

EVENT ORGANISERS : HELLO CLUB EVENT GUIDE

In an effort to avoid known issues with Hello Club, the following guide for ride set ups is advised:

BLUF

HIDE until ready	->	YES
MULTI DAY RIDES	->	NO (If created, see below)
AREAS	->	YES (Same Area and Day, see below)
ALLOW WAITLIST	->	NO
MINIMUM / MAXIMUM AGE	->	NOT REQ

DETAILS

"Hide event from members" until you are sure everything is correct.

Send a test event email to yourself to confirm it looks OK.

MULTI DAY RIDES -> NO

Issue: When riders cancel from a Multi day event, the ride credit disappears.

Fix: Make all rides single day events and define Multi Day in the event title and details.

Note: A Multi Day Event cannot be reverted to a Single Day Event.

LEAVE it as a Multi Day Event if riders have already signed up to the event.

If nil signed up, copy as a Single Day Event and delete Multi Day Event.

AREAS -> YES

This shows up in "Event details" under "Details".

Only ONE of these boxes is to be selected please.

Issue: When creating a second event in the same AREA on the SAME DAY, you get an error when saving and it mentions it will delete another event.

Fix: Back out and do not save the second event. May be able to set AREA briefly to "Z Other" or the event time to a later time to save without error.

Change the first event TIME to morning or 1 hour span.

Now create or alter the second event to a later non overlapping time, then set the area again and save.

If you are creating a NON PAYING event, eg a BBQ get together, please use the "Z Other" code.

Note: The "CATEGORIES" under "Event details", "Club" can still have multiple fields selected as per normal.

ALLOW WAITLIST -> NO

This shows up in "Attendance" under "Settings".

Do NOT tick this function as it does not work for paid events.

MINIMUM / MAXIMUM AGE -> NOT REQ

This shows up in "Attendance" under "Settings".

Generally not required.

If AGEs are set, also Check "Allow members with unknown age to sign up".

Otherwise, members who did not provide a date of birth will not be able to sign up.

RIDE NAME

The ride needs to start with the region, ie, "<Region>: My fun ride"

For example SYD: Old Bulga Rd Adv 3