

Pre event and onsite registration

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CrowdComms Registration: Managed Build

Introduction

Our service level agreement outlines the services included with your platform license and your responsibilities. By utilising our included services and ensuring you own the points outlined as client responsibilities, ensures a seamless experience and mostly importantly a registration that meets the agreed scope and delivers to the key success metrics discussed.

Please ensure you have read and understood this document before starting work on a new project.

Useful Resources

- [Registration Setup & Overview Guides](#)

What's Included

- CrowdComms will allocate a named Event Project Manager for the duration of the project. The standard package offers twenty (20) hours of dedicated support which we will monitor

, if you feel you will require more than this other support packages are available. Please contact your Account Manager for more details.

- A wider support team will be available to assist should your allocated contact be unavailable for any extended period of time.
- CrowdComms include a limited design service to take your assets and apply these to the platform. Details of what assets are required are outlined [here](#), and a content plan will be shared to provide assets and / or brand guidelines.
- Your allocated support manager will schedule a kick off meeting to take place within five (5) working days of being introduced by the account manager.
- Your allocated support manager will schedule weekly review calls to ensure project timelines are met. Please refer to client responsibilities to ensure you are doing your part to keep the project on track.
- CrowdComms will respond to emails within one (1) business day answering questions, outlining next steps or requesting more information where appropriate.
- CrowdComms will provide templates to allow you to add content in the required format. These templates can be accessed via the project SharePoint folder. These templates are also available for download from the CrowdComms dashboard (CMS).
- CrowdComms will advise on realistic turnaround times upon receiving content. If content is provided within agreed templates, this content will be uploaded within five (5) business days.
- CrowdComms will upload the first draft of the content, using the data provided in the SharePoint file. CrowdComms will then export the data from the CMS and add to the SharePoint file for the client to add/edit/delete
- CrowdComms will then upload the remaining data from SharePoint once the client has confirmed via email that the content is finalised and signed off for publishing.
- Once platform content is loaded, training will be provided to enable the client to manage ongoing changes.
- CrowdComms will deliver One (1) hour of Content Management System (CMS) training via Teams. If you are not able to use Teams, we can provide training on your video conference solution of choice however you will be responsible for setting up the call.
- CrowdComms will provide ongoing email and telephone support throughout the project lifecycle.
- CrowdComms will offer support via our live chat service available on the CMS.
- CrowdComms will complete a quality control check before you are sent the project sign off form. Upon completion of the sign off form, the platform will be ready for promotion.
- CrowdComms will provide a custom domain for your platform, up to the value of £25.
- If you need assistance outside of office hours we have a number of additional support packages to suit your requirements. Please discuss with your Account Manager.

Client Responsibilities & Considerations

- Changes in scope outside of the brief agreed with Account Manager before project kick off will need to be discussed with the Account Manager. Any changes to scope of work may result in additional costs and depending on what the change to scope involves, this may not be achievable within previously agreed timelines.

- Client will make all efforts to condense support requests into one email where possible.
- Client will provide brand guidelines and design assets where required to assist with the platform design setup.
- Client will provide all content in agreed templates and will proofread content before sending to CrowdComms.
- CrowdComms upload content as provided.
- Once content is loaded, client will make ongoing edits including show day updates via the CMS.
- Client will review and approve all content, the platform and complete the project sign off form before promotion.
- Client will be responsible for managing communications with end users who have issues accessing the platform, with support provided by CrowdComms to the client.
- In all instances the client will be required to complete the project sign off form. If you promote the platform without completing the project sign off form which follows the CrowdComms internal QC check, CrowdComms will not be responsible for any issues that may arise as a result of the setup.

Kiosk Service Level Agreement

Our service level agreement outlines the services included with your kiosk project and your responsibilities. By utilising our included services and ensuring you own the points outlined as client requirements, ensures a seamless experience and most importantly a great event.

Please ensure you have read and understood this document before starting work on a new project.

Timeline

- Design assets for kiosk decals to be supplied a minimum of 4 weeks prior to the event date.
- Design assets for badges/kiosk display to be supplied a minimum of 3 weeks prior to the event date.
- Attendee list for upload into the core to be supplied a minimum of 1 week prior to the event date.

Services Included

- CrowdComms provide agreed badge stock, kiosks ,software and services to deliver to agreed scope. This does not include lanyards.
- CrowdComms will upload the initial attendee list within 2 business days of receipt
- Any other content action within 2 business days
- CrowdComms will respond to emails within one (1) business day answering questions, outlining next steps or requesting more information where appropriate.
- If the client uses CrowdComms design service we will create the badge(s) and brand the kiosk display and decals. CrowdComms will facilitate one further change to designs once signed off by the client.

Client Requirements

- Ensure ALL content will be sent by one authorised client contact.
- Ensure all content data is correct and signed off internally prior to sending to CrowdComms.
- Provide brand guidelines where applicable.
- Provide design assets.
- Supply all content on or before the agreed date. The agreed date will be confirmed on the initial Kick-Off call
- Supply content and changes to content by email and SharePoint. CrowdComms will setup project specific area on SharePoint and share access.
- Proof and approve all content and app setup before launch.
- Provide own lanyards.

Onsite Client Requirements

- Client is responsible for providing an internet connection. **EACH** kiosk requires a minimum of 5Mb
- Client is responsible for providing power for the kiosks
- Client is responsible for providing onsite build/ breakdown information. Access for delivery - Including any restricted access. We will require the use of a lift if the event is taking place off of the ground floor. We **cannot** take the kiosks up stairs. (Pronto Max kiosks weigh 80kg each).
- Client is responsible for providing secure storage - This needs to include storage before/after the event if required. We will also need somewhere to store the auxiliary equipment for the kiosks (e.g. the covers, storage boxes etc)

Please Note

- Content (other than images) cannot be accepted in PDF.
- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Content is loaded as supplied.
- We do not proof-read content before/after it is loaded.
- Client will be required to complete a Client Project Sign Off Form before the app goes live.

- All projects require an internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to complete the project Sign Off Form. We will not be able to go onsite without receiving the completed form.
- Expenses including travel, accommodation and sustenance are invoiced post event with receipts, or at agree per diem rate.

Comprehensive registration Service Level Agreement

We offer a user friendly, templated registration solution that is customisable to replicate your brand. Requirements for registration can vary significantly and below SLA is based on a typical managed registration requirement:

- Branded intro email using existing templates
- Custom url for the registration platform
- Integration to seamlessly transfer registrants into the CrowdComms event app, hybrid platform
- Branded registration website using existing templates
 - Includes home, agenda, speakers, sponsors and register page
- Data capture built around your requirements including logic to ensure registrants only see relevant questions
- Ticketing and payments. Please note, payment processing requires using or setting up your own account with one of the approved providers such as stripe
- Branded confirmation email using existing templates
- Admin access to reporting dashboard to see the latest registrant data

[View demo](#)

Registration Plus

February 26 – June 26, 2023

8:15 AM - 5:30 PM (Europe/London)

[REGISTER](#)

Here you will find an overview of the event. This can be up to 2500 characters of text only.

Nam quis nulla. Integer malesuada. In in enim a arcu imperdiet malesuada. Sed vel lectus. Donec odio urna, tempus molestie, porttitor ut, iaculis quis, sem. Phasellus rhoncus. Aenean id metus id velit ullamcorper pulvinar. Vestibulum fermentum tortor id mi. Pellentesque ipsum. Nulla non arcu lacinia neque faucibus fringilla. Nulla non lectus sed nisl molestie malesuada. Proin in tellus sit amet nibh dignissim sagittis. Vivamus luctus egestas leo.

Registration setup

We recommend allowing four (4) weeks as a **minimum** to get your registration setup. Quicker turnaround is possible depending on availability of resources, discuss shorter turnaround options with your account manager.

Important: Delays to providing content or multiple rounds of changes will result in the process taking longer.

Your allocated Support Specialist will provide a Sharepoint folder to provide the required assets and details outlined below. Once content is received, your allocated support will advise time to get uploaded to the platform. This can vary depending on scope of the content. 10 working days is a guide between all content provided and it being ready for initial review.

We provide training to enable you to manage ongoing changes once the site is built. If you prefer for us to manage ongoing updates, discuss this with your account manager at project scope stage. Time to implement updates will depend on the nature of request i.e. simple changes, we aim to update with one (1) working day. Multiple updates or large data uploads will take longer, your allocated support manager will advise once they have reviewed content.

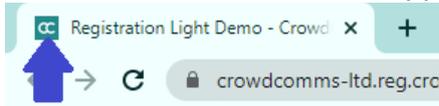
Once we have uploaded the bulk of the content, we will schedule a review call and provide training to allow you to make real time edits to content as needed. The aim here, is to empower you to have control over tweaks that are needed straight away.

General Requirements:

- Preferred URL for the registration site (Must be available)

Required Design assets:

- Logo: 300 pxls width x 60 pxls height (jpeg)
 - Appears to the left of the top navigation menu
- Secondary Logo: 192 pxls width x 192 pxls (jpeg)
 - To be used as the favicon (appears in the actual browser tab)



This image will also be used as the Apple Touch icon should iPhone users save the site to their home screen.

- Cover image: 1920 pxls width x 720 pxls height (jpeg)
 - Appears on the landing page with your event name and register button profiled on top
- Secondary cover image: 1920 pxls width x 240 pxls height (jpeg)
 - Appears at the top of the registration form page
- Email header: 619 pxls width, height can vary (jpeg)
 - Appears at the top of both invitation and confirmation email
- Brand guidelines or hex code for primary, secondary and further supporting colours where appropriate
 - Used to brand the top navigation menu, register button and text

Required Details:

- Event Name
- Overview text: 2500 characters max (Text only)
- Registration form questions refer to 'Register Form' above
- Text to appear in confirmation message: 1000 characters max (Text only)
- Confirmation email subject: Defaults to 'Registration to {%event_name%}'
- Text to appear in confirmation email: 1000 characters max (Text only)
- Include users registration responses in confirmation email: Yes/No

Content pages:

- Advise which menu options (the tabs at the top) you will need, these will be named in line with your requirements.
- Provide the content such as agenda, speakers and sponsors in excel format if possible. For simple agenda's, word document is acceptable.
- Ensure any images that need to be displayed are included on sharepoint folder and named accordingly

Reporting:

Live reporting will be available via the reg.crowdcomms.com dashboard. This includes the details captured from registration and breakdown of who has and hasn't registered. You can export reports based on registration status i.e. who hasn't registered to target these users with additional rounds of promotion via your email marketing platform. Additional rounds of promotion are not included within the registration light package.

The screenshot shows the CrowdComms dashboard for a "GUEST LIST OF REGISTRATION LIGHT DEMO". The page header includes the CrowdComms logo, a search bar with the text "Looking for an event or a guest", and the user profile "crowdcomms-1td". The main content area features a title "GUEST LIST OF REGISTRATION LIGHT DEMO" with a subtitle "2 guests (2 completed, 0 cancelled, 0 checked in, 2 registrations)". There are buttons for "Export guests", "More actions", and "Navigation".

On the left, there is a sidebar with a "Filter by status" dropdown menu. The menu options are: All (checked), Registration complete, Invoice sent, Confirmed (highlighted), Cancelled, Rejected, Not coming, Imported / Pre-registrations, and To contact. Below the sidebar, there is a "Show 20 entries" control.

The main table displays guest registration details. The table has columns for Company, Country, Created, Updated, Price, Status, and Additional info. Two rows of data are visible:

Company	Country	Created	Updated	Price	Status	Additional info
		28/09/2020, 21:13	28/09/2020, 21:13		Registration co...	
		28/09/2020, 18:54	28/09/2020, 18:54		Registration co...	

At the bottom right, there are "Previous" and "Next" navigation buttons, with "1" indicating the current page.

Legacy: Registration Essentials Setup & Service Level Agreement

Overview and key features:

Registration light is a simple branded website to register users and populate the virtual event platform attendee list. Registration light is managed outside of the CrowdComms platform and is priced separately to the CrowdComms Platform. Your Account Manager will be able to provide more information if this is a good fit for your requirements.

- Custom URL for ease of access
- Landing page with event overview and your branding applied
- User friendly registration form to capture the registrants details
- Confirmation message upon completing registration
- Confirmation email sent via a noreply email from your custom domain
- API integration with the CrowdComms Virtual Event Platform
- Site will be live for maximum of 3 months from launch date. At 3 months registration data will be deleted from third party registration site.

Please note: This is a registration light solution limited to the functionality outlined on this page. The linked example demonstrates how your registration light solution will appear with branding and content applied.

For more comprehensive registration requirements, please contact your Account Manager for further options.

[Click to view demo](#)

Landing Page

- Your logo will appear to the top left
- Cover image appears with the register call to action centralised
- Overview of your event appears below the cover image

Registration Light Demo

REGISTER

Here you will find an overview of the event. This can be up to 2500 characters of text only.

Nam quis nulla. Integer malesuada. In in enim a arcu imperdiet malesuada. Sed vel lectus. Donec odio urna, tempus molestie, porttitor ut, iaculis quis, sem. Phasellus rhoncus. Aenean id metus id velit ullamcorper pulvinar. Vestibulum fermentum tortor id mi. Pellentesque ipsum. Nulla non arcu lacinia neque faucibus fringilla. Nulla non lectus sed nisi molestie malesuada. Proin in tellus sit amet nibh dignissim sagittis. Vivamus luctus egestas leo. Maecenas sollicitudin. Nullam rhoncus aliquam metus. Etiam egestas wisi a erat.

Register Form

Please note: All registrants will see the same initial questions on the registration form. However, logic and branch questioning is supported.

Question Types:

- Text response
- Multiple choice, select one answer
- Multiple choice, select multiple answers
- File attachment

Please provide the data capture questions required for the registration page outlining the question followed by type of question in brackets and whether the question is Required or Not Required.

Examples of how to provide this data are outlined below.

Please note: First Name, Last Name and Email required as a minimum.

- Question 1: First Name (Text response, Required)
- Question 2: Last Name (Text response, Required)
- Question 3: Email address (Text Response, Required)
- Question 4: Dietary Requirements (Multiple Choice, select one answer, Required)
- Question 5: Are there any other details we should be aware of (Text response, Not Required)

REGISTRATION LIGHT DEMO

CONTACT INFORMATION

First name *	<input type="text" value="Enter your first name"/>
Last name *	<input type="text" value="Enter your last name"/>
E-mail *	<input type="text" value="Enter a valid e-mail address"/>
Job title	<input type="text" value="Enter your job title"/>
Company name	<input type="text" value="Enter your company name"/>

CONFIRM

United Kingdom

Confirmation Message

Upon registering, a confirmation message including your custom text will appear. This will be followed by a confirmation email. Please complete the example registration form linked at the top of this doc to see how this appears.

Confirmation Email

Upon registering, a confirmation email will also be sent from the no reply email address.

Reporting

Live reporting will be available via the reg.crowdcomms.com dashboard. This includes the details captured from registration and breakdown of who has and hasn't registered. You can export reports based on registration status i.e. who hasn't registered to target these users with additional rounds of promotion via your email marketing platform. Additional rounds of promotion are not included within the registration light package.

The screenshot shows the CrowdComms dashboard interface. At the top, there is a search bar with the text 'Looking for an event or a guest'. The main header reads 'GUEST LIST OF REGISTRATION LIGHT DEMO' with a sub-header '2 guests (2 completed, 0 cancelled, 0 checked in, 2 registrations)'. On the right, there are buttons for 'Export guests', 'More actions', and 'Navigation'. A 'Filter by status' dropdown menu is open, showing options: All, Registration complete, Invoice sent, Confirmed (highlighted), Cancelled, Rejected, Not coming, Imported / Pre-registrations, and To contact. Below the filter, there is a table with columns: Company, Country, Created, Updated, Price, Status, and Additional Info. The table contains two entries for guests Jack and Lee. At the bottom left, there is a 'Show 20 entries' dropdown, and at the bottom right, there are 'Previous', '1', and 'Next' navigation links.

Company	Country	Created	Updated	Price	Status	Additional Info
		28/09/2020, 21:13	28/09/2020, 21:13		Registration co...	
		28/09/2020, 18:54	28/09/2020, 18:54		Registration co...	

Registration Setup Requirements

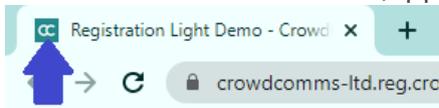
Your allocated Support Specialist will provide a Sharepoint folder to provide the required assets and details outlined below. Upon receiving acknowledgement of required assets being received, allow 5 working days for your Registration Light solution to be created. Updates will take 3 working days and to avoid unnecessary delays please ensure all required assets and details are approved and provided at the same time.

General Requirements:

- Preferred URL for the registration site (Must be available)

Required Design assets:

- Logo: 300 pxls width x 60 pxls height (jpeg)
 - Appears to the left of the top navigation menu
- Secondary Logo: 192 pxls width x 192 pxls (jpeg)
 - To be used as the favicon (appears in the actual browser tab)



This image will also be used as the Apple Touch icon should iPhone users save the site to their home screen.

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- Confirmation email subject: Defaults to 'Registration to {%event_name%}'
- Text to appear in confirmation email: 1000 characters max (Text only)
- Include users registration responses in confirmation email: Yes/No