

# Live Event Frequently Asked Questions - Rev 0

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## Pre-Event

What training videos and documents should be reviewed prior to the event?

1. For events linked to an auction, we recommend using this guide instead <https://support.associationsphere.com/en/support/solutions/articles/67000729627-auction-event-guide-checklist> and this FAQs document <https://support.associationsphere.com/en/support/solutions/articles/67000730639-faqs-for-an-auction-event>
2. Event Training Videos (all use password: DV0217)
  - a. Event Management (Old User Interface) - <https://vimeo.com/528894431>
  - b. Event & Attendee Questions - <https://vimeo.com/732524596>
  - c. Event Calendar - <https://vimeo.com/743040429>
  - d. Event Summary Grid - <https://vimeo.com/742261700>
  - e. Events Detail Grid - <https://vimeo.com/741951994>
  - f. Event Attendance Grid - <https://vimeo.com/729647615>
  - g. Event Table Assignments - <https://vimeo.com/743079044>
  - h. Event Auto Reminders - <https://vimeo.com/724864435>
3. Event Support Articles - <https://support.associationsphere.com/en/support/solutions/folders/67000454073>
4. Event Guide and Checklists - <https://support.associationsphere.com/en/support/solutions/articles/67000729735-event-management-outline-checklist>
5. Mobile App - <https://vimeo.com/738653150> (Password: AS2021)
6. Member Portal - <https://vimeo.com/536906471> (Password: AS2021)
7. Some members may encounter issues logging in to their member portal account. You can see all the most common issues and how to address them in this support article: <https://support.associationsphere.com/en/support/solutions/articles/67000705787-how-can-i-help-a-member-troubleshoot-problems-logging-in-to-the-portal->

## Software, Mobile App & Portal

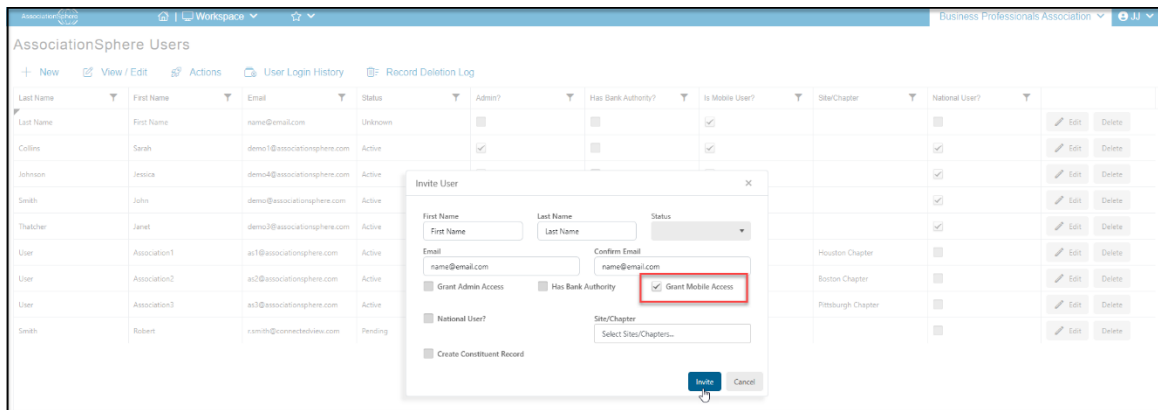
What are the differences between the cloud-based version of the AssociationSphere software platform, the mobile app, and the member portal?

1. The cloud-based version of AssociationSphere software is accessed via a browser like Chrome or Firefox typically using a laptop or desktop computer.
  - a. The software platform allows access to all of the back end features of the software like building and managing the event registration, auction and donation pages.

- b. It is also where you can update guest information, record auction add-ons, and manually check-in and check-out guests.
  - c. Some activities performed during an event can only be done using the software platform.
- 2. There is also a mobile app version of the software called **AssociationSphere** available from iTunes.
  - a. The mobile app is a pared down version of the software platform and has limited functionality compared to the desktop/laptop software.
  - b. The same user email and password is required to login to desktop version and the mobile app.
  - c. The mobile app is not currently available for Android devices.
  - d. The mobile app can be used at events to check-in guests, sell tickets and other items, and swipe credit cards to store in a constituent's account.
  - e. See more about the features of the mobile app in this video.  
<https://vimeo.com/738653150> (Password: AS2021)
- 3. The Member Portal allows the members to access their own information and manage their own accounts.
  - a. With the advanced portal feature activated, members can access the event calendar and event pages to purchase tickets and manage their own guest list.
  - b. You can learn more about the advanced portal features in this video Member Portal - <https://vimeo.com/59031566> (Password: AS2021)
  - c. Without the advanced portal features activated, member portal activities are limited to just updating contact information or accessing active auction or peer-to-peer campaigns.

#### How do I set up users to help at the event?

- 1. An admin user will need to send new user invitations to the personnel supporting the event that will need access to the back end of the software or use the mobile app.
- 2. An overview of Member View User Management can be found in this video <https://vimeo.com/855091980> (password: AS2021).
- 3. Support personnel should be assigned as "Mobile User" so that they can access all the necessary features in the software and mobile app for managing the event.



### Can an AssociationSphere User be logged in to multiple devices at once?

1. Yes, the same AssociationSphere user credentials can be logged into multiple devices.
2. It is recommended that only non-admin users IDs be shared at the event.

### Can an AssociationSphere user have the same login for the backend software and the member portal?

1. Technically, yes, however a different browser must be used.
2. If you use the same email address to login to the software platform and the portal and are using the same browser, you will be locked out of the backend of the software platform and will need the AssociationSphere support team to unlock your account.
3. **To prevent issues with login, it is strongly recommended that a different email address be used to login to the software platform and the portal if you are logging in as if you are a member.**
4. Using two different emails – one for managing the back end of the software and one for logging into the portal as a member – will allow you to use the same browser, however as soon as you log in to the portal, you will be logged out (but not locked out) of the software platform.
5. For best performance, use one email address to login to the back end of the software platform, then open a new browser (not just new browser tab) or incognito tab and access the portal using a different email address.

## Constituent Records

### Why are duplicate records formed when someone is registering for the event?

1. Duplicate records are formed when the constituent uses a different name or email address than the one that is already on file in the database.

2. To manage attendees, it is helpful to understand how duplicate constituent records are created and the importance of the primary email address for constituents.
3. By default, the software will create a new constituent if the combination of First Name, Last Name, and Email is unique.
4. With the default settings all three fields must match exactly in order to link a transaction to an existing constituent record.
5. Some organizations will elect to create new constituents on Last Name and Email fields only, or the Email field alone.
6. The benefit of removing First Name from the duplicate check is that spouses can share the same record or someone with a name like Robert can enter their name as Rob, Robert, Bob, Bobbie, or any other nickname and still be linked to their constituent record with just their Last Name and Email.
7. The options set up for the organization can be found in the menu under the organization name, under the **Account** menu, then the **Settings** menu.

**Account Settings**

Organization Info

Payment Methods

Options

Manage Picklists

Select picklist

Billing Notification Email(s)

demo@donorview.com

Recognition Name Format

Last Name Comma First Name

Source Name Format

First Name Last Name

Gifts History Default Days

5,000

Include Soft Credits in Gift Calculations

NO

Membership Renewal Grace Period (Days)

90

Date to Use in Gift Calculations

Date of Gift

QuickBooks Customer Name Format

Recognition Name

Do you use sales tax in QuickBooks?

NO

Use compound entry in QuickBooks?

NO

Show Non-Binary in Gender Dropdown?

YES

Renewals

NO

Settings

Social Media

Bank Information

Text Messaging Activity

Saved Cards

Refund Status

Account ID: 121018418

Support Plan: Essential

Support #: 508.205.0243

Account

Users

Portal Info

Billing

Accounting

Please select the fields that should be used when determining if the constituent record already exists. This logic is used for any online transactions that are created by constituents. The Last Name field is recommended for the best results when checking for existing records.

If they submit an email address, then use:

☒ Email

☒ Last Name

☐ First Name

If they do not submit an email address, then use:

☒ Address Street

☒ Last Name

☒ First Name

If they do not submit an email address or Address, then use:

☒ Birthdate

☒ Last Name

☒ First Name

Please select how the software should handle the entry of a new mailing addresses for or by an existing Constituent through an online form. This rule would only apply to Constituents who already have a default mailing address on file in their record.

### Can a company constituent and an individual constituent record share an email address?

1. Yes, a company and an individual (contact) record can share the same primary email address.
2. Two individuals or two company records should not share the same email address.
  - a. When attempting to save or update a constituent record where another record has the same primary email address, an error message will appear, and you won't be able to save the record.
  - b. If you would like to save the information in both records, choose which one you would like to be the primary contact and enter the email address in the spot at the top of the constituent's profile page under their name.
  - c. For the secondary constituent, you can save the email addresses farther down the constituent's profile record under **Emails**.

### Do I have to merge duplicate records at the event?

1. No, duplicate records can be merged after the event, there is no urgency to merge them at the event.
2. If you decide to merge them at the event, be sure to keep the constituent record that has the portal account as the master record.

## Pre-Event

### Should sponsorships be an event level?

1. Including event sponsorships as an event level depends on whether the sponsorship includes tickets to the event.
2. Sponsorships that are event levels will allow all the sponsor's guests to be included on the same event attendance grid as other attendees.
3. If sponsorships do not include tickets, they can be add-ons or be collected using a donation page.

### Can I take a deposit for an event purchase?

1. Yes, to turn on the deposit feature, set the **Collect Level Deposits** toggle to **YES** under the Financial Information section of the Event Settings Tab.

The screenshot shows the 'Financial Information' settings page in AssociationSphere. The page is titled 'Business Professionals Association' and has a 'Workspace' dropdown. The 'Financial Information' section is active, showing various toggles and settings. The 'Collect Level Deposits' toggle is highlighted with a red box and is set to 'YES'. Other visible settings include 'Free Event' (NO), 'Address Information NOT Required' (NO), 'Phone Number Required' (NO), 'Goal Category' (Select Goal Category), 'Enable Captcha' (YES), 'Allow transactions in foreign currencies' (NO), 'Auto Acknowledge' (YES), 'Acknowledged How' (Thank You Email), 'Use Member Pricing' (NO), 'Save Credit Card Information' (YES), 'Allow to pay processing fee' (YES), 'Require to Pay Processing Fee' (NO), 'Processing Fee Comment' (Please add the processing fee of (\$ amount of processing fee) to my total so that the full amount goes towards (Your Organization Name)), 'Default to Pay Processing Fee' (NO), 'Accept General Donations' (YES), 'Message to display for general donation' (If you would like to make an additional donation, please enter your amount below), 'Allow Everyone To Pay Later' (YES), 'Allow Members To Pay Later' (NO), 'Allow Internal Only To Pay Later' (NO), 'Pay Later Comment' (Please send me an invoice), 'Automatically Create Invoice if Pay Later' (YES), 'Allow Partial Payments' (NO), 'Invoice Payment Page' (Online Payments), and 'Invoice Due Date' (30).

2. You can establish the deposit in the individual levels as needed.
  - a. Enter the amount of the deposit required in the **Deposit Amount** field.
  - b. When the transaction is made, the deposit amount will be shown in the Events Grid under the Amount Paid column and the remaining balance will be shown in the Amount Due column.

- c. Leave the **Deposit Amount** field blank when the full purchase price is required.

The screenshot shows the 'Premiere Sponsor' setup form. The 'Deposit Amount' field is highlighted with a red box and contains the value '\$1,000.00'. Other fields include 'Sort Order' (10), 'Name' (Premiere Sponsor), 'Description' (Premiere Sponsor Benefits: Preferred Seating for 10 guests, Logo on the cover of program and double page spread in program, Logo on website, 5 minute speaking opportunity at event), 'Thank You Note', 'Price' (\$25,000.00), 'Non-Refundable Fee' (\$1,000.00), 'Tax-Deductible Amount' (\$24,000.00), 'Qty. Avail.' (1), 'Level Purch. Limit' (blank), '# of Attendees Per Purchase' (10), 'Start Time', 'End Time', and 'Days Available'.

### Can you create or assign complimentary tickets?

1. Yes, in the event set up tab, complimentary tickets can be created two ways, by creating an Offline Level or by creating a 100% off coupon.
2. From the event level, toggle the **Offline Level** to **YES**.

The screenshot shows the event level setup form. The 'Offline Level' toggle is highlighted with a red box and is set to 'YES'. Other fields include 'Default For' (Annual Campaign), 'Default Fund' (General), 'Default Event' (Annual Dinner), 'Default Appeal' (blank), 'Subscribe to Email List' (Annual Dinner Thank you), 'Inactive' (NO), 'Set Level Active Dates' (NO), and 'Use Access Code'.

3. Any ticket levels identified as Offline Level will only be visible when logged into AssociationSphere and using the same browser to view the page. They are not visible to the public.

- You also have the option to create a 100% off coupon using the coupon tab under Event SetUp.

The screenshot shows the 'Event Setup' interface with the 'Coupons' tab selected. A modal titled 'Add/Update Coupon' is open. The modal contains the following fields:

- Code:** Gala2024Comp
- Quantity:** 0.00
- Start Date:** 3/17/2024
- End Date:** (empty)
- Amount:** (empty)
- Percent:** 100 %
- Apply To Total?:** NO

A red box highlights the '+ Add Coupon' button in the background, and a red arrow points from it to the modal. A red text box inside the modal says: "Don't forget to apply this coupon to various ticket levels when you go back to the previous screen. Select the row for the coupon and apply it to the applicable ticket level."

- After creating the coupon, ensure that the coupon is turned on for the appropriate ticket levels.

The screenshot shows the 'Event Setup' interface with the 'Coupons' tab selected. The 'Gala2024Comp' coupon is highlighted in the list. A red box highlights the 'Gala2024Comp' row, and a red arrow points from it to the 'Check All' button. Below the coupon list, the 'ANNUAL DINNER EVENT Levels' section is visible, with 'Adult Ticket' and 'Couple Ticket' checked.

Can I hide free tickets or other ticket levels from the event page?

Yes, by using the Offline Only level as described above.

I have a golf tournament - can I assign event attendees into teams with a team leader?









- Yes, attendees can be assigned into teams or groups using the Event Assignments feature.

- 
2. This feature is especially useful if you allow individual golfers to sign up for the event that need to be grouped into teams.
3. You must activate the Attendee Info section and request the names and emails of guests and set the **Use Event Assignments** toggle to **YES** at the bottom of the page.

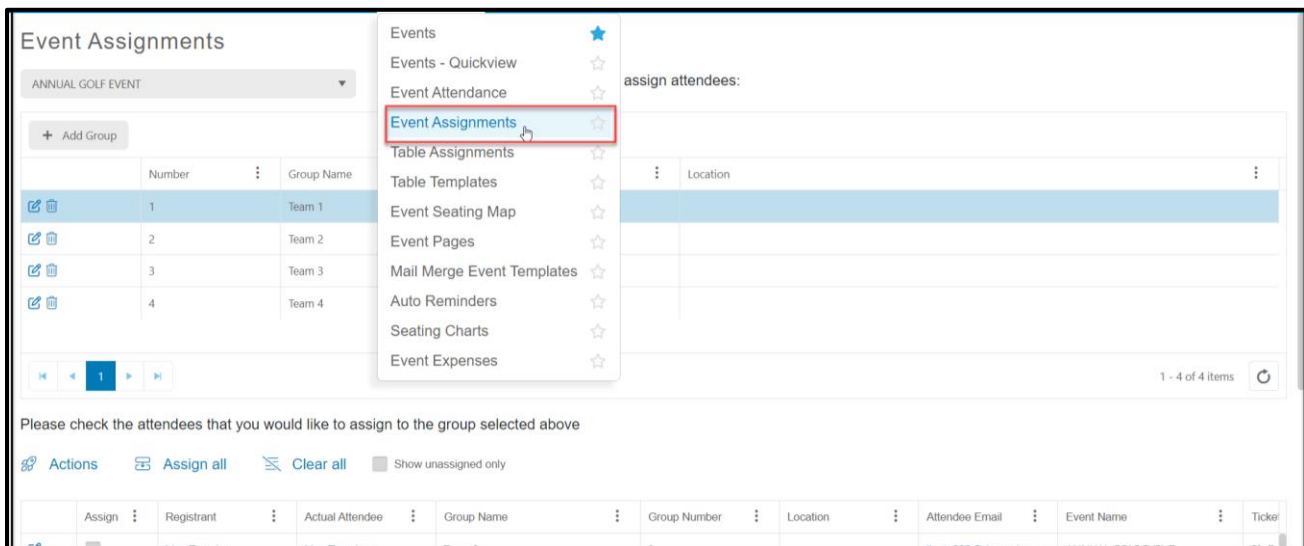
The screenshot shows a configuration page for an event. At the bottom left, the 'Use Event Assignment' toggle is set to 'YES' and is highlighted with a red box. Other visible elements include a 'Picklist Values' section with options like Steak, Fish, Chicken, and Other; a 'Create Values' section with an 'Add' button; an 'Attach to Event Level(s)' section with options like Birdie Package, Hole In One (Ace) Package, and Double Eagle Package; and two custom field sections, 'Custom Field 5 Label' and 'Custom Field 6 Label', each with a 'What is your team name?' or 'What is your desired tee time?' label and a 'Use Table Assignment' toggle. The 'Save' and 'Save & Next' buttons are at the bottom right.

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4. With Event Assignments activated, a new tab will appear in the event page editor for Event Groups.
5. Under the Event Groups tab, you can start creating your team names or numbers, but you do not need to enter all the information yet. Only one group designation is required to move forward.

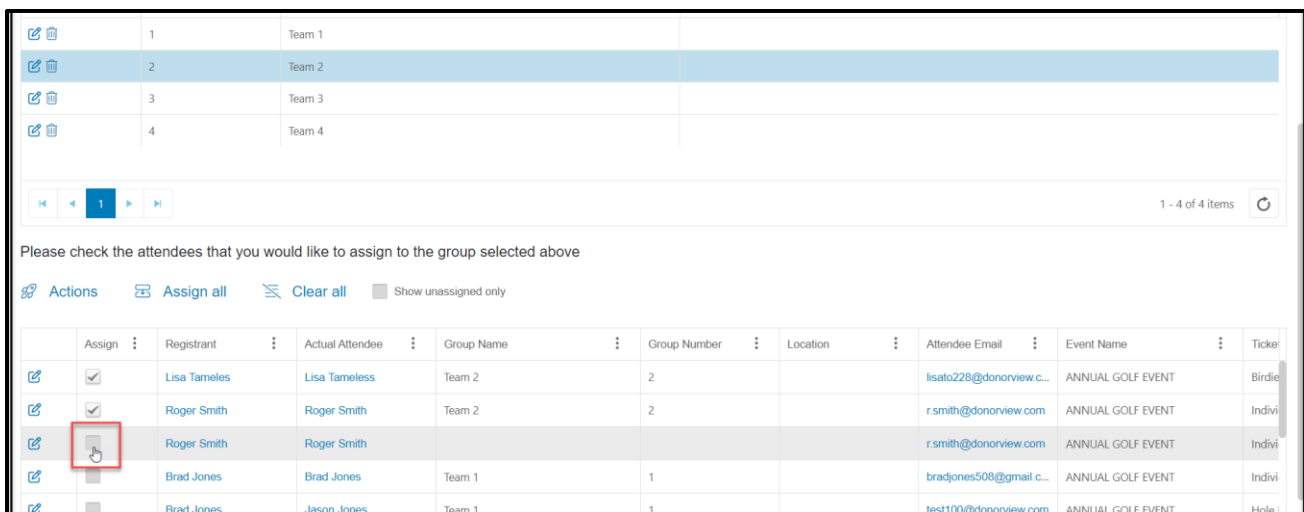
The screenshot shows the 'Event Groups' tab in the event page editor. The tab is highlighted with a red box. The page title is 'Event Groups'. Below the title is a table with columns: Number, Group Name, and Location. The table contains four rows of data: 1 Team 1, 2 Team 2, 3 Team 3, and 4 Team 4. Each row has a small icon to its left. The 'Event Groups' tab in the top navigation bar is also highlighted with a red box.

	Number	Group Name	Location
 	1	Team 1	
 	2	Team 2	
 	3	Team 3	
 	4	Team 4	

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6. Once the page is saved and when the first ticket level has been sold, you can open the Event Assignments feature under the Events menu to begin assigning attendees to their groups (teams) and assign a team leader.



7. With the row selected for the team (group) you can check the box next to the attendee's name to add them to that team or group.



8. You can assign the team leader by clicking on the edit icon on the right side of the grid to open a new window.
9. Mark the **Group Leader** as **YES**.
10. Note that if you do not have all the attendee's name information yet, you can see which record is marked as the Group Leader on the Event Attendance grid.

The screenshot displays the AssociationSphere interface. On the left, the 'Event Assignments' section shows a table for the 'ANNUAL GOLF EVENT' with columns for Number, Group Name, and Assign. A red arrow points from the 'Assign' column to the 'Edit Attendee Info' modal. The modal is titled 'Edit Attendee Info' and contains the following fields:

- Event Group: Team 1
- Group Name: Team 1
- Group Number: 1
- Location: (empty)
- Actual Attendee: Johnson, Bob
- Attendee Email: bjohnson@associationsphere.com
- T-Shirt Size: (empty)
- Meal Preference: (empty)
- Are you bringing a guest to dinner?: (empty)
- What is your desired tee time?: (empty)
- What is your team name?: (empty)
- What is your company name?: (empty)
- Golf Cart drivers please provide your Drivers License #: (empty)

The 'Group Leader?' toggle is set to 'YES' and is highlighted with a red box. At the bottom of the modal are 'Update' and 'Cancel' buttons. The background shows a table of attendees with columns for Assign, Actual Attendee, and Group.

11. Group information can be exported to Excel with the Action menu.
12. You can learn more about the Event Assignments feature in this video <https://vimeo.com/735872886> (Password: AS2021)

Do I need to have all the guest names (not just purchaser name) to use Table Assignments?

No, you can assign all the attendees to their tables and update the names later.

What if the ticket purchaser doesn't know the names of all their guests when they buy the tickets?

1. The software will use the purchaser's name as a placeholder so you will see the purchaser's name listed in both the Last Name/Constituent column and the actual attendee columns on the Event Attendance grid.
2. You can update the information using the edit icon on the event attendance grid. See the [information below on updating guest information](#).

How can I get the guest names prior to an event?

You can reach out to the purchasers as needed using the direct email and text features from the Actions menu.

Does the information collected in the Attendee Info tab populate into the constituent's profile record?

Only the name and email address are saved in a new constituent's record. Other answers or information is only saved in the Event Attendance Grid, not the attendee's constituent record.

What if I need to collect more information about the purchaser and save it in their constituent profile record?

1. You can use the guest survey feature to collect information that will populate into a constituent's record.
2. To activate this feature, toggle **Guest Survey** to **YES** on the Event Setting tab under the Ticketing section.

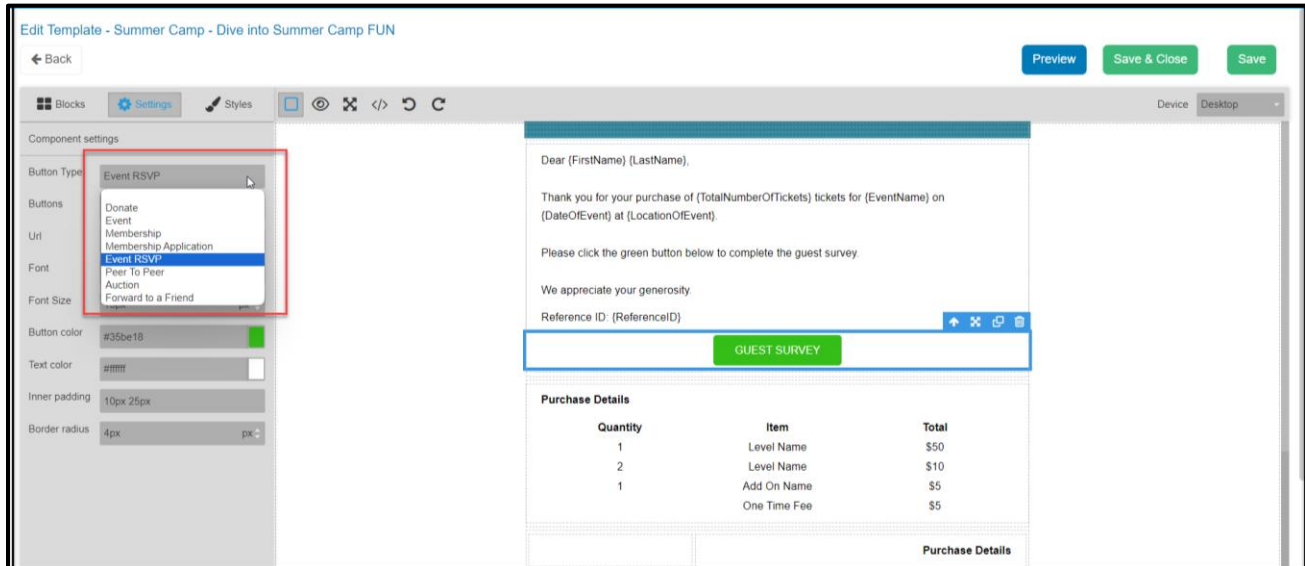
The screenshot shows the 'Event Settings' page with the 'Ticketing' tab selected. At the top, there are two toggle switches: 'Hide Option to Notify Via Text' (set to NO) and 'Allow Purchaser to Subscribe for Text Messages' (set to NO). Below these, the 'Ticketing' section contains several settings: 'Ticket Event' (YES), 'Starting Ticket Number' (empty field), 'Use Customized Tickets' (YES), 'Total Event Capacity' (empty field), and 'Display Quantity' (YES). Further down, 'Customize Ticket Email Message' (NO), 'Allow only 1 Level Purchase' (NO), and 'Recurring Event' (NO) are visible. The 'Guest Survey' toggle is highlighted with a red box and is set to YES. At the bottom, there is a 'GDPR Consent Required?' toggle (NO) and two buttons: 'Save' and 'Save & Next'.

3. Once the Event Settings tab is saved, three new tabs will open, Guest Form, Guest Form Settings and a second Thank You Message.

The screenshot shows the 'Event Settings' page with the 'Guest Form' tab selected. The top navigation bar includes tabs for 'Event Settings', 'Event Setup', 'Attendee Info', 'Style Event Page', 'Guest Form', 'Guest Form Settings', 'Thank You Message', and 'Preview & Publish'. The 'Guest Form' tab is highlighted with a red box. Below the tabs, the 'Questions' section is visible, showing three questions: 'Question 1' (Please enter your name and email.), 'Question 2' (Please select your availabilities.), and 'Question 3' (Please select your status.). At the bottom right, there are buttons for '+ Question' and 'Preview RSVP'.

4. The Guest Survey works like a standard survey. You can learn more about guest surveys and surveys in general in this video <https://vimeo.com/525062548> (Password: AS2021)

5. After setting up your guest survey, you will need to insert the link into the first thank you message, the one that confirms the purchase.
6. Create a button and select **Event RSVP** as the **Button Type**.



7. Note that this feature only collects information about the purchaser, not all of the guests.
8. There is no way to require the Guest Survey (Event RSVP) to be completed.
9. The thank you email can be resent using the
10. Use the Constituent Field question type to add information to a constituent's profile page.
11. If you need custom fields for the profile page, contact [support@AssociationSphere.com](mailto:support@AssociationSphere.com) to have custom fields created.
12. To collect information from all guests (purchasers and attendees), we recommend using a survey and sending the link to complete the survey using the direct email or text feature from the Event Attendance grid.

### Do guests get counted as constituents?

Yes, each guest (actual attendee) name either links to an existing constituent record or creates a new constituent record.

### Can I offer early bird or late registration pricing?

1. Yes, using the **Set Active Level Dates** feature in the Event Setup.
2. Switch the Set Active Level Dates toggle to Yes and enter the date ranges you wish that level to be visible on the page.
3. This level will not be visible on your event page outside of these date ranges.

4. If you are doing an early bird and/or late registration tickets, be sure to create a level for standard pricing for the dates outside of those special prices.

This screenshot shows a form for setting level active dates. A red box highlights the 'Set Level Active Dates' section, which includes a 'YES' toggle, 'Start Date' (10/3/2023), and 'End Date' (12/29/2023). Other visible options include 'Subscribe to Email List', 'Inactive' (NO), 'Offline Level' (NO), 'Use Access Code' (NO), 'Member Only Level' (NO), and a checkbox for 'Notify when level is sold out'. At the bottom right are 'Update' and 'Cancel' buttons.

#### When should I use an event add-on versus a ticket level?

1. Event add-ons are specifically designed for purchases that do not include admission to the event.
2. Add-ons can be things that are purchased after a ticket level purchase has been selected or independent of ticket levels by selecting **Require Level Purchase for Add-on Selection** to **YES**.

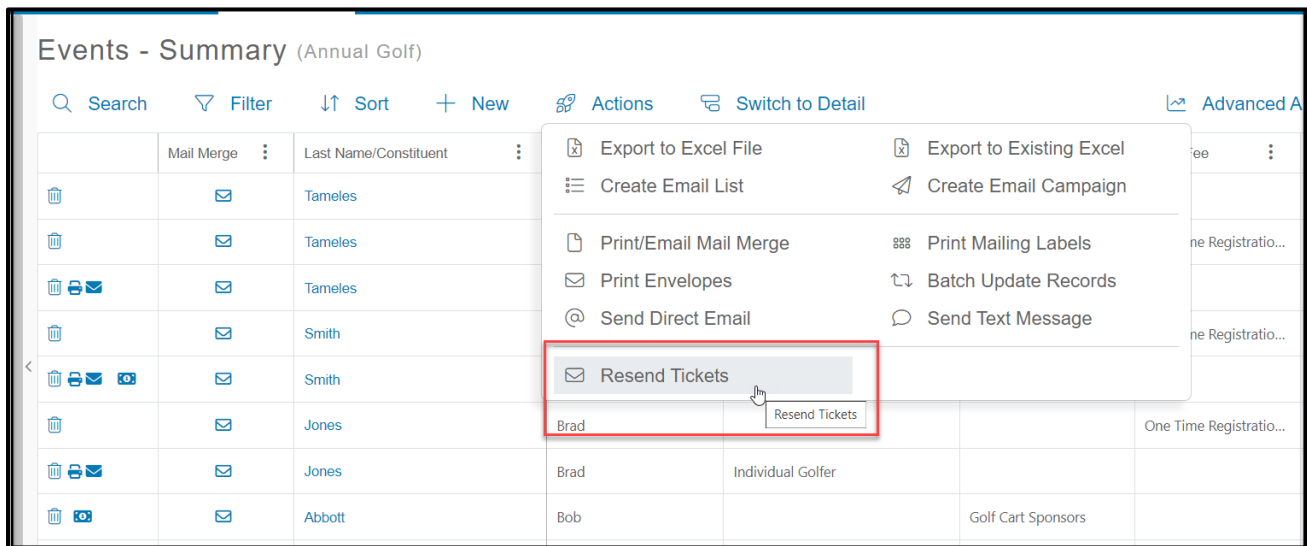
This screenshot shows the 'Financial Information' form. A red box highlights the 'Require Level Purchase for Add-on Selection' toggle, which is set to 'YES'. Other visible options include 'Send Text When Event is Submitted' (NO), 'Free Event' (NO), 'Allow transactions in foreign currencies' (NO), 'Allow to pay processing fee' (YES), 'Collect Level Deposits' (NO), 'Allow Everyone To Pay Later' (NO), 'Registration Info Label' (Registration Information), 'Accepting Gift Card' (NO), 'Address Information NOT Required' (NO), 'Auto Acknowledge' (NO), 'Require to Pay Processing Fee' (NO), 'Accept General Donations' (YES), 'Allow Members To Pay Later' (NO), 'Accepting Subscription' (NO), 'Phone Number Required' (NO), 'Use Member Pricing' (NO), 'Goal Category' (5k Race), 'Enable Captcha' (NO), 'Save Credit Card Information' (NO), 'Processing Fee Comment' (Please add the processing fee of (\$ amount of processing fee) to my total so that the full amount goes towards (Your Organization Name)), 'Default to Pay Processing Fee' (NO), and a message to display for general donation. At the bottom right are 'Save' and 'Save & Next' buttons.

3. Add-ons are generally things like raffle tickets, t-shirts, advertising, and sponsorships that do not include tickets.

4. You can also create event levels with zero attendees if desired.
5. Add-ons and event levels with zero attendees will not appear on the Event Attendance grid, only the Events and Transactions grid will include the transactions.

### Can I resend tickets?

1. Yes, but tickets are only sent to the purchaser, not to each of their guests.
2. Click on the solid blue envelope icon on the far left side of the Events grid to resend tickets to a specific purchaser or used the Actions menu to resend all the tickets.



### How should spouses be listed as attendees – each with their own record or together in one record?

1. This is a decision your organization needs to make about how you intend to manage couples and spouses.
2. You can have both people share one constituent record if they interact with your organization together and there is no need to track their time, donations, purchases, or communication separately.
3. Each spouse should have their own record if you need to track their time, donations, purchases, or communications independently OR if each spouse wishes to bid in an auction independently.
4. If you keep the couple in one record, you can assign them to two seats and show both of their names in the actual attendee column.
5. If you prefer to have couples share are record and want to prevent duplicates, see the [information about preventing duplicates above](#).

### Do purchasers and their guests get their tickets email to them?

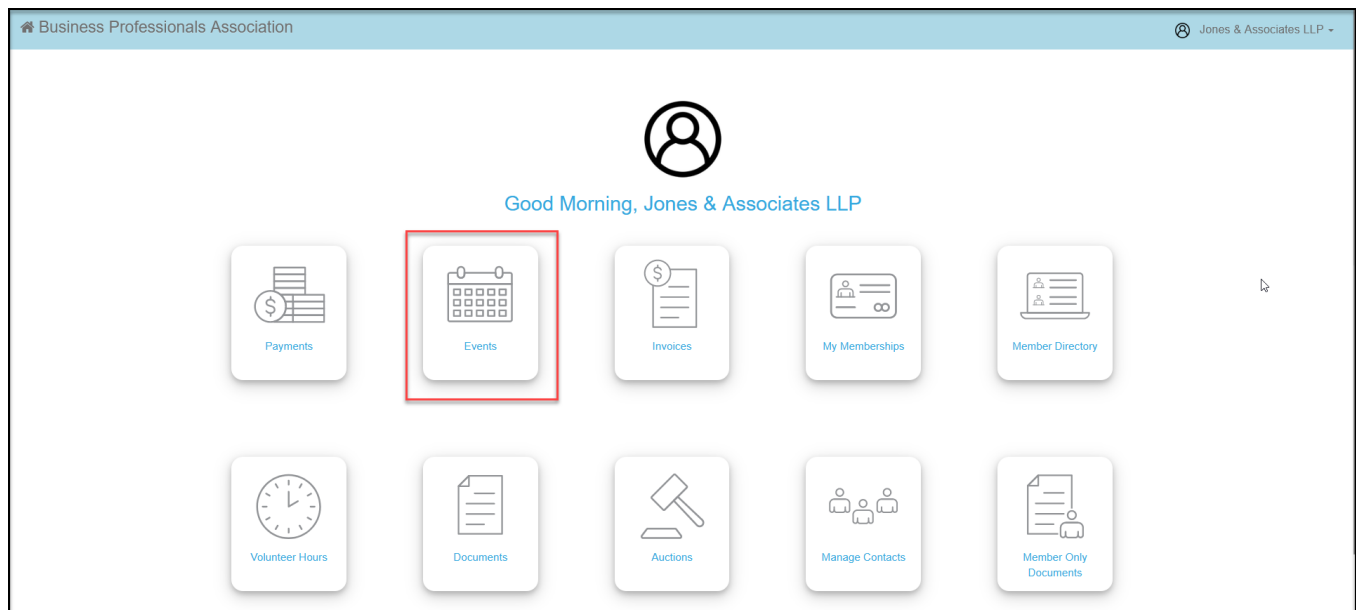
1. No, only the purchaser will receive a copy of all the tickets via an email with a pdf attachment.
2. Guests do not receive a copy of the ticket unless the purchaser sends it to them.

### How can I send invoices to someone who made a deposit or chose to Pay Later?

1. Yes, you can turn on invoicing in the Event Settings tab.
2. See instructions for initiating and sending the invoices in this support article:  
<https://support.associationsphere.com/en/support/solutions/articles/67000702451-how-can-i-create-an-invoice-for-an-event-transaction->

### Can a ticket purchaser update their own guest information?

1. Ticket purchasers can only update their guest information if you activate the Advanced Portal.
2. The purchaser will create a portal account using the same email and name they used to purchase the tickets and login.
3. Clicking on the Event module they can see all their ticket purchases.



- The purchaser can select the event and then click on the blue ticket icon on the right side of the grid to update their guest's information.

The screenshot shows the 'Events' page for the 'Business Professionals Association'. At the top, there's a summary box showing 'Total Amount in Events' as \$8,465.00. Below this is a table of events. The first row of the table is highlighted, and a red arrow points to a blue ticket icon in the 'Ticket Level' column. A dropdown menu is open for the 'Event' column, showing 'Fall Auction 2021' selected. The table columns include Start, End, Purchase, Event, Guest?, Ticket Level, Quantity, Ticket Numbers, and Add-On Name.

The screenshot shows the 'Ticket Assignments' page. It displays three ticket assignment forms for 'Table of 10'. Each form has fields for 'First Name', 'Last Name', 'Email', 'Meal Preference', and 'Do you have an item to donate?'. The first form is for 'Stacy Zeaman' with email 'stacy\_lee80@donorview.com' and meal preference 'Chicken'. The second form is for 'Beth Jones' with email 'test3@connectedview.com' and meal preference 'Beef'. The third form is partially visible.

### Can I resend the thank you email?

- Yes, all thank you emails sent from the system can be found under the Workspace>Mail Merge & Texting>Thank You Emails.
- Click on View next to the email you'd like to resend.

The screenshot shows the AssociationSphere interface. On the left, a sidebar menu is open, highlighting 'Mail Merge & Texting'. The main area displays a table of 'Thank You Emails' with columns for Date/Time Last Received, Email From, First Name, Email To, Subject, Email Content, Name From, Date of Txn, Type, and Value. The table lists various transactions and payments, including Museum Membership, Business Professionals Association, and Local Sportsmen's Club.

Date/Time Last Received	Email From	First Name	Email To	Subject	Email Content	Name From	Date of Txn	Type	Value
	demo@donorview.com		andrey@connectedview.com	Thank you for becomin...	View	Museum Membership ...	01/24/2023	Membership	\$350.00
	Demo@Associ...		brad.jones@508@gmail.com	Confirmation of Your VI...	View	Business Professionals ...	01/06/2023	Event	\$175.00
	Demo@Associ...	rad	brad.jones@508@gmail.com	AADE Fluids Conferenc...	View	AADE Conference	12/07/2022	Event	\$2,025.00
	demo@associ...	an	dan.stouffer@associationsphere...	Thank you for your pay...	View	Business Professionals ...	10/28/2022	Invoice Payment	\$900.00
	demo@donor...	an	dan.stouffer@associationsphere...	Your Corporate Membe...	View	Helping the Kids	10/28/2022	Membership	\$0.00
	demo@associ...	an	dan.stouffer@associationsphere...	Thank you for your pay...	View	Business Professionals ...	10/28/2022	Invoice Payment	\$175.00
	Demo@Associ...	an	dan.stouffer@associationsphere...	Sporting Clay Shoot	View	Business Professionals ...	10/28/2022	Event	\$0.00
	Demo@Associ...	an	dan.stouffer@associationsphere...	Thank you for your pay...	View	Business Professionals ...	10/27/2022	Invoice Payment	\$175.00
	Demo@AssociationSph...	Stouffer	an	Sporting Clay Shoot	View	Business Professionals ...	10/27/2022	Event	\$0.00
	Demo@AssociationSph...	Stouffer	an	Sporting Clay Shoot	View	Business Professionals ...	10/27/2022	Event	\$0.00
	demo@donorview.com	Stouffer	an	Sporting Clay Shoot	View	Business Professionals ...	10/27/2022	Invoice Payment	\$600.00
	demo@donorview.com	Lester	Tori	andrey@connectedview.com	View	Business Professionals ...	10/26/2022	Membership	\$0.00
10/14/2021 09:02 AM	demo@associationsph...	Mayasov	Artem	artem@donorview.com	View	Business Professionals ...	10/14/2022	Invoice Payment	\$300.00
	demo@associationsph...	Bailey	Joan	test8@donorview.com	View	Local Sportsmen's Club	02/29/2024	Membership	\$50.00
	demo@associationsph...	Klein	Tom	test6@donorview.com	View	Local Sportsmen's Club	02/22/2024	Membership	\$50.00
	demo@associationsph...	Smith	David	d.smith@donorvie.com	View	Local Sportsmen's Club	02/21/2024	Membership	\$0.00

3. Scroll to the bottom of the email to click on the green **Resend** button to send the email again.

The screenshot shows the 'Thank You Email' details in the AssociationSphere interface. The email content includes a thank you message for submitting registration for 1 ticket for the ANNUAL GOLF EVENT on 07/31/2022. Below the message, there is a 'Purchase Details' section with a table showing the quantity, item, and total for the purchase. At the bottom of the email content, there is a blue box with the AssociationSphere logo and contact information. A red arrow points to the 'Re-Send' button at the bottom left of the email preview.

Quantity	Item	Total
1	Individual Golfer	\$250.00
1	One Time Registration Fee	\$25.00

**Purchase Details**

Registration Amount: \$275.00  
 Coupon Discount Amount: \$0.00  
 Tax Deductible Amount: \$150.00  
 Amount Due: \$275.00

© Business Professionals Association 2023. All rights reserved.  
 Our mailing address is:  
 One Research Drive Suite 310B Westborough, MA 01581

Re-Send Cancel

## Equipment

### What equipment will I need for the event?

2. Laptops & power cords – laptops are needed to make changes to event pages if needed and edit guest names using the Event Attendance grid.
3. iPads/iPhones – if you will be using the AssociationSphere app to check in guests, scan tickets, swipe credit cards, or sell tickets at the door.
4. Credit Cards swipers & charging cables – If you would like to swipe credit cards into attendee's profiles or if you would like to process payments and donations using a credit card for payment. **The swipers can only be used with the AssociationSphere app.**
5. Optional items
  - i. Printer – for printing receipts if desired. Note that purchases and donations will be automatically acknowledged with an email.
  - ii. Extension cords – Helpful for charging laptops, iPads, swipers, etc.
  - iii. Mobile hotspot (usually a feature within a smartphone) – if Wi-Fi is poor at the venue, a cellular hotspot can be helpful to maintain access to the platform.

### Do the swipers work with the desktop/laptop version of AssociationSphere?

No, the swipers only work with the mobile AssociationSphere app.

### Can I use a different swiper than the ones provided by AssociationSphere?

No, only the swipers provided by AssociationSphere can be used with the app because they are specifically programmed to work with the encryption features of AssociationSphere.

### How do I get the swipers and how much do they cost?

1. Swipers need to be ordered from AssociationSphere prior to the event by sending the request to [support@AssociationSphere.com](mailto:support@AssociationSphere.com).
2. There is a deposit required for renting the first swiper and that swiper can be kept for as long as you like.
3. When the swiper is returned, the deposit will be refunded.
4. Additional swipers will require a monthly rental fee and the current pricing will be provided by the support team.

### Do the swipers work automatically?

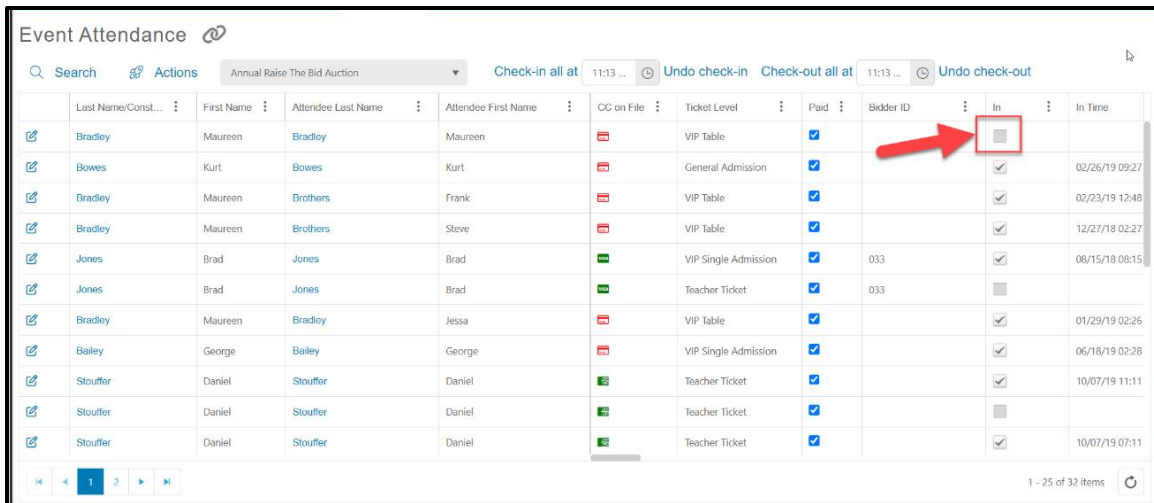
1. No, the swipers need to be paired via the Bluetooth settings on the device.
2. Note that swipers should be synced with just one device.

- The swipers have about a four hour battery life, so be sure they are fully charged and bring a charging cable for longer events.

## Check-In

### How do I check a guest in for an event?

- Guests can be checked in by scanning their ticket or searching for their names using the mobile app OR the guests can be checked in using a check box on the Event Attendee grid.
- If the mobile app is not used, simply check the box under the **In** column on the Event Attendance grid.
- Be sure the applicable event is selected to reveal the list of attendees.
- The grid can be sorted by clicking on any column. (One click sorts in descending order, two clicks sorts in ascending order, and three clicks returns to unsorted.)



Event Attendance

Search Actions Annual Raise The Bid Auction Check-in all at 11:13 ... Undo check-in Check-out all at 11:13 ... Undo check-out

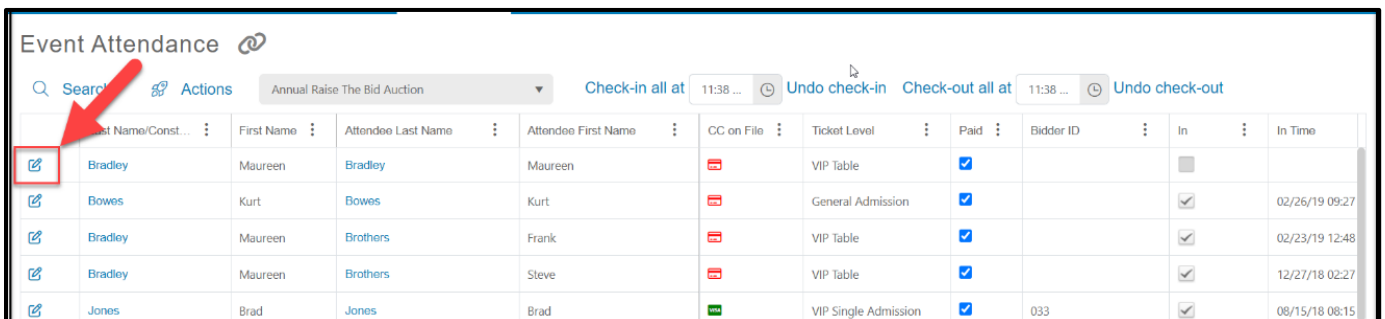
	Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	CC on File	Ticket Level	Paid	Bidder ID	In	In Time
	Bradley	Maureen	Bradley	Maureen		VIP Table			<input type="checkbox"/>	
	Bowes	Kurt	Bowes	Kurt		General Admission				02/26/19 09:27
	Bradley	Maureen	Brothers	Frank		VIP Table				02/23/19 12:48
	Bradley	Maureen	Brothers	Steve		VIP Table				12/27/18 02:27
	Jones	Brad	Jones	Brad		VIP Single Admission		033		08/15/18 08:15
	Jones	Brad	Jones	Brad		Teacher Ticket		033		
	Bradley	Maureen	Bradley	Jessa		VIP Table				01/29/19 02:26
	Bailey	George	Bailey	George		VIP Single Admission				06/18/19 02:28
	Stouffer	Daniel	Stouffer	Daniel		Teacher Ticket				10/07/19 11:11
	Stouffer	Daniel	Stouffer	Daniel		Teacher Ticket				
	Stouffer	Daniel	Stouffer	Daniel		Teacher Ticket				10/07/19 07:11

1 - 25 of 32 items

### How can I add a credit card to an attendee's record?

#### 1. Manually Via the Event Attendance Grid

- The fastest way to enter a credit card manually is to click on the edit icon on the row for the attendee.



Event Attendance

Search Actions Annual Raise The Bid Auction Check-in all at 11:38 ... Undo check-in Check-out all at 11:38 ... Undo check-out

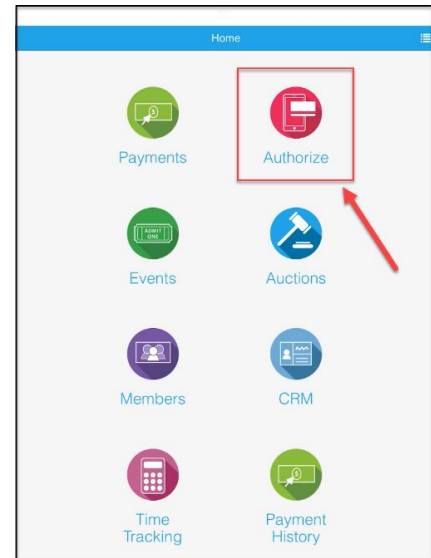
	Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	CC on File	Ticket Level	Paid	Bidder ID	In	In Time
	Bradley	Maureen	Bradley	Maureen		VIP Table				
	Bowes	Kurt	Bowes	Kurt		General Admission				02/26/19 09:27
	Bradley	Maureen	Brothers	Frank		VIP Table				02/23/19 12:48
	Bradley	Maureen	Brothers	Steve		VIP Table				12/27/18 02:27
	Jones	Brad	Jones	Brad		VIP Single Admission		033		08/15/18 08:15

- b. Enter the credit card number, expiration date and security code.

The screenshot shows the 'Edit Attendee Info' form in the AssociationSphere application. The form is divided into several sections. The 'Credit Card' section is highlighted with a red box and contains the following fields: 'Credit Card Number', 'Exp. Month', 'Exp. Year', and 'Security Code'. A red arrow points from the 'Credit Card Number' field to the 'Credit Card' icon in the left sidebar. The form also includes fields for 'Attendee First Name', 'Attendee Last Name', 'Attendee Email', 'Attendee Phone', 'Group Leader?', 'Event Group', 'Group Name', 'Group Number', 'Location', 'Meal Preference', and 'Attendee Notes'. The 'Check In Now' and 'Check Out Now' buttons are also visible.

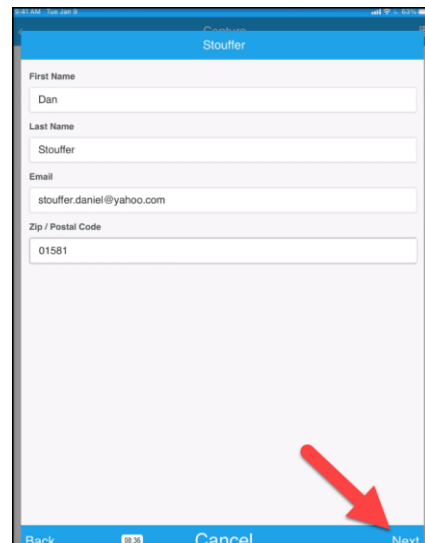
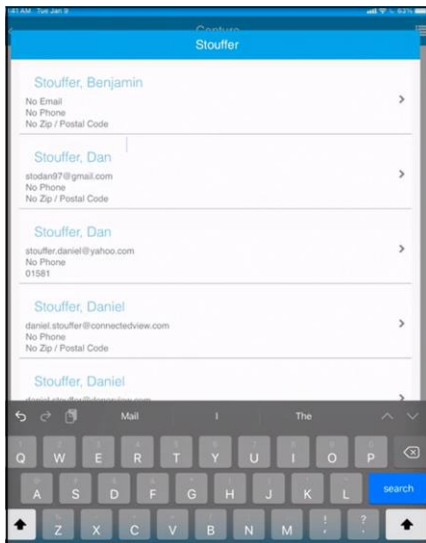
## 2. Swiping a credit card using the AssociationSphere App

- It is strongly recommended that this activity be practiced by all those using the app prior to the event.
- Log into the AssociationSphere App.
- Click on the Authorize icon.
- Swiping the credit card is demonstrated in this video <https://vimeo.com/738653150> (password: AS2021).
- The swiper needs to be synced with the device first (example starting at minute 4:45 in above video)
- You can choose to swipe the card, then select the matching name in the database, or search for the constituent then swipe to pair it to that specific constituent.
- Note that if you see a blue **Swipe** button instead of a green **Cancel** button, you need to power on or re-pair the swiper. Click on the **Swipe** button and push the power button on the side of the swiper to reconnect.
- To search for a constituent, type in their last name and click **Search** from the keyboard.





- j. Click the arrow next to the name you want to select – taking note of the [email address](#) associated with the account.
- k. This will be the email address they will use to sign up or sign in to the portal.
- l. Be sure to update the record with email and zip code if it is blank.
- m. With the constituent selected and all fields completed, click **Next** at the bottom right corner of the screen.



- n. If the button shows a blue **Swipe**, the Bluetooth has gone to sleep. Click on the power button on the swiper to reconnect. With the Bluetooth connected, there will be a green **Cancel** button showing on the screen.
- o. Hold the swiper so that the name ID Tech is facing you and swipe the card.
- p. Once the card is swiped, the swiper will beep and there will be a confirmation showing on the screen.

### Can I save the columns arrangements or views in the Event Attendance grid?

No, the column arrangements, filters, and views cannot be saved in the Event Attendance grid.

### How can I sell tickets at the door?

1. Tickets can be sold at the door using a credit card and the mobile app.
2. Selecting the Events module in app, then selecting the appropriate event.
3. The number of tickets and/or add-ons can be selected, then the credit card swiped to record the payment.
4. If the constituent is already in the database, you can select the appropriate constituent, if they are new you can enter their name and contact information including email address and billing zip code.
5. Tickets can also be sold in the back end of the software via a laptop by opening the event page URL found on the Events Pages grid.

Event Pages (Default)

+ New

View/Edit

Actions

Show Archived Events

Name	Email Display Name	Email From Address	Event Category	URL	Email Subject Line	Notification
PLEDGE PER LAP OR PER MILE	sales@donorview.com	sales@donorview.com		<a href="https://app.donorview.com/E4vJg">https://app.donorview.com/E4vJg</a>	sales@donorview.com	
5th ANNUAL HOPE FOR KIDS SK	Helping the Kids	demo@donorview.com		<a href="https://app.donorview.com/AVLP">https://app.donorview.com/AVLP</a>	Thanks for registering!	
SPIRITUAL GROWTH CENTER RETREATS	sales@donorview.com	sales@donorview.com		<a href="https://app.donorview.com/w5jz">https://app.donorview.com/w5jz</a>	sales@donorview.com	
VOLUNTEER WITH US	demo@donorview.com	demo@donorview.com		<a href="https://app.donorview.com/Lt6kV">https://app.donorview.com/Lt6kV</a>	Volunteer Opportunity Sign Up	
ANNUAL DINNER EVENT	Helping the Kids	heather@donorview.com		<a href="https://app.donorview.com/zp9">https://app.donorview.com/zp9</a>	Your Annual Gala Purchase	
ANNUAL GOLF EVENT	Helping the Kids	demo@donorview.com	Golf Event	<a href="https://app.donorview.com/YO5">https://app.donorview.com/YO5</a>	Thank you for purchasing tickets...	demo@dk

6. Select the appropriate ticket levels, add-ons, and enter the contact information.
7. Below the contact information, you can record the type of payment including checks and cash if applicable.
8. Choose credit card to manually enter the card number instead of using the swiper.

[Create Account](#)
[Sign In](#)

\* Denotes required field

☐ This event purchase is being made on behalf of a company/organization.

☐ I will mail check.

Prefix  First Name \*  Last Name \*  Suffix

Email  Confirm Email  Phone  Phone Type

Street Address \*  Apt, Suite, Bldg.

Zip Code/Postal Code \*  Country \*

Payment Type

Check Number (Field Not Visible Externally)

### Can I add a guest directly to the Event Attendance grid?

No, attendees either need to purchase a ticket level (not an add-on) or be a guest of someone who did purchase tickets.

### Can guests be merged/linked?

1. Guests can be linked by creating a relationship from the constituent's record, but it does not affect check-in, checkout, or attendance.
2. Two constituents can also be merged if necessary, but it is unlikely that this would be required during an event.
3. Merging constituents must be evaluated to determine which record should be maintained as the master.
  - a. Constituents are merged using the Constituent grid.
  - b. It is recommended that the constituent record linked to the member portal be maintained as the master record.

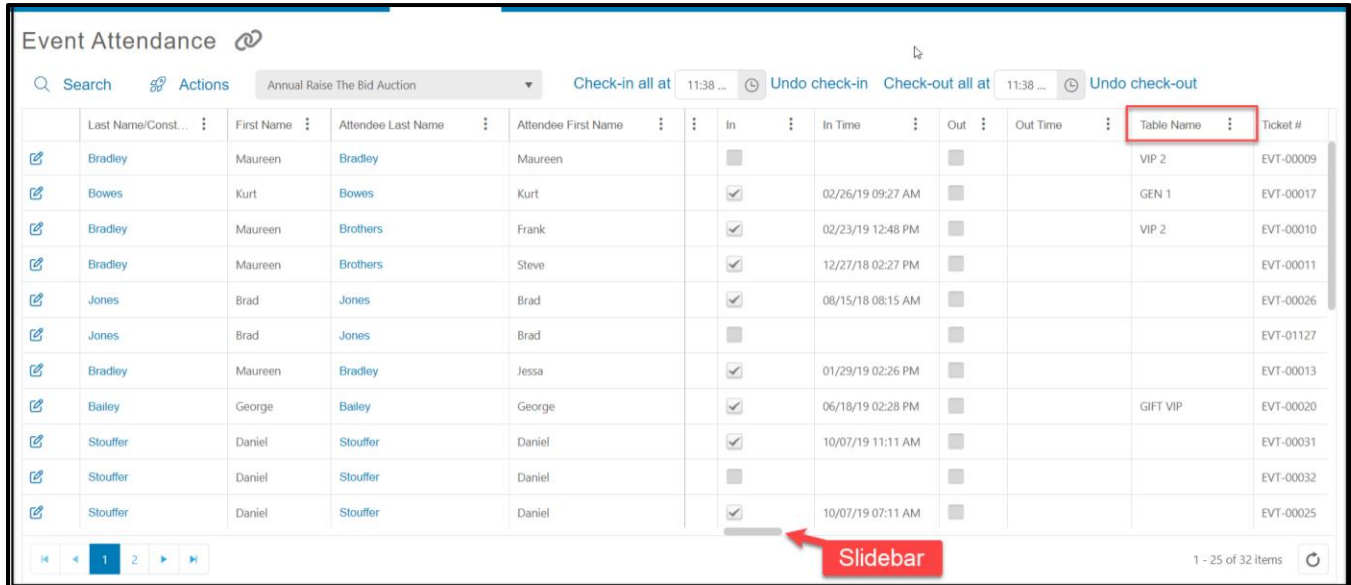
The screenshot displays the 'Portal Users' section of the AssociationSphere application. At the top, there's a navigation bar with 'Workspace' and a dropdown menu. Below this, the 'Portal Users' title is followed by an 'Actions' button. The main area contains a table with the following columns: First Name, Last Name, Constituent ID, Email, and Status. The table lists several users, including Heather Adams, Bob Andrews, Hunter Bishop, Jennifer Blake, Frank Blumenstock, Rosie Crabtree, Sally Cutter, Joe DeSabella, Sarah Drake, and Steven Fitzgerald. A dropdown menu is open, showing options like Account, Users, Portal Info, Billing, and Accounting. The 'Users' option is highlighted, and a sub-menu is visible showing 'AssociationSphere Users' and 'Portal Users'.

First Name	Last Name	Constituent ID	Email	Status
Heather	Adams	CV-07489	heather@donorview.com	Active
Bob	Andrews	CV-08024	test5@connected	Active
Hunter	Bishop	CV-08151	abon171@yahoo	Active
Jennifer	Blake	CV-07739	peertopeer4@donorview....	Active
Frank	Blumenstock	CV-07427	test19@connectedview.c...	Active
Rosie	Crabtree	CV-07967	test4@connectedview.com	Pending
Sally	Cutter	CV-08160	test94038@connectedvie...	Active
Joe	DeSabella	CV-07409	test16@connectedview.c...	Active
Sarah	Drake	CV-07754	peertopeer5@donorview....	Active
Steven	Fitzgerald	CV-07755	peertopeer6@donorview....	Active

- c. A list of member portal accounts can be found in the menu under the organization's name, clicking on **Users**, then **Portal Users**. Use this list to validate if the constituent has a portal account created.
- d. See this support article for instructions for merging constituents.  
<https://support.associationsphere.com/en/support/solutions/articles/67000615464-can-i-merge-two-constituent-records-together->

### Where do I find the guest's table number or assignment?

If the organization used the Table Assignments feature, the table number is shown under the **Table Name** column.



	Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	In	In Time	Out	Out Time	Table Name	Ticket #
	Bradley	Maureen	Bradley	Maureen	<input type="checkbox"/>		<input type="checkbox"/>		VIP 2	EVT-00009
	Bowes	Kurt	Bowes	Kurt	<input checked="" type="checkbox"/>	02/26/19 09:27 AM	<input type="checkbox"/>		GEN 1	EVT-00017
	Bradley	Maureen	Brothers	Frank	<input checked="" type="checkbox"/>	02/23/19 12:48 PM	<input type="checkbox"/>		VIP 2	EVT-00010
	Bradley	Maureen	Brothers	Steve	<input checked="" type="checkbox"/>	12/27/18 02:27 PM	<input type="checkbox"/>			EVT-00011
	Jones	Brad	Jones	Brad	<input checked="" type="checkbox"/>	08/15/18 08:15 AM	<input type="checkbox"/>			EVT-00026
	Jones	Brad	Jones	Brad	<input type="checkbox"/>		<input type="checkbox"/>			EVT-01127
	Bradley	Maureen	Bradley	Jessa	<input checked="" type="checkbox"/>	01/29/19 02:26 PM	<input type="checkbox"/>			EVT-00013
	Bailey	George	Bailey	George	<input checked="" type="checkbox"/>	06/18/19 02:28 PM	<input type="checkbox"/>		GIFT VIP	EVT-00020
	Stouffer	Daniel	Stouffer	Daniel	<input checked="" type="checkbox"/>	10/07/19 11:11 AM	<input type="checkbox"/>			EVT-00031
	Stouffer	Daniel	Stouffer	Daniel	<input type="checkbox"/>		<input type="checkbox"/>			EVT-00032
	Stouffer	Daniel	Stouffer	Daniel	<input checked="" type="checkbox"/>	10/07/19 07:11 AM	<input type="checkbox"/>			EVT-00025

### How can I assign or reassign a guest to a table?

1. If guests need to be assigned to a table, use the Table Assignments feature. See more about it from this video <https://vimeo.com/743079044> (Password: AS2021)
2. Some organizations may opt to use the Event Assignments feature instead. This would assign guests to a group instead of a table. To see more about the event assignments feature, see this video <https://vimeo.com/735872886> (Password: AS2021)

### How do I update guest/attendee name information?

1. Ticket purchasers are identified under the Last Name/Constituent column.
2. All attendees are shown in the Actual Attendee columns.
3. To enter a new guest name (attendee) for a ticket that has already been purchased, click on the edit icon on the left side of the grid.
4. Click on the arrow on the right side of the name under **Actual Attendee**.
5. Use the search bar in the top of the window to see if the constituent already exists in the database.
6. If the constituent already exists in the database, click on their name to identify them as the attendee.

- If no matching constituent is found, click on **New Attendee** to enter the name and email address to create a new constituent record. Other fields can be updated with credit card information, check in, and answers to custom questions.

- New tickets can be sold using the event page URL link from a laptop or by using the mobile app.

### How do I edit a guest's (attendee's) info?

Clicking on the edit icon on the left side of the grid will edit the guest's (actual attendee) info.

Event Attendance

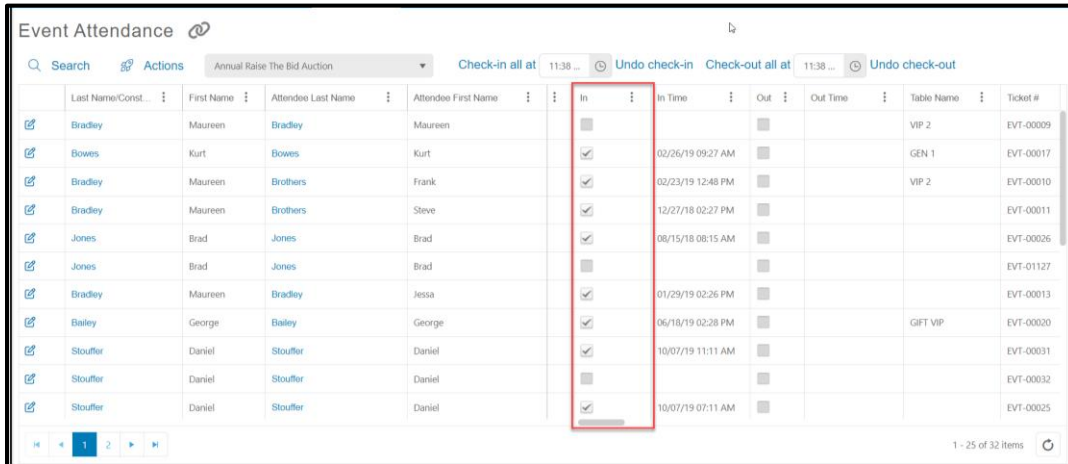
Search Actions Annual Raise The Bid Auction Check-in at 11:38 ... Undo check-in Check-out at 11:38 ... Undo check-out

	Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	In	In Time	Out	Out Time	Table Name	Ticket #
	Bowes	Maureen	Bradley	Maureen	<input type="checkbox"/>		<input type="checkbox"/>		VIP 2	EVT-00009
	Bowes	Kurt	Bowes	Kurt	<input checked="" type="checkbox"/>	02/26/19 09:27 AM	<input type="checkbox"/>		GEN 1	EVT-00017
	Bradley	Maureen	Brothers	Frank	<input checked="" type="checkbox"/>	02/23/19 12:48 PM	<input type="checkbox"/>		VIP 2	EVT-00010
	Bradley	Maureen	Brothers	Steve	<input checked="" type="checkbox"/>	12/27/18 02:27 PM	<input type="checkbox"/>			EVT-00011
	Jones	Brad	Jones	Brad	<input checked="" type="checkbox"/>	08/15/18 08:15 AM	<input type="checkbox"/>			EVT-00026
	Jones	Brad	Jones	Brad	<input type="checkbox"/>		<input type="checkbox"/>			EVT-01127
	Bradley	Maureen	Bradley	Jessa	<input checked="" type="checkbox"/>	01/29/19 02:26 PM	<input type="checkbox"/>			EVT-00013
	Bailey	George	Bailey	George	<input checked="" type="checkbox"/>	06/18/19 02:28 PM	<input type="checkbox"/>		GIFT VIP	EVT-00020
	Stouffer	Daniel	Stouffer	Daniel	<input checked="" type="checkbox"/>	10/07/19 11:11 AM	<input type="checkbox"/>			EVT-00031
	Stouffer	Daniel	Stouffer	Daniel	<input type="checkbox"/>		<input type="checkbox"/>			EVT-00032
	Stouffer	Daniel	Stouffer	Daniel	<input checked="" type="checkbox"/>	10/07/19 07:11 AM	<input type="checkbox"/>			EVT-00025

1 - 25 of 32 items

### How do I see who has checked in?

1. The **In** column will indicate with a check mark if the attendee has been checked in.
2. The **In** column can also be filtered with a True/False function using the three dots on the right side of the column heading.



Event Attendance

Search Actions Annual Raise The Bid Auction Check-in all at 11:38 ... Undo check-in Check-out all at 11:38 ... Undo check-out

	Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	In	In Time	Out	Out Time	Table Name	Ticket #
	Bradley	Maureen	Bradley	Maureen					VIP 2	EVT-00009
	Bowes	Kurt	Bowes	Kurt	✓	02/26/19 09:27 AM			GEN 1	EVT-00017
	Bradley	Maureen	Brothers	Frank	✓	02/23/19 12:48 PM			VIP 2	EVT-00010
	Bradley	Maureen	Brothers	Steve	✓	12/27/18 02:27 PM				EVT-00011
	Jones	Brad	Jones	Brad	✓	08/15/18 08:15 AM				EVT-00026
	Jones	Brad	Jones	Brad						EVT-01127
	Bradley	Maureen	Bradley	Jessa	✓	01/29/19 02:26 PM				EVT-00013
	Bailey	George	Bailey	George	✓	06/18/19 02:38 PM			GIFT VIP	EVT-00020
	Stouffer	Daniel	Stouffer	Daniel	✓	10/07/19 11:11 AM				EVT-00031
	Stouffer	Daniel	Stouffer	Daniel						EVT-00032
	Stouffer	Daniel	Stouffer	Daniel	✓	10/07/19 07:11 AM				EVT-00025

1 - 25 of 32 items

## Raffles

### How do I pull a raffle winner?

1. Raffles can be managed multiple ways within the software.
2. Selling raffle tickets as event add-ons items will require a traditional raffle experience with printed tickets and manually pulling the winner.
3. The software does offer an option to sell raffle tickets as an event level.
4. Raffle tickets sold as an event level can be pre-sold or sold at the event by using the mobile app or by manually recording the purchase via the event page.
5. If the raffle tickets are sold as an event level, those purchasers are shown as a raffle ticket level on the Event Attendance grid.
6. The grid can be filtered to just show raffle ticket purchasers.
7. Note that raffle tickets sold as event levels need to show how many "attendees" are included with each purchase.
  - a. For example, one ticket = 1 attendee
  - b. An event level that includes multiple tickets, like 5 tickets for \$100 would be set up for 5 attendees so that all five of their purchases will be included in the raffle chances.

8. Click on the three dots next to the **Ticket Level** column header.
9. Enter the name of the raffle ticket level under **Contains** to identify all the purchasers.
10. Click **Filter** to filter the list.

The screenshot shows the 'Event Attendance' interface with a table of attendees. The 'Ticket Level' column is highlighted with a red box, and a filter dropdown menu is open, showing the search criteria 'Contains \$1,000 Prize'. The 'Filter' button is also highlighted with a red box. The table shows attendees with names like Jones, Gest, and Reese, and their corresponding ticket levels.

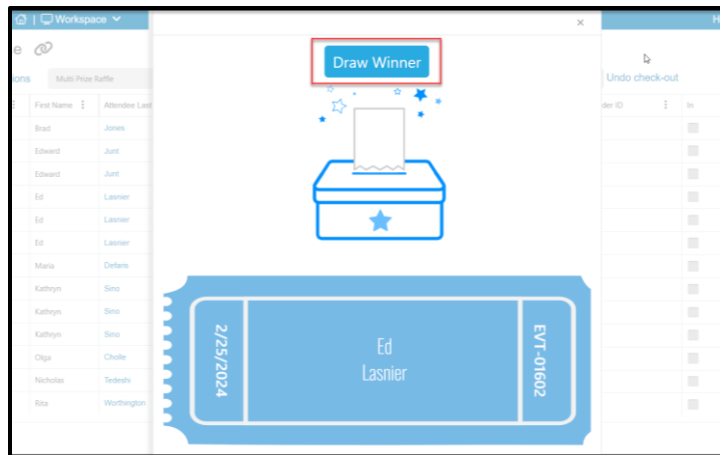
Last Name/Const...	First Name	Attendee Last Name	Attendee First Name	CC on File	Ticket Level	Paid	Bidder ID	In	In Time	Out
Jones	Brad	Jones	Brad		\$1,000 Prize					
Jones	Brad	Jones	Brad		Brand New Pick Up Truck					
Jones	Brad	Jones	Brad		Airfare for 2					
Jones	Brad	Jones	Brad		iPhone					
Gest	Peter	Gest	Peter		\$5,000 Prize					
Gest	Peter	Gest	Peter		Brand New Pick Up Truck					
Gest	Peter	Gest	Peter		Brand New Pick Up Truck					
Gest	Peter	Gest	Peter		5 Night Cruise					
Gest	Peter	Gest	Peter		Laptop					
Gest	Peter	Gest	Peter		Home Theater					
Reese	Todd	Reese	Todd		\$5,000 Prize					
Reese	Todd	Reese	Todd		5 Night Cruise					
Reese	Todd	Reese	Todd		5 Night Cruise					

11. With the filtered list showing just the desired raffle ticket holders, click on the **Actions** menu.
12. Click on **Raffle Winner** to randomly draw the winner.

The screenshot shows the 'Event Attendance' interface with the 'Actions' menu open. The 'Raffle Winner' option is highlighted with a red box. The table shows attendees with names like Jones, Junt, Lasnier, Defaris, Sino, Cholle, Tedeshi, and Worthington, and their corresponding ticket levels.

Last Name	First Name	Attendee Last Name	Attendee First Name	CC on File	Ticket Level	Paid	Bidder ID	In	In Time	Out
Jones					\$1,000 Prize					
Junt					\$1,000 Prize					
Junt					\$1,000 Prize					
Lasnier					\$1,000 Prize					
Lasnier					\$1,000 Prize					
Lasnier					\$1,000 Prize					
Defaris	Maria	Defaris	Maria		\$1,000 Prize					
Sino	Kathryn	Sino	Kathryn		\$1,000 Prize					
Sino	Kathryn	Sino	Kathryn		\$1,000 Prize					
Sino	Kathryn	Sino	Kathryn		\$1,000 Prize					
Cholle	Olga	Cholle	Olga		\$1,000 Prize					
Tedeshi	Nicholas	Tedeshi	Nicholas		\$1,000 Prize					
Worthington	Rita	Worthington	Rita		\$1,000 Prize					

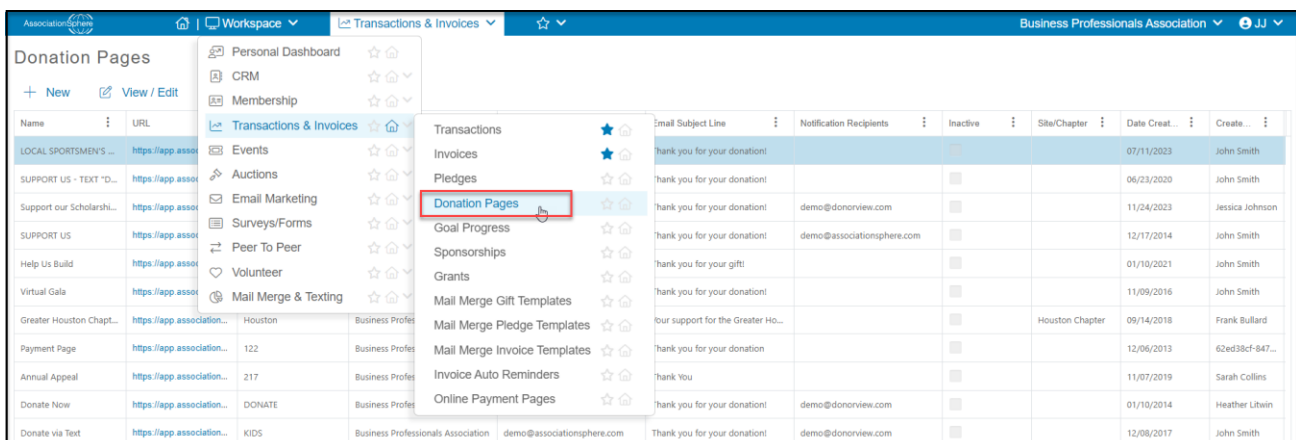
13. The software will randomly choose the winner from the list of attendees on the grid.
14. This feature can also be used for drawing random door prizes for all attendees if no filter is applied to the grid.



## Paddle Raise (a.k.a Fund-A-Need or Call-to-Heart):

How do I record the donations pledged during a paddle raise?

1. Each donation page has a unique URL, Text, and QR code that can be shared with guests to make their donations using their phones.
2. From the mobile app, you can use the Payments feature the swipe credit cards and record donations.
3. You can also write the names down and manually record the donations using a donation page.
  - a. Log in to the AssociationSphere desktop software.
  - b. Go to the Fundraising module, then click on the Donations Pages link.
  - c. This video provides an example of entering a gift via a donation page.  
<https://vimeo.com/532301313> (Password: AS2021)



- d. Find the appropriate donation page and click on the URL link to open the page using the same browser.

Name	URL	Text Messaging ...	Email Display Name	Email From Address	Email Subject Line	Notification Recipients
SUPPORT HELPING THE KIDS	<a href="https://app.donorview.com/jrm6">https://app.donorview.com/jrm6</a>	284	Helping the Kids	demo@donorview.com	Thank you for your gift!	
Adopt-A-Classroom STEAM Project Donation Page	<a href="https://app.donorview.com/7erMv">https://app.donorview.com/7erMv</a>	Classroom	Helping the Kids	demo@donorview.com	Thank you for supporting the Ad...	
GIVE SUPPORT TO OUR PEER-2-PEER FUND RAISERS	<a href="https://app.donorview.com/bkXwQ">https://app.donorview.com/bkXwQ</a>	234	Helping the Kids	demo@donorview.com	Thank you for your donation!	
Island Pet Rescue	<a href="https://app.donorview.com/Ebg6">https://app.donorview.com/Ebg6</a>	Rescue	Helping the Animals	demo@donorview.com	Thank you for your donation!	demo@donorview.com
Split your gift multiple ways	<a href="https://app.donorview.com/XyAJ">https://app.donorview.com/XyAJ</a>	Helping	Helping the Kids	demo@donorview.com	Thank you for your donation!	
Payment Page		122	Helping the Kids	demo@donorview.com	Thank you for your payment!	demo@donorview.com
Virtual Gala	<a href="https://app.donorview.com/EbrJ">https://app.donorview.com/EbrJ</a>	Help	Helping the Kids	demo@donorview.com	Thank you for your donation!	
Adopt-a-Bench Program	<a href="https://app.donorview.com/5y7Ge">https://app.donorview.com/5y7Ge</a>	BRICK	Helping the Kids	kelly.klimarchuk@donorview.com	Thank you for your donation!	
Annual Appeal		217	School	demo@donorview.com	Thank You	
Greater Houston Chapter Donation Page	<a href="https://app.donorview.com/bQP7">https://app.donorview.com/bQP7</a>	Houston	Helping the Kids - Greater Houst...	demo2@donorview.com	Your support for the Greater Ho...	
Give towards our Annual Gala	<a href="https://app.donorview.com/wngl">https://app.donorview.com/wngl</a>	give	Helping the Kids	demo@donorview.com	Thank you for your gift!	
Helping the Kids - Northern California Donation Page	<a href="https://app.donorview.com/nQVZ">https://app.donorview.com/nQVZ</a>	California	Helping the Kids - Northern Calif...	demo3@donorview.com	Your support for the Northern C...	

- e. At the top of the donation page, use the search bar under Constituent to find the constituent that is making the donation.
- f. If the constituent cannot be found, their information can be recorded at the bottom of the page.

Help rescue stray animals!

Your gift will help us rescue abandoned and stray dogs and cats from Caribbean Islands. The dogs are known as Potcakes. They get their nickname from the leftovers the locals would feed them - namely the crusty rice and bean cake left at the bottom of a pot after cooking all day. Potcakes, and their feral friends, Potcats, are rescued by local island-based organizations and then flown to the US for adoption. Potcakes and Potcats are so prolific there are far too many to be adopted by local residents. These animals are known for being great companions and their sweet and quirky personalities.

\* Denotes required field

Constituent

Search Contact

abbott

Search Contact

Abbott, Bob

test5@connectedview.com

100 Main St., Shrewsbury, MA 01581

Abbott, Julie

Total 3 records found

YOUR AMOUNT

- g. Selecting a constituent will auto-populate all the existing information in the payment area.
- h. Enter the amount of the donation.
- i. If activated, pledges can be recorded with a pay later option.
- j. If payment is being made immediately and there is a credit card already on file, it will be defaulted to charge that card.

Your Amount  
\$1,000.00

Your Total Donation Amount \$1,000.00

Payment

☐ This donation is being made on behalf of a company/organization.

☐ I will mail a check

Check the pay later option for pledges not paid the night of the event.

Security is of paramount importance to us. Your payment information is processed securely via Level 1 PCI DSS Compliant Service Provider.

☒ ending in 1111 expires on 4/30/2029

☐ Use another card

☐ I would like to get a text notification

- k. If the constituent prefers to use a different credit card, select **Use another card** and enter the information.

☐ I will mail a check

Security is of paramount importance to us. Your payment information is processed securely via Level 1 PCI DSS Compliant Service Provider.

☐ ending in 1111 expires on 4/30/2029

☒ Use another card

Credit Card Number Exp. Month Exp. Year CVV Number

Prefix First Name Last Name Suffix

Prefix Brad Jones Suffix

Email Confirm Email Phone Phone Type

bradjones508@gmail.com bradjones508@gmail.com 5282324600 Business

Street Address Apt. Suite, Bldg.

56 West Main Street

City State/Province/Region Zip Code/Postal Code Country

Upton MA 01568-1510 United States

☐ I would like to get a text notification

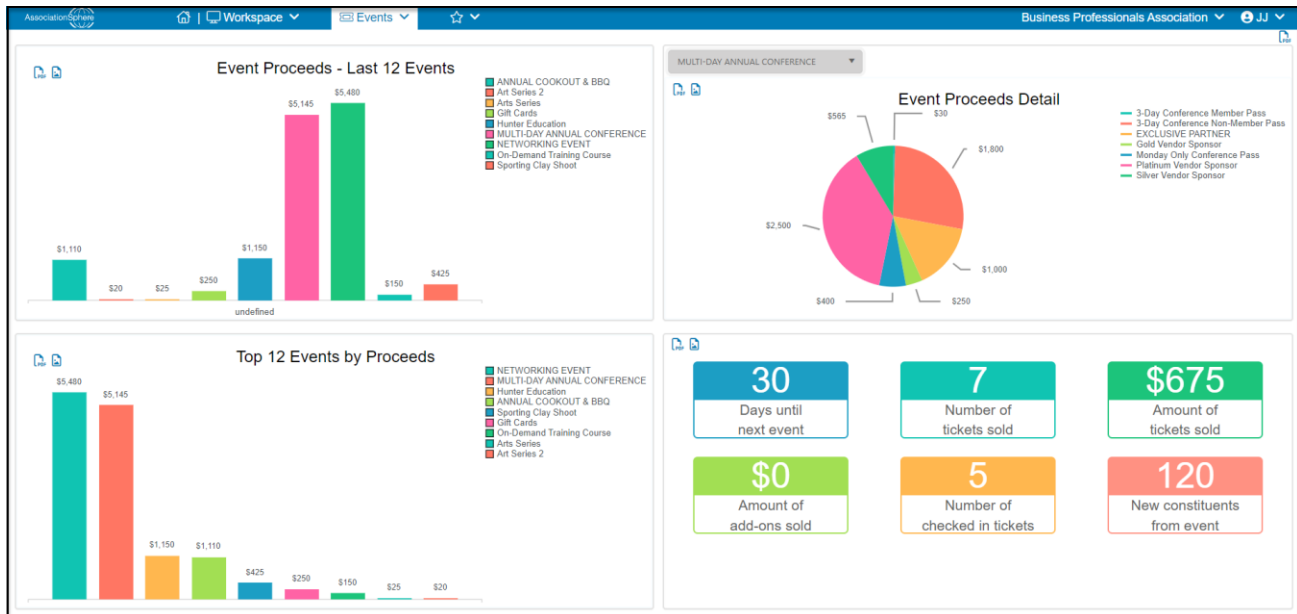
4. Pledges made via check or cash can be recorded via the Add Transaction feature. See this video for information on adding a donation. <https://vimeo.com/532301313> (Password: AS2021)

## Displays and Reporting:

Are there built in reports for events?

1. No, there are no standard event reports, however you can see graphics from under the Workspace>Events Dashboard, which can be downloaded.

- You also can export the data from the Events grid or using the Transactions Grid and filtering by the appropriate For-Fund-Event-Appeal or date range.



Are there ways to display goal progress?

- Yes, you can create a widget to share on your website.
- You can see instructions for creating a goal progress widget with this video: <https://vimeo.com/773462639> (Password: AS2021)
- From the event page editor, on the Event Settings tab under Financial Information the **Goal Category** identifies all the revenue that will be included in the goal widget.

The screenshot shows the 'Financial Information' tab in the Event Settings page. The 'Goal Category' dropdown menu is highlighted with a red box, showing 'Annual Gala' as the selected option. Other settings visible include:

- Send Email When Event is Submitted:** NO
- Send Text When Event is Submitted:** NO
- Free Event:** NO
- Address Information NOT Required:** NO
- Phone Number Required:** NO
- Enable Captcha:** YES
- Allow transactions in foreign currencies:** NO
- Auto Acknowledge:** NO
- Use Member Pricing:** NO
- Save Credit Card Information:** YES
- Allow to pay processing fee:** YES
- Require to Pay Processing Fee:** NO
- Processing Fee Comment:** Please add the processing fee of (\$ amount of processing fee) to my total so that the full amount goes towards (Your Organization Name).
- Default to Pay Processing Fee:** NO
- Collect Level Deposits:** YES
- Accept General Donations:** YES
- Message to display for general donation:** Can't Attend? You can still support us by making a donation!
- Allow Everyone To Pay Later:** YES
- Allow Members To Pay Later:** NO
- Allow Internal Only To Pay Later:** NO
- Pay Later Comment:** I will mail check.
- Require Level Purchase for Add-on Selection:** NO
- Registration Info Label:** Please provide your billing information
- Accepting Gift Card:** YES
- Accepting Subscription:** YES

4. If you are also collecting donations or sponsorships via a donation page, the **Goal Category** is found under the Page Content section.
5. Click **Save & Next** to save the changes.

The screenshot displays the 'Page Content' section for configuring a donation goal. At the top, there are three thumbnail images. Below them is a 'Display Goal' toggle set to 'YES'. The 'Goal Category' dropdown menu is highlighted with a red box and shows 'Annual Gala' selected. Other fields include 'Goal Amount' (\$100,000.00), 'Goal Quantity' (a numeric input), 'Goal to Use' (Goal Amount), 'Goal Chart Type' (Bar Chart), and 'Goal Chart Title' (Use Default Title). There are also toggles for 'Include Pledges in Total Raised' and 'Include "Pay Later" Ticket Purchases in Total Raised', both set to 'NO'. Below these are 'Display Share on Social Media buttons' (set to 'NO') and fields for 'Donate page subtitle' (Your Support), 'Donate amount title' (Your Amount), 'Donate payment information title' (Payment), and 'Donate button text' (Donate Now). A 'Donation Options' section at the bottom includes 'Minimum donation amount' (\$1.00), 'Allow donations in foreign currencies' (set to 'NO'), 'Allow to use ACH' (set to 'NO'), 'Allow recurring donations', 'Make recurring donations default', 'Allow to select future date for recurring donations', and 'Save Credit Card Information'. At the bottom right, there are 'Save' and 'Save & Next' buttons.

## Communications

### How do I send out emails to all guests?

1. You can create an email list from the Event Attendance grid's Actions menu if you'd like to use the Email Marketing campaigns feature to send colorful emails and track the response rates.
2. You also can use the Direct Email option to send emails and attachments to all attendees.

### How do I send text messages to guests?

1. Text messages can be sent with custom messages from the Event Attendance grid.
2. Click on the **Actions** menu, then **Send Text Message**.
3. Enter the text message info and choose to send the message immediately or prepare texts and schedule them to go at specific times.

Workspace Auctions

Send Text Message

Remaining Daily Text Messages: 2000

Insert Mail Merge Field

Text

Only five minutes left to bid! Don't miss your last chance to win and support Helping the Kids, too!

Include Video Recording

NO

Schedule Text Message

YES

Schedule Text Message Delivery On: 2/26/2024 9:55 PM

☒ I certify that I am not engaging in any unsolicited advertising, marketing or other activities prohibited by applicable law or regulation covering anti-spam, data protection, or privacy legislation in any applicable jurisdiction, including, but not limited to anti-spam laws and regulations such as the CAN SPAM Act of 2003, the Telephone Consumer Protection Act, and the Do-Not-Call Implementation Act. I also certify that the SMS list comprises only constituents with contact initiated by an individual or contact initiated by our organization to send informational content to an individual based on having a prior relationship.

Initials: JJ

Schedule Text Message Cancel

4. Note that there is a maximum of 2000 direct text messages per day. The automatic messages sent via the auction process do not count towards the 2000 total. Only those messages generated manually count toward the total.

## Checkout:

How do I check out guests at the end of the event?

1. For most events without an auction, check out involves collecting payments for paddle raises, raffle tickets or other add-ons that were purchased during the event.
2. You can utilize the mobile app or record the purchases as described above in the [paddle raise](#) or [ticket sales](#) descriptions above.

Can you choose which credit cards to use?

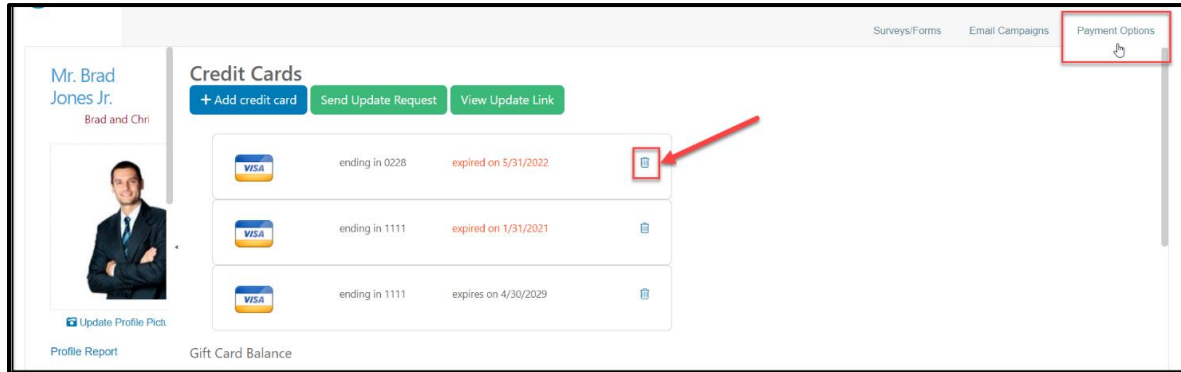
1. Yes, the credit card used can be selected with individual checkout from a donation or event page.
2. With the mobile app, a credit card must be swiped to process a payment.

What if the member wants to pay with a check?

You will need to use a laptop and record the payment using a page or entering a manual donation to record a check or cash payment.

### How do I remove a credit card from a profile?

From the constituent's record on the Payment Info tab, credit cards can be deleted by clicking on the trashcan icon.



### Who pays the credit card fee, and can that be changed?

1. Payment of credit card fees needs to be established on the event or donation page on the Settings Tab.
2. If the fees are optional, you can check the box to include the fees with the payment.
3. If the fees are required, you would need to edit the Event Page Settings to change this requirement.

### How do I send a receipt?

Thank you emails are automatically sent that includes a list of their purchases and donations.

### Can receipts be printed?

1. Receipts can only be printed with a screen print feature when viewing the auto email that is sent.
2. You could also generate a mail merge acknowledgement letter from the Transactions or Events grid if desired.

### Do I have to check the Check-out box on the Event Attendance grid?

1. No, there is no requirement to check out guests on the Event Attendance grid.
2. If your event is a volunteer event and you are recording the time tracking via the event level, but don't have Use level start & end time activated, you will want to mark the check out box to record the time.

The screenshot shows the 'Add/Update Level' dialog box with the 'Time Tracking Defaults' tab selected. A red box highlights the 'Create time tracking on check in' toggle, which is currently set to 'YES'. Below this, there are four dropdown menus for 'Constituent Service Category' (1, 2, 3, and 4), each with a 'Select Category' placeholder. At the bottom left, the 'Use level start & end time' toggle is set to 'NO'. To the right of this are input fields for 'Hours' (72), 'Minutes' (0), and 'Dollar Value' (\$0.00). The 'Update' button is highlighted in blue, and the 'Cancel' button is in grey.

#### What if I need help with event?

1. Support is provided via email during regular business hours weekdays 8 AM to 8 PM Eastern Time, not including holidays.
2. For organizations with Essential or Essential plus support plans, phone support is also available during regular business hours by calling 508-205-0243 and leaving a message with the name of the organization, contact person's name and phone number, the best time to call back, and a brief description of the issue. A support specialist will return the call during business hours.
3. If the event takes place outside normal business hours, the organization can arrange after-hours, weekend, or holiday virtual support by contacting [support@AssociationSphere.com](mailto:support@AssociationSphere.com) prior to the event.
4. If on-site support is desired, contact [support@AssociationSphere.com](mailto:support@AssociationSphere.com) for a list of available vendors who provide on-site support for AssociationSphere.