Creating an event in Eventbrite

A step by step guide to using Eventbrite to organise and manage CIBSE volunteer events

CIBSE

eventbrite

Accessing your account

01 Your Eventbrite account will be tied to your network's CIBSE email address (yournetwork@cibse.org). The default password is !!Welcome10!!

02 Contact **regions@cibse.org**, **groups@cibse.org**, **sfe@cibse.org**, **sde@cibse.org**, or **sophe@cibse.org** for assistance accessing your account.

Log in

Email address
scotland@cibse.org
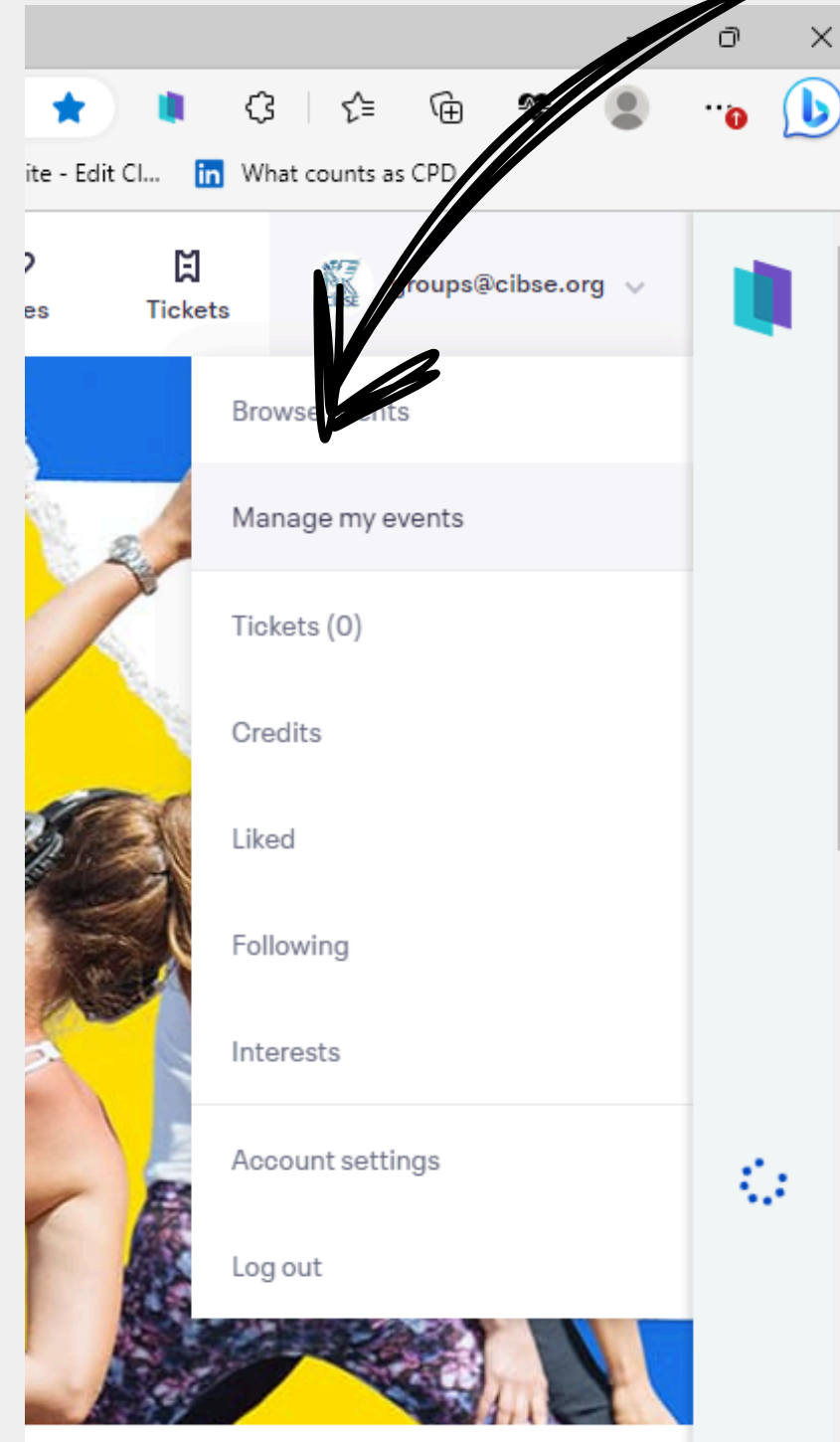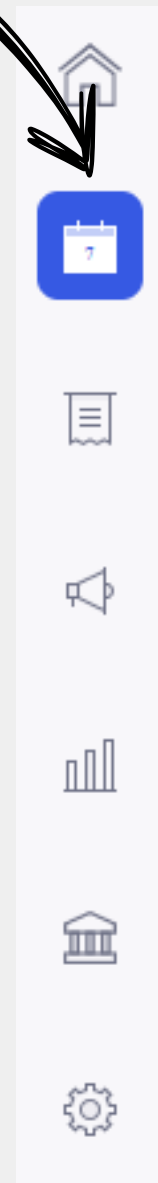
Password
••••••••••••

Log in

»

Creating an event

Find the draft template we have created for your network

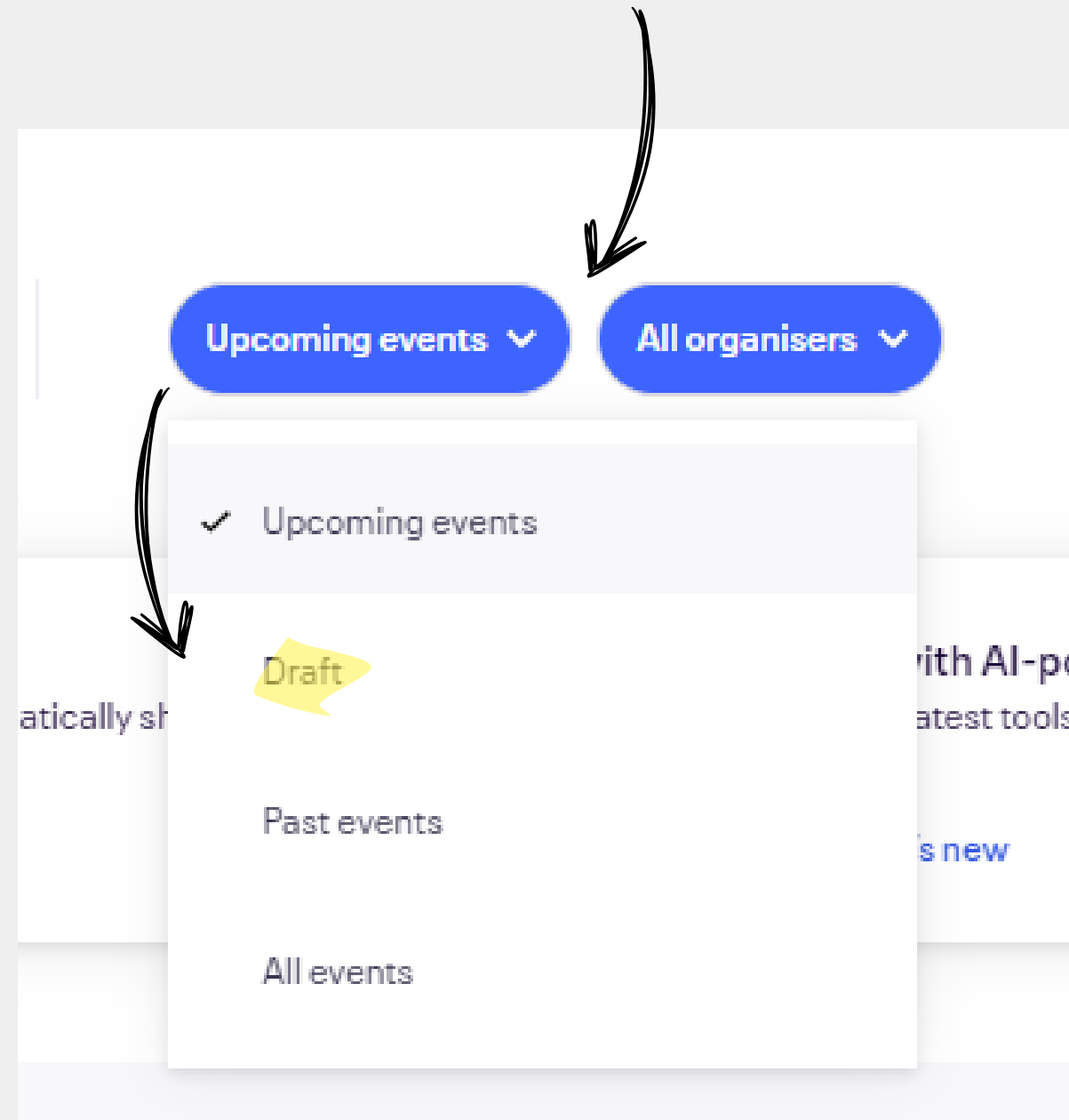**01** Go to 'manage events' to see your events calendar and ticket sales at a glance
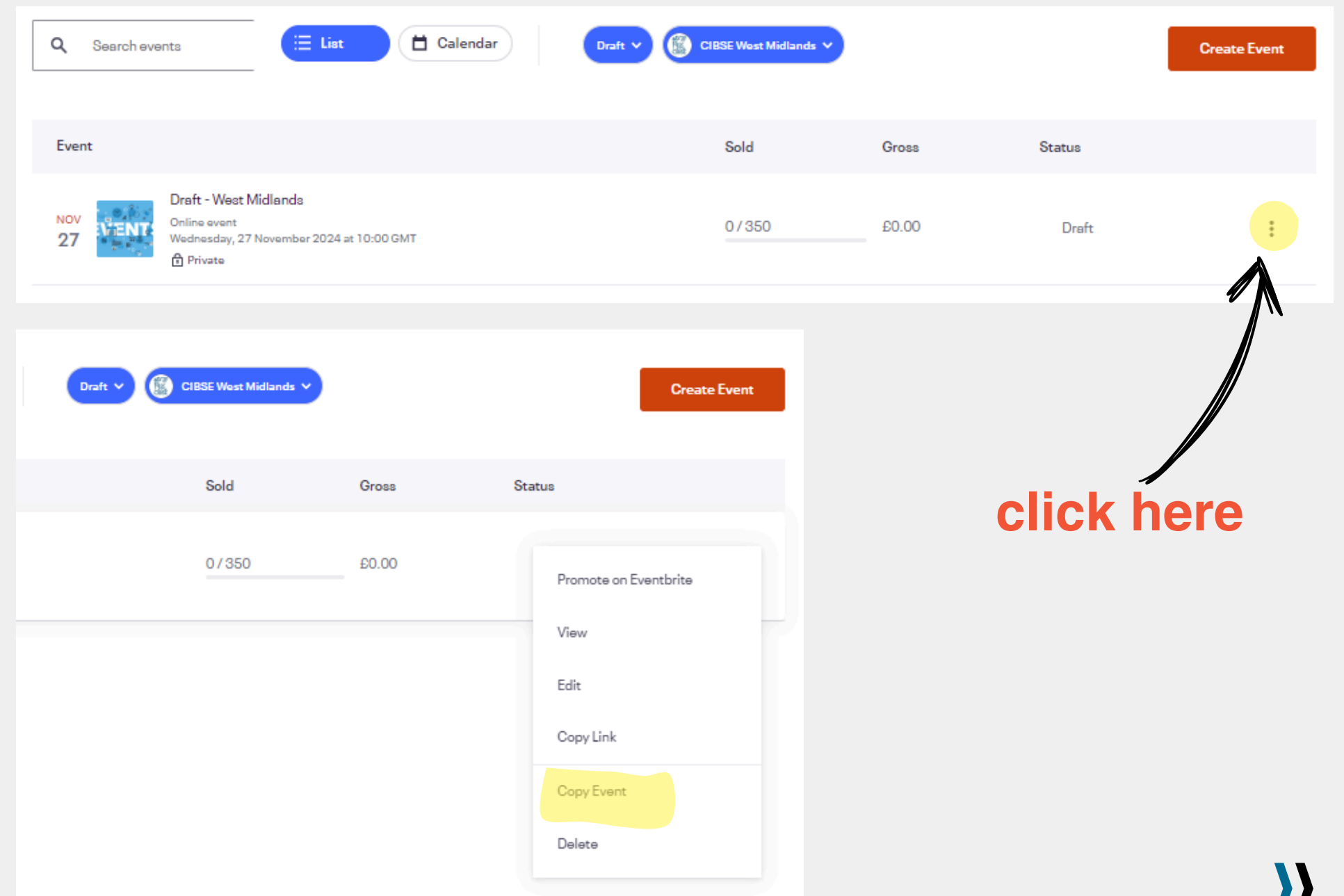
02 Select 'Events' from the right hand menu

03 Select 'Draft' from the drop down menu and filter by your network's organiser profile to find your template booking page
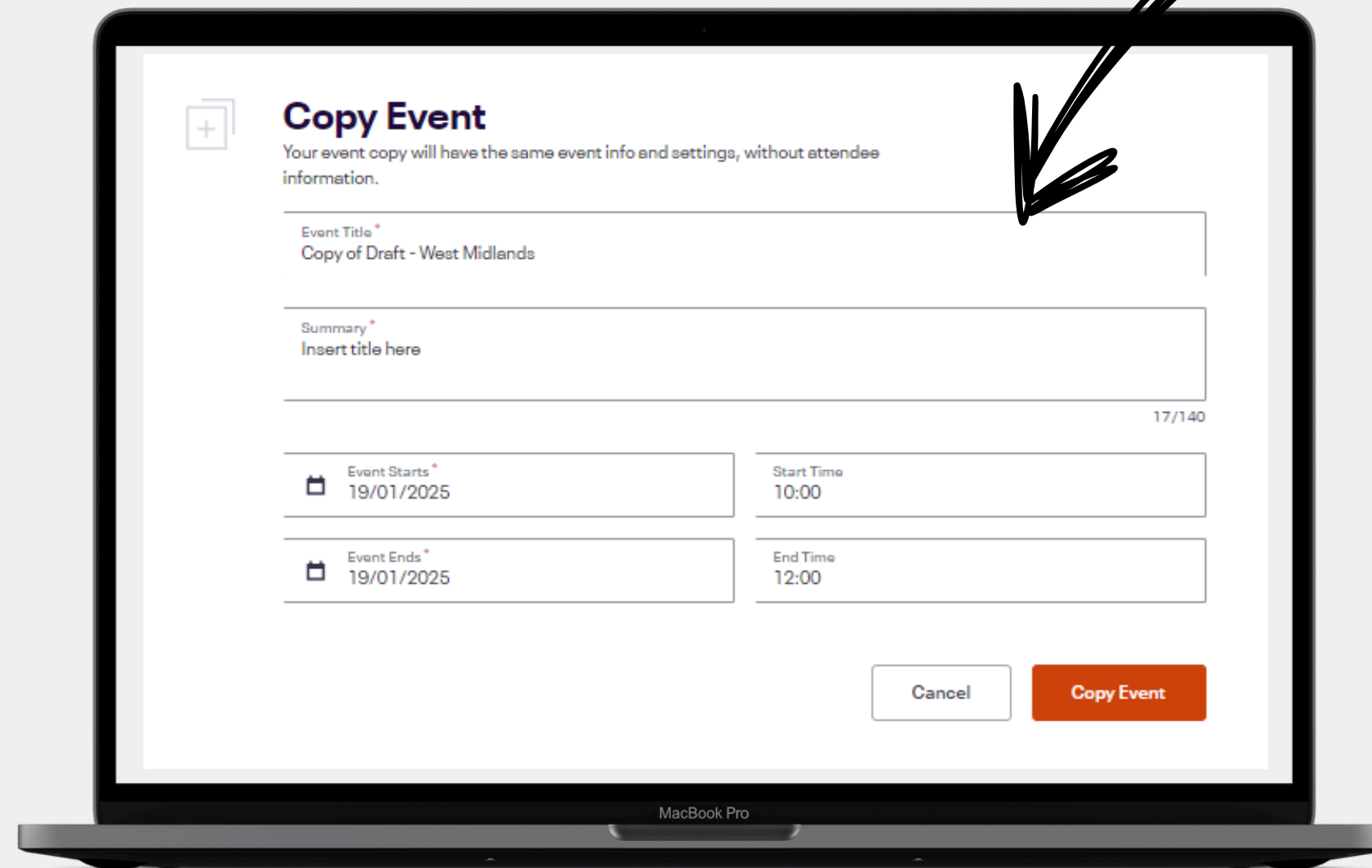
04 Find your network's template, and click on the three dots next to the listing to select 'Copy Event'

click here

Copy Event

Complete this page with the basic details of your event

01 Insert your event title in the Event Title box (there is a 70 character limit)

02 Repeat the event title in the Summary box

03 Select the correct start and end dates and timings for your event

04 Click the 'Copy Event' button

Copy Event
Your event copy will have the same event info and settings, without attendee information.

Event Title *
Copy of Draft - West Midlands

Summary *
Insert title here

17/140

Event Starts *
19/01/2025

Start Time
10:00

Event Ends *
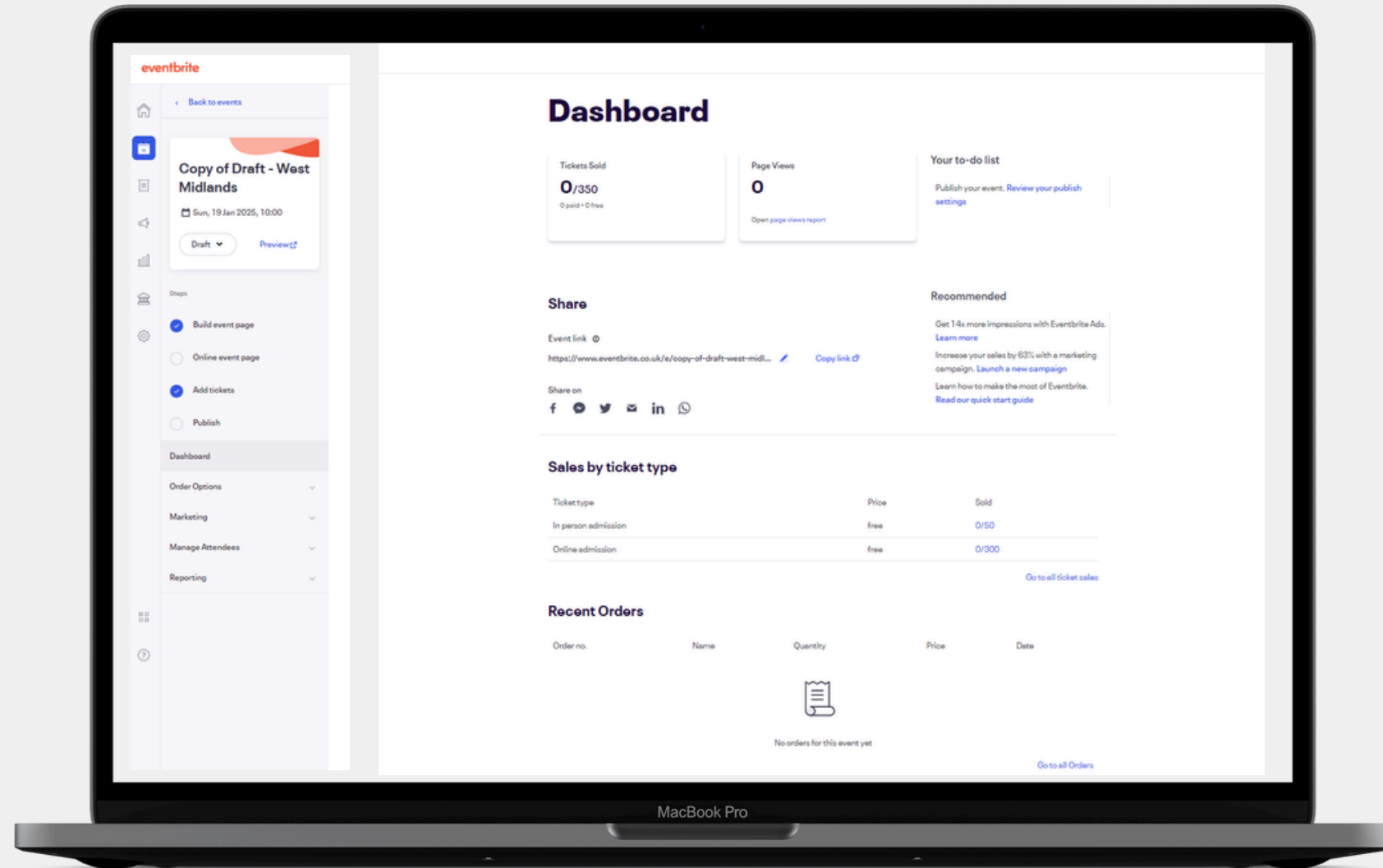19/01/2025

End Time
12:00

Cancel   Copy Event

» **This section of your template will be pre-populated with examples - remember to edit the date and time**

You will be taken to the Dashboard page - navigate back to the 'Build event page'
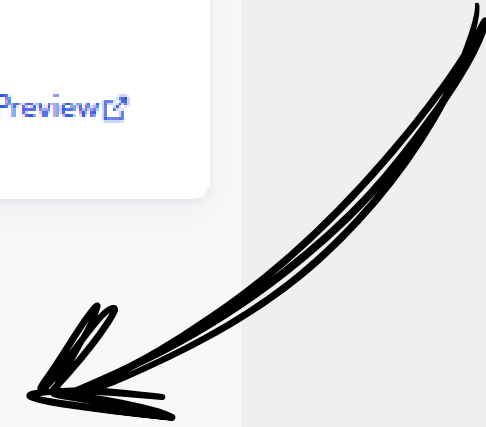
click here

Build event page

01   Choose a suitable image to advertise the event (make sure it is royalty free!) Click on the holding image to replace it.
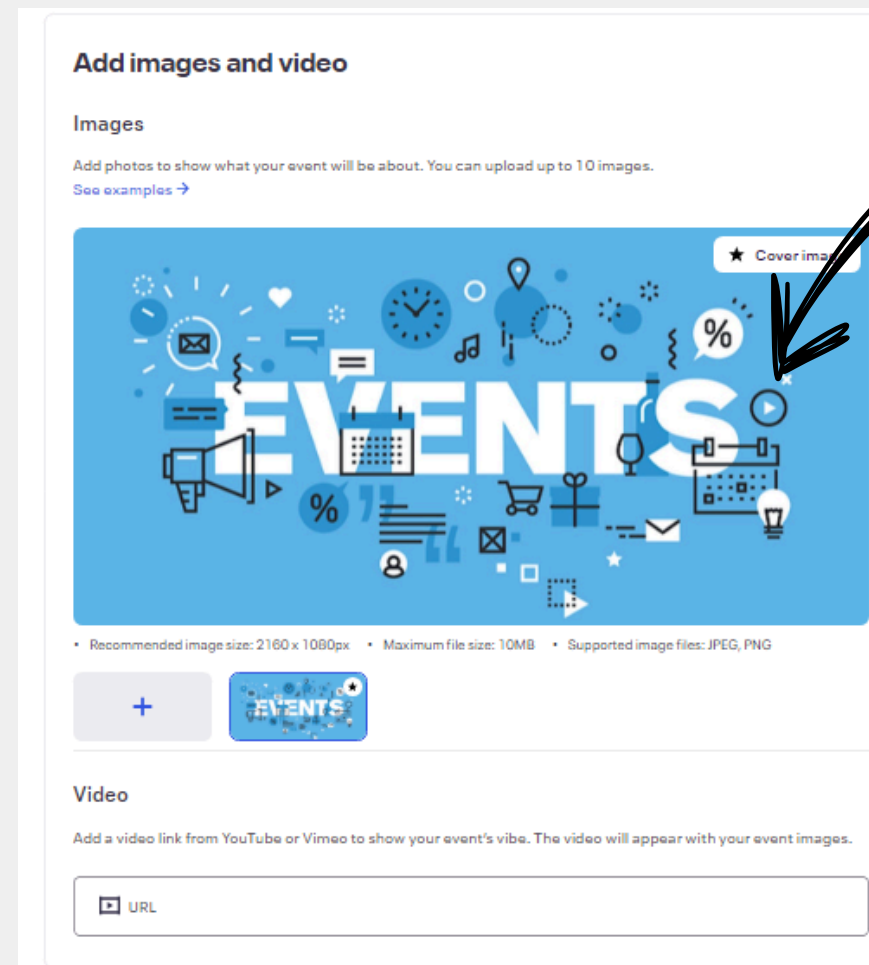
click here

Tip: you can find high-quality royalty free images at **unsplash.com** and **pixabay.com**, or use images from your previous events (if you have the subject's permission)

»

Tip: if your event is a **hybrid** event, put in a venue to encourage people to attend in person
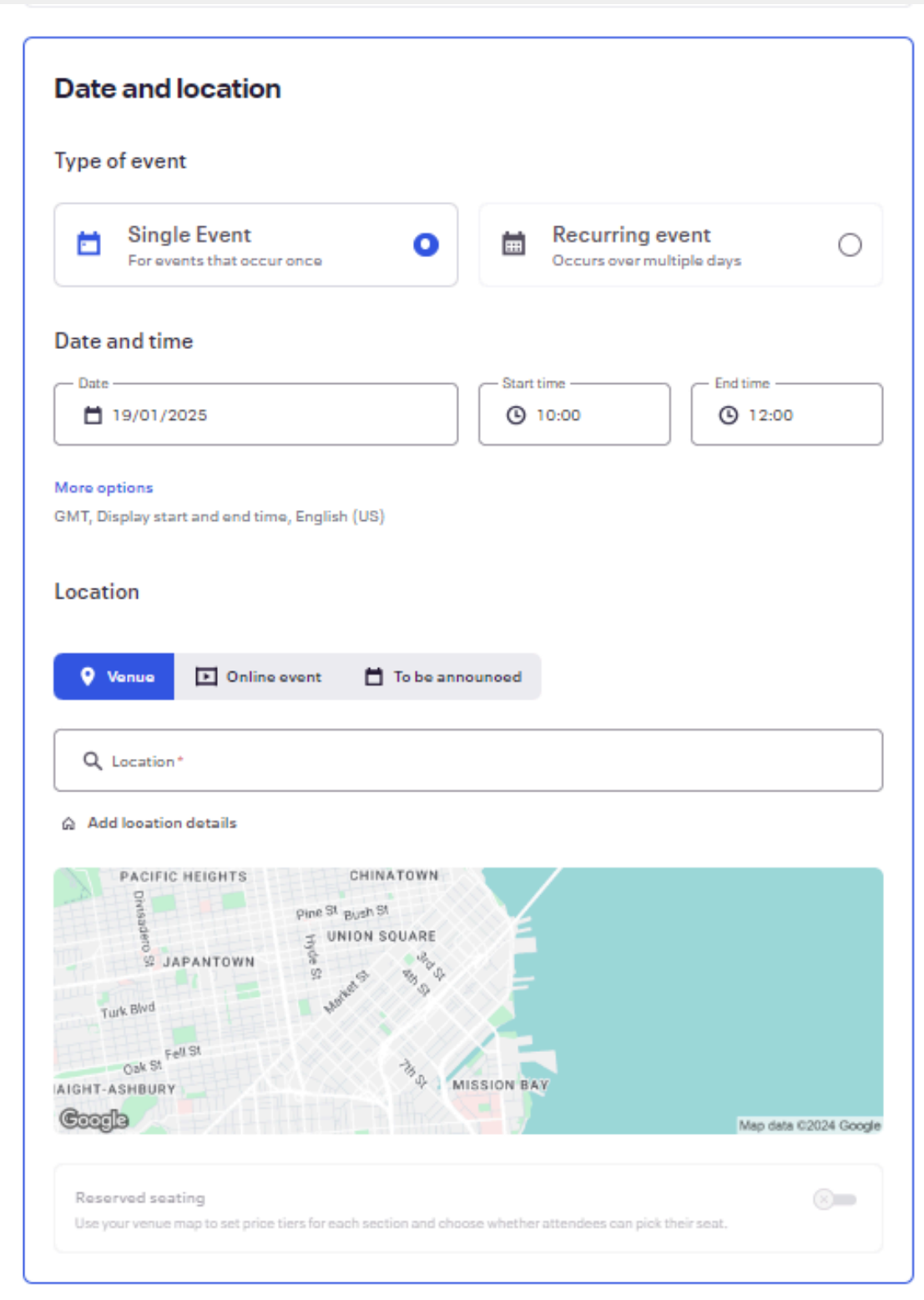
Build event page

If you selected 'online event' on the Build Event page, the 'Online Event page' will appear as an option.

This setting will automatically send your joining link to delegates 2 hours, and then again at 10 minutes, before the event so it is a useful feature!

Date and location

Type of event

Single Event
For events that occur once

Recurring event
Occurs over multiple days

Date and time

Date
19/01/2025

Start time
10:00

End time
12:00

More options
GMT, Display start and end time, English (US)

Location

Venue | Online event | To be announced

Location *

Add location details

Reserved seating
Use your venue map to set price tiers for each section and choose whether attendees can pick their seat.

»

Build event page

03 Add in a description of your event. A basic template has been provided (learning objectives, speaker name and biography), but the more information given the better for promoting the event.

Tip: consider who your target audience is - what information do they need and what would appeal to them?

Do not delete the Privacy Notice or Event Behavioural Policy statement

About this event

Note to volunteers: remember to copy event details to https://cibse.my.site.com/s/eventbrite (please delete this note before publishing)

In this CPD session, we will cover:
- Topic 1
- Topic 2
- Topic 3

Speaker's name:

Speaker's biography

CIBSE Privacy Notice

The Chartered Institution of Building Services Engineers ('CIBSE') is committed to protecting your privacy, and takes its responsibilities regarding the security of members' and customers' information very seriously. For the purpose of registering you for this event and providing you with further information in relation to this event we will process your personal data within our customer database. On the basis of legitimate interest we may use your data to inform you of similar events in the future and to promote services, activities and commercial objectives that are designed to support the science, art and practice of building services engineering . For more information about how we process any personal information that we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy please view our privacy notice.

CIBSE West Midlands

CIBSE Event Behavioural Policy

CIBSE wants all attendees to feel welcome and included at our events. We ask attendees to keep in mind that they are within a professional environment when at CIBSE events and they are expected to always demonstrate professional behaviour modelling high standards of ethical conduct, honesty and integrity to protect the reputation and standing of CIBSE. CIBSE will not tolerate or allow any discriminatory or disrespectful behaviours by any person during CIBSE events, including bullying, harassment or sexist, racist, or exclusionary comments or jokes at our events. Where alcohol is provided, attendees are expected to know their limits and drink responsibly. The provision of alcohol should not be taken as an endorsement by CIBSE for attendees to drink excessively nor for any resulting improper conduct or activity.

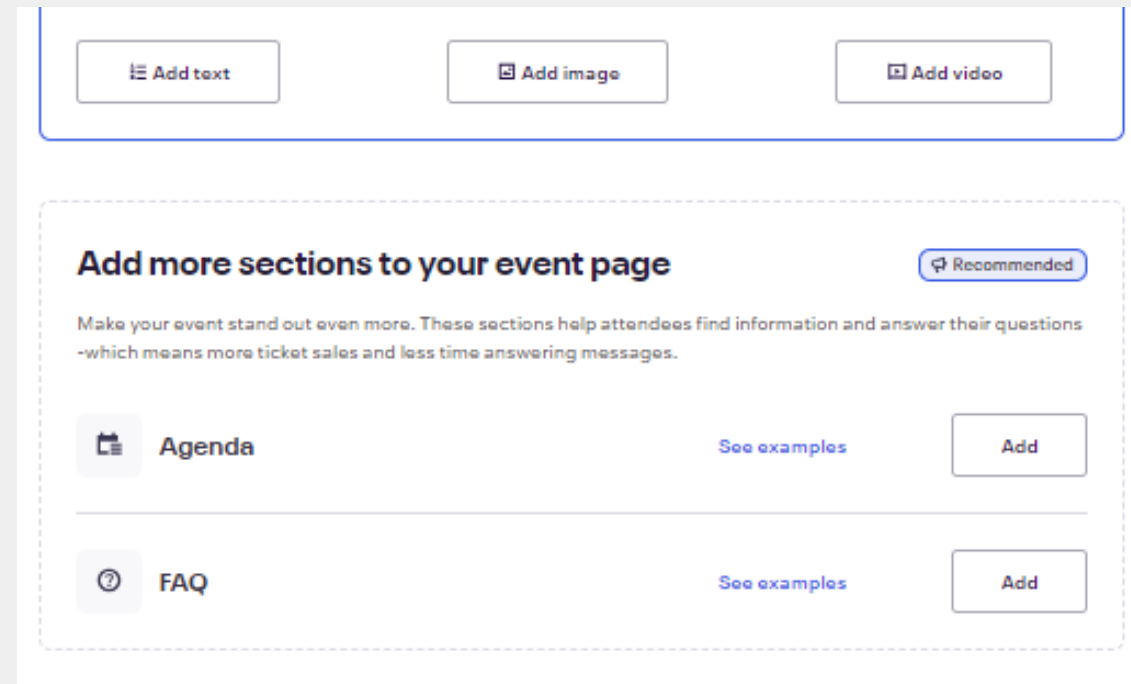By registering for this event, you agree to abide by the CIBSE Event Behavioural Policy.
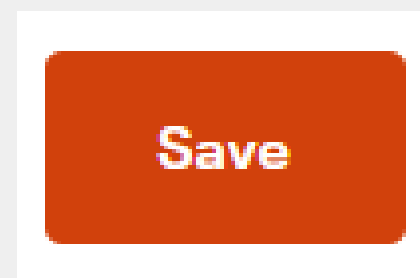
Build event page

04 If you have any sponsors, you can add their logos to the booking page, along with any other text, images or video you think would help promote the event (ensure they are royalty free)

If you are organising a conference, you may wish to add an agenda to the booking page

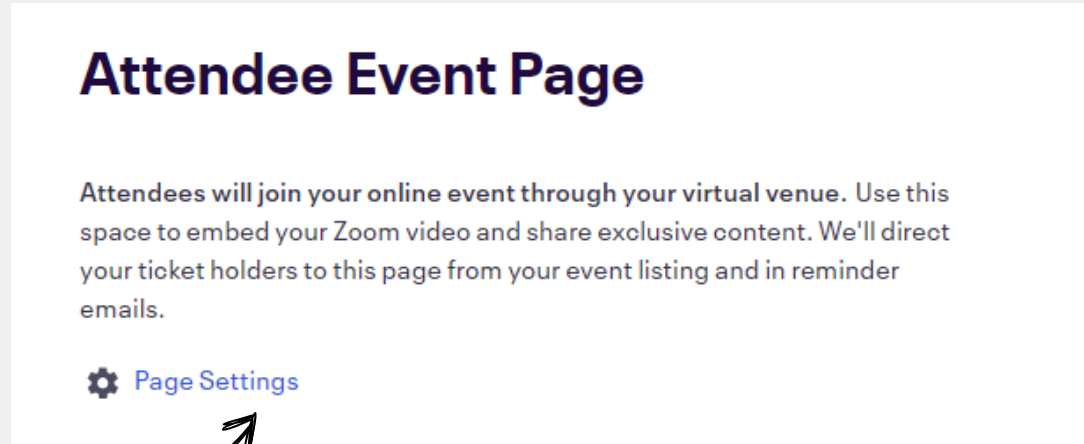**05** Click the save button before proceeding

Skip this step if you inserted a venue in the Build Event Page

Online Event page

If you selected 'online event' on the Build event page, the 'Attendee Event page' will appear as an option in the left hand menu.
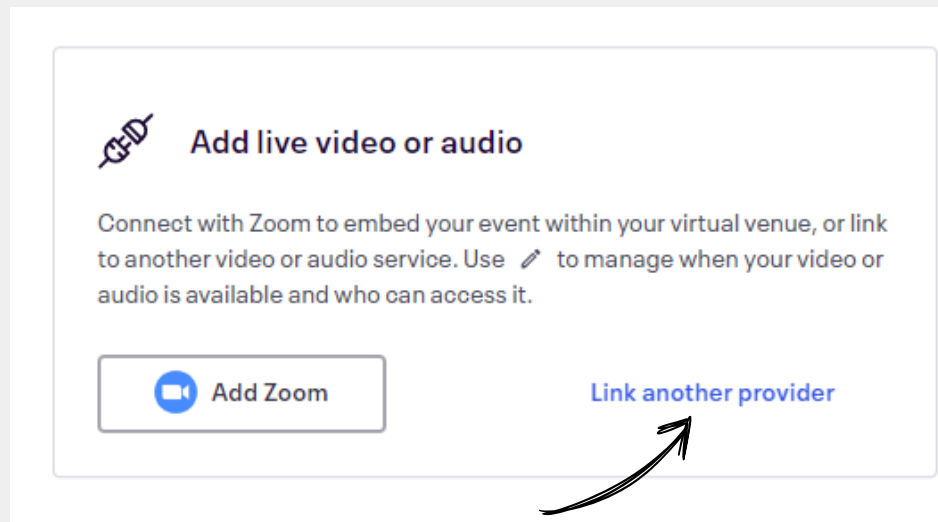
This setting will automatically send your joining link to delegates 2 hours, and then again at 10 minutes, before the event so it is a useful feature!

01 Enable the page by clicking on the Page Settings button and then toggling the page on and clicking Apply
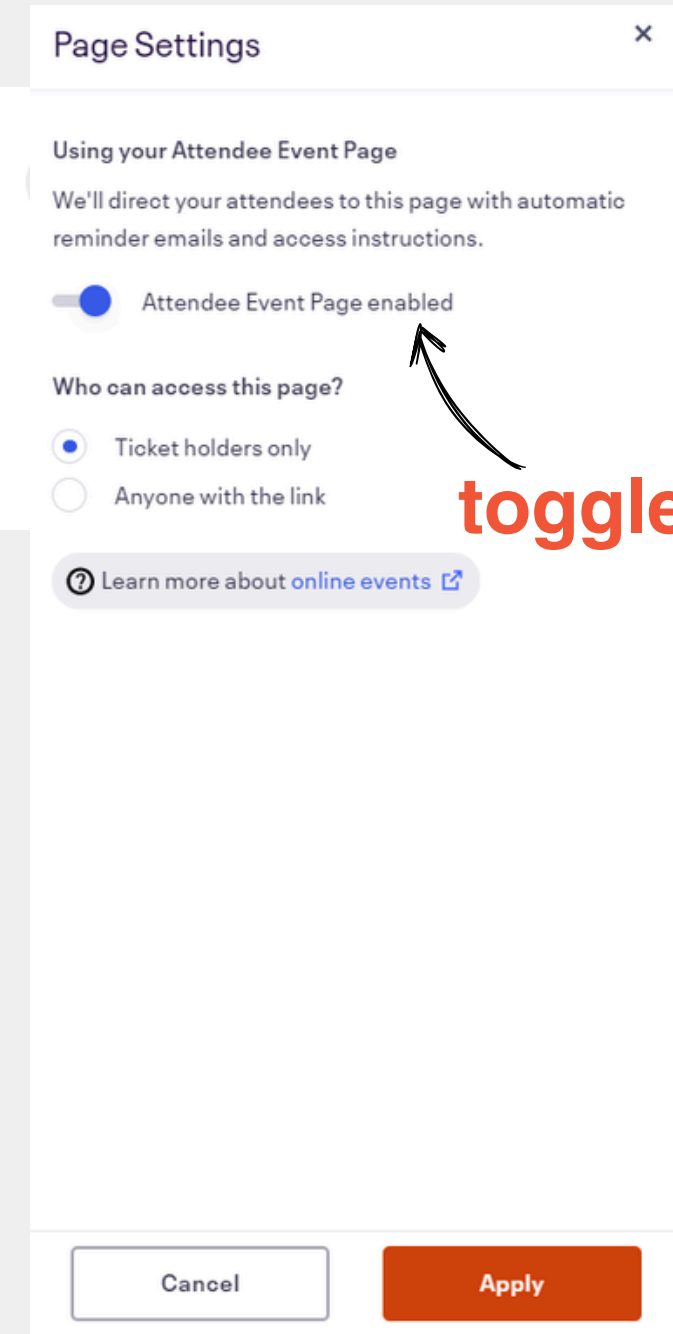
Attendee Event Page

Attendees will join your online event through your virtual venue. Use this space to embed your Zoom video and share exclusive content. We'll direct your ticket holders to this page from your event listing and in reminder emails.

⚙ Page Settings

click here

02 Click 'link another provider' and put the URL of your joining link in the 'Live Video or Audio' URL section. For the 'Title' section, you can put 'click here to join'.

Add live video or audio

Connect with Zoom to embed your event within your virtual venue, or link to another video or audio service. Use ✏ to manage when your video or audio is available and who can access it.

◉ Add Zoom   Link another provider

click here

Page Settings ✕

Using your Attendee Event Page
We'll direct your attendees to this page with automatic reminder emails and access instructions.

🔵 Attendee Event Page enabled

Who can access this page?
◉ Ticket holders only
○ Anyone with the link

? Learn more about online events ↗

toggle here

Cancel   **Apply**

03 Click the save button before proceeding

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Tickets

Your draft event has been pre-populated with options for online tickets and in-person tickets. You can add to, edit or delete these as appropriate by clicking on the three dots next to each ticket type.

01 Click 'add tickets' on the left hand menu. Select if your tickets will be paid-for or free, name them, and input how many are available for sale. If you want to do early-bird tickets, you can even change the dates the tickets are available for sale. You can add multiple ticket types including member and non-member.
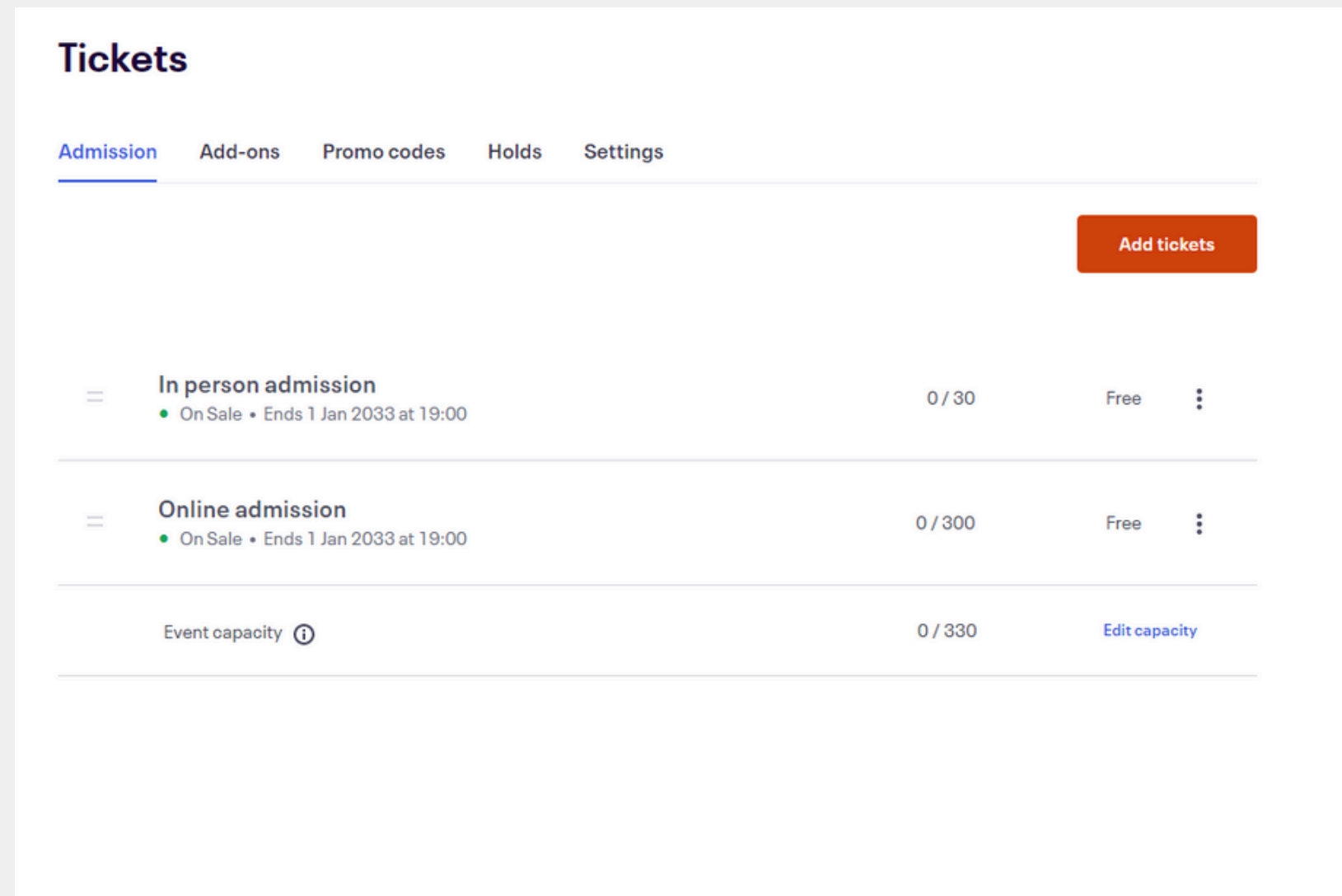
02 If you are charging for tickets, you will need to decide if you will absorb the fees Eventbrite charges or pass them on to delegates. **You can calculate what these will be here**
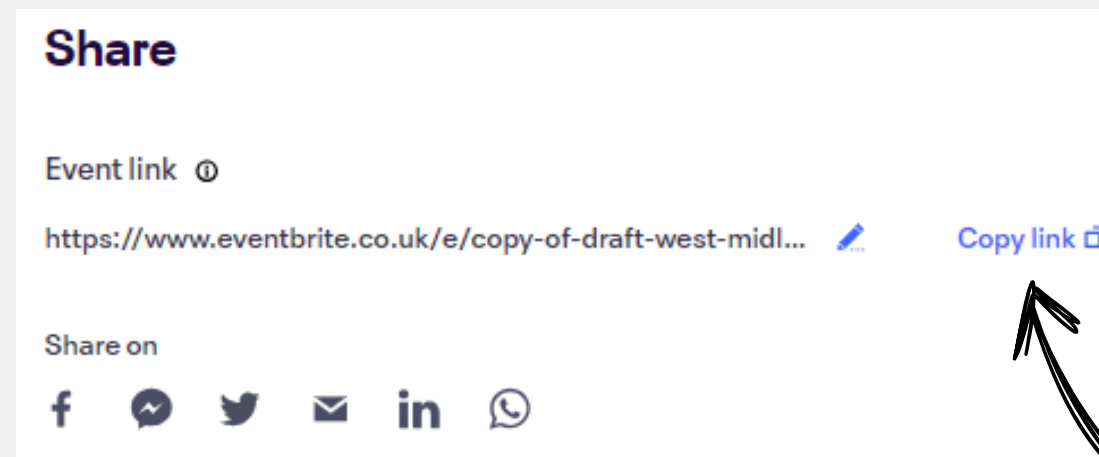
»
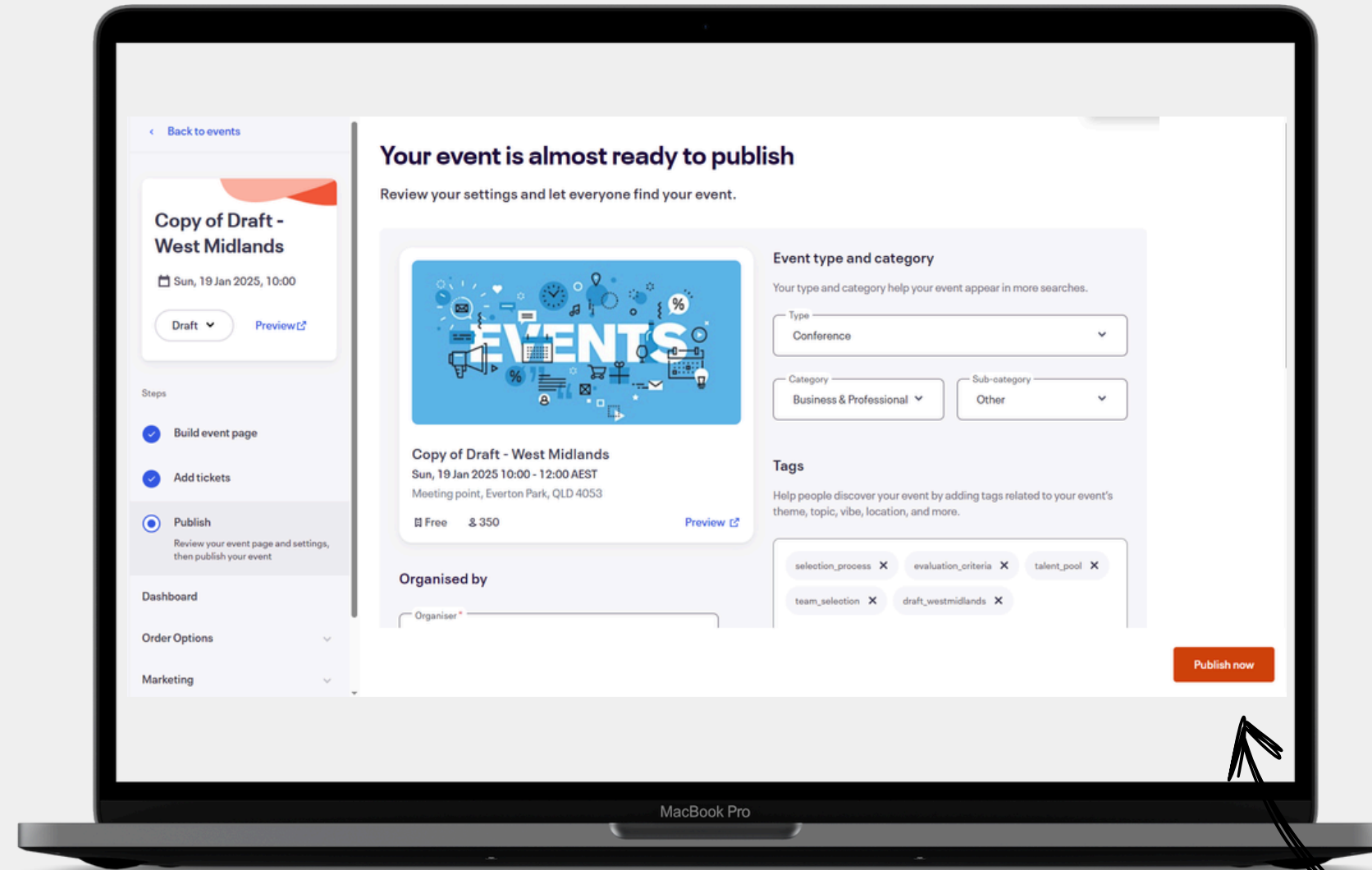
Manage your payouts

If you are running a paid for event, ensure the income is paid out to your account using the 'Payment Options' feature. You must publish your event to access this menu.

If your bank account is not listed, contact CIBSE to add it to the system.

01

Payments & Tax

Payment Options

Find it under 'Payments & Tax'

02 Check the currency is correct before selecting 'Manage payout method'

Add your country and currency
This determines which payment processors you can use. You can't change your payment processor after a ticket is purchased.

Payout Country *
United Kingdom

Currency *
GBP

Choose a payment processor

eventbrite Payment Processing VISA VISA
- Simple checkout for attendees
- Accept on-site payments

Offline options (optional)
Add options to collect payments by check, invoice or at the event from attendees.

Manage payout method

03 Select your network's bank account and click 'Set for this event'

〉〉

Attendee list

You can download an attendee list from Eventbrite so you know who to expect at your event.

No contact details may be shared with speakers, sponsors, or anyone external to the committee and the list cannot be used for marketing purposes.
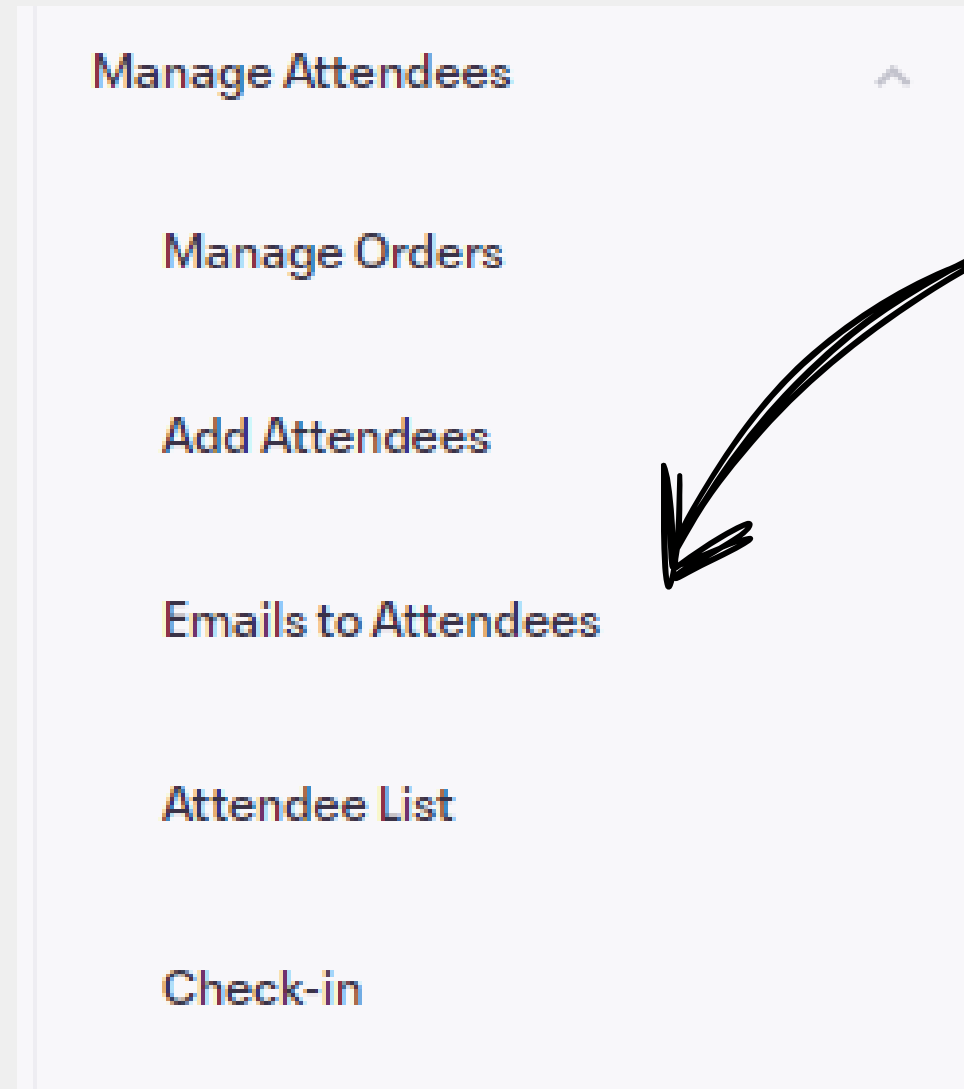
Find it under 'Manage Attendees'

Manage Attendees

Manage Orders

Add Attendees

Emails to Attendees

Attendee List

Check-in

»
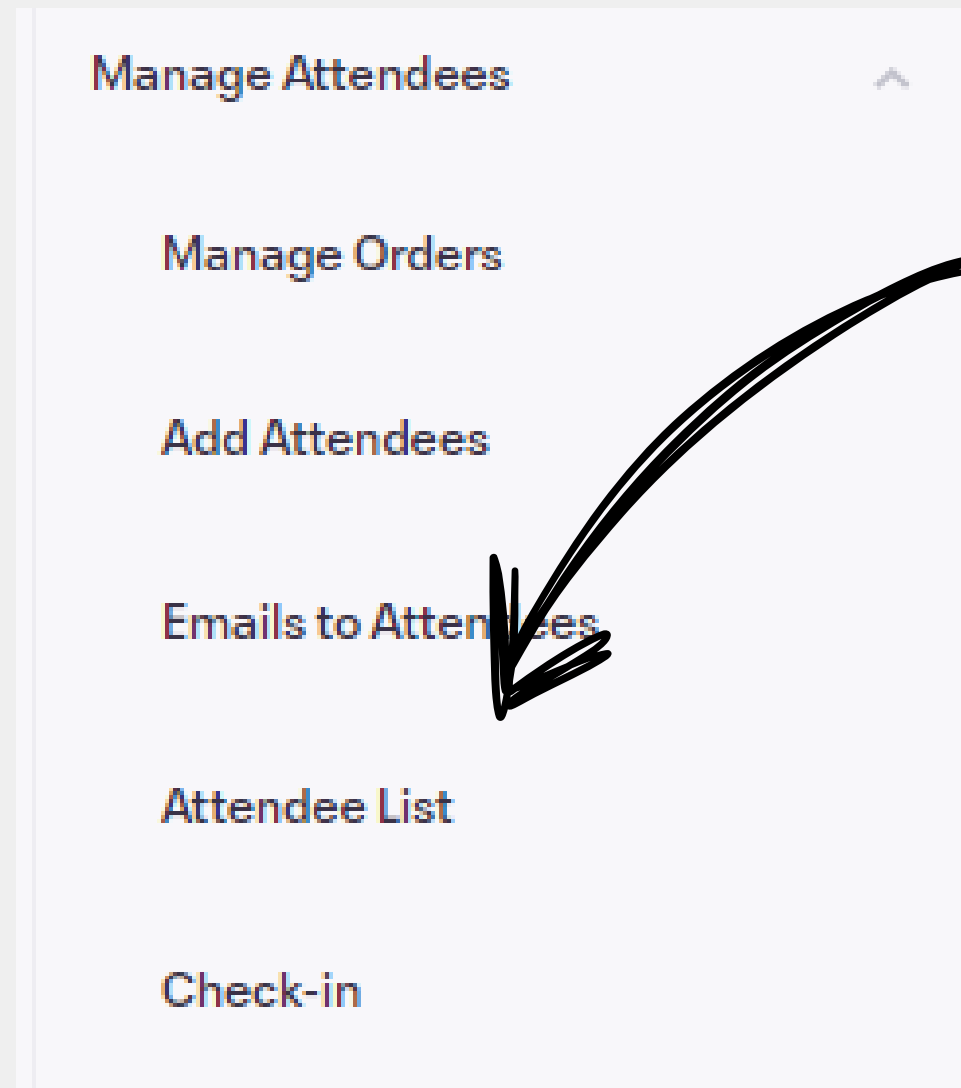
» **Use this feature to send out the joining link for hybrid events**

Emailing attendees

You can use the 'Emails to attendees' function to contact delegates about dietary requirements, joining links etc. You can preschedule these emails. This feature cannot be used to promote other events or sponsoring companies due to Eventbrite's data policy.
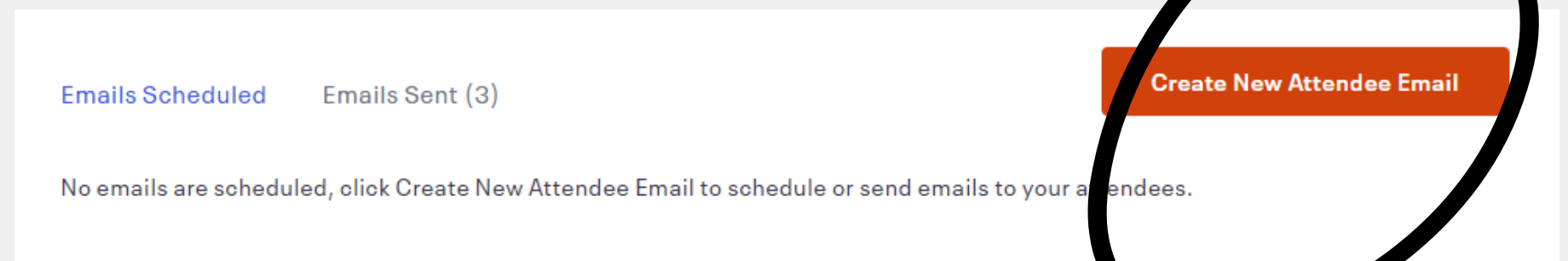
This is a no-reply account, so include contact details if you require a response.

01

Manage Attendees ︿

Manage Orders

Add Attendees

Emails to Attendees

Attendee List

Check-in

Find it under 'Manage Attendees'

02

Emails Scheduled   Emails Sent (3)

Create New Attendee Email

No emails are scheduled, click Create New Attendee Email to schedule or send emails to your attendees.

click here

»

Emailing attendees

03 You can filter recipients by ticket type (use this to send the joining link to online ticket holders only for hybrid events)

Name

CIBSE Networks

Reply-To Email

groups@cibse.org

To

Attendees by Ticket Type

click here

04 You can preschedule the emails when you set up the event - we recommend sending the online joining link 2 hours and again 10 minutes before an event

Send Email:

◉ Now

○ [   ] at [00 ▾] : [00 ▾] Timezone: Europe/London

○ [   ] Days [   ] Hours [   ] Minutes Before the event starts

☐ By checking this box, I certify that the email campaign being sent is transactional in nature and is not being used to market, advertise, or otherwise promote any event, product, service or other offering of Organiser. I acknowledge and agree that this tool is to be used solely for transactional emails related to event registrations and use of this tool is governed by the Eventbrite Terms of Service.

Send Now   Cancel

»

Check-in delegates

Use this feature to log delegate attendance. This is mandatory for each event.
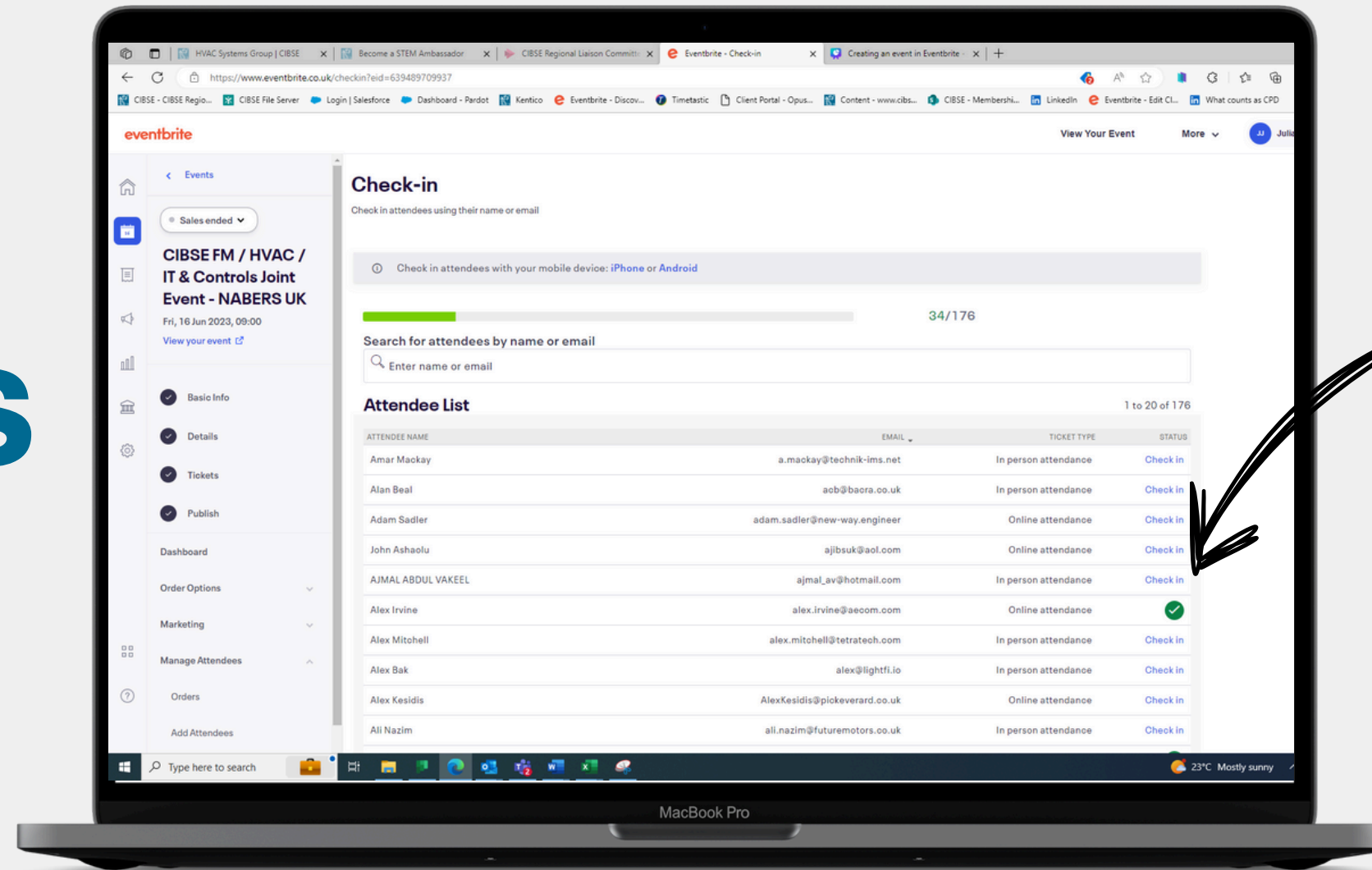
01 Find this feature under 'Manage Attendees' in the left hand menu

02 Search for the names of your delegates who are attending in person or online and click the 'check-in' button on the far right hand side

»

Get dietary information

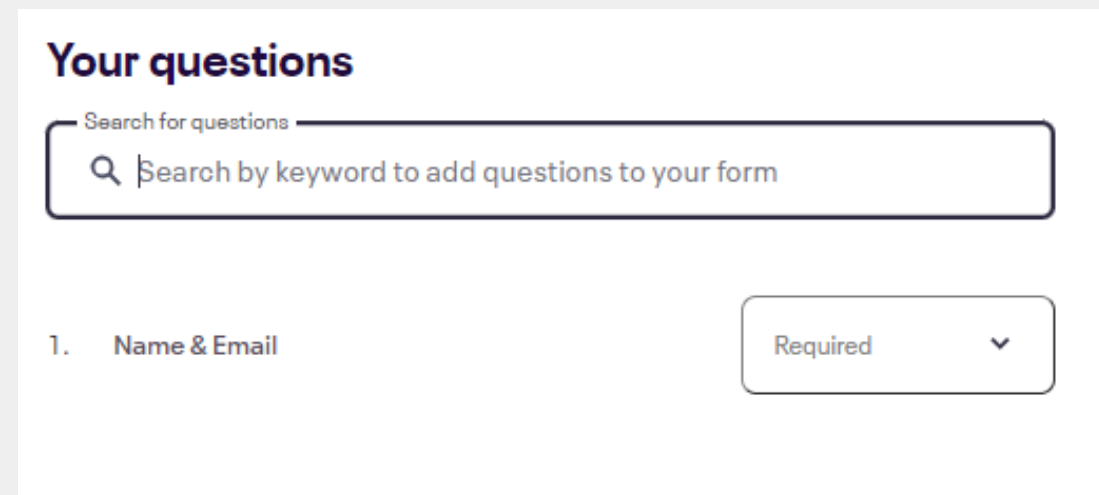If you want to ask delegates specific questions when they book tickets, use the 'customise your order form' feature.

01 Find this feature under 'Order Options' in the left hand menu and select 'create new form'
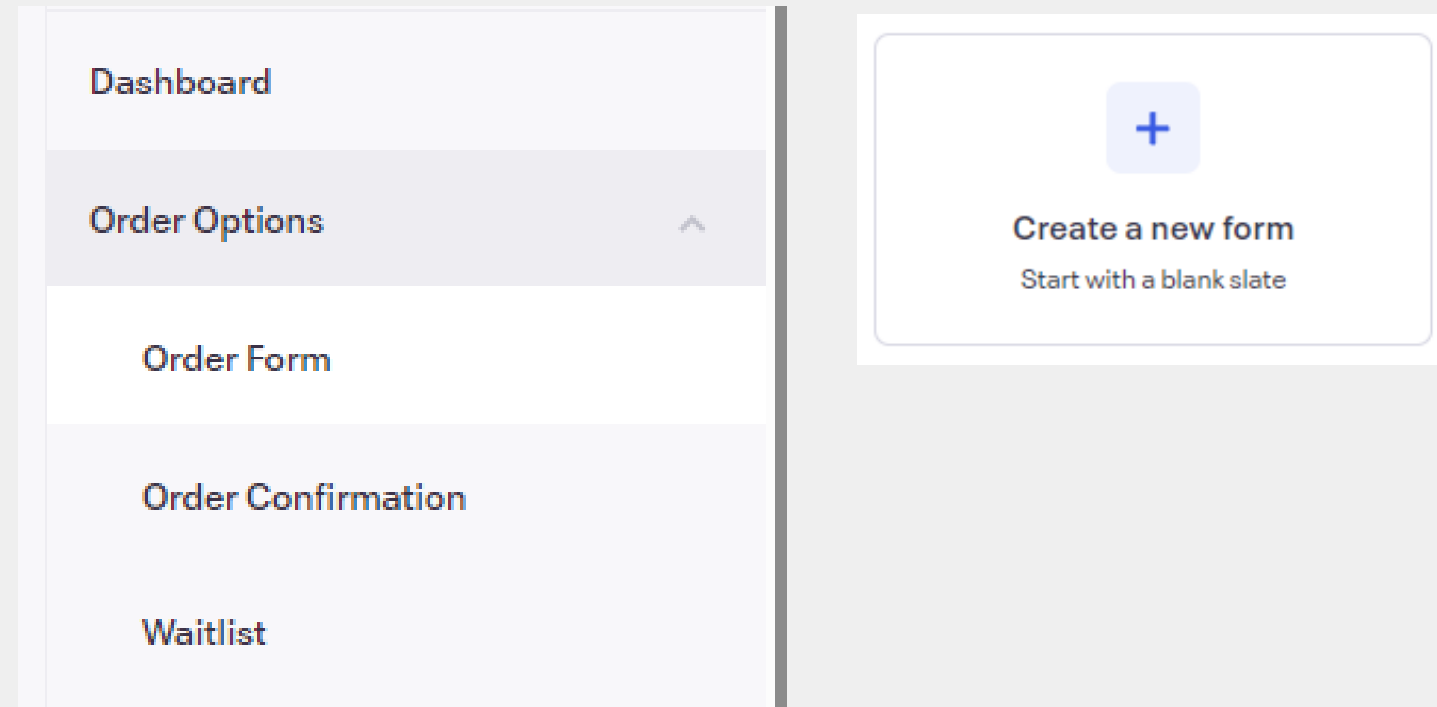
02 Type your questions in the search bar to add them to the form

»

Using your account

Copy Link

Copy Event

Delete

Draft ⌄   CIBSE West Midlands ⌄   Create Event

	Sold	Gross	Status
	0 / 350	£0.00	

Promote on Eventbrite

View

Edit

Copy Link

Copy Event

Delete

»

Need any assistance?

Contact **regions@cibse.org**, **groups@cibse.org**, **sfe@cibse.org**, **sde@cibse.org**, or **sophe@cibse.org**