

EVENBRITE BOOKING SYSTEM

USER GUIDE/TOP TIPS

Eventbrite is a self-service ticketing platform where you can book, pay and access tickets for training and events.

How to Access Eventbrite

Eventbrite events can be accessed via their app or web site

To view via web site

Coventry Early Years Training and Events are available to view and book on the link below.

<https://CoventryCityCouncilEarlyYears.eventbrite.com>

Eventbrite access via their app

To set up an account and access via the Eventbrite App

- Users will be required to download the Eventbrite App from your playstore

For those using Apple Devices

<https://www.eventbrite.co.uk/help/en-gb/articles/783059/how-to-use-the-eventbrite-iphone-app/>

For those using Android Devices

<https://www.eventbrite.com/help/en-us/articles/612669/how-to-use-the-eventbrite-android-app/>

Once you have downloaded the Eventbrite app

- Set up your Eventbrite account and remember your log in details
- To speed up future bookings you are able to save a debit card and/or paypal account to your account, so you do not have to enter your payment details each time you make a payable booking

Fee paying training and events

For fee paying training or events, you will be required to pay when you book

When you have processed payment for a fee-paying session, this is what you will see on your bank statement *EB * [first 15 characters of the event title] SAN FRANCISCO CA*

- When a refund is issued, this refund will go to the ticket buyer's original payment method

Finding your tickets

When you order tickets on Eventbrite, an account is created using the email address you enter during checkout. To access your tickets, log in to the Eventbrite app or website using the email on your order. Then, go to **Tickets**.

In the Eventbrite app:

- iPhone: Log in and tap **Tickets**.
- Android: Log in and tap **Profile**. Then, find your order and tap **Tickets**.

The Eventbrite website: Log in and go to **Tickets**

Transfer tickets to someone else

It is not possible to transfer a ticket from one account to another. Instead, you can **edit your order information** to put your ticket under someone else's name and email address (if you see the option). This does not remove the ticket from your Eventbrite account, but the new attendee will receive an email prompting them to claim tickets when you save the change.

What Eventbrite can do

- You can see what courses/events you have booked at any time
- Click '**FOLLOW**' on the **Early Years Service Coventry City Council** so you can easily find our courses or events in the future
- Course queries should be directed to eytraining@coventry.gov.uk
- You can add your bookings to your calendar
- Correctly enter the name of your setting, school or childminding business
- Ensure you enter the delegate's name – this is the person attending the training, not who has booked the course/briefing

Course/Event Delivery Information

Venue Based

The venue, including postcode will be outlined when you view and book your session.

Virtual (online) Sessions

If the training/event is being delivered via an online platform (Microsoft Teams or Zoom) this will be outlined when you view and book your session/s.

Please note: To access virtual (online) training and events, the direct virtual joining link to join the live online training or briefing sessions will usually be included **in the ORIGINAL confirmation email** which is sent from Eventbrite when you completed your booking.

This confirmation email is sent to the email address you enter for the ticket holder

Eventbrite is a booking system, not a virtual platform for hosting the online sessions. You will still need to join the virtual session through either the Teams or Zoom online platform.

Courses and briefings take place on a variety of platforms

Courses and briefings will take place on a variety of online platforms, for example Teams or Zoom, these platforms are all accessible on PCs, tablets and smartphones, however, please ensure your device has been updated to the latest version/software as users could experience connectivity issues caused by an out-of-date software/operating system.

User guides for both Microsoft Teams and Zoom can be found on the link below

<https://www.coventry.gov.uk/downloads/download/1977/early-years-briefings-and-training>

Face to face (venue based) Training

Where training or an event is being offered face to face, venue details, including location will be outlined.

Help and Support

Eventbrite Help Centre

Visit the Eventbrite help centre where you can find browse various help and support topics

<https://www.eventbrite.co.uk/help/en-gb/>