

Event Management Overview

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Permissions control your Users' ability to see certain data and take specific actions. Before proceeding, review [User Permissions for Events](#).

Jackrabbit's Events Management feature handles birthday parties, parent's night out, workshops, and more.

Customize event registration by adding specific questions, agreements, and policies that must be completed before submission.

Display an event calendar on your website, allowing customers to register for events and view important notices like studio closures.

Automate event fee posting and send confirmation emails to registrants.

Jackrabbit classes and events are treated very differently, both in terms of how they are created and how they are managed. Visit [Compare Events & Classes](#) in Jackrabbit for a summary of the similarities and differences between them.

Frequently Asked Questions

Q. *I don't understand what an Online Reg Form Graphic URL is or how to add it.*

A. Each Event Type allows you to add a graphic or image to the registration form associated with it. You can create and use special images and graphics for specific events. For example, you may have a special image that you use for birthday parties and a different image that you use for open houses.

For the image to be displayed on your event registration form, it needs to reside somewhere on the Internet and have a URL (a web address that usually starts with https:// or http://). In many cases, you may already have the image somewhere on your website. If not, many cloud-based services provide an instant URL when you upload the image to the service. Add the URL to the Summary tab of the Event Type record in the *Online Reg Form Graphic URL* field.

Q. *Can you explain why some of my Events have a background color of light yellow? I didn't select that color.*

A. When an event has reached the maximum enrollment, it will display on the internal Event Calendar in light yellow. This means the event's status has changed to booked.

Q. Can I automatically add the tax to Event Fees?

A. Yes, go to the **Gear icon > Settings > General > Organization Defaults** (left menu) > **Tax Settings** (section) and set **Tax Tuition Fees** to **Yes**. (Note: this will also apply tax to Class tuition)

Q. Why can't I make the checkbox event questions required?

A. As a question, a checkbox type has 2 possible answers; unchecked (clear) says one thing, and checked (selected) says the opposite. You can't require registrants to select the checkbox because leaving it blank is actually one of the possible answers.

If you want to make questions required, it's best to ask yes/no questions.

Q. What do the different Event Status options mean?

A. These are the five options for Event Status:

OPEN	The maximum size of the event has not been reached, and the event day/time is still open for registration. Events with a status of Open will display on the Event Calendars (if Display on Website and/or Display on Internal Calendar are set to Yes in the Event Type Summary tab).
UNAVAIL	The event date and time is not open for registration. Event Dates/Times with a status of Unavail will display with a beige highlight on your Events Calendar but will not allow registration.
BOOKED	The maximum size of the event has been reached, the event day/time is booked, and no further enrollment is allowed.
HOLD	The date is being held for some reason and registrations are not currently being accepted. Events with a status set to Hold do not display on the Event Calendar.
NOTICE	The event is for notice only. It is viewable but can not be clicked to open a registration form. Example: Studio Holiday Closing.

Q. How do I add an event that takes place over multiple days?

A. In the screenshot below, the date range is for Oct 2 - Oct 4 (Wed-Fri). This will add 3 individual event dates, which will all be open for registration. If the event is a multiple-day event, you'll only want registration to be allowed on the first day, not the next two days. To do this, change the *Status* field to Notice on the Summary tab of the Oct 3rd and 4th Eventrecords. This event would then show

on the Event Calendar as being held over three days.

Alternatively, enter only one Event Date for Oct 2 and add that the event is over three days to the *Registration Form Description* (in the Event Type record > Description tab).

Q. *I don't see some events listed on my calendar; what should I do?*

A. If an Event (Date & Time) is not listed on your event calendar, check the following:

- What is the Event Status? The Event Calendar will display only events with an Open, Notice, or Unavail status (unless you have chosen the setting for Booked Events to also display).
- Is *Display on Website* set to Yes on the Event Type Summary tab? This must be set to Yes in order for the event to display on your website's Event Calendar.
- Is *Display on Internal Calendar* on the Event Type Summary tab set to Yes? This must be set to Yes in order for the event to display on your internal calendar.

Q. *I would like everyone to add a contact phone number for the event; how can I do that?*

A. Go to the **Gear** icon > **Settings** > **Online Registration** > **Field Options/Labels** (left menu) > the **Contact #1** section > **Home Phone** and select **Required** from the drop-down list. Don't forget to **Save Changes**.
