

New functionality in the events system on the GCC website

Custom dates

- It is now possible to set custom dates for a recurring event. So if you have a training course that is being repeated on a few separate days you no longer need to set up separate events.
 - Go to the **Scheduling and Booking** tab
 - Click **Recurring event**
 - Click **Custom dates**
 - Click **Add date** and set the day and time the event is being repeated
 - Click **Preview/re-calculate scheduled dates** to make sure that the dates are in the system

The screenshot shows the 'Scheduling' interface. At the top right is a green button labeled 'Preview / re-calculate scheduled dates'. On the left, there are two radio buttons: 'One-time event' and 'Recurring event', with 'Recurring event' selected. Below this is a section titled 'Define the event recurrence' with radio buttons for 'Daily', 'Weekly', 'Monthly', 'Yearly', and 'Custom dates', where 'Custom dates' is selected. An 'Add date' button is positioned below the recurrence options. A table lists the scheduled dates and times:

Date	Time	Edit	Delete
30-05-2019	09:00 to 18:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
16-08-2019	09:00 to 13:00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Below the table is a checkbox labeled 'Use the same time range for all dates' which is unchecked. Underneath, there is a 'Pick time range:' section with a dropdown menu set to 'Custom', and 'From:' and 'To:' fields with time pickers set to '09:00' and '18:00' respectively. At the bottom, there is a section titled 'Scheduled dates'.

- When a user fills in the booking form there will be a dropdown list of all available dates

Notifications on cancelling a booking

- We can now set the system to send a notification to the event organiser when a user cancels their booking. Just check the box under the **Scheduling and Booking** tab

Send notification to the trainer(s) when a user cancels a booking:

Waiting list improvements

Disable waiting list

- It is now possible to disable the waiting list entirely

Disable waiting list:

Promoting from waiting list

- When a user is promoted from the waiting list to the list of attendees they will receive a notification via email

Configuring emails sent out by the system

- We can now have control over the emails sent out by the system. These are all on the **Settings** tabs under the fields that determine the text that appears on buttons.
- It is important to put something in each of the fields here – not doing so could risk users receiving a blank email
- There are some placeholders we can use to personalise emails, these are;
 - {eventTitle} **will be replaced by event title**
 - {occurrenceStart} **will be replaced by event date and start time**
 - {attendeeName} **will be replaced by name the attendee entered into booking form**
 - {attendeeEmail} **will be replaced by email address that attendee entered into booking form**
 - {cancelBookingUrl} **will be replaced by a link to cancel the booking**
- Below are what each of the different fields does and a suggested way to fill it in (although of course you can add more details relevant to your particular event)

Booking Confirmation – Sent to a user when they book onto an event

Booking Confirmation -
Subject

You have booked onto {eventTitle}

Booking Confirmation -
Body

Hi {attendeeName}
You have booked onto {eventTitle}
{occurrenceStart}

Waiting List Confirmation – Sent to user when they join the waiting list

Waiting List
Confirmation - Subject

you are on waiting list for {eventTitle}

Waiting List
Confirmation - Body

you are on the waiting list for {eventTitle}
we will send you an email if a place comes available

Booking Notification – Sent to event organiser when a user books a place or joins the waiting list

Booking Notification -
Subject

{attendeeName} has booked onto or joined the waiting list for {eventTitle}

Booking Notification -
Body

{attendeeName} , {attendeeEmail} has booked onto or joined the waiting list
for {eventTitle}

Booking Promotion – Sent to user when they are promoted from the Waiting List to the List of Attendees

Booking Promotion - Subject

you have been promoted from the waiting list for {eventTitle}

Booking Promotion - Body

Hi {attendeeName}
you have been promoted from the waiting list for {eventTitle}

Use the link below if you want to cancel the booking

{cancelBookingUrl}

Cancellation Confirmation – Sent to user when they cancel their booking

Cancellation Confirmation - Subject

You have cancelled your booking for {eventTitle}

Cancellation Confirmation - Body

Hi {attendeeName}
you have cancelled your booking for {eventTitle}

Cancellation Notification – Sent to event organiser when a user cancels their place

Cancellation
Notification - Subject

{attendeeName} has cancelled their place on {eventTitle}

Cancellation
Notification - Body

{attendeeName} , {attendeeEmail} has cancelled their place on {eventTitle}

Upcoming Occurrence – Sent to user prior to event (hours before are set under the Scheduling and Booking tab)

Upcoming Occurrence
Notification - Subject

{eventTitle} is coming up

Upcoming Occurrence
Notification - Body

Don't forget you have booked for {eventTitle} {occurrenceStart}

Feedback form – sent to users after the event if organiser has decided to collect feedback

**Feedback Request -
Subject**

Please give us some feedback on {eventTitle}

**Feedback Request -
Body**

Hi {attendeeName}

Following {eventTitle} on {occurrenceStart} please can you help us by completing the form below

The rest of the tabs in the system behave as they did before.

Any questions get in touch.