Day of the Event – Checklist for Utilizing the Events Center

1. Enter any check/cash sales that have been made outside of the platform to keep an accurate head count on the website.
    a. Select *Check/Cash Sales* from the main Sales Dashboard and enter (or search CRM) the buyer's information. Once submitted, check the guest information page to confirm that their information saved to the ticket.
2. Enter any complimentary tickets (volunteers, auction item donors, etc.)
    a. Select *Complimentary Tickets* from the main Sales Dashboard for your event and enter any complimentary tickets here.
3. Collect as much guest information ahead of time as possible.
    a. All ticket purchasers are automatically sent two emails requesting that they enter the guest information for their tickets (timing is dependent on your selections when you set up your tickets), but you can also add or make edits to guest information within the site for them.
    b. The **Guest Check In** page is the easiest place to review what guest information you do and do not have.
4. Preparing for Ticket Sales at the Door
    a. You will need Wi-Fi to do this on a computer, or it can be run using data on a cell phone.
    b. The credit card payments for any ticket sales at the door will be done through Square or Converge, but the tickets should be run through the Point-of-Sale page within the Events Center to keep all your attendee data in one spot and allow for easy membership processing after the event.
        i. Cash/check sales can be handled through the Point-of-Sale page as well, you just will not need to utilize your Square or Converge account.
    c. From the *Site Services* page, select *Point of Sale* to launch this page in a new tab. If planning to use this at the door, it is helpful to have a separate station/volunteer dedicated to this as to not hold up the line of people who bought tickets ahead of time.
5. Open the Guest Check In page to "pre-load" all purchased tickets and chapter roster for use at the event.
    a. Pre-loading this page and then leaving it open on a laptop ensures that you will have full access to this page and its data even if you are not connected to Wi-Fi at your event. Later you can re-connect to Wi-Fi and it will give you the option to sync all your edits.
    *b. *Once this page is open, do not close it until you have re-connected to Wi-Fi and synced all your edits.*
    c. This includes all tickets purchased/entered at the time the page is loaded and access your chapter's roster.
6. Print out a ticket report if planning to manually check people in (or in case you just want a back-up option).
    a. Guest Check in page – print option lays out all ticket purchasers and guests.
7. Want extra assistance the night-of?
    a. AT LEAST a week before your event, email support@eventgroove.com and request that one of their customer service reps be on-call during your event. They can virtually assist in keeping your event running smoothly and answer any questions that may come up from volunteers.