



# Committee Training Welcome 2024

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native.

native believe in a world where every student organisation can provide an amazing campus culture and help their students have the best time at university.

# We're here to help

Whatever the query  
you have, please  
never hesitate to get  
in touch and I will be  
happy to help



**Senga Russ**

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Senior Customer Success Manager

societies@native.fm




# native Events Platform

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### The native Admin Panel

This is where you will create events, list tickets and promote your events schedule.

This is also fully integrated with your MMS so that students can benefit from single sign on and you have access to reporting via MMS.

 <https://promoters.native.fm/>

### The native Scanning App

The native scanning app is free to download to your mobile device.

You can track sales, quickly scan in guests, view answers to questions, sell tickets in person and more using this app.

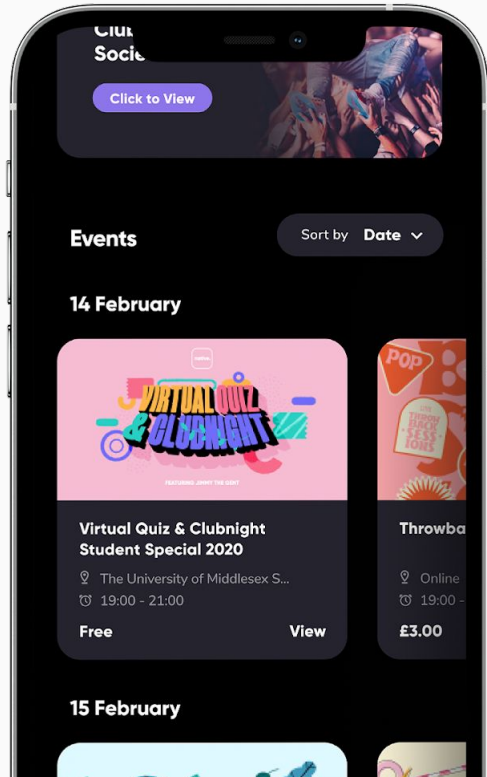




# Events

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# Event Listing



You can add lots of different information to your events and easily manage your events on the control panel.

- Event Date & Time
- Group Page Only
- Location - In person or Online
- Event Types (Category, Genre, Tags, Artists)
- Description and Image
- Duplicate & Repeat events

18 September

## Welcome Fayre 2024

Park Campus, Cheltenham

Free

[View tickets](#)



Welcome! Get ready for an exciting day of exploration, discovery and connection to help you settle!

Our Welcome Fayre is your chance to dive into everything we have to offer. You'll get to explore a wide range of student groups from sports clubs to societies to local businesses to the university teams who will support you during your time at UoG - with lots on offer you're bound to find something that interests you - and there may even be a freebie or two!

So, get your free Welcome Fayre ticket today to kickstart the year right 🍕

Sponsored by Dominos – grab yourself a slice of pizza 🍕

The quiet hour from 10am-11am is for those who are uncomfortable with crowds and lots of noise such as students with physical access difficulties, sensory impairments, autistic spectrum disorder (ASD) and those who experience anxiety or other mental health difficulties.

18 September 2024 10:00 - 16:00

[University of Gloucestershire Studen...](#)

[+ Follow organiser](#)

[Share](#)

### Category

[Welcome / Freshers](#)

### Tags

[freshers 2024](#)

[welcome 2024](#)



Hi. Need any help?





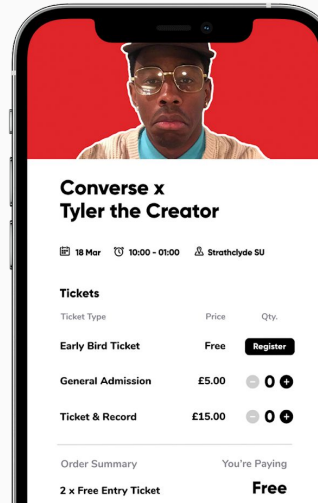
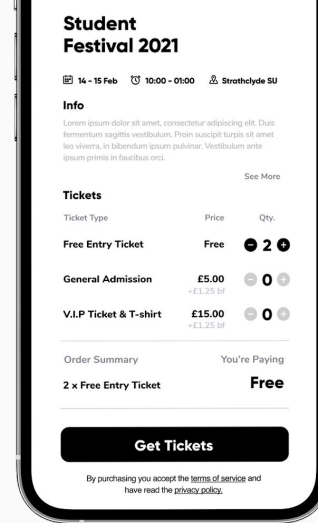
# Tickets

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# Ticket Creation

Free or paid, ticketing is full of features to help make booking attendance to events easier and better for students. Native allows you to:

- Automate Capacity Tracking
- Add Ticket Questions
- Enable Promo Codes
- Allow Ticket Transfers
- Set Student & Member Only
- Control Ticket Visibility e.g. on sale date or sold out



# Ticket Purchase

- A simple and speedy check out process for students
- Confirmation email sent to user
- Tickets also accessible via the native account
- Master Pass is a unique QR code that can be downloaded to mobile wallets

Hi Adam,  
You're ready to go!

[View tickets](#)

[Add to calendar](#)

**Your MasterPass**

Add this digital pass to your Apple or Google wallet to use in place of all your regular event tickets! Having this ticket easily accessible at all times means you won't need to download all your future purchased ticket purchases separately.

[Add MasterPass](#)

**Order Summary**

Adam Reeves Order #1072500031 - 12 February 2020

2x Tyler, the Creator General Admission	£15.00
1x Faye Webster LIVE Second Release	£35.00
Subtotal	£30.00
Booking Fees	£1.00
<b>Total</b>	<b>£36.00</b>

If you require any help then please [contact support](#)

native.  
Ticket sales are powered by Native



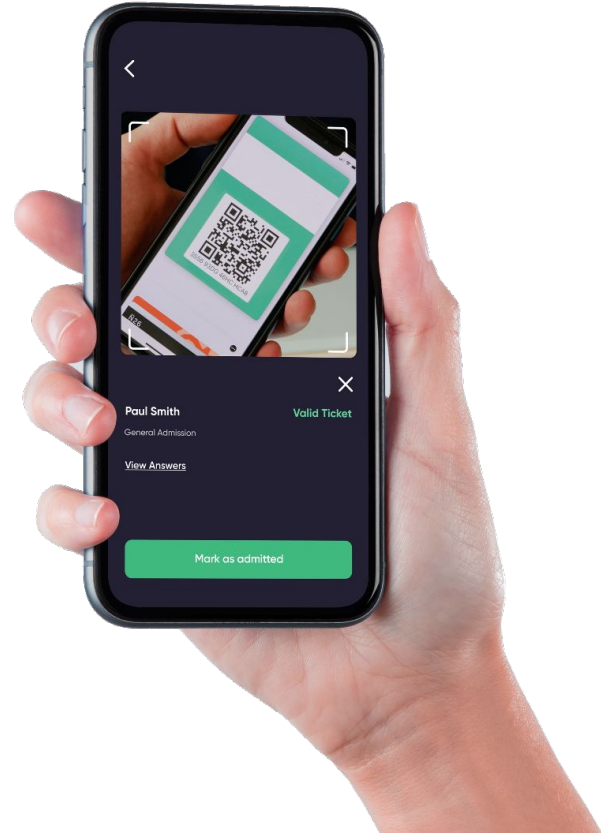
# Attendance

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# native Scanning App

Available for both iOS and Android, is a free tool that allows you to keep track of attendance at your events. You can scan tickets, see real-time attendance analytics, and record who attended after the event finishes.

Once you have activated your account, your login details will work with the scanning app!



# Feature Spotlight

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# Customer Service

We have a dedicated customer service team who provide out of hours support to students throughout welcome.

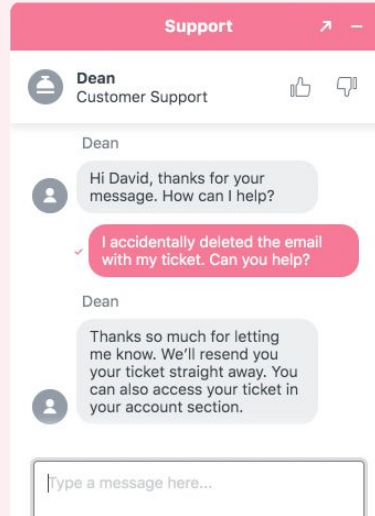
Any user can contact a member of our team via live chat or email with any queries they may have.



“ Received a lovely email stating my issue had been sorted, great service ”

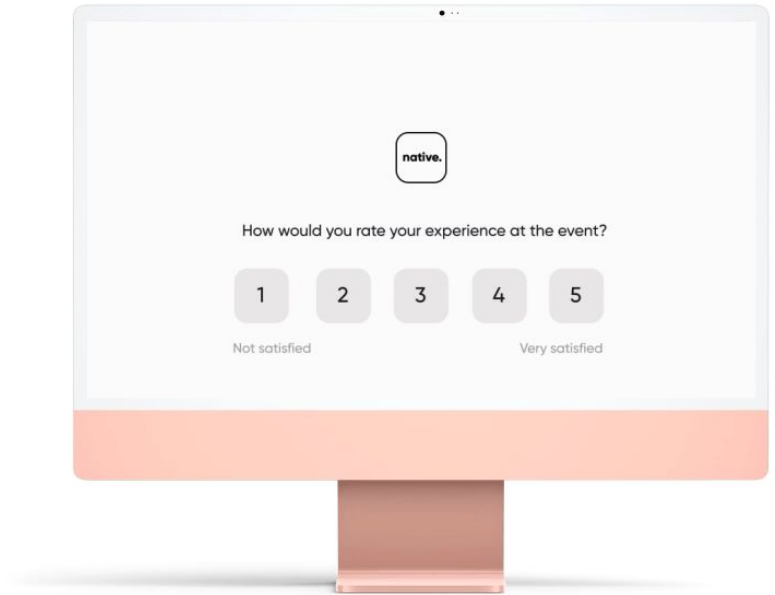
“ Very quick response, sorted my problem quickly & efficiently ”

“ Highly punctual, positive replies ”



# Feedback Surveys

- Allow you to gather valuable insights into how students feel about the events you run.
- Set up at event creation and toggle on or off
- Delivered as automated emails, sent the morning after the event.
- They include a thank-you-for-attending message, capture a satisfaction score question in the body of the email, which also links out to a more detailed online survey.
- Survey data can then be found within the event details, where you'll be able to track metrics such as NPS score, CSAT score and reply rate as well as see all individual feedback responses.

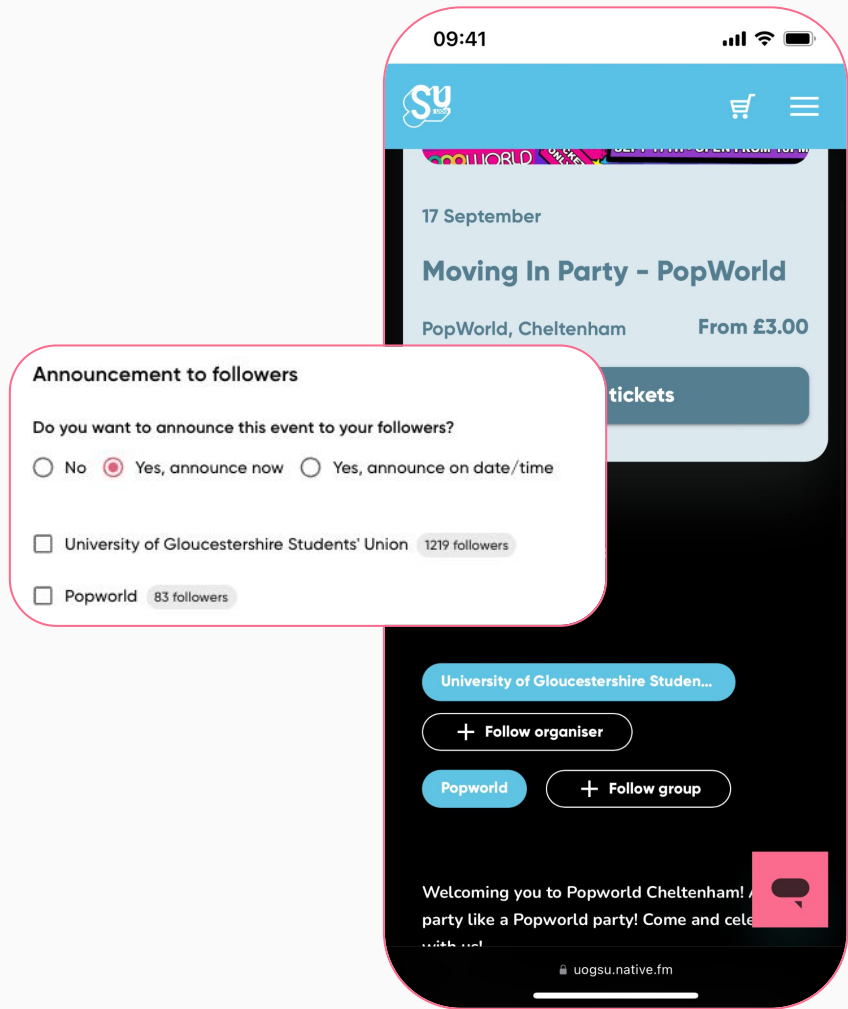




# Following

Following is a free marketing tool for you to let your followers know about events you have coming up.

Students will always have the ability to unfollow so your followers will be your most engaged users and a group you can build during welcome to encourage loyalty.



# Notifications

1

## New Notification

Customisable email to your chosen group of users

The screenshot shows the 'Add New Notification' form. It has a 'Send to:' section with four radio button options: 'Event Ticket Holders' (selected), 'Membership Holders', 'Wristband Ticket Holders', and 'Followers'. Below this is a 'Select Event' dropdown menu. The 'Message:' section includes a 'Subject\*' text input field and a 'Content\*' text area with a rich text editor toolbar containing icons for bold, italic, underline, link, bulleted list, numbered list, indent, and link.

2

## Previous Notifications

See emails sent in the past as well as who sent them

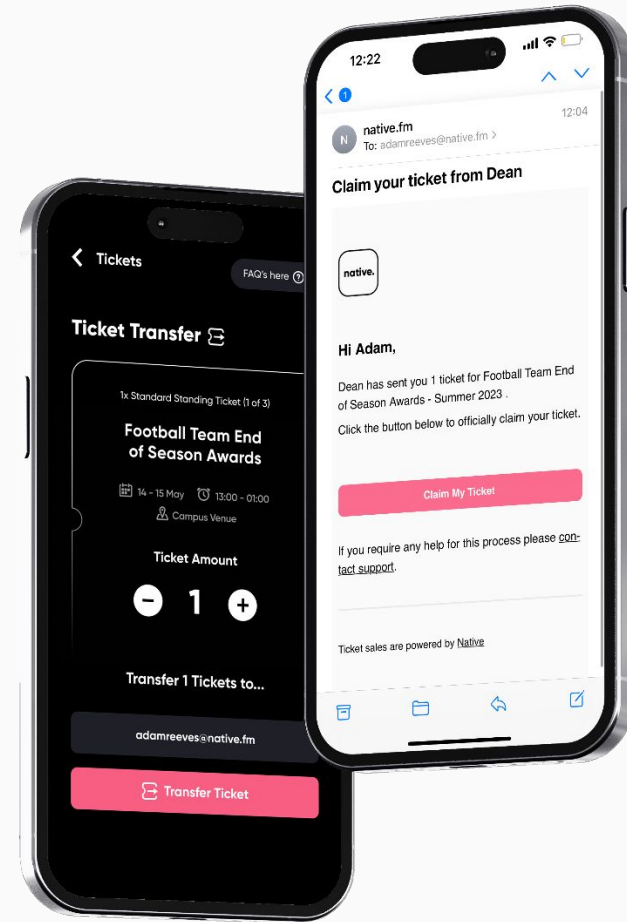
The screenshot shows a table of previous notifications. A modal window titled 'Preview Notification Email' is overlaid on the table. The table has columns for 'Membership', 'Wristband ticket', 'Promoter', and 'Promoter'. The modal contains the following text: 'Hi there, We have been made aware that there has been some issues in ordering extra tickets for the graduation ceremony. These issues have now been rectified and you will be able to reserve the full 5 tickets for your guests. Thanks, Abby'.

Notifications are a quick and effective way to alert your chosen group of users out of four groups about service notifications such as a location change or event entry point

# Ticket Transfers

Ticket Transfer allows users to send one or more tickets to other users directly

You can select which ticket types you want to enable transfers on and also choose where or not its available (e.g. only when tickets have sold out) giving you great control over the process.



# Tracking Links

It's easier than ever before to report on the effectiveness of your promotional activity with tracking links.

For each event, you'll be able to understand the number of visits and sales - and revenue - generated through each marketing tactic.

[Tracking Links Video Tutorial](#)

**Add tracking link**

Event

ID	Event	URL	No. of visits	No. of tickets sold	Revenue of tickets sold	No. of sales for other events	No. of tickets sold for other events	Revenue of tickets sold for other events
4562	Freshers Party 2023	www.freshersp...	892	812	£2049.50	393	1731	£1049.90
4561	Summer Disco	www.summerdi...	823	618	£1939.30	542	1934	£1030.19
4560	Acoustic...	www.acousticw...	781	527	£9203.20	323	3104	£8911.10
4559	Campus Meet Up	www.campusm...	163	92	£203.92	83	103	£104.81
4558	DnB Summer...	www.dnbsum...	932	863	£9303.62	831	939	£7371.41
4557	End of Year Summ...	www.endofyeat	949	837	£10930.50	931	1023	£8410.19

Revenue of tickets sold

£2049.50



# Training Links

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# Platform Training

## On-Demand Videos:

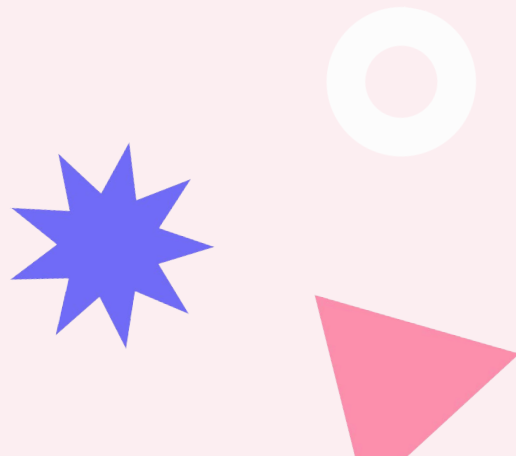
[🔗 native Platform Intro, Activation and Dashboard](#)

[🔗 Creating Your First Event on native](#)

[🔗 native Scanning App](#)

## Written Tutorials:

[🔗 native Knowledge Centre](#)

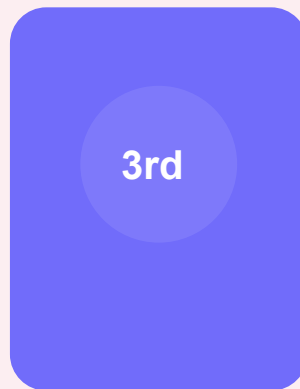
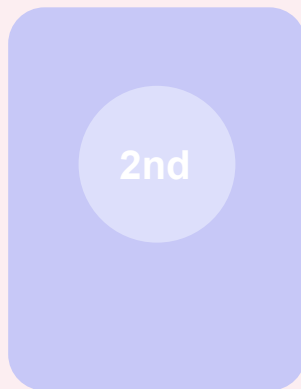




Your Turn...

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# Competition





# How to access

- Type in this web address: <https://promoters.native.fm/dashboard>
- Use these log in credentials:
  - **Email:** societyuser@native.fm
  - **Password:** training

