yve event tool

FAQs

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1 Getting started

2 Event setup

How can I create a new event?
You can create a new event:

- By clicking Events-> New and selecting a template
- By clicking on 'Copy event' in an existing event

How can I change the design of the public registration?
The design of public registration can be changed with

Design	Event -> Websites -> Background -> Public Registration
Buttons	Event -> Websites -> Button Text and Color -> Button Registration
Content	Event -> Websites -> Public Registration
Contact data	Event -> Websites -> Public Registration
Survey	Event -> Websites -> Questionnaire
URL	Event -> Websites -> Public Registration -> URL

How can I open the registration?
You can open the registration with

Event-> Edit Registration-> Status-> Open

How can I close a registration?
You close the registration with

Event-> Edit registry-> Status-> closed

Then the 'Event closed' page is displayed, which you can change at:

Event-> Websites-> Event closed page

Which URL has the public registration?
The public registration URL can be found at

Event-> Websites-> Public Registration -> URL

How can I limit the maximum number of participants?
The maximum number of participants you can limit with

Event-> Edit Registration-> maximum number

How can I register participants if the registration deadline is exceeded?
Registration deadline also applies to administrators, the deadline must be raised, then you can sign up and then set the deadline again if necessary.

Why do some participants get to the login page after public registration?
If a participant already exists as a contact, yve recognizes the participant and asks him to log in for security reasons.

If the participant does not know his login data, he can send his login link with the button 'Send login link'.

Why do I get an error message when I click on the public registration preview?
You must enable public registration:

,Event-> Edit Registry-> Public Registry.

How can I cancel an event?
You can send an email to all participants with the status "promised" as an explanation.

You can then set the event to 'canceled' under 'Event-> Event processed', which automatically closes the registration.

3 Edit event website

How can I integrate yve into my own website?
You can put a link on your website that leads to the public registration of an event in yve or to the login page for participants.

yve prevents the use of yve in iframes for security reasons. Yve (like most common web apps) uses protection to prevent a Cross Site Request Forgery attack (CSRF, see https://owasp.org/www-community/attacks/csrf). This protection prohibits calling yve in iframes.

Can I change the subdomain for an event?
You can choose one domain per account, you can change it under

Account -> domain

Caution: if this is changed then all invitations will be invalid.

What is the URL that the participants see?
Your URL always starts with

https://kontoname.yve-tool.de/

behind it is the respective page in yve.

How can I add, change or delete a tab?
You can change the name of the tabs with

Event -> Websites -> Tab

You can add and change tabs by filling the tab with content below

, Event-> Websites->Webpages edit ->Event website-> <name of tab> '

You can delete tabs by deleting the contents of the tab.

How can I copy the content of the editor?
You can copy the content of the editor by copying the source code.

To do this, click on the '<>' character in the editor, copy everything with CTRL A and STRA C, go to Tempplate and use <,> and CTRL V to paste the source code.

How can I insert a document as a file into the website?
You can insert a document into the web page by highlighting the word editor and uploading the document with 'insert link'.

How can I add a link to the website?
You can insert a link into the web page by highlighting the word editor in the editor and adding the link with 'insert link'.

How can I upload pictures as a link?
You can upload an image with 'insert image'.

If you also want to download the image by clicking on the image, copy the URL of the image and paste it as a link in addition to the image.

How can I use a Google Map?
You can display up to 5 locations (pins) on a Google Map. Enter these places with the real address

Websites-> Google Maps -> Pin

You then place the Google Map in the editor with the merge tag 'Google Map'.

How can I insert and edit a table?
You insert a table in the editor with 'Add table'.

You can edit the table by clicking on the table on the right and clicking on the appropriate element, e.g.

- Table Width: Properties -> Width set to 100%
  Cell colors: cell-> cell properties or source code direct

How can I preview the event website?
You can preview the event web page by clicking on

Event -> Websites -> Preview -> Event Website

How to edit the login page?
You can change the login page under:

Account-> Login Site EN

When I go to the public page, I get 'page not found' displayed
You can enable the public registry with, Event-> Edit registry-> Public registry.

If I close the registry, is the public registration closed?
If the registration has been set to 'closed' under 'Event-> Edit Registration', the public registration will also be closed.

Does the URL of the public registration of an event stay the same?
The URL of the public registration of an event is regenerated when the event is created.

After the event has been created, this URL remains unchanged for this event.

The sidebar displays a wrong title for my event, how can I change that?
In the sidebar the title of the registration is used under 'Event-> Edit registration-> Title'.

Error 'Failed to initialize Plugin:...' is displayed in the HTML editor
If you get an error message when opening the editor ('Failed to initialize plugin:...'), please clear your browser cache, close your browser and then reload the page.

Procedure for deleting your browser cache:

Chrome
Settings->Privacy and security->Clear browsing data->Cached images and files

Firefox
Settings->Privacy and security->Cookies and website data->Remove data

Edge
Settings->Privacy, Search and Services->Clear browsing data

Safari
Safari->Clear History and Website Data

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4 Setup survey

Can I start a query without the question of participation?
You can simply delete the question for the participation - it can be added later if necessary.

Caution: yve does not count the number of participants if you delete the participation question.

How can I test the questionnaire?
You can test the questionnaire by creating a test contact with:

Event -> Websites -> Preview -> Event Website

How can I change the heade in the questionnaire?
You can change the questionnaire header with:

Event -> Websites -> Button Text & Color -> Survey header

How can I create an event with several appointments?
You can map an event with several appointments with:

- Selection question if only one appointment can be chosen
- Checkbox question, if one or more appointments should be selected

How can I query the names of companions?
You can query the names of the accompanying persons with:

Event -> Edit Registration -> Companions

How can I complete the questionnaire for a participant as administrator?
You can fill out the questionnaire as Administrator with:

- With confirmation email: Event -> Participants -> (Name) -> Action -> Edit Survey-> Login Link
- Without confirmation email: Event -> Participants -> (Name) -> Action-> Edit Survey -> Answer

How can I display the survey directly after the login button?
The questionnaire can be displayed directly after the login button with:

Event -> Edit Registration -> Starting page registration -> Survey

How can I display a question only for specific participants?
You can specify a label for each question with 'Show only for label' - the question will only be displayed for this label.

How can I rename a question?
You can change the question by clicking on the question and changing the text.

yve only shows the last text of the question, no history is recorded.

Why can I not see all the questions?
Questions are hidden when:

- The participation were answered with no
- The question is visible only for one label

Although I set a maximum value in the numeric field, I can choose an arbitrarily high number.
The maximum value will be applied when you submit the questionnaire. Then an error message will be displayed.

Which language is displayed in the survey?
The language we displayed, which is selected:

- In contact -> language, a language is selected
- The participant has selected the language in the navigation.

If no language is selected, the account language will be used.

Can I just send a registration email with the link for registration to the participants I would like to have?
The confirmation email is always triggered when it is activated.

But you can simply take the login button from the email and write a text with the note that the registration is checked. You do this manually and can take the Verification Email verification flag to send the button to the required TN.

How can I count an companion in a workshop selection?
If you tick the checkbox Event-> Edit registration-> Count companions for questionnaire limit, also companions will be included in the limit.

How can I create a yes / no question?
A yes - no question is a radio button question with the selection 'yes' and 'no' and the orientation 'radio button horizontal'.

How can I change the text of the declaration of consent?
The declaration of consent can be changed under 'Event-> Websites-> Terms'.

How can I just close the public registration?
If you just want to close the public registration, you can do that with 'Event-> Registration -> Public Registration-> Registration Closed Text'.

The 'registration closed text' will then be displayed during public registration, but existing users will still be able to answer the questionnaire.

I do not see the login button anymore, why can this be?
If you remove the check mark 'Participants can change response later on' under 'Event-> Edit registration', the registration button on the website will no longer be displayed if the participant has answered the questionnaire.

How can I check participants before I finally accept them?
To do this, remove the ticket from the email confirmation and formulate it so that a check still takes place.

When a participant has been checked, set 'Verified' under 'Event-> Participant-> Verification open'. This triggers the verification email, which should contain the confirmation and possibly the ticket.

I don't see any confirmations, although the participants have replied, why is that?
The confirmations are not displayed if you have deleted the question about the participation in the questionnaire.

All functions related to participation will be switched off when you delete the question about participation.

You can add the question about participation in the questionnaire editor on the right under the heading 'Add questions' by clicking on 'Participation'.

5 Edit and send emails

How can I prevent links in emails from automatically being colored blue?
Some email clients automatically recognize email addresses and telephone numbers in email texts or on websites. These recognized email addresses are then often automatically colored blue, which can contradict your design.

To prevent automatic recoloring, yve uses HTML header tags:
<meta name="format-detection" content="telephone=no">
<meta name="format-detection" content="date=no">
<meta name="format-detection" content="address=no">
<meta name="format-detection" content="email=no">

If you also add the email_to link to an email, clients who implement these tags will no longer change the format - although it is not guaranteed whether your email client will do this.

You can add the email_to link by marking the email address with the cursor, then clicking on 'Insert link' and entering the email address in the 'URL' field. The editor will then ask you at the store if you want the email_to link.

The same applies to telephone numbers; here you have to enter the word 'tel:' in the URL and then the telephone number.

How can I send a test email to myself?
To send a test email to yourself you must create a test contact.

Go to 'Event-> Participants-> New contact' and enter your data.

Then you can send a test email under 'Event -> Participants -> Action -> Send Email to Participant'.

How can I use my own sender address?
In order to use your own sender address, please send the address to support@yve-tool.de.

We will then send a verification email to this address from our provider Amazon. There is a verification link in the email to verify that you are the owner of the email. If the link was clicked, we can unlock the address in yve.

Some e-mail servers block or give warning messages for e-mails that have their own e-mail address but have been sent by external e-mail servers or if the FROM address has not been approved by an SPF record. Please test (or ask your IT) if this is the case with you or your recipients and contact support@yve-tool.de

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How can I view an overview of the bounces?
In the 'Event-> Reports-> Detail Report' there is an 'Email Status' column where you can see the bounces.

This column is also included in the contact details report under 'Contacts'.

Under Contacts you can also set a filter with 'Undeliverable'.

How can I unblock an email address?
Emails are blocked if they are undeliverable in order to maintain yve's email reputation.

If you believe that the reason for this has been fixed, you can unblock the email in the contact details of the participant with 'unblock email'.

How can I send an email to a subscriber who has unsubscribed?
You can reset the 'Unsubscribed' status by clicking on emails in the contact details and deleting the 'unsubscribe' date.

How can I see the reasons for the bounces on undeliverable emails?

You will receive the bounces to the address of the sender, the reasons are under 'Diagnostic-Code'.

Typical reasons include:

- 'User unkown' or 'No such recipient' - this means that this address was not found.
- 'Unable to lookup DNS' or 'Connection timed out' means the domain can not be found.

Why are not all participants selected as email recipients?
If you do not see all the attendees that you expected, the reasons may be:

- Contacts are not assigned to the event as participants
- Participants do not have an email address

Can I immediately display images in emails?
yve sends pictures in emails as links. Some email clients block these links and you can not see the pictures until you click on a button.

Whether these links are displayed immediately is a security setting for the email recipient - unfortunately, this can not be set on the sender side.

How can I send a document by email?
You can send document by:

- Attach an attachment in yve. The content can be edited in Event-> Emails-> Attachments and these attachments can be selected in any Email Template
- You can insert a link to the document in the email by highlighting the text in the editor, then clicking 'Insert Link', uploading and selecting the document.

How can I send a reminder email to all that did not respond?
You can send an email to all that did not respond with:

Emails-> Create Email Campaign-> Add Recipients-> Not answered

How to send a thank you email to all attendees who were present?
You can choose the email template 'Thank you' when sending emails (Event-> Email-> Create Email Campaign).

With 'Add Email Recipient' you can then set the filter 'Checked in', then all participants who have been checked in will be selected.

How can I see if an email has been sent?
You can see the scrapped emails with:

- Dasboard-> Emails
- Emails-> Email History-> Date

How can I send admission tickets?
The ticket has variable content, so you have to use the attachment 'Ticket' under Emails-> Ticket.

You can then use the ticket as an attachment in one of the templates. The attachment is selected under the editor above the, ok 'button.

Then create an email with this template and select as the recipient all 'accepted'.

How can I send the login data to a participant?
You can send the data with the Merge Tag 'Login Event' or simply send the sign up button with the merge tag 'Button Response'.

How can I put personalized content in emails?
Personalized or variable content can be set with Megege tags.

You will find the merge tags in the editor as the last button named 'Merge Tag'.

Here are all the merge tags described:
https://www.yve-tool.de/en/help/setup-website/merge-tags
https://www.yve-tool.de/en/help/setup-email/email-merge-tags

How can I change the date format?
The date format for merge tags is fixed.

You can enter the desired format as manual text yourself.

The graphics in the mail are very pixelated, what can that be?
yve creates from each picture a version that fits the width - with email it is 660px. If this image is too pixelated, you can choose an image that has a width of 660px in the original (or 840px for the webpage).

Can I send the invitation link through my own email?
The invitation link is personalized - you can see the link per participant in the 'Login Link' column in the detail report. If you can create a mail merge with the individual link, then you can send the links so.

Alternatively, you can send the participants the login link, login name and login password. If you set login name to email and give the same password to all, you can put the login link in the email (same for everyone), the hint that the login name is the email and the same password for all.

If you do not upload participants in yve, you can simply start a public registration and send the public registration link.

We can avoid in emails that smartphones in the email overview display the image url?
The Image URL is shown on some smartphones in the email overview if the image does not have a description.

You can give the picture a picture description by clicking on the picture in the editor, then on the editor button ‚insert picture ' and insert the text at ‚picture description'.

How can I send a confirmation email to a participant again?
If you want to resend a confirmation email, look under 'Event-> Participants' and then go to its line, Action -> Edit Questionnaire -> Login Link'.
With this you are logged in as the participant. If you open the questionnaire and send it again, another confirmation email will be sent.

Is it possible to display the opening rate of emails?
It is not possible to display opening rates of emails.

We decided against it because this would require tracking images to be set in the emails. Some spam filters rate this as spam. Also, such a technique would only report the emails open when the owner downloaded the images - which is not really the opening rate.

How can I change the width of a table?
The width can be adjusted in three places:

1. Table with table properties
2. Row via row -> properties
3. Cell via cell-> properties

How can I change the text of the default unsubscribe link?
To change the text of the standard unsubscribe link, you can set the merge tag 'Contact unsubscribe' yourself, then yve will no longer place the link.

You can then change the text for the link under 'Event->Emails->Button Text & Color->Unsubscribe'.
You can then change the text for the confirmation page under 'Event->Websites->Unsubscribe'.

6 Setup printing

How can I remove the print address?
You can remove the print address under, Print-> Print Address -> Print Address'.

How can I print tickets?
You can print the tickets by copying the contents of the ticket under pressure into one of the templates and printing them for all participants - you will then receive an e-mail with all the tickets as a pdf.

How can I change the salutation in the letter?
You can change the salutation in the letter under, Event -> Websites -> Salutation '. This salutation (merge day, greetings') is the same for website, emails and printing.

The salutation in the address in the letterhead is fixed.

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7 Import contacts

How can I create categories or group names for multiple participants?
Categories or group names correspond to yve identifiers.

You can create a new identifier under 'Contacts-> Identifiers' and assign them as 'label' in the import.

How can I differentiate between core team, VIPs, coaches and participants?
You can assign identifiers during the import by:

- Create the identifier under Contacts-Label-New
- In Excel, import the column 'label' with the identifier

How can I change several labels at the same time?
If you carry out an import with the behavior 'Insert new and change existing', you can use the check mark 'Existing labels will be overwritten' to overwrite the existing labels of a contact with the labels in the Excel list.

How can I delete several contacts at the same time?
You can delete contacts at the same time by dragging an entire contact report (Contacts -> Detail Report) and then deleting in Excel all you no longer need (you can also delete all your contacts).

Then import this Excel with the behavior 'Insert, Update and Delete'. After a confirmation email, all removed contacts will be deleted.

Why do I get the error message when importing 'familyname is invalid'?
The error message 'familyname is invalid' may have the following causes:

- There must be a value in the familyname column
- A familyname has to start with a letter
- The column name must be in the first line, i. Tiitel lines must be deleted in Excel
- The list must be in Excel in the first tab, i. it is best to delete all other tabs

Only when all errors have been fixed will the liste be imported.

Why do I get the error message 'unknown identifier' during import?
In the 'label' column, only label may be used that were previously created under 'Contacts -> Labels-> New'.

Why do I get the error message 'The combination of familyname, firstname and email already exists' on import?
yve prevents duplication, so the combination of familyname, firstname and eimal must be unique.

The error message will be displayed if duplicates are included in your list.

Why do I get the error message 'xxx occurs multiple times' when importing?
When importing, the yve_id, customer_number or the combination of 'familyname + firstname + email' may only appear once in your Excel list. Please remove all duplicates.

How can I change a participant's password?
You can change the password of a contact with:

Contacts-> <name> -> password

How can I assign all confirmed participants from an event to a new event?
In the event with Event-> Participants-> Actions-> Create Label-> Yes' give all the confirmed participants a label and use them for the new event.

You can do that for several events in a row.

8 Data protection (GDPR)

9 Testing

10 Participant reports

How can I view the self-created report?
You can seea self-created report by clicking on:

Event-> Reports-> Name of the report

How can I see if participants have been checked in and out multiple times?
The check-inshort report and detailed report ('Event-> Reports-> check-in') contain a log entry for each check-in process. You can check a participant in and out several times, he will then receive a log entry with a time stamp for each time.

Where do I see participant numbers in the report?
You see the answers of the participants under the column 'Response'.

How can I see the fields of the companions?
You can see the companion fields under:

- Detail Report: Columns 'companions' and 'companion1 familyname', ...
- Self-defined report: Fields 'Companion Number' and 'Companion Name' fields

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How can I filter for labels in Excel if there are multiple labels in a cell?
You can use the following formula (replace TEST with your ID and A1 with your cell):

= FIND ("TEST", A1)

or even better:
= IF (ISERROR (FIND ("TEST", A1)); "No", "Yes")

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11 Manage check in

Where can I find the admin QR code?
The Admin QR Code can be found at:

Event -> Check In-> Admin QR Code

How to check in companions one by one?
To be able to check in escorts individually, please remove the checkmark:

Edit registration -> Instant checkin ticket scan

How can I add a comment for checkin?
You can add an entry for each participant at:

Participants -> Action -> Check In-> Comment for Check in

The comment will be displayed when scanning the ticket.

How can I block a ticket?
You can lock a ticket in which you either:

- Regenerate the token under Contact -> (Name) -> Regenerate Token
- Delete the invitation
- Delete the contact

How to check in a participant who has not accepted or is not in the system at all?
Not accepted -> check the box next to 'Allow chekc in for participant that have not accepted'

Not available -> you create the contact as admin and assign it to the event.

How can I check in and check out a participant multiple times with the same ticket?
You can scan a ticket and then check out afterwards multiple times. Every check-in process is documented with a log entry in the check-in report.

12 Manage users

How can I reset my password?
You can click on 'forgot password' when logging in.

How can I unlock my blocked login access to my account?
The account will automatically unlock after 10 minutes.

You can also have an unlock link called 'Unlock Instructions'.

How can I turn off the notifications?
You can set the notifications under:

User-> (Name) -> Edit-> Event Calendar Entries / Emails for Tasks / Emails for Limits

13 Manage account

14 System integration (API)