Event Ticketing Platform — User Manual

Nov 4, 2026 · @Muhammad Shoaib Raza Khan

1. Welcome

The platform takes an event from first draft to money in the organizer's bank account, using four apps that share one account system. Find your role below and go straight to your journey.

You are	Your app	Local development address	Go to
A ticket buyer or holder	Attendee site	http://localhost:4200	Section 3
An organizer or a member of their team	Organizer app	http://localhost:4201	Sections 4 to 6
Door staff or box office	Check-in app	http://localhost:4203	Section 7
Platform staff	Admin console	http://localhost:4202	Section 8

These addresses are for local development. A live site uses your own web addresses. Screenshots show demo data, so your own figures will differ.

The demo accounts are named after example people, and this manual uses the same names: Ali buys tickets, Sara runs events, and Hamza works for the platform.

2. Getting started

One account works across the attendee site and the organizer app, so you only need to register once.

Create an account

1. Open the attendee site and choose to register, or go to `/register`.
2. Enter your full name, email and password. A mobile number is optional.
3. Tick the box to agree to the Terms of Service and the Privacy Policy.
4. Select **Create account**.

You can also buy as a guest without an account, as described in section 3.

Sign in

1. Go to `/login` in any app.
2. Enter your email and password, then select **Sign in**.
3. Tick **Remember this device** if it is your own device.

There are other ways to sign in where they are set up:

- **Use phone instead** sends a one-time code to your mobile number.
- **Sign in with SSO** uses your company account, if your organization has set this up (section 6).

If you forget your password, use the forgotten password link on the sign-in page. You will get an email with a link to choose a new one.

Language, dark mode and phones

- **Language:** select the language button at the top of the page to switch between English and Urdu. The whole layout flips to read from right to left in Urdu.
- **Dark mode:** select the moon icon at the top of the page.
- **Phones:** the attendee site and the check-in app are designed for phones first. The organizer app also has a phone page called **Today** (section 5).

Keep your account safe

Open **Security** in your account to manage these settings:

Setting	What it does
Password	Changes your password. You need your current one.
Two-step verification	Adds a code from an authenticator app when you sign in.
Where you're signed in	Lists your devices. Sign out of one, or select **Sign out everywhere**.
Support code	Creates a code to read to our support team when they ask for one.
Delete account	Removes your personal data 30 days after you ask.

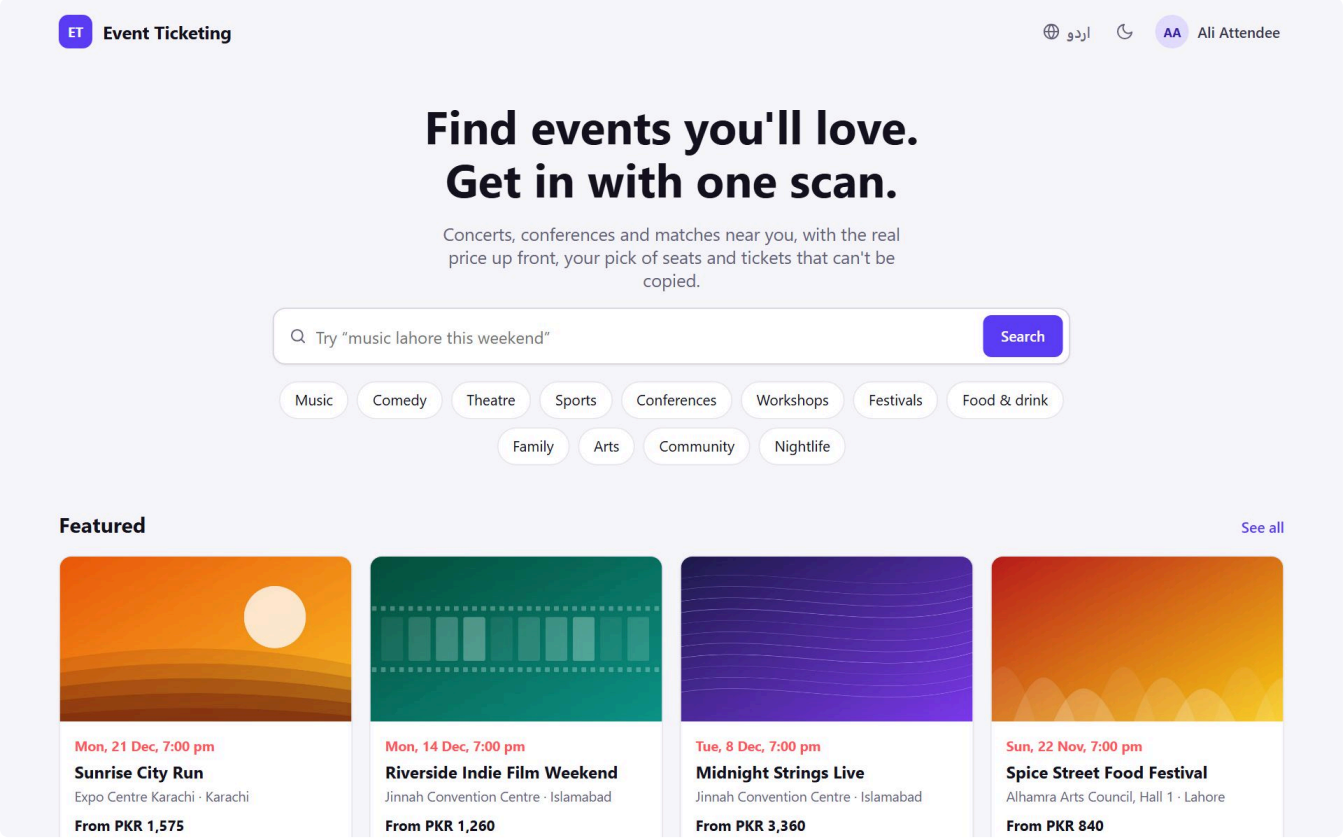
Two-step verification in development: it is switched off in the Development environment, so every account signs in with a password alone. On a live site, platform staff and organizer Owners, Admins and Finance members must use it.

3. The attendee journey

Ali finds an event, picks seats, pays the price he was shown, and enters with a code on his phone. No account is needed to buy.

Step 1: Find an event

1. Open the home page and type in the search box, for example "music lahore this weekend". You can also select a category such as **Music** or **Comedy**.
2. To narrow the results, open **Events** and set the city, dates, category, highest price, format (in person, online or hybrid) and sort order, then select **Apply**.
3. Select **Use my location** on the home page to see what is on nearby. Your location is only used for this.

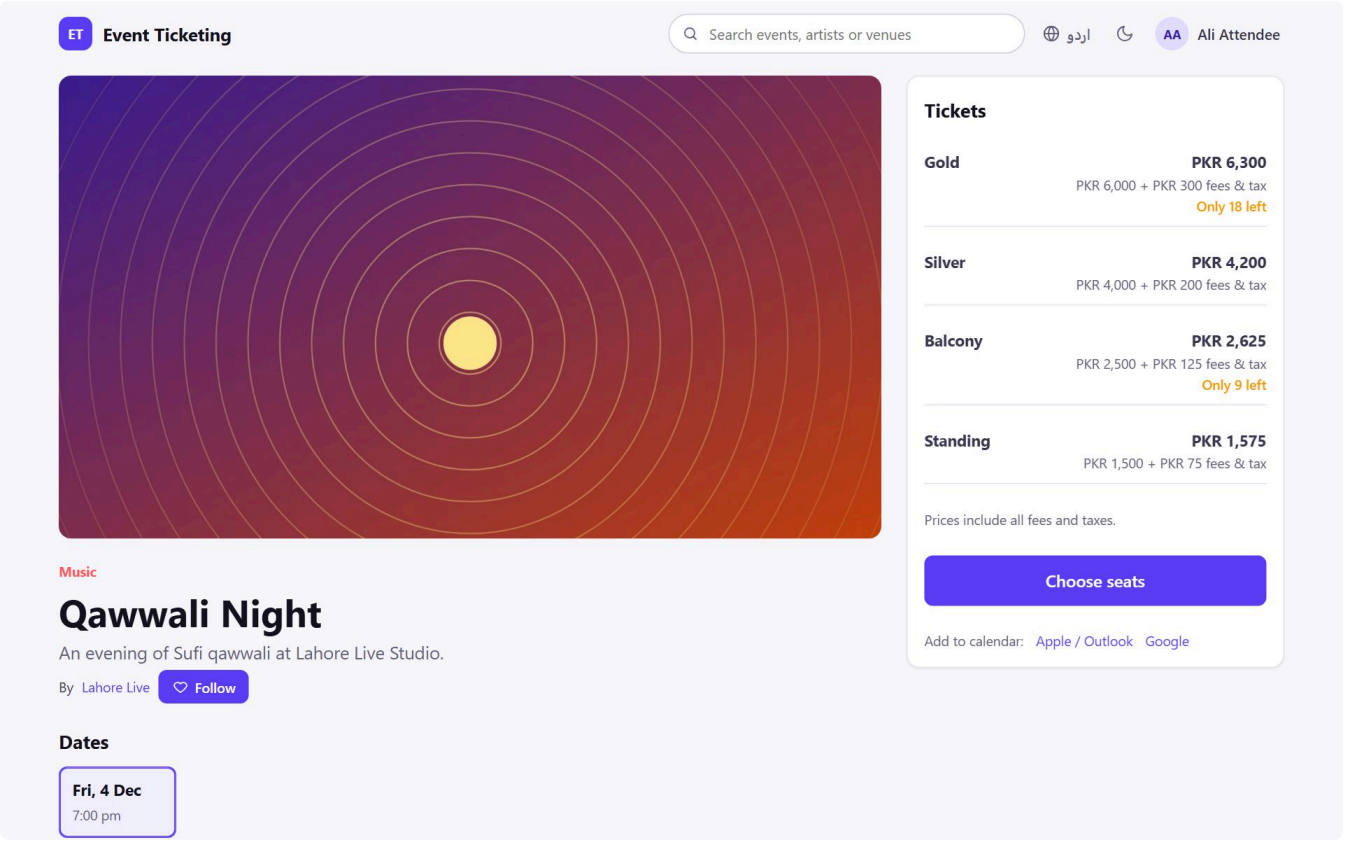


Step 2: Read the event page

The event page has the dates, description, venue with a map link, the organizer and the refund rules. You can also:

- **Follow** the organizer to hear about their next events.
- **Share** the event, or add it to your calendar.
- **Ask about this event** to get answers from the AI assistant.
- **Report** the event if something looks wrong.

Every price is all-in. For example, a Gold ticket shows PKR 6,300, made up of PKR 6,000 plus PKR 300 in fees and tax. The total you see is the total you pay.



Step 3: Choose your tickets

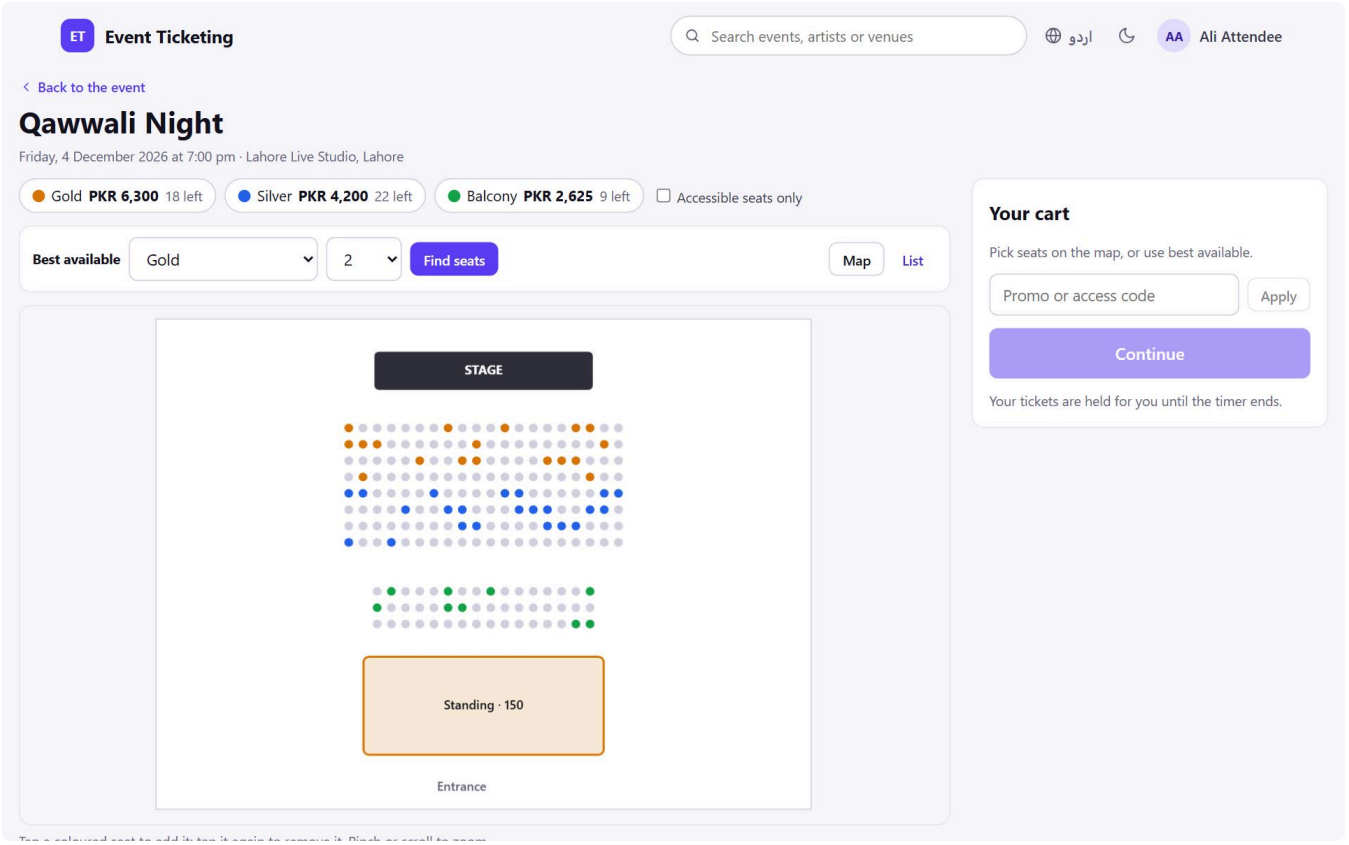
Reserved seats

1. Select your date, then **Choose seats**.
2. Tap a coloured seat to add it, and tap it again to remove it. Pinch or scroll to zoom.
3. Or use **Best available**: choose a category and how many you need, then select **Find seats**.
4. Select **List** instead of **Map** if you prefer a plain list. There is a filter for accessible seats only.

Standing or general admission

1. Choose how many tickets you would like.

Once you have tickets in your cart, they are held for you and a timer counts down. If it runs out, the tickets go back on sale, and you can pick them again if they are still free. You can enter a promo or access code in the cart. Then select **Continue**.



Step 4: Check out

1. Enter your name and email, or select **Sign in** if you have an account. A guest can tick a box to create an account with that email.
2. If the organizer asks for them, add a name for each ticket and answer their questions.
3. Add any extras the event offers: ticket protection, a donation, or a carbon offset. These are optional.
4. Choose how to pay: **Card**, **JazzCash**, **Easypaisa** or **Pay later**, where they are offered.
5. Accept the terms of sale and the refund policy, then select **Pay**.

You pay on the payment provider's secure page, so the platform never sees your card details. If a payment fails, your seats stay held and you can try again.

If the total changes while you are checking out, you are shown the new total and asked to confirm it before paying.

In test mode a test payment page appears instead, marked "TEST MODE". No real money moves.

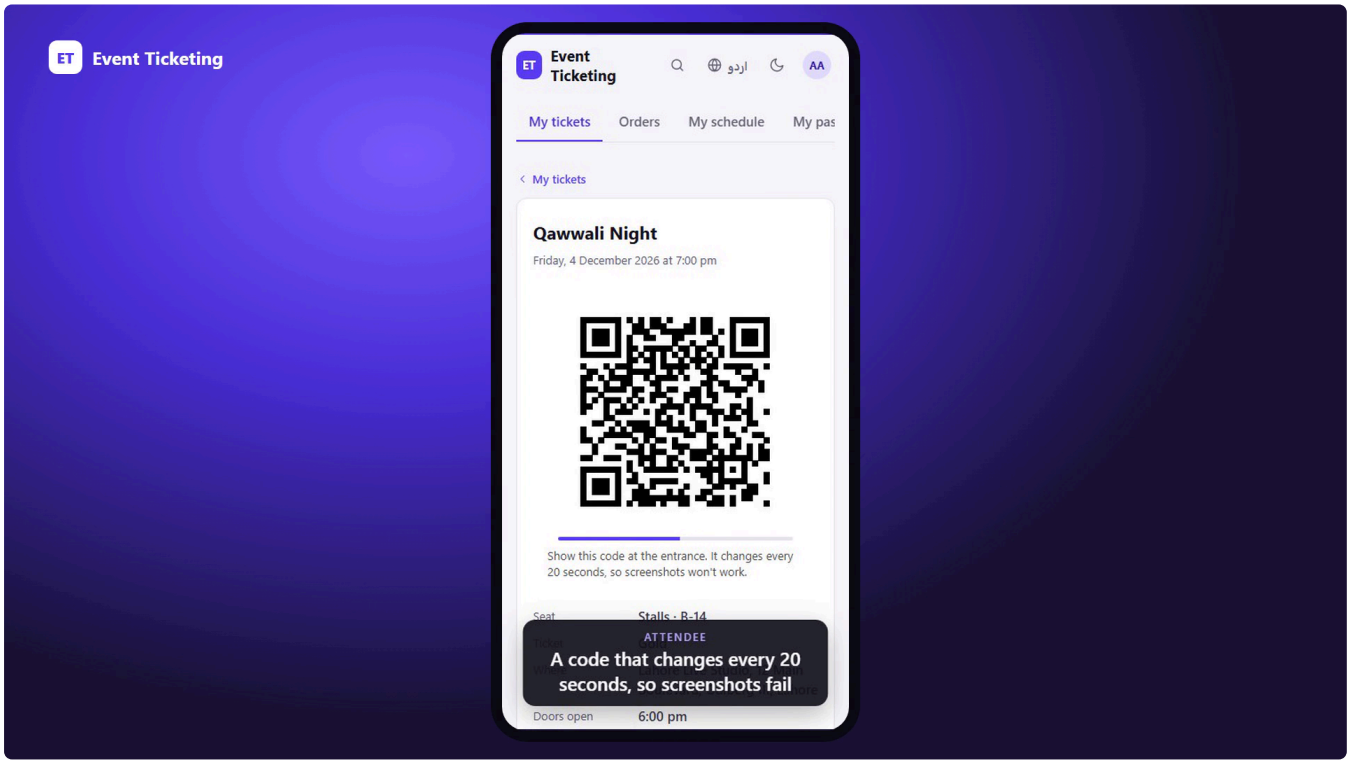
Step 5: Get your tickets

You see **You're going!** with your order number, and your tickets arrive by email. From this page you can select **View tickets**, download the **Receipt (PDF)**, or **Add to calendar**.

Step 6: Enter the event

1. Open **My tickets** and select your ticket.
2. Show the code at the entrance. It changes every 20 seconds, so screenshots won't work.
3. If you have no signal, the code still works from your last saved tickets.

For a high-security event, you can only enter with the code in the app. There is no PDF or wallet pass.



If your plans change

You want to	How	Good to know
Give a ticket to someone	Ticket page, then **Transfer**	Send by email or text. Once they accept, your code stops working. You can cancel until then.
Change the name on a ticket	Ticket page, **Name**, then **Change**	
Change date or ticket type	Ticket page, then **Change ticket**	Only if the organizer allows it. Some events allow upgrades only.

You want to	How	Good to know
Sell a ticket	Ticket page, then **Sell on resale**	The organizer sets the highest price. A resale fee applies. Your code pauses while the ticket is listed.
Get a refund	**Orders**, open the order, then **Request a refund**	The organizer decides, within the event's refund policy. Tickets already scanned can't be refunded.
Claim on ticket protection	Your order page	The claim goes to the insurer. The organizer can't refund protection.

Buying in other ways

- **Sold out:** select **Join the waitlist**. If tickets come free, they are held for you for 30 minutes and you get an email.
- **Big on-sales:** you may enter a waiting room. Keep the page open and it moves you on automatically. Refreshing keeps your place.
- **Pre-sale:** register on the event page to get a personal access code when the pre-sale starts.
- **Split with friends:** everyone pays their own share through a pay link, without needing an account.
- **Resale:** the **Fan-to-fan resale** box on the event page lists tickets from other fans at no more than the organizer allows. The ticket is reissued in your name. You need a confirmed email and phone number, and these purchases are final unless the event is cancelled.
- **Passes and memberships:** organizers can sell season passes, multi-event passes and memberships.

Your account

The account tabs are **My tickets**, **Orders**, **My schedule**, **My passes**, **Friends**, **My resale**, **Waitlist**, **Following**, **Notifications**, **Profile** and **Security**. In **Notifications** you choose event reminders, news and offers, text messages and push notifications. Order confirmations, tickets and refunds are always emailed.

4. The organizer journey: set up and publish

Sara sets up her organization once, then every event follows the same seven steps from draft to on sale. You can sell tickets before payouts are set up, but paid events need a verified organization.

Step 1: Create your organization

The first time you open the organizer app, it walks you through four steps:

1. **Your organization:** the name, public address, country, currency and time zone. The country sets your currency and default tax.
2. **Verification documents:** upload a business registration or national ID as a PDF, JPG or PNG, up to 10 MB. Platform staff review it.
3. **Payout account:** you can skip this and add it later from **Finance**.
4. **First event:** you can create this from **Events** when you are ready.

You can change these details later in **Settings**, along with your logo, brand colour, contact details, default refund and transfer policies, legal name, tax number and cart hold time.

Step 2: Invite your team

1. Open **Team** and select **Invite people**.
2. Enter one or more email addresses, separated by commas.
3. Choose a role, and limit it to certain events if you need to. The dialog shows what the role can do.

Role	Typical use
Owner	Runs the organization
Admin	Manages the organization day to day
Event Manager	Creates and runs events
Finance	Settlements, payouts and refunds
Marketing	Promotions and campaigns
Box Office	Sells tickets on site
Door Staff	Checks in guests
Read-only	Views without changing anything

The exact permissions of each role are listed in the app. To make your own, open **Team**, then **Roles**, and select **New role**. System roles can't be changed.

Step 3: Add a venue and seat map

Skip the seat map if your event is general admission only.

1. Open **Venues** and select **New venue**, or use a shared venue from the **Venue library**.
2. Enter the name, address, city, map position, capacity, accessibility notes and photo links, then select **Create venue**.
3. Select **New seat map**, name it, and open the designer.
4. Draw sections, rows, tables and standing zones, or import them from a CSV file.
5. Mark any seats that are accessible, companion, obstructed view, restricted or blocked.
6. Publish the seat map. Events can then use it.

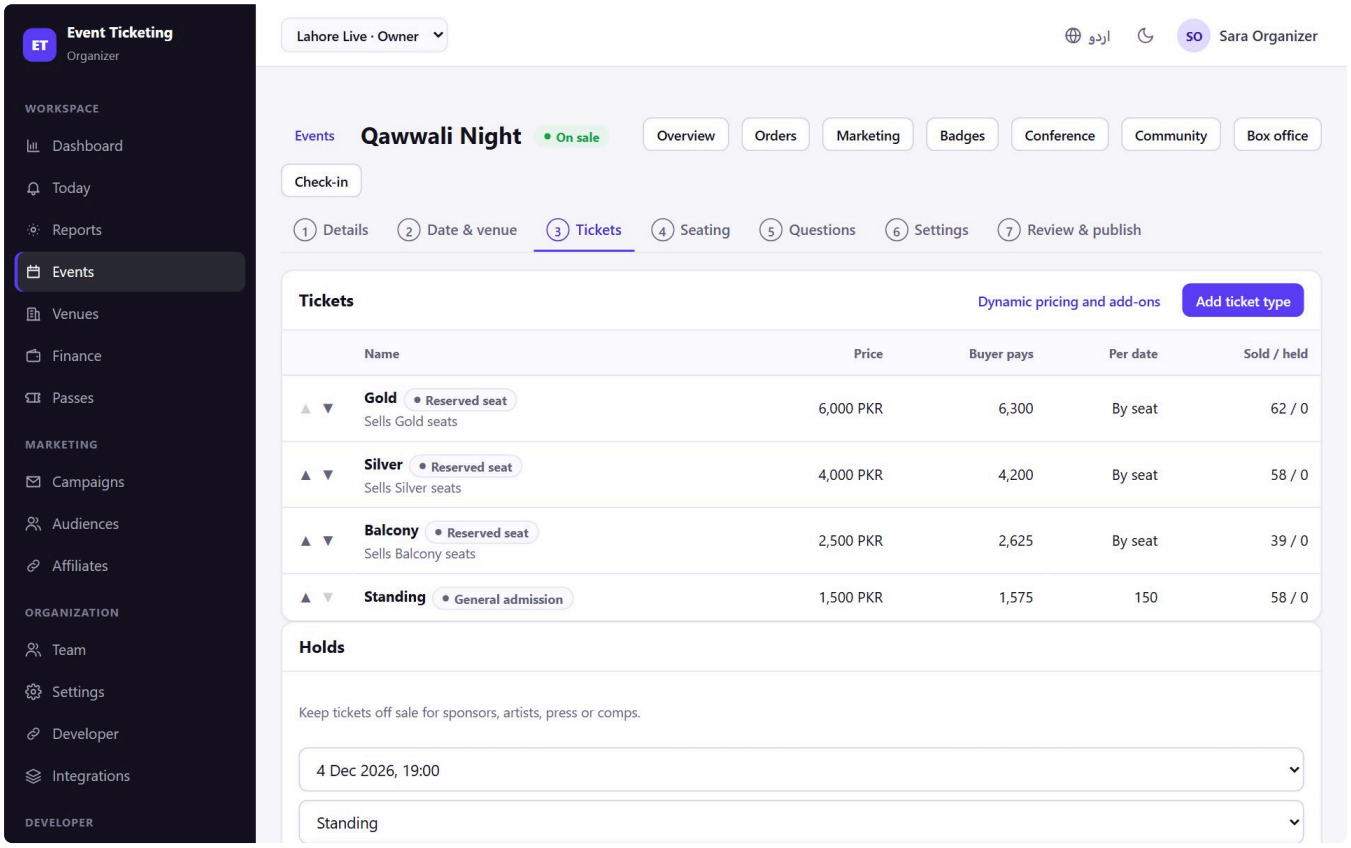
Editing a map later doesn't disturb events that already use it. An archived map stays with its events but can't be chosen for new ones.

Step 4: Create your event

Open **Events** and select **New event**, then work through the seven steps. Your progress is kept as a draft.

Step	What you do
1. Details	Title, page address, category, format, summary, description, tags, minimum age, language, cover image and gallery. **Write with AI** drafts the description. Nothing is published until you say so.
2. Date & venue	Choose the venue and time zone, then **Add dates**. Each date has its start, doors time and seat map or capacity.
3. Tickets	**Add ticket type**: general admission, reserved seat, free, donation or timed slot. The table shows what the buyer pays. Use **Holds** to keep tickets back for sponsors, artists or press.
4. Seating	Create price categories such as Gold and Silver, then use **Paint categories** to colour seats by seat, row or section. **Hold seats** works the same way.

Step	What you do
5. Questions	Ask buyers something once per order or for every ticket, and mark it required if needed.
6. Settings	Who pays the fees, tax, refund and transfer policies, group buying, ticket changes, single empty seat prevention, and who can see the event (public, private link or code). Also named tickets, high security and the most tickets per buyer.
7. Review & publish	See the summary and fix anything listed under **Ready to publish?** Then select **Publish now**, or schedule a time.



Common blockers and how to fix them

Message	Fix
Add at least one date.	Add a date in step 2.
Seated dates need a Reserved ticket type.	Add a Reserved type in step 3.
A seat category has no Reserved ticket type.	Link a Reserved ticket type to that category in step 3.

Message	Fix
{count} seat(s) have no price category.	Paint those seats in step 4.
A ticket type's sales end after the last date.	Change its sales window in step 3.

To reuse an event, select **Duplicate** in the events list. The copy starts as a new draft.

Step 5: Set your pricing options

Open **Tickets**, then **Dynamic pricing and add-ons**.

- **Dynamic pricing:** every 5 minutes, prices move one step with demand, within the floor and ceiling you set for each ticket type. Buyers keep the price they held. You can pause it or set a price yourself, and every change is listed in the history.
- **Ticket protection:** offers buyers insurance at checkout.
- **Charity or carbon partner:** lets buyers round up their total or give an amount. Donations are never counted as your ticket revenue.

Changing a live event

From the event's review step you can **Unpublish**, **Postpone** or **Cancel event**.

Action	What buyers see	What happens to their money
Postpone	They are told by email, with a refund deadline	Tickets stay valid, and they may ask for a refund until the deadline
Cancel	They are told by email, with the reason you give	Every order is refunded in full, fees included. This can't be undone.

5. The organizer journey: sell, run and get paid

Once an event is on sale, Sara promotes it, watches sales live, looks after buyers, and is paid after the event.

Promote your event

These tools are on each event, under **Marketing**:

Tool	What it does
Promo codes	Give discounts or unlock hidden ticket types.
Pre-sale	Fans register on the event page. When the pre-sale starts, each one gets a personal single-use access code by email.
Referrals	Buyers get a share link and earn a discount for each friend who buys.
Waitlist	When a date sells out, fans can join a list. Freed tickets are offered to them first.
Waiting room	For big on-sales: everyone who arrives before opening gets a random place in line. You set how many buyers enter per minute.
Resale	Lets holders resell to other fans at face value, or at a percentage above it. You can take a share of the resale fee.
Tracking	Adds advertising pixels (Meta, Google Ads, TikTok, Google Analytics 4) and builds campaign links. Pixels only run with the buyer's consent.

These tools work across all your events, under **Marketing** in the menu:

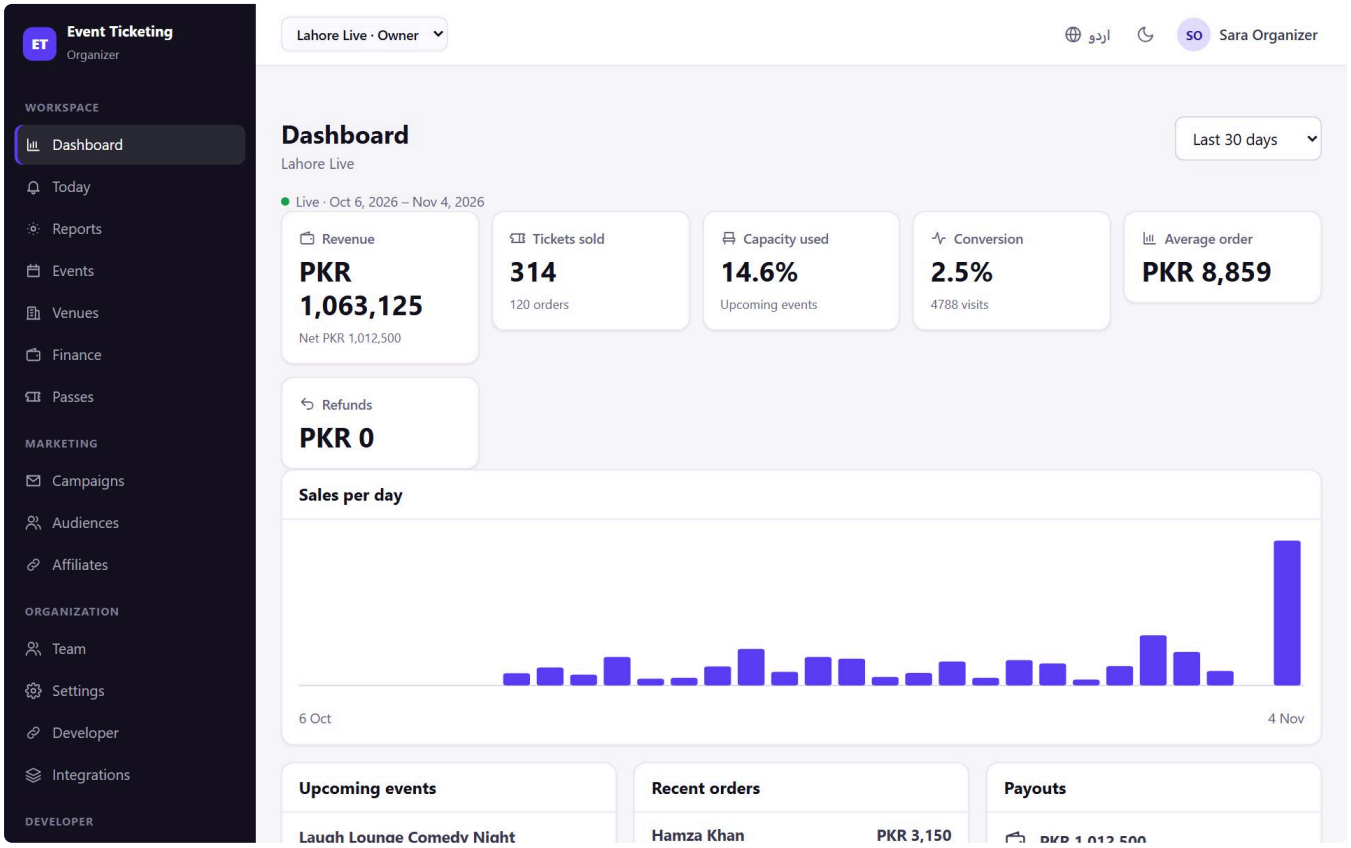
- **Audiences:** saved groups of your buyers and followers.
- **Campaigns:** email, SMS and WhatsApp to people who agreed to hear from you. Create an audience first, because it decides who gets the campaign. Each campaign shows how many were sent, opened and clicked, and the sales it brought in.
- **Affiliates:** promoters with their own link and commission. Export the payout list as a CSV file.

You can also put events on your own website. Open **Developer**, then **Widgets**, choose an event list, ticket picker or seat map, and paste the code it gives you.

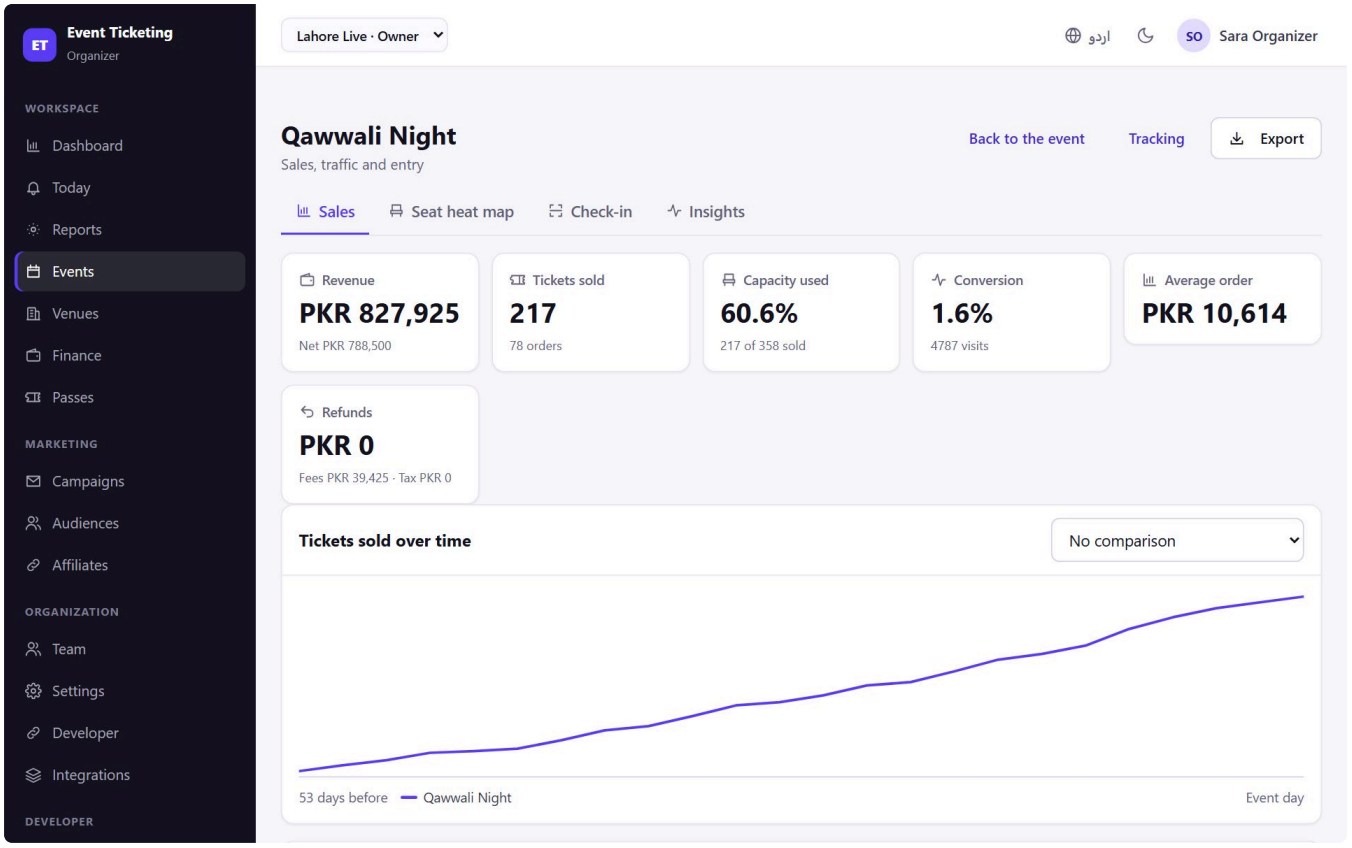
Watch your sales

- **Dashboard:** revenue, tickets sold, capacity used, sales per day, upcoming events, recent orders and payouts. Choose the last 7, 30 or 90 days, or a custom range. It updates live.
- **Today:** a page for your phone, with today's sales and live alerts for new orders, milestones and sell-outs. Add it to your home screen from your browser menu.

- **Event overview:** open an event for four tabs.



Tab	Shows
Sales	Tickets sold over time, sales per day, by ticket type, the funnel from page views to sales, channels, where buyers came from, and promo codes
Seat heat map	What is sold, held and available, by status or price category
Check-in	Entry numbers once phones start scanning
Insights	A sell-out forecast and price suggestions, with the reason for each

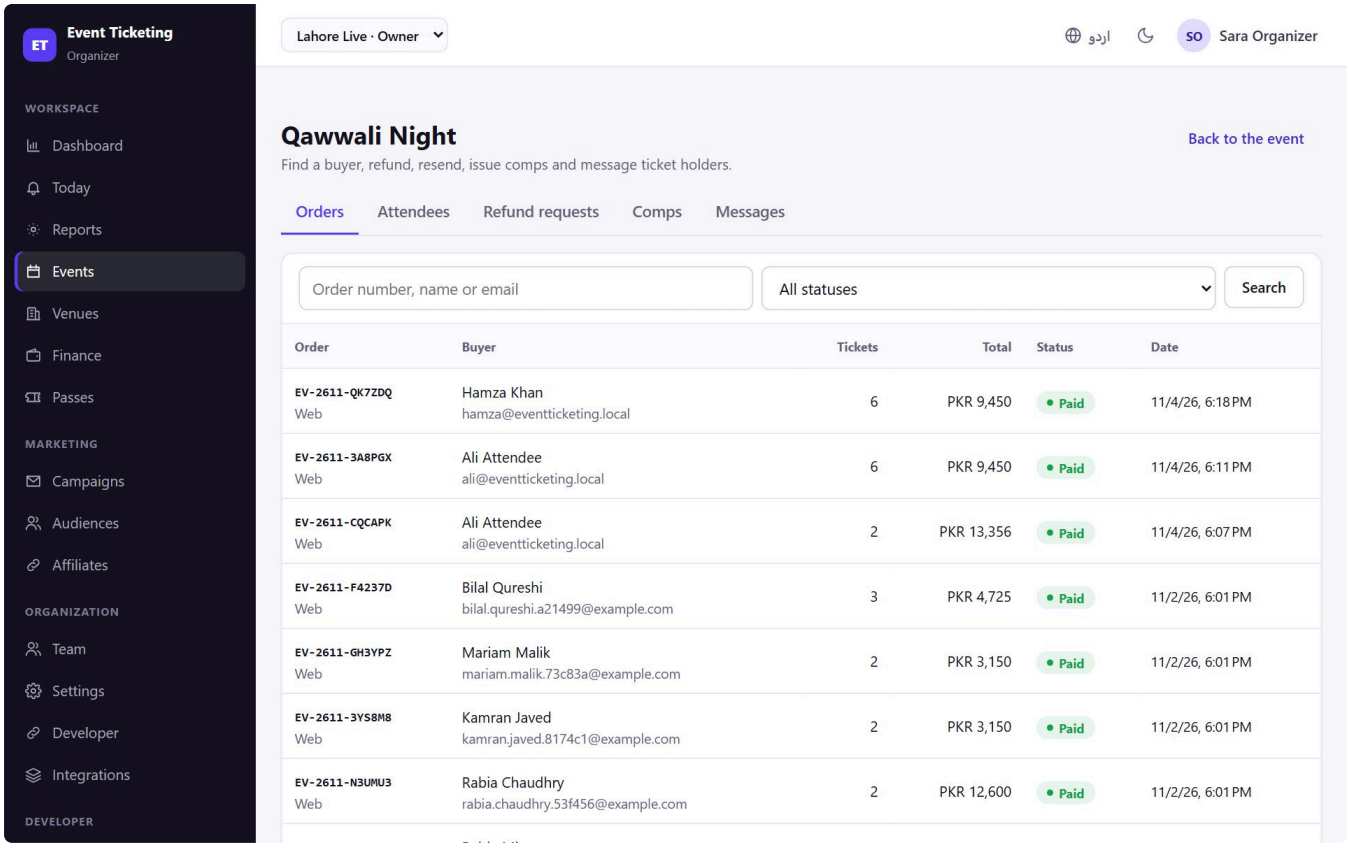


- **Reports:** select **New report**, pick your numbers, group them, preview, and save. A saved report can be emailed as a CSV file on a schedule.

Look after your buyers

Open an event and go to **Orders**.

Tab	What you can do
Orders	Search by buyer or order. Open an order to see its timeline, then refund it or resend the tickets.
Attendees	See every ticket holder, their seat and whether they are checked in. **Export** the list.
Refund requests	Approve or decline what buyers have asked for.
Comps	Issue free tickets by adding guests or uploading a CSV file. **Preview** before you select **Issue comps**.
Messages	Email or text ticket holders. Choose everyone, one ticket type or one date. **Send me a test** before you send.



To refund an order:

1. Open the order and select refund.
2. Choose **Whole order**, **Some tickets** or **An amount**.
3. Decide whether to also refund the booking fees.
4. Enter a reason, which is sent to the buyer, and select **Refund**.

Large refunds ask you to confirm it's you on a live site. Ticket protection can't be refunded by you, because the premium belongs to the insurer. Donations go back to the buyer when an order is fully refunded.

Prepare the door

Section 7 covers the door staff's side. As the organizer, open the event's **Check-in** page first:

1. Select **Add gate** for each entrance, and choose its ticket types and re-entry rule. Without gates, every phone checks in every ticket type.
2. Select **Pair device**, choose a gate, and select **Create code**. Staff scan the QR code or type the code into their phone. A code works once, for 10 minutes.
3. To stop a lost phone scanning, select **Remove** in the device list.
4. On the day, select **Live entry** to watch entries per 5 minutes, each gate, refused scans and each device. **Export scans (CSV)** gives you the full list.

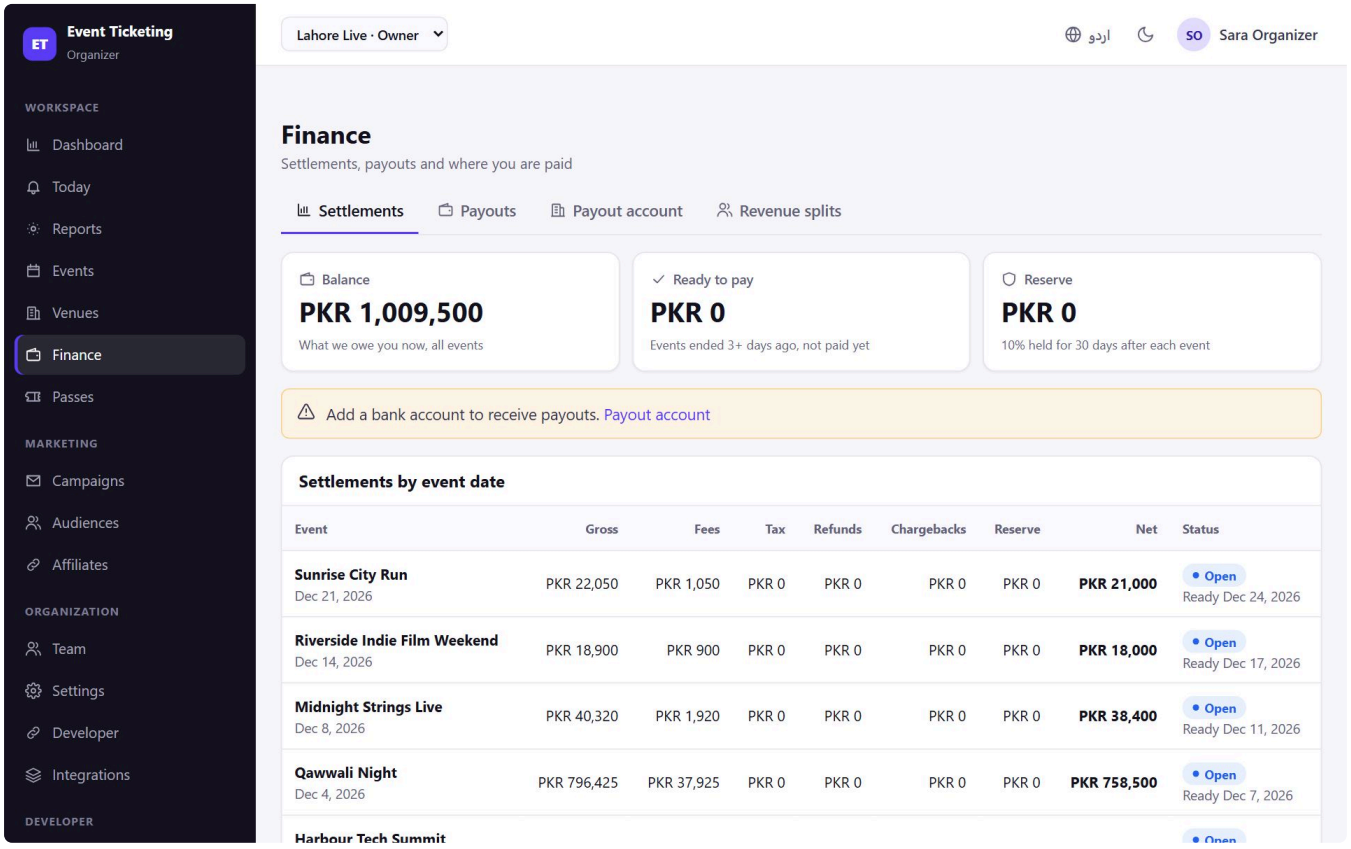
For a conference, open **Badges** to create a name badge template that can print when a guest is admitted.

Get paid

Open **Finance**. The money moves in this order:

1. **Add your bank account** in **Payout account**. For your protection, you confirm it's you, every owner is emailed, and payouts pause for 48 hours after any change.
2. **Settlements** build per event date, showing gross sales, fees, tax, refunds, chargebacks, reserve and net. A settlement becomes ready 3 days after the event ends.
3. **Payouts** are made once a settlement is ready, after platform staff approve them. Download a statement for each one.

The page tells you if anything is stopping a payout, such as an unverified organization or missing bank details. Part of each event's money may be held as a reserve for a set time, and the page shows the percentage and days.



Sharing revenue with partners

If you split revenue with a co-organizer, venue or promoter, open **Revenue splits**:

1. Select **Add party**. A co-organizer is linked by their organization's public address. Others need bank details.
2. Choose an event and give each party a percentage of net revenue. You keep the rest.

3. Tick **Lock this split at the first sale** if the percentages must not change once an order is paid.
4. After the settlement is ready, select **Pay** on a party's statement. Finance staff pay it from a bank file.

Changes apply only to orders paid afterwards, and refunds take back the same shares. Co-organizers see their share on their own **Settlements** page.

6. The organizer journey: conferences, passes and connections

These features are optional extras for bigger events and bigger teams, so skip any you don't need.

Run a conference

Open the event and select **Conference**.

Page	What you do
Agenda	Add sessions with times, tracks and rooms. Times are on the event's clock. Attendees build **My schedule** from it.
Speakers	Add a speaker with their email and send an invitation. They sign in and complete their own profile.
Sponsors	Create tiers such as Gold and Silver, then add sponsors to them.
Exhibitors	Add companies and their booths, and invite their staff, who scan attendees as leads in the check-in app.
Community	Moderate the ticket holders' chat and photo album. You can close the chat.

Sell passes and memberships

Open **Passes** and select **New pass**. You can sell a season pass, a multi-event pass or a membership, with a one-off, monthly or yearly price. A pass can include ticket discounts and pre-sale access. The **Holders** list shows who has each pass and how much they have used it.

Connect your other tools

Tool	Where	What it does
Accounting and CRM	**Integrations, in the menu**	Connects QuickBooks, Xero, HubSpot, Salesforce and Mailchimp. The sync log shows every run.
API keys	**Developer**, then **API keys**	Lets your own systems read your data. Copy a new key straight away, because it is shown only once.
Webhooks	**Developer**, then **Webhooks**	Sends orders, refunds and other events to your https address, signed so you can check they are genuine. Zapier connects this way too.
Widgets	**Developer**, then **Widgets**	Puts your events, tickets or seat map on your own website.

Let your team use company sign-in

Open **Settings**, then **Company sign-in (SSO)**:

1. Add your company's email domain and prove you own it with a DNS TXT record.
2. Enter your identity provider's details, using OpenID Connect or SAML 2.0.
3. Choose the role that new members join with.
4. Choose to offer SSO, or to require it. When it is required, people with those email addresses can't use a password.

Hardware at the gate

Open the event's **Check-in** page and select **Turnstiles & wristbands**. You can pair turnstile controllers to a gate, and see the RFID or NFC wristbands that door staff have linked to tickets.

7. The door staff journey

Zainab pairs her phone once, then scans. A clear full-screen answer tells her what to do, even when the internet is down.

Step 1: Pair your phone

1. Open the check-in app. You don't need an account for scanning.

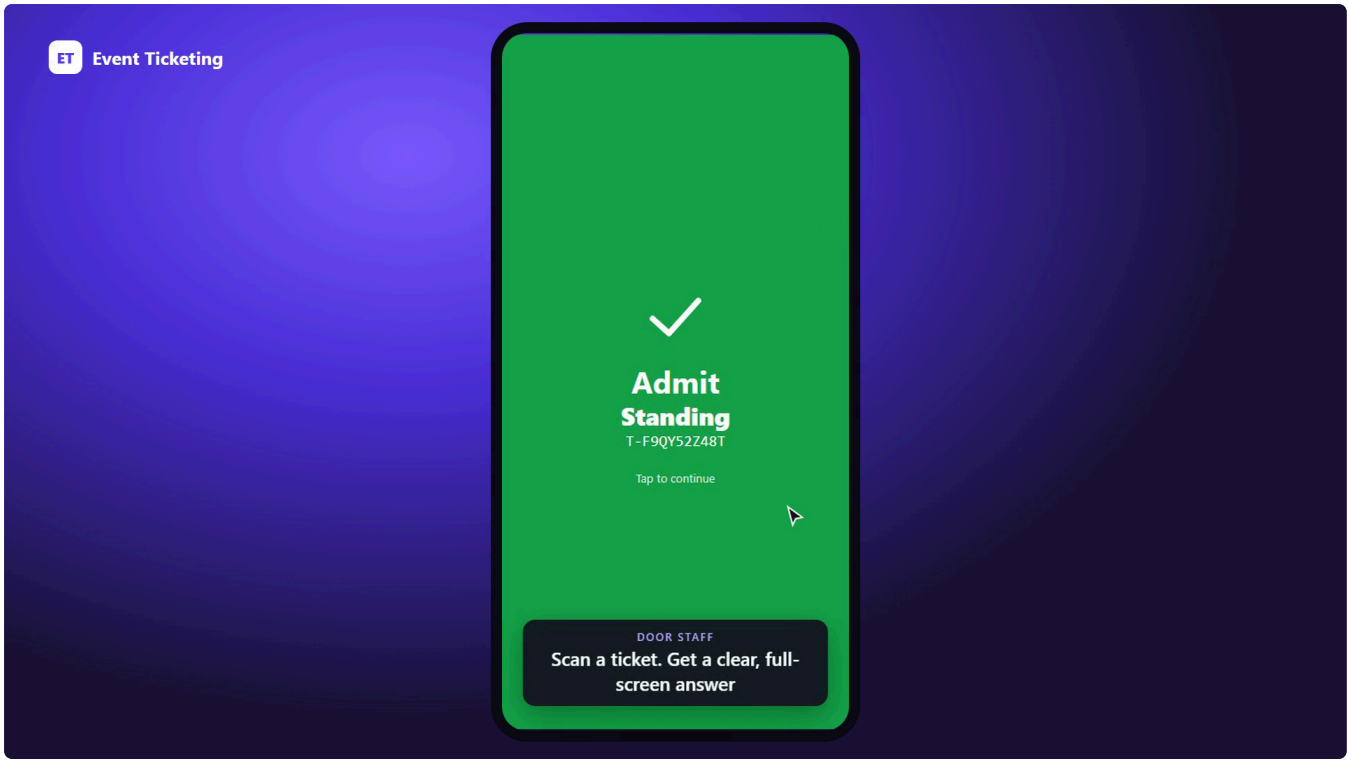
2. Select **Scan pairing QR** and point the camera at the organizer's code. Or type the **Pairing code**.
3. Name the device, for example "Gate A phone 1", and select **Pair device**.

On the event card, check the gate and select Start next to your date. The phone downloads its ticket list and is ready to scan. If the organizer removes the device, it is wiped and asks to be paired again.

Step 2: Scan tickets

Point the camera at the ticket code. You can also use a hardware scanner, or type a code into the **Scanner input or code** box. Tap the screen to continue to the next guest.

Answer	What to do
Admit	Let the guest in.
Already used	Check the first scan's time, gate and device on the screen. Don't let them in without checking.
Wrong gate	Send them to the gate shown on the screen.
Wrong event or **Wrong date**	The ticket is for something else. Don't let them in.
Invalid ticket, **Ticket void** or **Refunded**	The ticket can't be used. Send them to a supervisor.
Out, can come back	The guest has been scanned out, at a gate with in/out scans.



Step 3: Find a guest without a code

1. Open **Search** and type at least 2 characters of a name, email, order, seat or ticket number. Search works offline.
2. Select **Admit**, confirm, and give a reason. This is recorded as **Admitted by hand**.

When the internet is down

Keep scanning. The phone judges tickets from its saved list, keeps each scan and uploads it when the connection returns. You will see "Saved on this device" on the result.

Open **Stats** to see your scans, how many are waiting to upload, and when the phone last synced. You can select to sync now.

A **Venue hub** on the venue's Wi-Fi lets phones share scans while the internet is down, so a ticket admitted at one gate is refused at another. The server still checks every scan when the connection returns.

Other jobs in the app

Box office (needs a sign-in, and a role that can sell)

1. Select **Box office staff? Sign in to sell** and choose the event.
2. **Start your shift** by counting the cash in the drawer and entering the opening float.
3. Sell tickets for cash, card or wallet.

4. At the end, count the cash, enter it, and select **Close shift**. The app shows what you expected and the difference. You can't sell on the shift after closing it.

The organizer sees every shift on the event's **Box office** page.

Wristbands: bind an RFID or NFC wristband to a ticket by scanning the ticket and then the band. Reading bands with the phone's NFC works in Chrome on Android only. In other browsers, type the band's ID.

Exhibitor leads (needs a sign-in): select **Exhibitor staff? Sign in to scan leads** and scan attendees' badges or tickets.

Session doors: at a conference, scan guests into individual sessions.

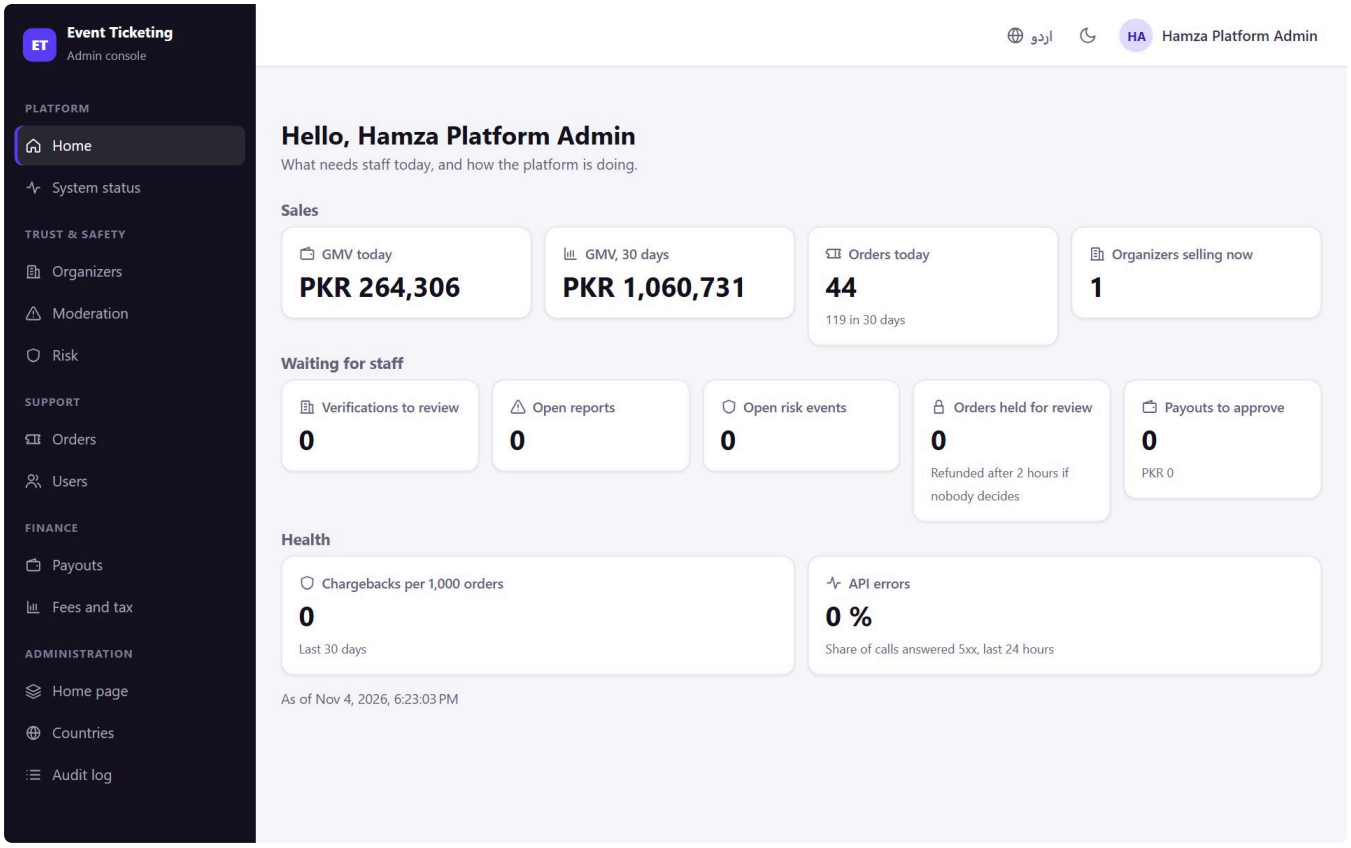
8. The platform staff journey

Hamza keeps the marketplace safe and helps people when something goes wrong. Each staff role sees only its own part of the admin console.

Staff role	Works on
SuperAdmin	Everything
Support	Orders, users, moderation and home page content. No payouts, fees or audit log.
Trust and Safety	Organizer verification, moderation, risk and the audit log. No refunds or payouts.
Finance Ops	Payouts, bank account checks, fees and tax, refunds and the audit log.

Start of the day

Open **Home**. It shows sales, what is **Waiting for staff** (such as verifications, reports, risk events, held orders and payouts due), and the platform's health. Select a queue to go to its screen. **System status** has more detail on health.



Verify organizers

1. Open **Organizers**. Requests are listed oldest first.
2. Open one to see their documents, members, events, sales, payouts, notes and risk.
3. Choose **Approve**, **Ask for more information** or reject, giving a reason.

Approving unlocks paid publishing and payouts. You can also suspend an organizer, and you can't decide on an organization you belong to.

Moderate events

Open **Moderation**. **Reports** come from visitors and **Automatic flags** come from checks on live events. Preview the event, then choose **Take down**, giving a reason, or **No action**.

Manage risk

Open **Risk**, which has three tabs:

- **Events:** what the risk engine flagged. Review each one, including orders held for review.
- **Rules:** run at checkout and when a payment succeeds, such as many orders in a short time, failed payments, or a high-value first order.
- **Blocklist:** what is blocked from buying.

Help a customer

1. Open **Orders** and search by order or ticket number, name, email, phone or payment reference.
2. Open the order to see everything that happened to it, then resend or re-issue tickets, or refund.
3. Open **Users** to find an account by email, name, phone or ID. You can lock it, or use the customer's **Support code** to see their view.

Pay people

Open **Payouts**, which has four tabs:

Tab	What you do
Payouts	Approve, hold with a note, or release organizer payouts. Download the bank file, and mark bank-file payouts paid with the bank's reference.
Bank accounts	Verify or reject payout accounts.
Resale sellers	Pay fans who resold a ticket, from their own bank file.
Split parties	Pay revenue-split parties that organizers have requested, from their own bank file.

Only mark a payout paid once the bank has confirmed the money was sent. Bank files hold full account numbers, and each download is recorded.

Set up the platform

Screen	What you do
Fees and tax	Set fee rules and tax rules with the dates they apply. The most specific rule wins: event, then organization, country, and platform.
Home page	Choose featured events, the order of home page sections, and category links.
Countries	Set each country's currency, languages, payment methods, phone rule and default taxes. Disabling a country stops new organizations there.

Screen	What you do
Audit log	See who did what and when, and export it. Rows are never changed.

9. Troubleshooting

Most problems come down to an expired hold, a missing permission, or a setting that isn't finished yet.

Common messages

You see	What it means	What to do
Your seats were released	The hold timer ran out before you paid.	Pick the seats again if they are still free.
That seat isn't available.	Someone else took it first.	Choose another seat.
Not enough seats are free together.	**Best available** can't find a block that size.	Try fewer seats or another category.
The total changed	A price changed during checkout.	Check the summary, then pay again to confirm.
Your payment didn't go through	The bank declined it, or a security check failed.	Your seats are still held. Try again or use another method.
We're still waiting for the payment	The payment provider hasn't confirmed yet.	You can close the page. You will get an email.
Your role needs two-step verification	Your organizer role requires it on a live site.	Turn it on in **Security**.
Payouts start once your organization is verified	Platform staff haven't approved you yet.	Upload your documents in **Settings** and wait for review.
Your bank details changed: payouts are paused	A safety pause follows any change.	Wait until the date shown.
This code has expired (pairing)	Pairing codes last 10 minutes and work once.	Create a new code on the event's **Check-in** page.
The camera can't be opened	The browser has no camera permission.	Allow camera access, or use a hardware scanner or type the code.

For permission problems, ask your organization's Owner or Admin to check your role in **Team**. Section 10 lists what each role can do.

What is not live yet

These features work end to end in test mode, but need a partner account or credentials before they can be used for real.

Feature	Today	What it needs
Payments, including pay later	Test payment pages, no real money	Payment provider and pay-later partner accounts
Ticket protection, donations and carbon offset	Test partners	Insurer and charity partner accounts
Apple and Google wallet passes	A preview of the pass	Apple and Google merchant certificates
QuickBooks, Xero, HubSpot, Salesforce and Mailchimp	Test connection, with sample data	An account and credentials for each tool
Turnstiles	Built to a documented interface, not yet tried with a vendor's hardware	A turnstile vendor
WhatsApp campaigns	Not available	A WhatsApp provider
Background push alerts on the organizer's phone	Alerts appear while **Today** is open	A push provider
AI writing and suggestions	Template drafts	An AI service key

Text messages and payments need your own provider. Text messages are only written to a log until an SMS provider is added, so phone sign-in codes, text transfers and SMS campaigns don't reach phones. No live payment gateway is included. A developer adds your gateway by implementing the payment provider interface, as the install guide explains.

Event cover images and gallery photos are added as image links for now, not as file uploads. The interface is in English and Urdu.

10. Quick reference

What each organizer role can do

Everyone with a role can view the organization and its events. The Exhibitor role is separate: it can only scan leads.

Can	Owner	Admin	Event Manager	Finance	Marketing	Box Office	Door Staff	Read-only
Create, edit and publish events	Yes	Yes	Yes					
Cancel events	Yes	Yes						
Manage tickets and seating	Yes	Yes	Yes					
View orders	Yes	Yes	Yes	Yes		Yes		Yes
Refund orders	Yes	Yes		Yes				
View attendees	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Export and message attendees	Yes	Yes	Yes		Yes			
Manage promotions	Yes	Yes	Yes		Yes			
Sell at the box office	Yes	Yes	Yes			Yes		
Scan tickets	Yes	Yes	Yes			Yes	Yes	
Manage check-in devices	Yes	Yes	Yes					
View reports	Yes	Yes	Yes	Yes	Yes			Yes
View finance	Yes	Yes		Yes				
Manage payouts	Yes			Yes				
Manage conference content	Yes	Yes	Yes					
Manage sponsors	Yes	Yes	Yes		Yes			
Manage passes	Yes	Yes			Yes			
Manage team and settings	Yes	Yes						
Delete the organization	Yes							

Owner, Admin and Finance need two-step verification on a live site, as does any custom role that can manage the team, settings, payouts or refunds.

Glossary

Term	Meaning
All-in price	The ticket price with all fees and tax included. It is the price a buyer pays.
Chargeback	A buyer's bank reverses a payment. It is taken from the organizer's settlement.
Comp	A free ticket issued by the organizer.
Floor and ceiling	The lowest and highest price dynamic pricing can reach.
Float	The cash in the box office drawer at the start of a shift.
Gate	A named entrance. It can admit only certain ticket types.
Hold (cart)	Tickets kept for one buyer while the timer runs.
Hold (organizer)	Tickets kept off sale for sponsors, artists or press.
Pairing code	A one-time code that links a phone to an event and gate.
Party	Someone who shares an event's revenue, such as a co-organizer, venue or promoter.
Payout	Money sent to an organizer's bank account.
Reserve	A share of an event's money held back for a set time after it, to cover refunds and chargebacks.
Settlement	The calculation of what an organizer is owed for one event date.
Step-up	A request to confirm it's you before a sensitive action. It is off in the Development environment.