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# ONLINE EVENT REGISTRATION

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## The basics

### Create Account – for FREE events ONLY \*

1. To sign up for a Humanitix account go to [Humanitix.com/au](https://Humanitix.com/au) and click 'Sign up free' in the top right of your browser window
2. Enter your University of Adelaide email address and follow the prompts

#### IMPORTANT

If you are selling tickets to your event follow the [Humanitix Third Party eCommerce Solution Procedure](#)

### Create Event

To start creating your event click 'Create event' in the top right of your browser window

1. Event title
  - Give your event a clear and concise title
2. Date and time
  - If your event has multiple dates with the same details for each occurrence select **recurring event**  
*You will be prompted to enter your dates after you click 'save and continue'*
  - If your event has multiple dates with different details for each occurrence **check out this guide** to help you
3. Location
  - **Address:** Use the google map search to find your address
  - **Custom:** Enter in an address manually
  - **Online:** If your event is virtual
  - **To be announced:** If you're not quite sure where the event will be just yet - you can update this later

### Event Ownership (Host profile)

A Host Profile is a way to collate all your events in one place.

It can also encourage audiences to follow you, be updated about future events, and see what events you are currently hosting.

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You may wish to therefore create a Host Profile for your School or Institute, to keep all your events under one profile.

## The details

### Add your banner artwork

This is the primary image that appears on your event page and gives colour to your event.

1. Click **upload a feature image** to choose an image from your device
2. Banner images must be at least 1000px by 500px (we recommend 2160px by 1080px)
  - The preferred ratio is 2:1
  - Images can be no larger than 10MB

*Please note images will be cropped to this ratio and scaled down to optimise loading times of event pages*

### Add your event description

- What is the event about?
- Include any information they need to know before registering

### Add an organiser

- Who is running the event?
- If your organiser (HOST) profile isn't listed **create a new one**

### Set your event's privacy

- Public events will be searchable on the Humanitix website and google.
- Private events must be shared with attendees directly

### Add your event category

- Your events 'genre'

### Set a refund policy

- Let your guests know what to expect from your terms and conditions. As the host, refunds are your responsibility and processed at your discretion.
- If you'd prefer, you can **let attendees refund and/or cancel their own tickets**
- For detailed support visit the Humanitix Help Centre article [here](#)



## Event Templates

To save time and ensure consistency you can save **templates** to apply to subsequent events.

Template options include:

- ticket types
- checkout questions
- event page styling \*

If you wish to apply a standard **University of Adelaide** styling template to your event, please create your event first, and then reach out to the DEE Events team at [universityevents@adelaide.edu.au](mailto:universityevents@adelaide.edu.au).

You will then need to **share permissions** with the Events team so they can apply the correct styling template to your event.

## Ticket types

### Create a new ticket type

1. Select either **paid, free, or flexible pricing**
  - You can add multiple ticket types to an event.
2. Give your ticket a name e.g. “general admission”
3. Add the ticket quantity

### Review the **total event capacity**.

This should be the total number of guests that can come to any occurrence and will cap sales across all ticket types.

### Optional: **Advanced settings**

Click the **settings/cogwheel**  icon to:

- Set a **start/end sales date**
- Add a **ticket type description**
- **Hide tickets**. These can be revealed to certain guests by setting up an **access code**

- Set max tickets per order

## Checkout Questions

Collect attendee information such as names on tickets, dietary requirements, DOB and anything else you need with checkout questions.

Use checkout questions tool to collect data from your guests, including unique names on tickets, dietary requirements, accessibility requirements, terms and conditions and more.

You can find information collected from a checkout question in your order and attendee reports. Questions asked per order will appear in the orders report, while questions asked per ticket will be found on the attendee's report.

**Tip:** A lengthy checkout form will frustrate your audiences! If you won't use the data, then don't ask for it. Consider asking the most vital information only and/or asking questions **after checkout**

## Default buyer questions

Humanitix will always ask buyers for the following data regardless of the number of tickets they purchase:

- Ticket buyer's First name
- Ticket buyer's Last name
- Ticket buyer's Email
- Ticket buyer's Mobile

## How to add a checkout question

- Manage your event via the [events](#) page
- Navigate to checkout questions on the left-hand menu bar
- Click + add question
- Choose a question type from our pre-built templates or create your own using the available formats
- Enter your question name into the field provided
- Click save

For more detailed support visit the Humanitix Help Centre article [here](#).

## Checklist before publishing

### Preview your event

Preview is your best friend - Click the **preview** button in the top right-hand corner  
Check out your event page before you go live. This is the same view attendees will see when registering for your event.

Think you might need to make changes later on? **Don't worry!**

Changes to your event can still be made after your event is published

- Is your event page in need of some **styling**?
- Have you added your **event banner image** and a **strong event description**?
- Have you **created all your ticket type** options?

### Make a test transaction

Go through the customer journey to ensure your set-up is correct and that you understand what an attendee will receive.

- Process a **manual order** or create a 100% **discount code**, to generate a free ticket in your name, and send a confirmation email to your email address.
- This ticket can then be **cancelled** and restocked

Looking to provide important information upfront?

- Add **custom messages** to the **confirmation page, confirmation email** or even **ticket**

### Review your ticket capacities

Avoid overselling - and underselling - your event!

- Head to the **tickets > ticket types** page
  - **Ticket capacity:** The total number of tickets available for this option
  - **Total event capacity:** The total number of tickets that can be sold across all ticket options.
- **Note:** Your ticket types, ticket capacities, and total event capacity apply to **each event date**

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## Set up your event notifications

- Make sure you and your team are receiving attendee enquiries, sales notifications and payout confirmations
- Manage your notifications via advanced > notifications on the left-hand side menu bar

## Review your event for any typos or mistakes

Typos are unprofessional and off-putting, and incorrect event information can be confusing for your attendees. Review your:

- event description
- ticket types
- custom messages on your confirmation email, confirmation page, or ticket

## Customise your order confirmation email

Attendees will *automatically* receive a confirmation email after registering for your event.

This includes:

- Link to their **Digital ticket**
- **PDF Tax invoice**
- **Order summary**
- **Event details**

You can add a custom message to this email, the confirmation page as well as the ticket itself.

- Click **Design & Comms > Messages**

## Other considerations

- **Style your event page:** Make it yours by adding your organisation or personal brand. Click **design & comms > styling** and check out our [guide](#)
- **Promo codes:** Set up [discount codes](#) or [access codes](#)
- **Waitlist:** Expecting high demand? Set up a waitlist so those who missed out can have a chance to grab one later if you decide to cancel any existing tickets or increase your capacity. Check out [our guide here](#)



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## Different types of event setups

Not every event is the same and some may have certain considerations to make. Check out our event guides below to make sure you're covering all the right details before you live.

-  **Galas and awards**
-  **Conferences and expos**
-  **Festivals and music events**
-  **Online events**
-  **Workshops and event series**