

1. Introduction & Essential Tasks

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Introduction To CrowdComms: Video Tutorial

Access the live demos shown on video along with case studies and resources [here](#)

Before You Start

For a seamless experience, the planning stage is absolutely critical. By scoping out exactly what you want to achieve from your event app, virtual, or hybrid event platform, you set yourself up for a straight forward build process.

Ask yourself, what is the purpose of your event?

The CrowdComms platform has a vast feature set, the first question you should ask is why are you bringing these people together? A great event app / platform, will help deliver your event goals, whether these are seamless content sharing, session engagement, networking, or building a fun and memorable experience.... maybe its all of the above! Focus on building the app to support your event, some of the best event apps are simple and focus on key content and features rather than trying to do everything.

Now you have thought about the purpose of the event, you can plan out what options to include and how to leverage the CrowdComms platform to help achieve your event specific goals.



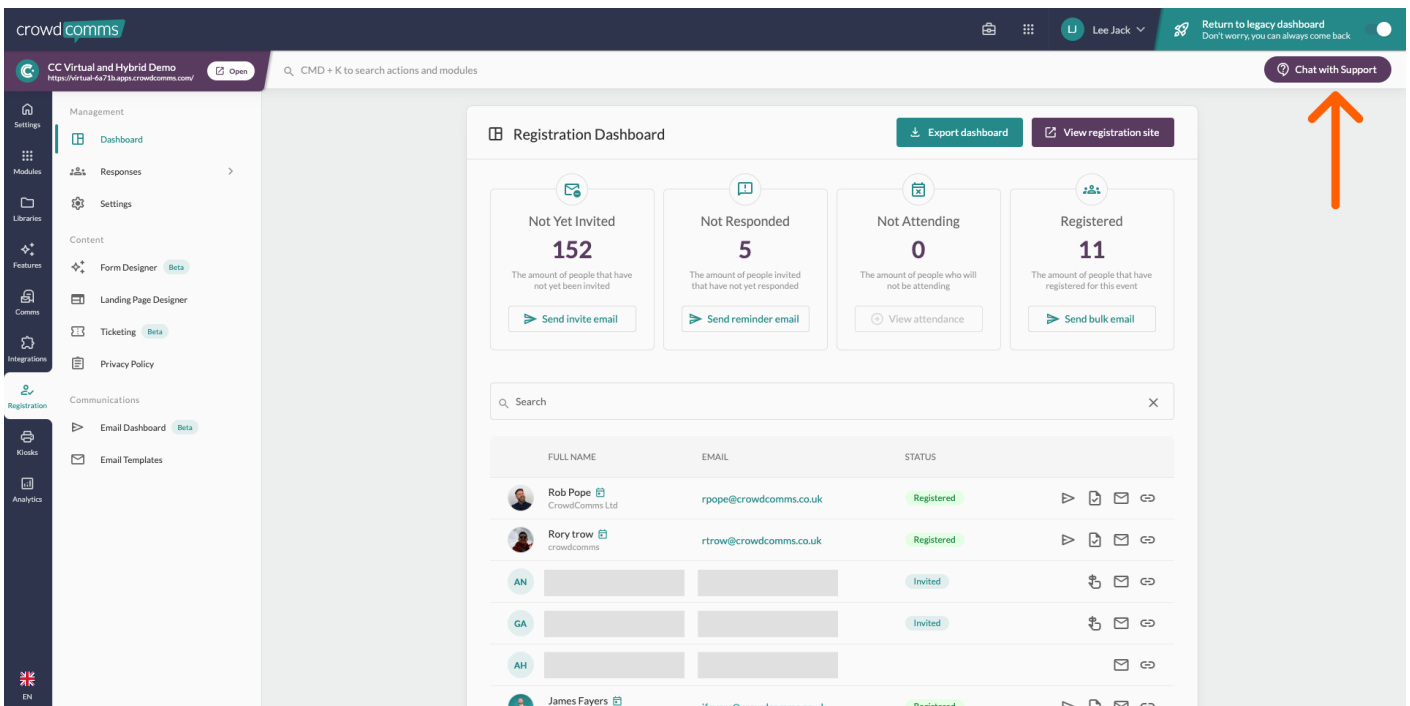
Essential Tasks

1. Platform URL

Decide your chosen URL i.e. www.myevent2025.com. On the [admin dashboard](#) for your relevant platform, you can send this URL to the live chat team and they will setup your chosen URL providing it is available and meets suitable criteria.

Please note: This can take up to 24 hours to take affect and in rare cases longer (its usually quicker), but as this timeline is out of our hands, we recommend doing this before anything else. If you choose to go with a subdomain leveraging an existing domain, this can further extend the timeline as you will need to work with the internal team who manage your domain to make updates.

Send your desired URL to the live chat team who will set this up for you.



2. Whitelist to avoid access issues

Whitelist the CrowdComms platform to make sure there are no issues for your target audience accessing the platform.

Access whitelisting information [here](#)

3. Customise Email Sender Domain

The CrowdComms platform will send email comms for various actions. For example, when you send an email communication (optional), or when an attendee resets their password. As standard this comes from appconcierge@crowdcomms.com, to improve deliverability we highly recommend replacing this with your own domain.

Guide to manage this is [here](#)

4. Native App Submission

Please note: You can skip this step if you have opted for a web based only platform or to promote using the CrowdComms container app (Apple, Google Play).

This step is required for CrowdComms to submit your platform to the Apple and Google Play so you have a custom native app.

Important: Native submissions take 3 weeks, we recommend allowing for 6 weeks to allow any back and forth with Apple and Google if they reject the first submission for any reason. With this extended timeline, we highly recommend starting the submission process early.

[Native Guide](#)