GETTING STARTED

FROM FIRST SIGN-IN TO FIRST EVENT.

For your company's admins: everything to do in your first days on AVEO EOS, in order, with where to find it in the menu.

DAY ONE

YOUR CHECKLIST.

Home shows the same list as Get ready to sell, ticking each step off as you do it.

01 **Sign in and sign the policies**
Your email from AVEO has a link to choose a password. Everyone reads and signs AVEO EOS's policies before using it.

02 **Turn on two-step sign-in**
With an authenticator app or a passkey (Face ID, Touch ID, Windows Hello or a security key). Admins must use one.

03 **Connect Stripe**
Payments, Connect Stripe: Stripe's own pages take your business and bank details. Card payments switch on once Stripe has what it needs.

04 **Add your logo**
Settings: it replaces AVEO EOS on your console, shop, tickets, staff passes and emails.

05 **Set up your shop**
Shop: colours, photo, about, contact details and your terms, with a preview that is the real shop.

06 **Publish your first event**
Events: ticket types, prices, add-ons and age limits, then put it on sale.

07 **Invite your team**
Team and access: each person gets a role (office, door, security or a custom one) and an email to choose a password.

08 **Try the sandbox**
Sandbox (Professional and up): test orders, discount codes and payments with Stripe's test cards, without real money.

YOUR FIRST EVENT

MAKE, PUBLISH, SELL.

An event holds everything a buyer needs to see and everything your team needs to run it.

The event.

- Title, category, city, venue with its address and a map pin, start and end in the event's own time zone.
- Summary, full description, line-up or speakers, running order, photos and a gallery.
- The policies buyers ask about: age, bags, dress code, re-entry, accessibility, parking, getting there, food and drink.
- Its own search title, description and share picture, for search engines and social posts.

Ticket types.

Each event has one or more ticket types, each with its own price, quantity and limits per order. Hidden ticket types can be unlocked with a code, for guests, partners or presales.

A ticket type is paid online, or at the door: then it is free to book, the guest gets their ticket at once, and the door scanner asks for the door price before letting them in.

Add-ons.

Optional extras bought with tickets, such as a table or a drink token: each has a price, how many there are, and which ticket types may add it. The door sees them when the ticket is scanned.

Age limits.

A ticket type can have a minimum or maximum age. Buyers give each guest's date of birth at checkout, it is checked against the event's date, and the scanner refuses a guest outside the limit.

On sale, off sale, cancelled.

Publish an event to put it on sale in your shop, take it off sale at any time, duplicate it for the next date, or cancel it. Each change is recorded, and your own systems can hear of it by webhook.

Costs and profit.

Each event keeps its costs and income, so its profit or loss is always to hand, and the finance pages add every event together.

THE NIGHT

DOORS, LIVE NUMBERS AND AFTERWARDS-

YOUR TEAM
Signs in on their phones

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DOOR SCANNER
At every gate

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LIVE DOORS
Inside, admitted, to come

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REPORTS
Sales and check-ins

Before the doors open.

- Set the event's gates (who each one admits) and whether re-entry is allowed.
- Fill the security hub: risk assessment, Martyn's Law, deployment and briefing, then sign it off.
- Put your door team on the rota (Professional and up), so their shifts and briefings are on their phones.
- Check Plan and billing for how many phones your plan lets scan at the same time; a phone counts until 12 hours after its last scan.

Afterwards.

- Stripe pays your sales out to your bank on your Stripe schedule; the Payments page shows payments, refunds and payouts.
- Reports shows tickets sold per day and results by event; Finance (Business and up, or the Advanced reporting add-on) shows each event's profit or loss.
- Orders and guests stay in your console: refund, resend or change a name at any time.

THE OTHER GUIDES.

The door team guide, selling and getting paid, your team, your brand, promoters, the sandbox and plans explained: ask AVEO, or open them from Documents in your console.

AVEO

QUESTIONS AS YOU START?

Write to AVEO from Plan and billing, or email support@aveoevents.com.

ASK FOR A TRIAL	aveoevents.com/eos
DOCUMENTS AND GUIDES	documents@aveoevents.com
SUPPORT	support@aveoevents.com
API	aveoevents.com/eos/api

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