

FAQs

Purplepass Ticketing

The Events Calendar

A WordPress Plugin

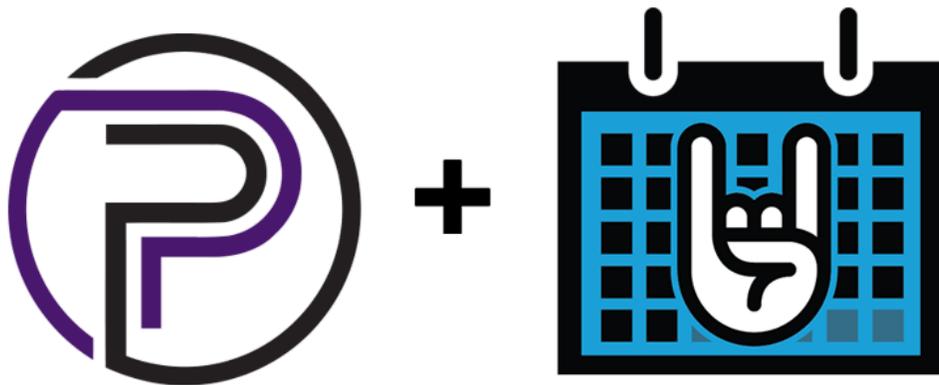


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Note: Before completing the following steps you need to make sure *Purplepass Ticketing* and *The Event Calendar* plugins are installed on WordPress (see next page).

Getting started!

To get started, you need to activate the following plugins

1. The Events Calendar

- Select "Plugin" in the navigation menu on the side
- Click "Add New"
- Search "The Events Calendar"
- Select "Activate"
- Set your plugin settings and save changes

2. Purplepass plugin for The Events Calendar

- Select "Plugin" in the navigation menu on the side
- Click "Add New"
- Search "Purplepass plugin for The Events Calendar"
- Select "Activate"
- Link your Purplepass account
- Under Settings you can manually sync your events, customize your widget, link or unlink your account.

Widget settings:

- Automatically add the Purplepass ticket purchase widget when you create a new event

Link to your Purplepass account (**Account linked**)

Click the button below to connect the plugin with your existing Purplepass account. This account will be used for creation and management of your events.

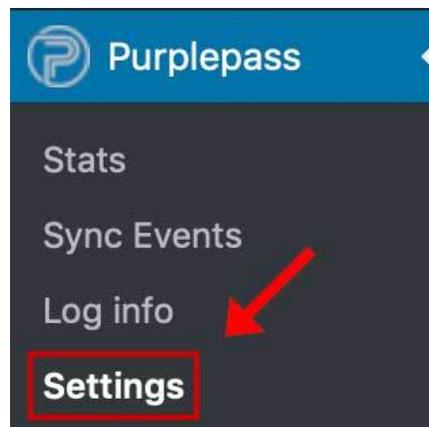
 Link Purplepass account

[Unlink account](#)

1. "What is the shopping cart feature and how do I enable it on WordPress?"

If you would like to enable the shopping cart feature which allows customers to shop across several sites for multiple events, hold tickets in their cart and check out, follow these steps.

- From the home screen, *hover over* the **"Purplepass"** tab located on the left sidebar towards the bottom of the screen
- A pop-up menu will appear with a few options. Select the **"Settings"** option at the bottom



- Find the **"Widget settings"** section at the top of the screen
- To enable the shopping cart feature, slide the switch to **"On"**

Enable shopping cart feature  Off  On

Click the purple **"Save data"** button at the bottom of the section to save your changes

2. "What are the benefits of using the log information option on WordPress?"

Promoters who wish to view specific details about each action taking place throughout the day can easily view them in order with time stamps for convenience using the **log feature**.

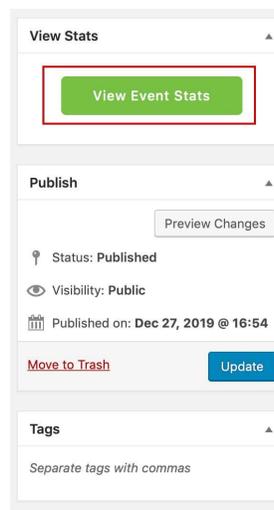
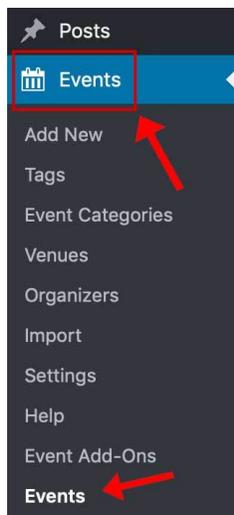
LOG INFO			
#	Time	Action	Direction
1	January 28 th, 2020, at 3:57 pm	Daily sync	Inbound
2	January 27 th, 2020, at 11:07 pm	Update	Outbound
3	January 27 th, 2020, at 11:07 pm	Create	Outbound

This feature is great for locating errors, tracking event occurrences or changes.

3. "How do I view my stats using the Purplepass plugin on Wordpress?"

If you would like to view your event stats from Wordpress, follow these steps:

- Select the “**Events**” tab located to the left of the screen in your side navigation bar

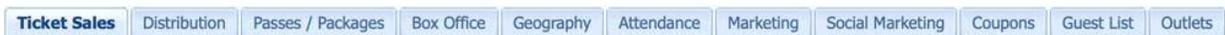


- Select the event whose stats you wish to view
- At the top-right of the screen, select the green “**View Event Stats**” button
- A pop-up window with relevant event stats will appear

About your stats window

The stats window allows promoters to view ticket sales as a graph and also as classic text statistics.

In addition, there are also several tabs at the top of the pop-up window where promoters can view a variety of different stats for their event.



Note: There is also the option to view a specific date range by clicking the settings icon in the upper right hand corner of the pop up window.

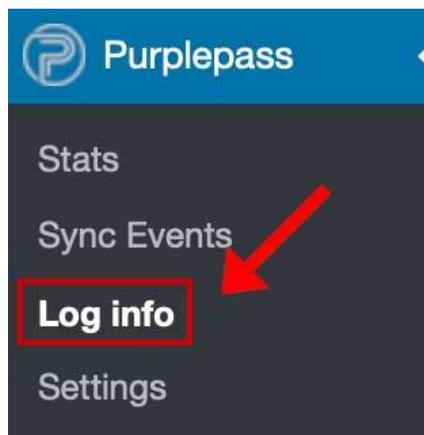
There are three icons, and the settings icon is in the middle.

You can filter the date range from the drop down menu for convenience.

4. "How do I view my log information on WordPress?"

To view your log information

- Select or *hover over* the **"Purplepass"** tab on the left sidebar towards the bottom of the screen
- A pop-up menu will appear
- Select **"Log Info"**



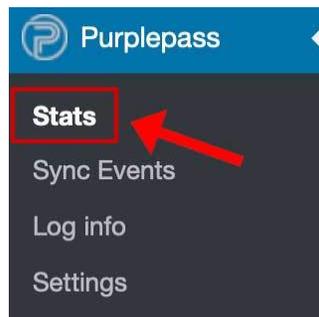
This log details all of the actions taking place throughout the day within your account.

LOG INFO			
#	Time	Action	Direction
1	January 28 th, 2020, at 3:57 pm	Daily sync	Inbound
2	January 27 th, 2020, at 11:07 pm	Update	Outbound
3	January 27 th, 2020, at 11:07 pm	Create	Outbound

5. "How do I view my latest event statistics on WordPress?"

In order to view the latest statistics for an event campaign, follow these steps:

- From the home screen, select or *hover over* the **"Purplepass"** tab located on the left sidebar towards the bottom of the screen
- A small pop-up window will appear with a few options
- Select **"Stats"**

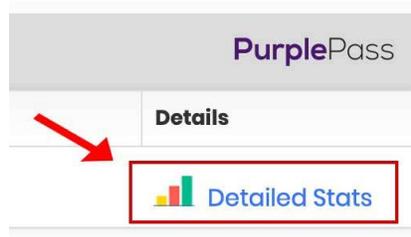


- A new screen will appear with a purple **"Fetch Latest Stats"** button
- Click the button to receive your latest stats



- Once the data loads, you will be able to see an overview of basic statistics such as tickets sold and revenue

For more detailed information relating to current event statistics, select the **"Detailed Stats"** option located to the right of the page.



6. "How do I sync my Purplepass events from my WordPress dashboard?"

If you want to sync your events on WordPress via the Purplepass plugin, follow these steps:

- Select the **"Purplepass"** tab located on the left sidebar towards the bottom of the screen
- The Settings page will appear
- Scroll down to the section **"Manually Sync Events"**
- Click the button that says **"Fetch events from Purplepass"**

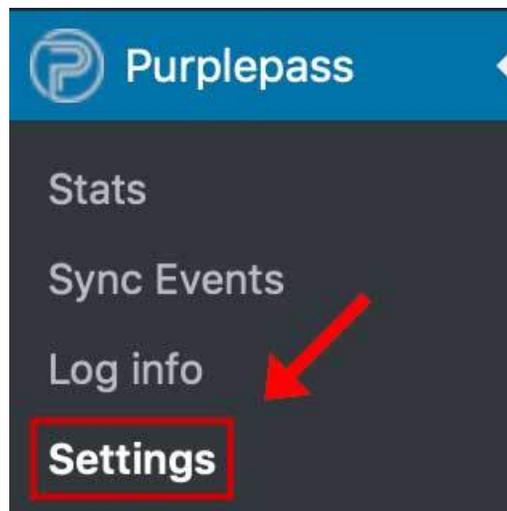
Manually Sync Events (Last fetching: 05-21-2020, 20:32)

 Fetch events from Purplepass

7. "How do I set the width of my calendar widget on WordPress?"

If you would like to customize the width of your calendar widget using the Purplepass plugin, follow these steps:

1. From the home screen, select the **"Purplepass"** tab located on the sidebar towards the bottom of the screen
2. If the Settings page doesn't appear, select **"Settings"**



3. Scroll to the **"Widget Settings"** section of the settings page
4. Enter a custom width for the widget in the **"Widget width"** box. If you leave the box blank, it will default to 100%
5. Finish entering the widget theme information and click the purple **"Save data"** button at the bottom of the section

Widget width (If blank, width will be 100%)

8. "How do I set the widget theme in WordPress using the Purplepass plugin?"

Setting the widget theme for your plugin is accomplished with these simple steps.

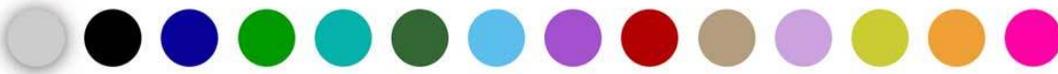
1. From the home screen, select the **"Purplepass"** tab located on the sidebar towards the bottom of the screen
2. If the Settings page doesn't appear, select **"Settings"**
3. Locate the **"Widget Settings"** section of the page
4. To automatically insert the widget, check the box labeled **"Automatically add the Purplepass ticket purchase widget when you create a new event"**

Widget settings:

- Automatically add the Purplepass ticket purchase widget when you create a new event

5. Select the appropriate color by clicking the corresponding circle

Widget color theme



6. Enter the help information text that will be appearing above the widget in the **"Help text"** section

Help text (Appears above the widget)

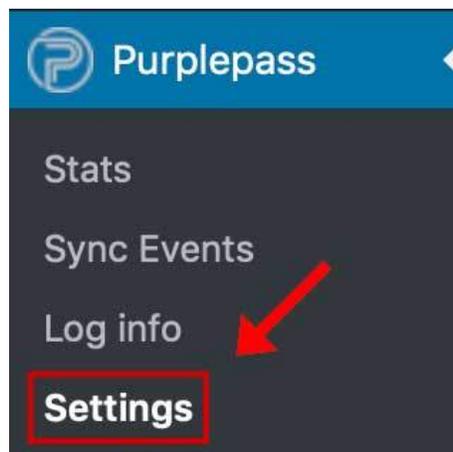
Need Assistance? Call 1-800-316-8559

7. In the **"Widget width"** section, enter a custom amount or leave the box blank to default to 100% width
8. When you are finished setting the widget theme, click the purple **"Save data"** button at the bottom of the section

9. "How do I set my help text for the calendar widget on WordPress?"

Setting the help text that appears above the widget for directing viewers to assistance is accomplished in a few easy steps.

- From the home screen, select the **"Purplepass"** tab located on the sidebar towards the bottom of the screen
- If the Settings page doesn't appear, select **"Settings"**



- Find the **"Widget Settings"** section on the page
- Enter the help text you want to appear above the widget in the box labeled **"Help text"**

Help text (Appears above the widget)

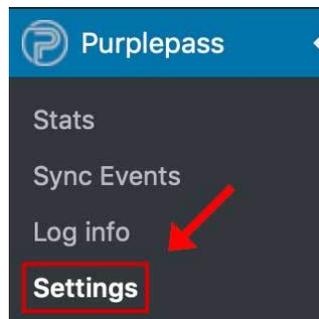
Need Assistance? Call 1-800-316-8559

- When you are finished entering the widget information, click the purple **"Save data"** button at the bottom of the section to save your work

10. "How do I find and connect my Purplepass account via WordPress?"

If you want to connect your Purplepass account with your WordPress site for easy access to events, follow these steps:

- From the home screen, select the **"Purplepass"** tab located on the sidebar towards the bottom of the screen
- If the Settings page doesn't appear, select **"Settings"**



- In Settings, scroll down and click the **"Link Purplepass Account"** button

Link to your Purplepass account **(Account linked)**

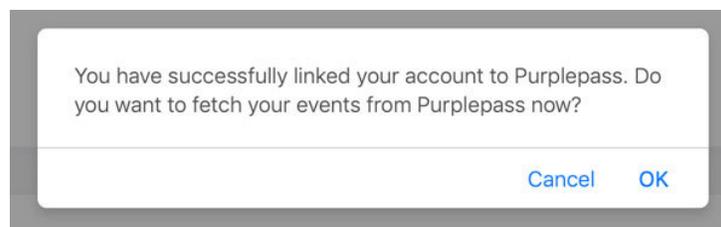
Click the button below to connect the plugin with your existing Purplepass account. This account will be used for creation and management of your events.



You will be redirected to your Purplepass account.

- Log in to your account
- Give the plugin access to your account by selecting **"Allow"**

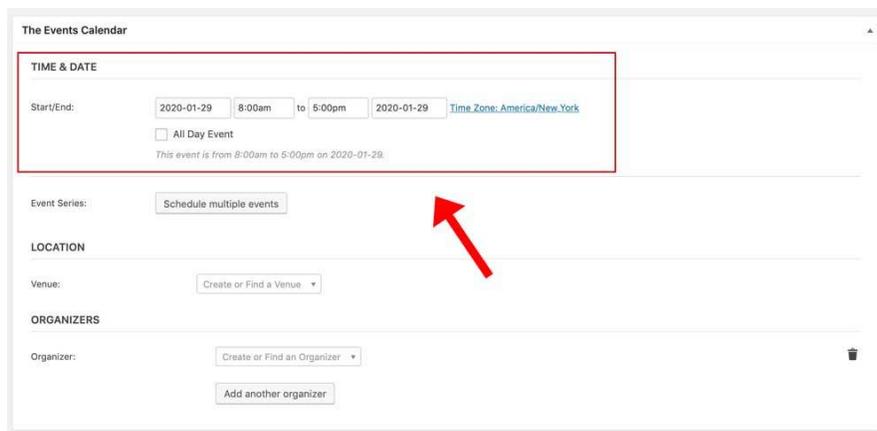
After being redirected back to WordPress, you will have the option to fetch your current events from Purplepass. Select **"Ok"**.



11. "How do I create a new Purplepass event using WordPress?"

If you want to create a new event using WordPress with the Purplepass Plugin, follow these steps:

- Hover your cursor arrow over the **"Events"** tab located on the upper left side of the screen in the navigation menu
- A secondary options window will appear with **"Add New"**
- Select the **"Add New"** option
- Enter the title and description of the event in the spaces provided
- Enter the time and date under the **"The Events Calendar"** section



The screenshot shows the 'The Events Calendar' form. The 'TIME & DATE' section is highlighted with a red box. It contains fields for 'Start/End' with values '2020-01-29 8:00am to 5:00pm 2020-01-29' and a 'Time Zone: America/New_York' dropdown. There is an 'All Day Event' checkbox and a note: 'This event is from 8:00am to 5:00pm on 2020-01-29.' Below this is the 'Event Series' section with a 'Schedule multiple events' button. A red arrow points to this button. The 'LOCATION' section has a 'Venue' dropdown with 'Create or Find a Venue' as the selected option. The 'ORGANIZERS' section has an 'Organizer' dropdown with 'Create or Find an Organizer' as the selected option and an 'Add another organizer' button.

- Select the venue's location from the drop down menu next to **"Venue"** or add a new one if not listed from previous events
- Select the organizers below the venue location or add them
- The **"Sell Tickets"** section is where you enter all of the relevant information for your Purplepass event. Enter details for the sections labeled "Basic Information", "Venue Location", "Ticket Pricing & Options", and "Additional Options" just like you would in your Purplepass account.

Note: If you already have an event created in Purplepass, you can sync your event information to your WordPress account under your Purplepass plugin.

12. "How can I cancel my event and refund customers?"

To cancel your event and process refunds

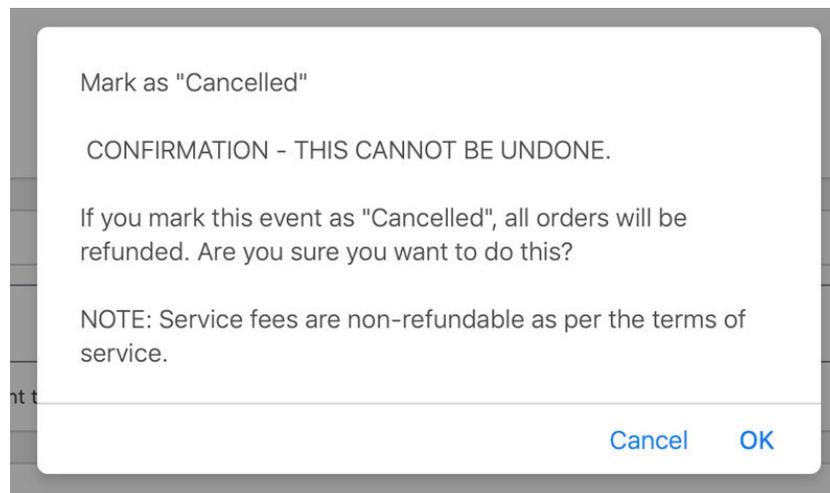
- Select the **"Events"** tab located on the upper left side of the screen in the navigation menu
- Find the event you want to cancel and click **"Edit"**
- Scroll down to the bottom of the page until you see the purple button **"Cancel Event"**
- Select **"Cancel Event"**

Update Event

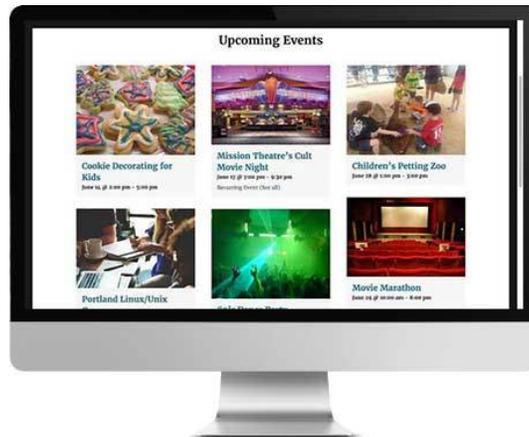


Cancel Event

- A confirmation box will appear to confirm your selection. Once you cancel your event it can not be undone.



- After selecting **"Ok"**, your orders will be refunded.



Create. Sell. **Simple**

Log in with your Purplepass account, create ticket packages, venue seating, view stats, and more, all in your WordPress account!

[Learn More](#)