to a Category

Categories are not available at JustGo Essential/Pro level



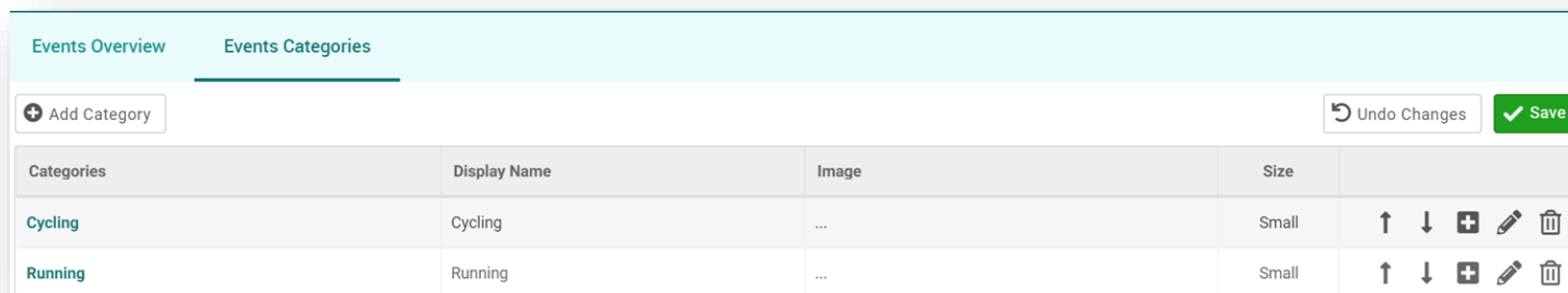
The screenshot shows the 'Event Category Settings' interface. At the top, there's a header with columns: Categories, Display Name, Image, and Size. Below this is a form for creating a new category. The form includes fields for 'Name' (containing 'NewCategory'), 'Display Name' (containing 'New Category'), and 'Image' (with an upload icon). There's also a 'Size' dropdown menu set to 'Small'. A checkbox labeled 'Visible to Club' is present. To the right of the form are red and green checkmark buttons. Below the form is a table with two rows: 'Run' and 'Club Events'. The 'Run' row has a 'Display Name' of 'Run' and an 'Image' field with a plus icon. The 'Club Events' row has a 'Display Name' of 'Club Events' and an 'Image' field with a file path '122027dd-b7e4-4439-9630-f2d23d2e34ca.png'. To the right of the table are icons for adding, deleting, and editing categories.

Categories	Display Name	Image	Size
Name: NewCategory	Display Name: New Category	Image: [upload icon]	Size: Small
<input type="checkbox"/> Visible to Club			
Run	Run	...	Small
Club Events	Club Events	122027dd-b7e4-4439-9630-f2d23d2e34ca.png	Small

# Can I edit or remove a category?

A category can be edited, deleted and the position of the category on the Event & Courses page can be edited using the icons below.

**Note:** If the category you delete has events linked to it you will need to re-link those events to a new category for your members to see it/purchase it.



Categories	Display Name	Image	Size	
Cycling	Cycling	...	Small	↑ ↓ + ✎ 🗑
Running	Running	...	Small	↑ ↓ + ✎ 🗑

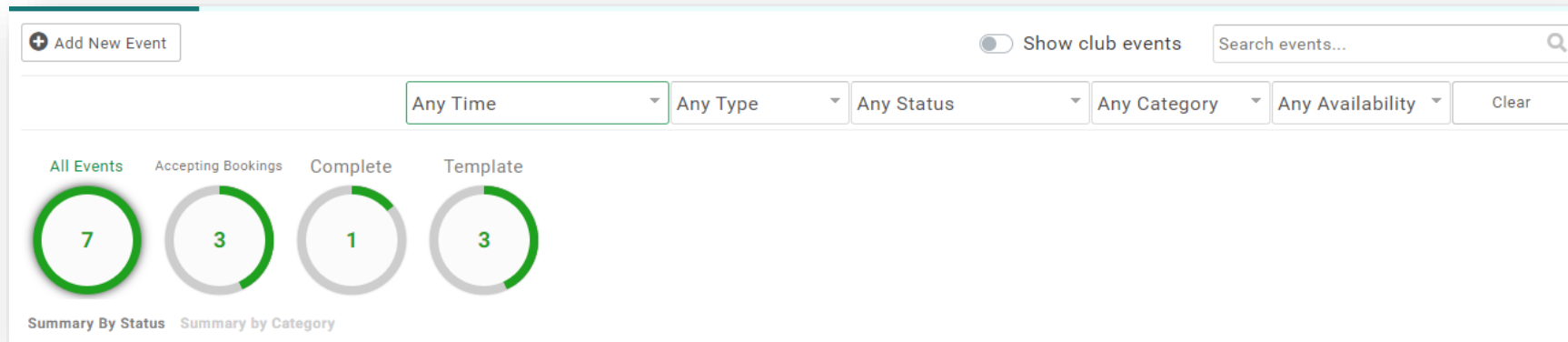
Some screenshots and info in this guide may differ depending on subscription type.



# Event filters

Filters allows you to organise your event summary to have quick access to your desired events and courses.

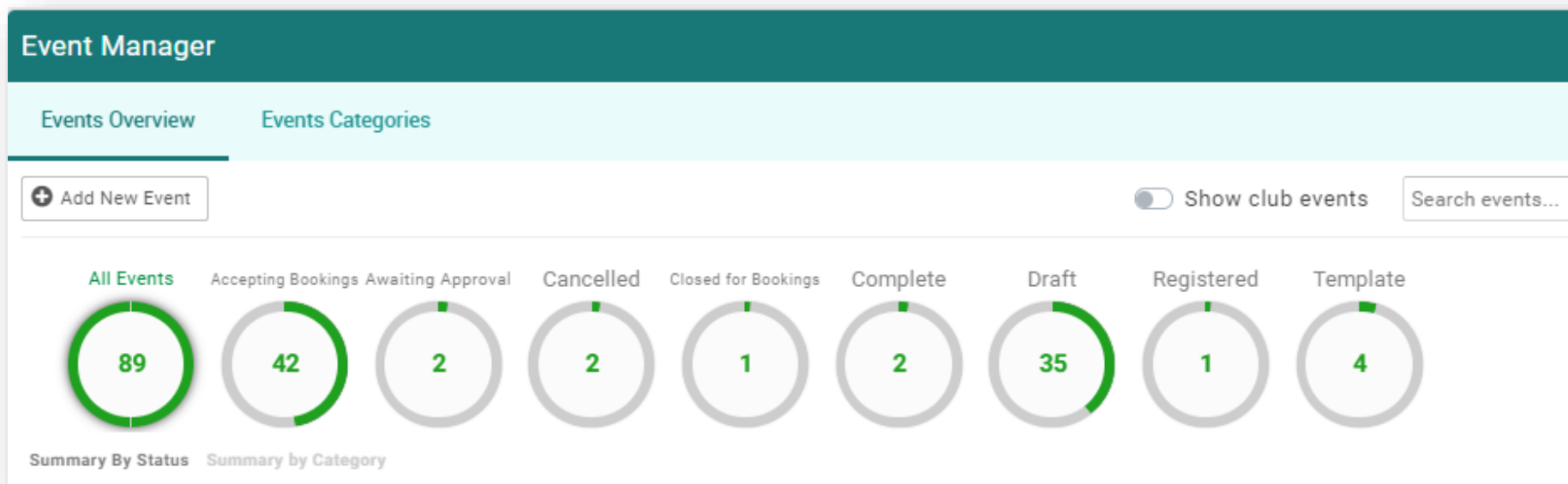
Events can be compiled by their Start Date, Location type, Status, Category and Ticket Availability.



The screenshot displays the event management interface. At the top left is a button labeled '+ Add New Event'. To its right is a toggle switch for 'Show club events' and a search bar labeled 'Search events...'. Below these are five dropdown menus for filtering: 'Any Time', 'Any Type', 'Any Status', 'Any Category', and 'Any Availability', followed by a 'Clear' button. Under the filters, there are four circular progress indicators representing event status: 'All Events' (7), 'Accepting Bookings' (3), 'Complete' (1), and 'Template' (3). At the bottom left, there are two tabs: 'Summary By Status' (selected) and 'Summary by Category'.

# 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

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

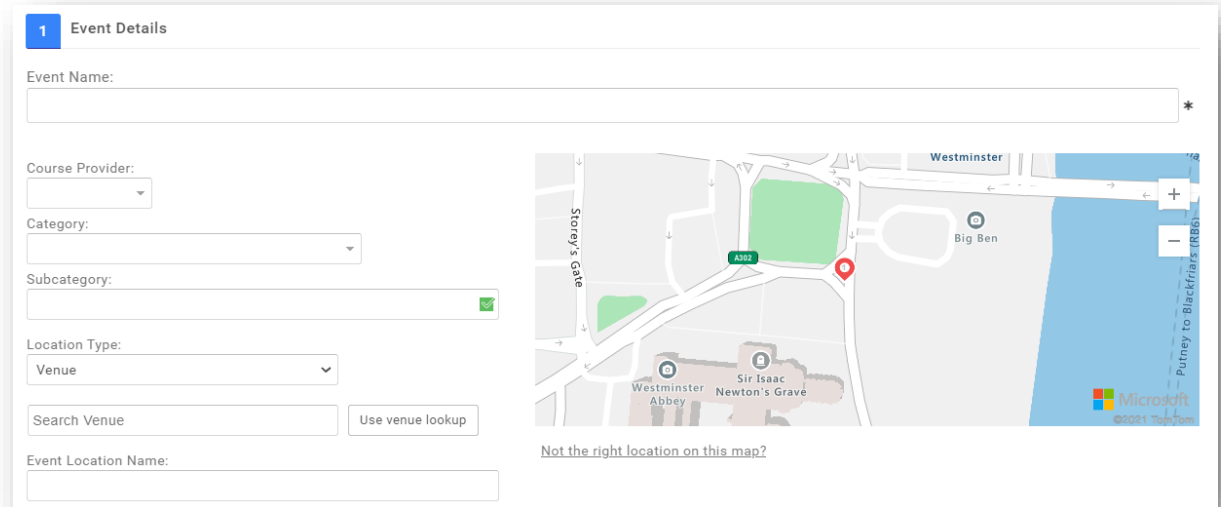
**Course Provider** allows you to select your event provider.

**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: Venue

Search Venue Use venue lookup

Event Location Name: \*

Not the right location on this map?

# Adding Event Details

**Address** is the event location.

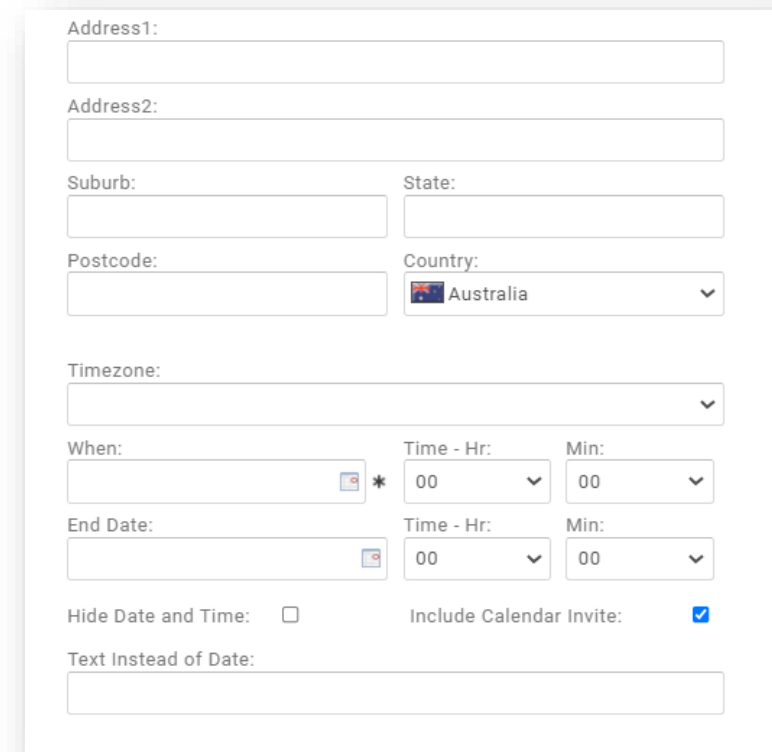
**Timezone** allows you to select your event time zone depending on your selected Country.

**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



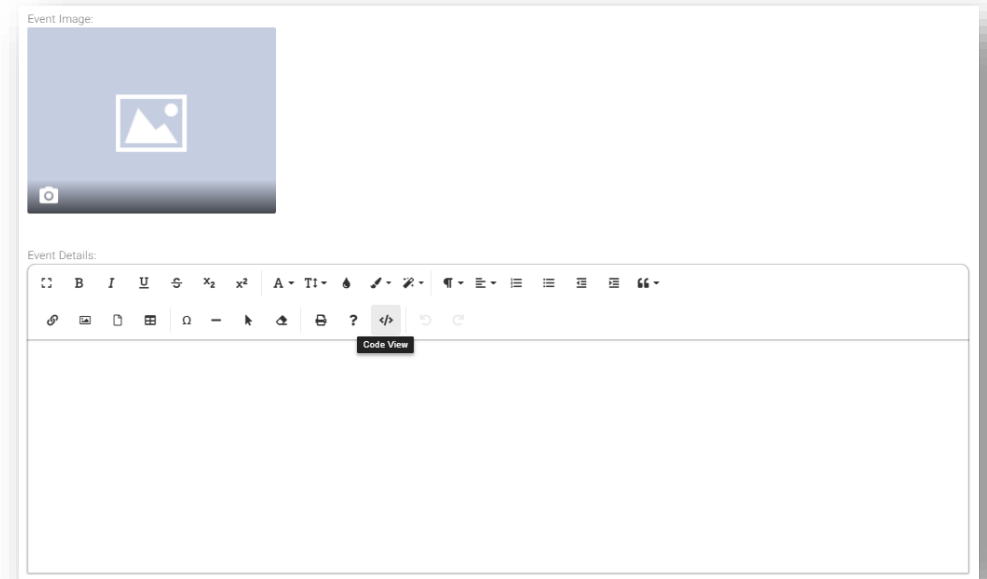
The screenshot shows a form for adding event details. It includes fields for Address1, Address2, Suburb, State, Postcode, and Country (a dropdown menu currently showing Australia). There is a Timezone dropdown menu. The 'When:' field is followed by a calendar icon and an asterisk, and the 'End Date:' field is followed by a calendar icon. Both are followed by 'Time - Hr:' and 'Min:' dropdown menus, both currently set to '00'. There are checkboxes for 'Hide Date and Time' (unchecked) and 'Include Calendar Invite' (checked). At the bottom, there is a 'Text Instead of Date:' text input field.

# Adding Event Details

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**Event Image** is used to portray the events image.

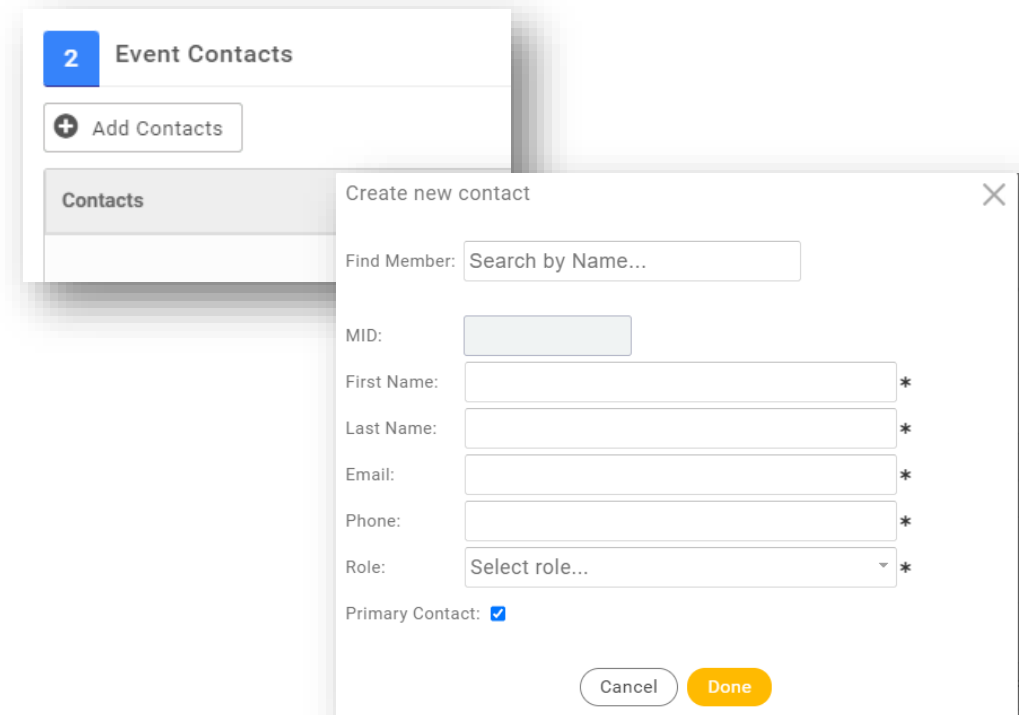
**Event Details** allows you describe your event you can also tailor your event description by HTML tags by using the Code View option.



# Adding Event Contact

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

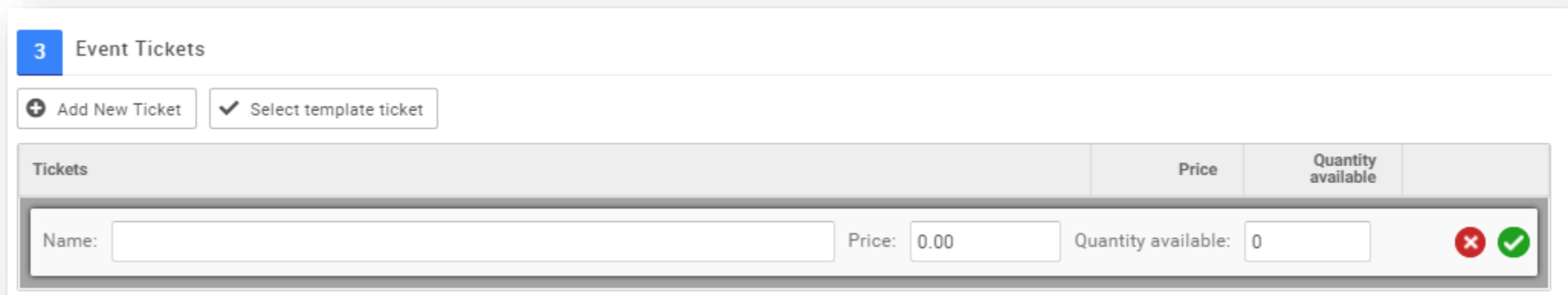
Simply select the 'Add Contacts' button and search for an existing member or fill in the appropriate members information.



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 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 (\*) indicating it is a required field. 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

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's a blue tab labeled '3 Event Tickets'. Below it, there 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="button" value="X"/> <input checked="" type="button" value="✓"/>

# 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

+

Add New Ticket

✓

Select template ticket

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



# 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.

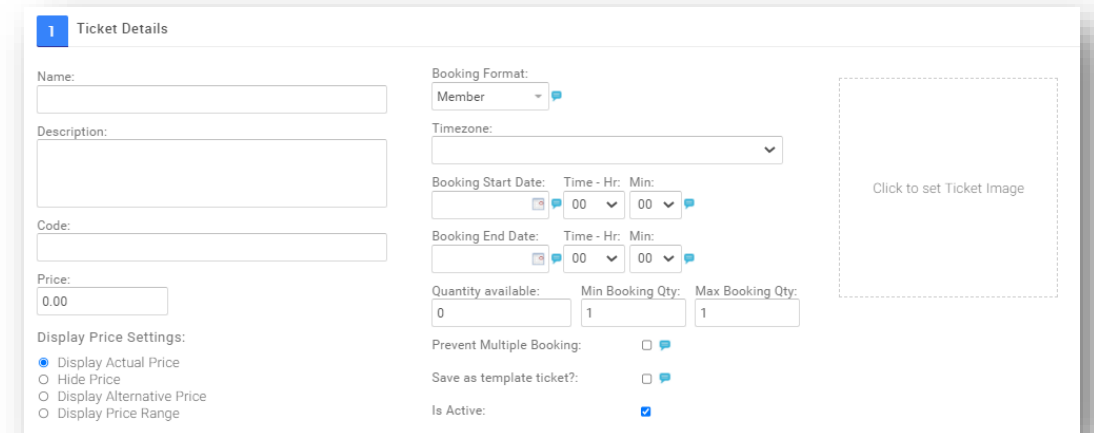
**Timezone** selects your tickets time zone.

**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.



**1 Ticket Details**

Name:

Description:

Code:

Price:

Display Price Settings:

- ☒ Display Actual Price
- ☐ Hide Price
- ☐ Display Alternative Price
- ☐ Display Price Range

Booking Format:

Timezone:

Booking Start Date:  Time - Hr:  Min:

Booking End Date:  Time - Hr:  Min:

Quantity available:  Min Booking Qty:  Max Booking Qty:

Prevent Multiple Booking: ☐

Save as template ticket?: ☐

Is Active: ☒

Click to set Ticket Image

# Adding Tickets Details

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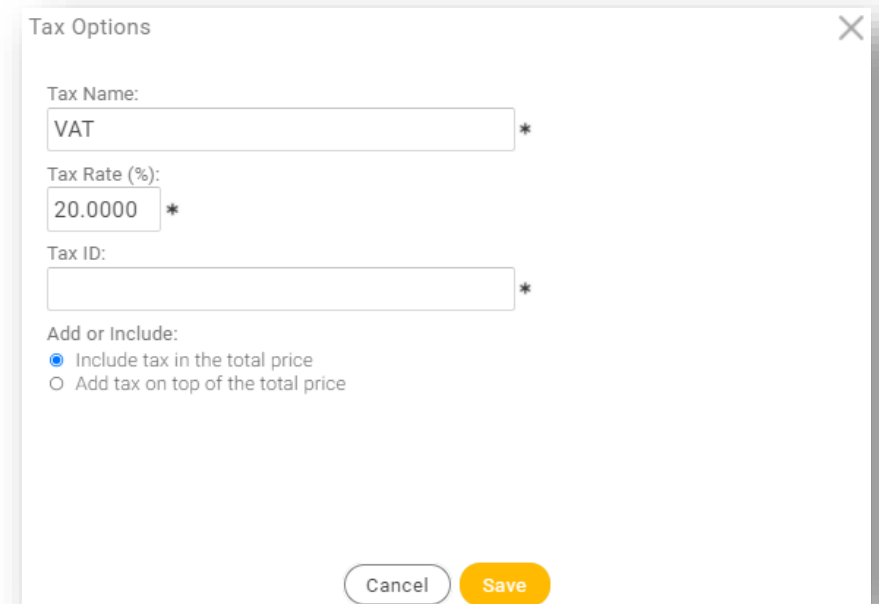
**Tax Options** are optional and allow you to add tax to your event tickets if required.

**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.



Tax Options

Tax Name: VAT \*

Tax Rate (%): 20.0000 \*

Tax ID: \*

Add or Include:

- ☒ Include tax in the total price
- ☐ Add tax on top of the total price

Cancel Save

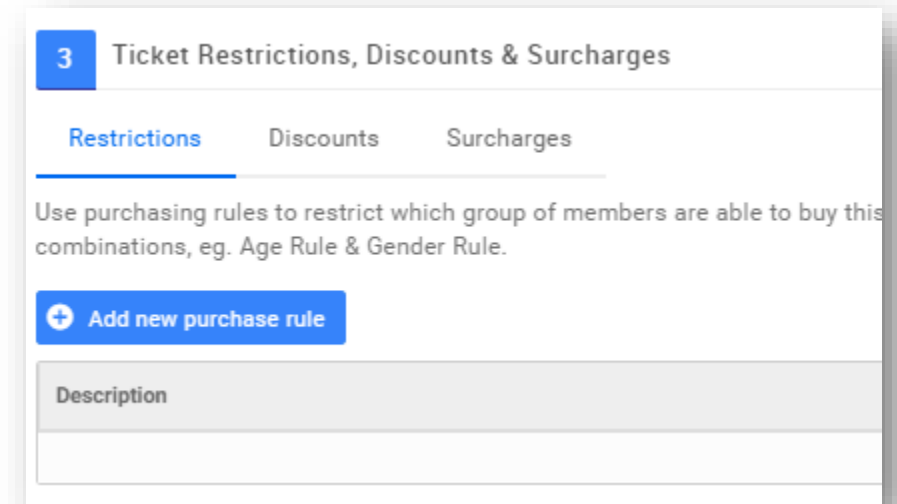
# Adding Purchasing Rules

**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 web interface for managing ticket purchasing rules. At the top, there's a blue header with the number '3' and the title 'Ticket Restrictions, Discounts & Surcharges'. Below this, there are three tabs: 'Restrictions' (which is active and underlined in blue), 'Discounts', and 'Surcharges'. A descriptive text below the tabs reads: 'Use purchasing rules to restrict which group of members are able to buy this combinations, eg. Age Rule & Gender Rule.' Below the text is a blue button with a plus icon and the text 'Add new purchase rule'. At the bottom, there is a table with a single header row labeled 'Description'.

# Adding Purchasing Rules

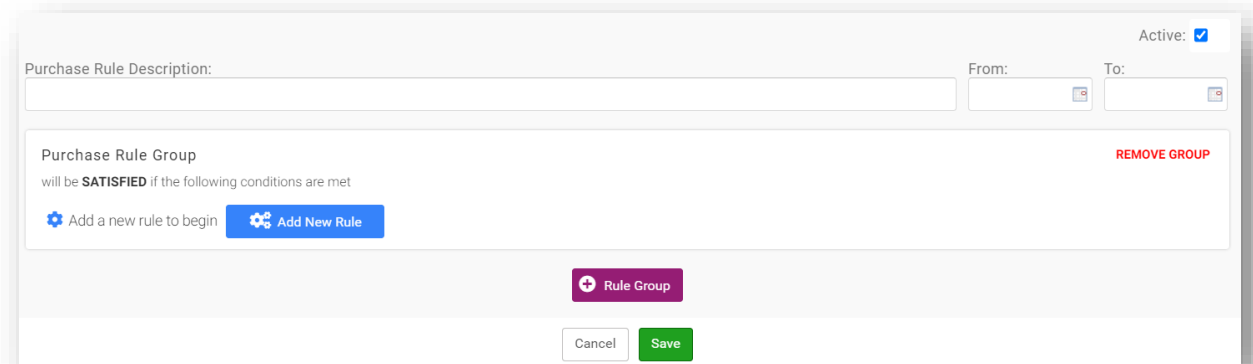
## Restrictions

**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 interface 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 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'. Inside this section, there are two buttons: 'Add a new rule to begin' (with a gear icon) and 'Add New Rule' (in blue). To the right of this section is a red link that says 'REMOVE GROUP'. Below the 'Purchase Rule Group' section is a purple button with a plus icon and the text 'Rule Group'. At the bottom of the form are two buttons: 'Cancel' and 'Save' (in green).

# Adding Purchasing Rules

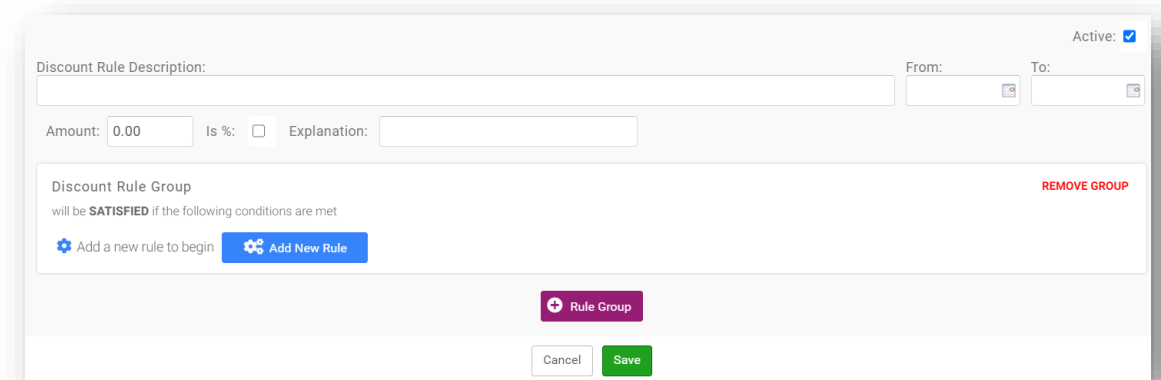
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**Discount/Surcharge Rule Description** is an internal reference for the rule.

**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.

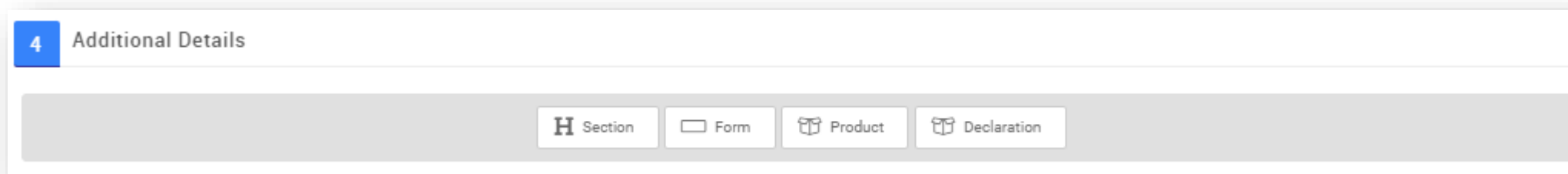


The screenshot shows a web-based form for configuring a purchasing rule. At the top right, there is a checkbox labeled "Active:" which is checked. The form is divided into several sections. The first section, titled "Discount Rule Description:", contains a large text input field. To the right of this field are two smaller input fields labeled "From:" and "To:". Below these is a row with three elements: "Amount:" followed by a text input field containing "0.00", "Is %:" followed by an unchecked checkbox, and "Explanation:" followed by a text input field. The next section is titled "Discount Rule Group" and contains the text "will be SATISFIED if the following conditions are met". Below this text are two blue buttons: "Add a new rule to begin" and "Add New Rule". To the right of this section is a red link labeled "REMOVE GROUP". At the bottom of the form, there is a purple button labeled "Rule Group", and below that are two buttons: "Cancel" and "Save".

# Advanced Ticket Journey

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**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 .



The screenshot shows a horizontal bar with a blue tab labeled '4 Additional Details'. Below the tab is a large grey rectangular area. At the bottom of this area are four buttons: 'Section' (with an 'H' icon), 'Form' (with a rectangle icon), 'Product' (with a gift box icon), and 'Declaration' (with a document icon).

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

# Adding Events Settings

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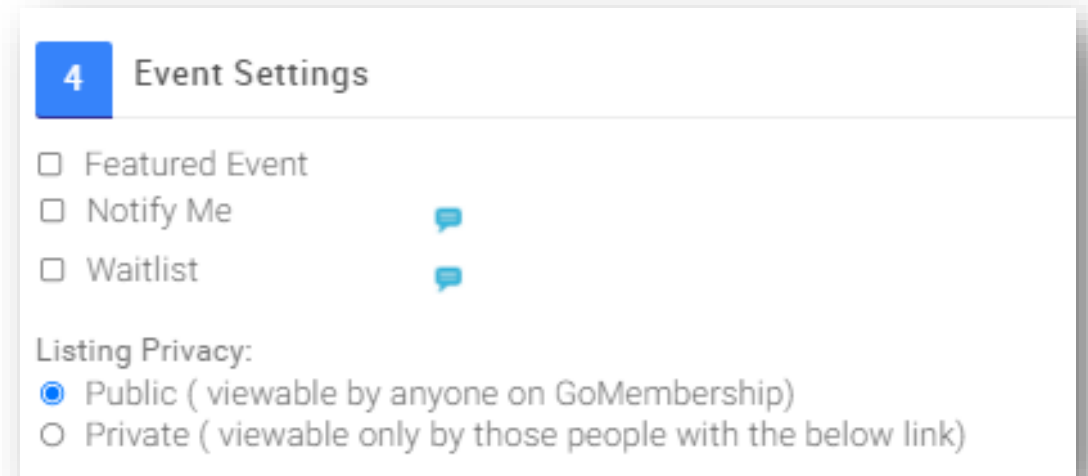
**Featured Event** allows you to feature the event in the events browser.

**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**



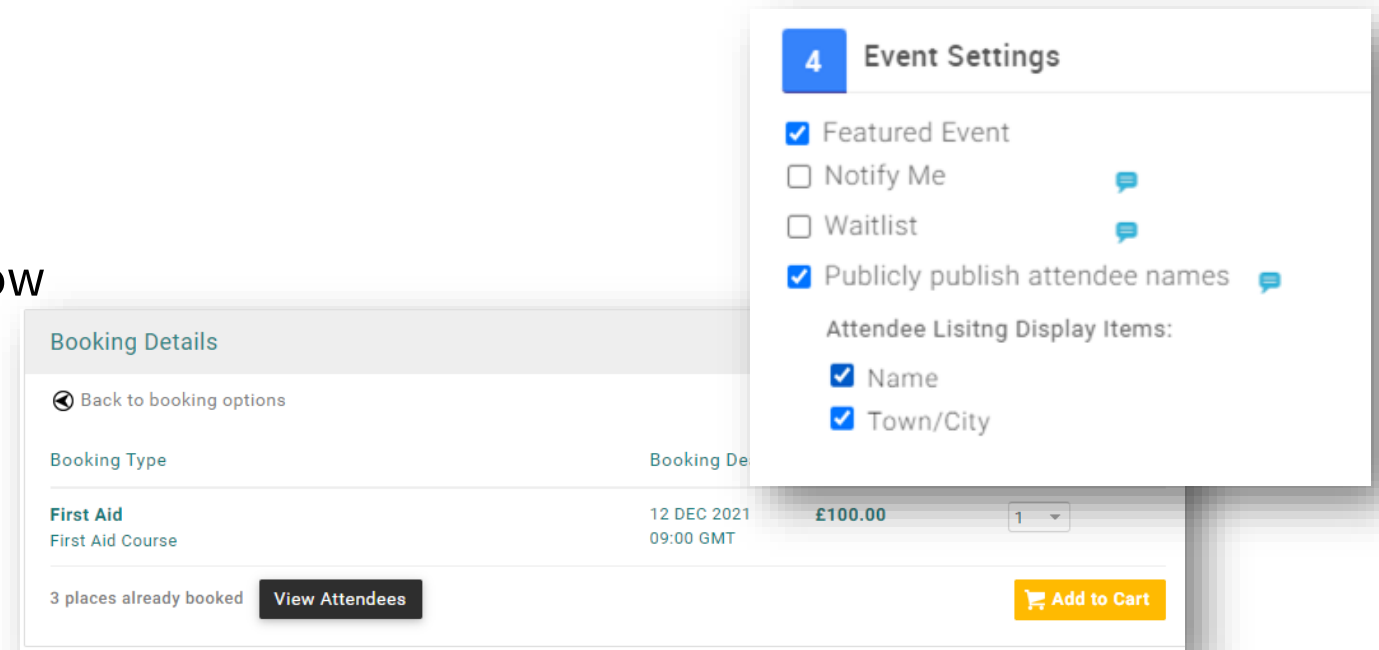
The screenshot shows a web form titled "4 Event Settings". It contains three checkboxes: "Featured Event", "Notify Me", and "Waitlist". To the right of "Notify Me" and "Waitlist" are blue speech bubble icons. Below these is a section titled "Listing Privacy:" with two radio button options: "Public (viewable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

# 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 two overlapping panels from the JustGo.com interface. The background panel, titled 'Booking Details', shows information for a 'First Aid Course' on '12 DEC 2021 09:00 GMT' for '£100.00'. It indicates '3 places already booked' and features a 'View Attendees' button. The foreground panel, titled '4 Event Settings', contains several options: 'Featured Event' (checked), 'Notify Me' (unchecked), 'Waitlist' (unchecked), and 'Publicly publish attendee names' (checked). Below these, under 'Attendee Listing Display Items:', both 'Name' and 'Town/City' are checked. An 'Add to Cart' button is visible at the bottom right of the booking details panel.



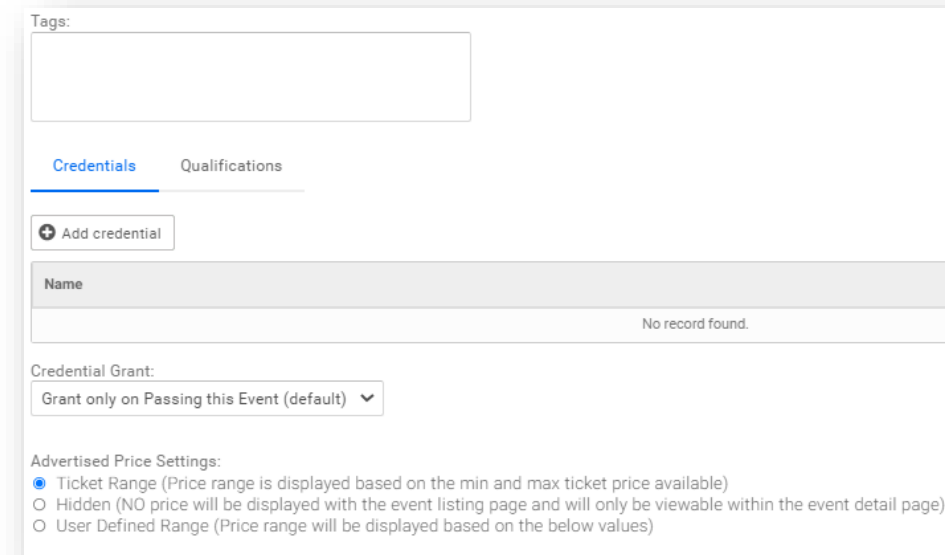
# Adding Events Settings

**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.



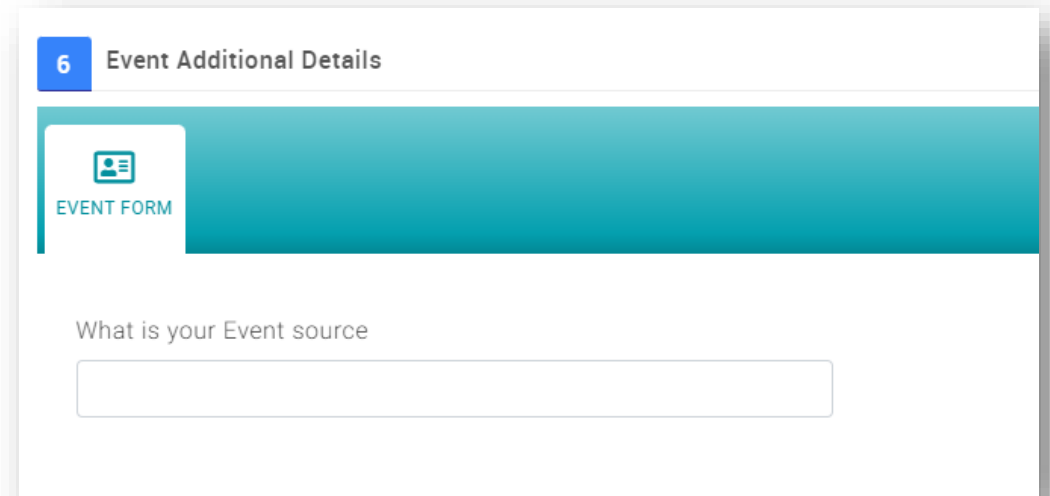
The screenshot shows the 'Adding Events Settings' interface. At the top, there is a 'Tags:' input field. Below it, there are two tabs: 'Credentials' (selected) and 'Qualifications'. Under the 'Credentials' tab, there is a '+ Add credential' button. Below the button is a table with the header 'Name' and a single row containing the text 'No record found.' Below the table, there is a 'Credential Grant:' section with a dropdown menu set to 'Grant only on Passing this Event (default)'. At the bottom, there is an 'Advertised Price Settings:' section with three radio button options: 'Ticket Range (Price range is displayed based on the min and max ticket price available)' (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

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

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

A screenshot of a web form titled "6 Event Additional Details". The form has a teal header bar. On the left side of the header, there is a white box containing a person icon and the text "EVENT FORM". The main content area of the form is white and contains the text "What is your Event source" followed by a large, empty rectangular input field.





6 Event Additional Details

EVENT FORM

What is your Event source

# 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

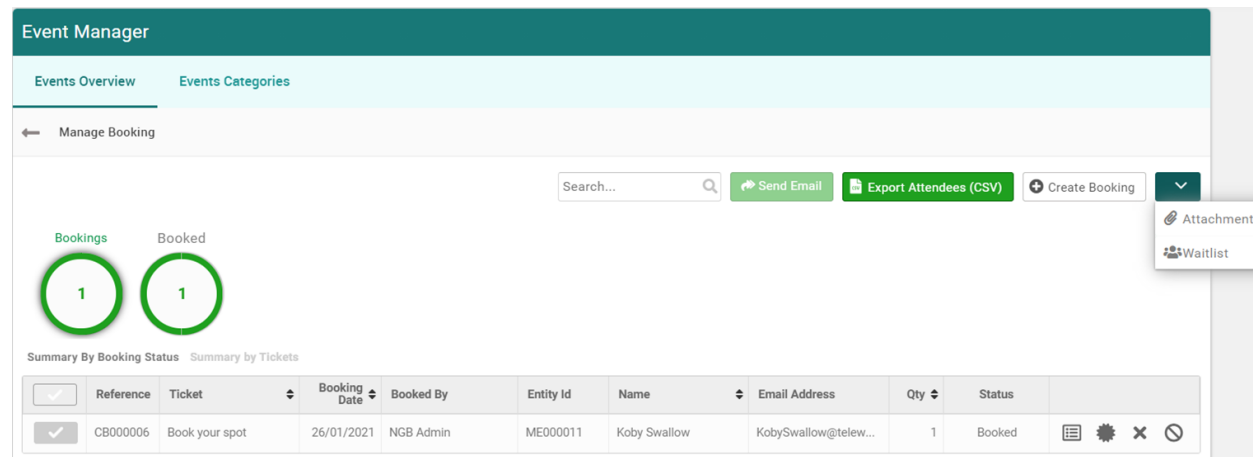
View Waitlist

Copy

# Can I Close or complete 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.

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

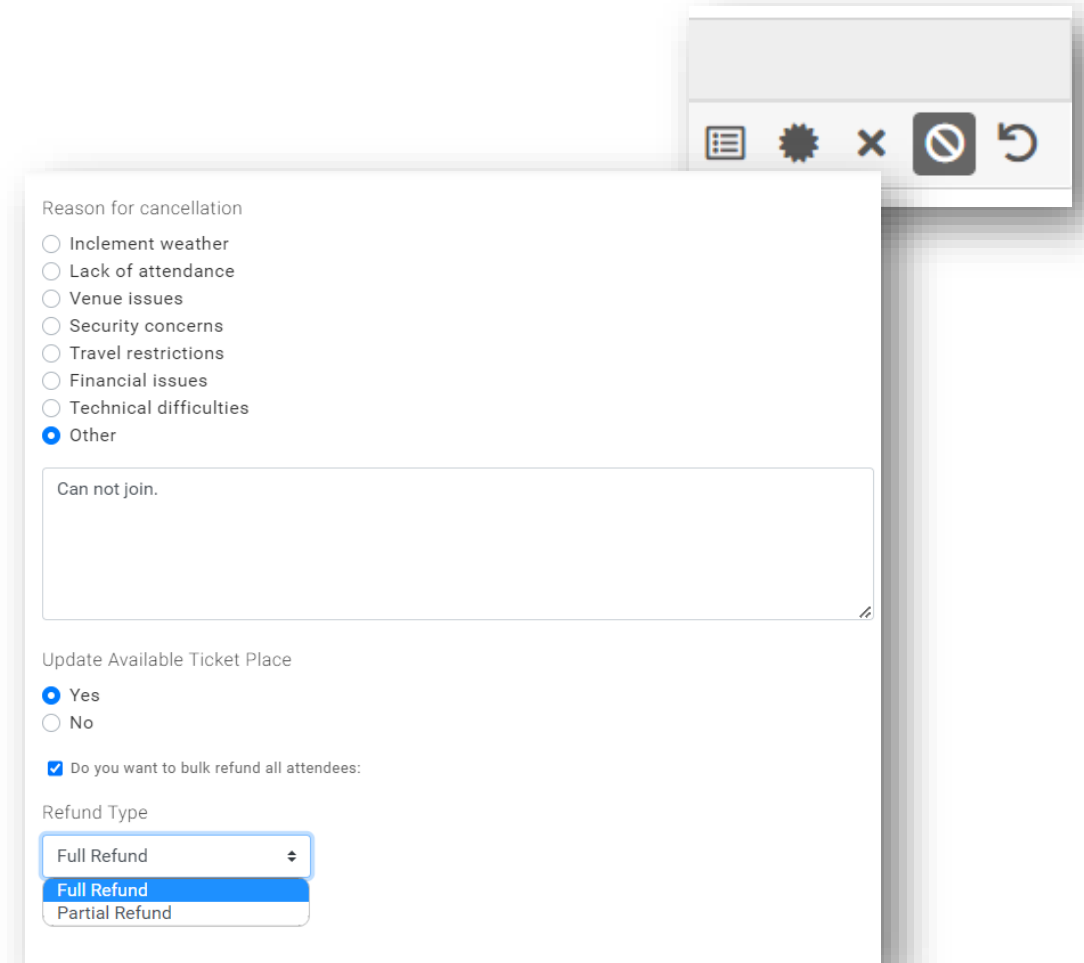
	Reference	Ticket	Booking Date	Booked By	Entity Id	Name	Email Address	Qty	Status	
<input checked="" type="checkbox"/>	CB000006	Book your spot	26/01/2021	NGB Admin	ME000011	Koby Swallow	KobySwallow@telew...	1	Booked	   

# How to cancel or refund bookings?

Bookings cancellation and refund can directly be performed from Manage Bookings.

To cancel a booking simply select the Cancelled button and chose the appropriate reasoning.

Administrators can directly update the available tickets to reflect the cancellation including the option to perform Full or Partial refund.

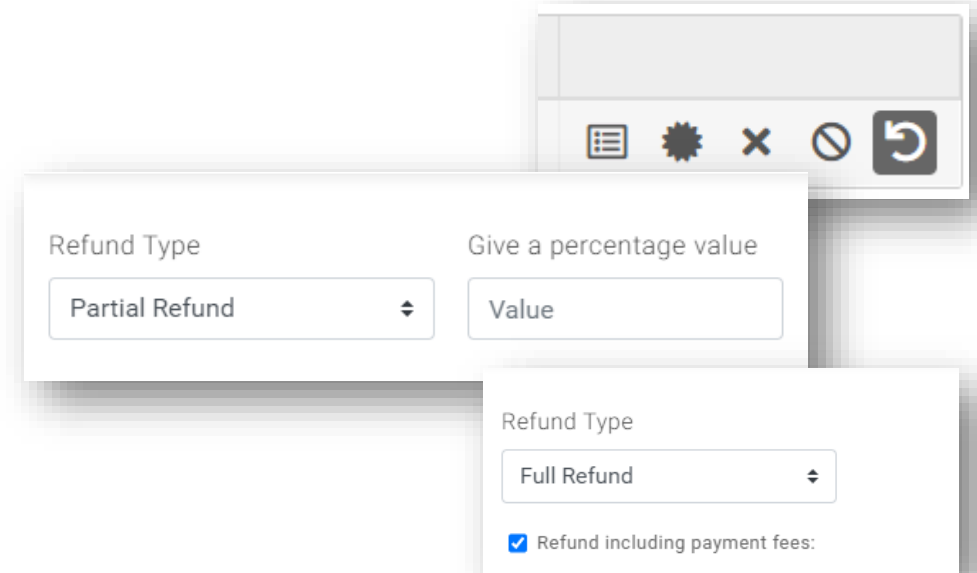


The screenshot shows a web browser window with a toolbar containing icons for a list, settings, close, and refresh. A modal dialog is open with the following sections:

- Reason for cancellation**
  - ☐ Inclement weather
  - ☐ Lack of attendance
  - ☐ Venue issues
  - ☐ Security concerns
  - ☐ Travel restrictions
  - ☐ Financial issues
  - ☐ Technical difficulties
  - ☒ Other
- Can not join.** (Text input field)
- Update Available Ticket Place**
  - ☒ Yes
  - ☐ No
- ☒ Do you want to bulk refund all attendees:
- Refund Type**
  - Full Refund (selected)
  - Full Refund
  - Partial Refund

# How to cancel or refund bookings?

Refunds can be applied to bookings using the Refund button, Admins can perform Partial Refund and enter the percentage amount or apply a Full Refund including payment fees



The image shows a screenshot of the JustGo interface with two overlapping modal windows for processing refunds. The top modal window is for a 'Partial Refund' and includes a 'Refund Type' dropdown set to 'Partial Refund' and a 'Give a percentage value' input field labeled 'Value'. The bottom modal window is for a 'Full Refund' and includes a 'Refund Type' dropdown set to 'Full Refund' and a checked checkbox labeled 'Refund including payment fees:'. Both modals have a toolbar at the top with icons for list, settings, close, cancel, and refresh.

# Duplicate bookings

Administrators can copy/duplicate event bookings by selecting Transfer.

Once you have selected the transferred event, Admins can duplicate the booking or add member to waitlist.

**Note**, duplicating bookings overrides any purchase restrictions or payment process.

