



# Committee Training Freshers 2023

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The logo for 'native.' is a red rounded square with the word 'native.' in white lowercase letters.

native believe in a world where every student organisation can provide an amazing campus culture and help their students have the best time at university.



# We're here to help

Whatever the query  
you have, please  
**never hesitate to get  
in touch and I will be  
happy to help**



**Hannah Woodruff**

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Senior Customer Success Manager

[hannahwoodruff@native.fm](mailto:hannahwoodruff@native.fm)




# native Events Platform

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### The native Admin Panel

This is where you will create events, list tickets and promote your events schedule.

This is also fully integrated with your MMS so that students can benefit from single sign on and you have access to reporting via MMS.

 <https://promoters.native.fm/>

### The native Scanning App

The native scanning app is free to download to your mobile device.

You can track sales, quickly scan in guests, view answers to questions, sell tickets in person and more using this app.





# Integrations

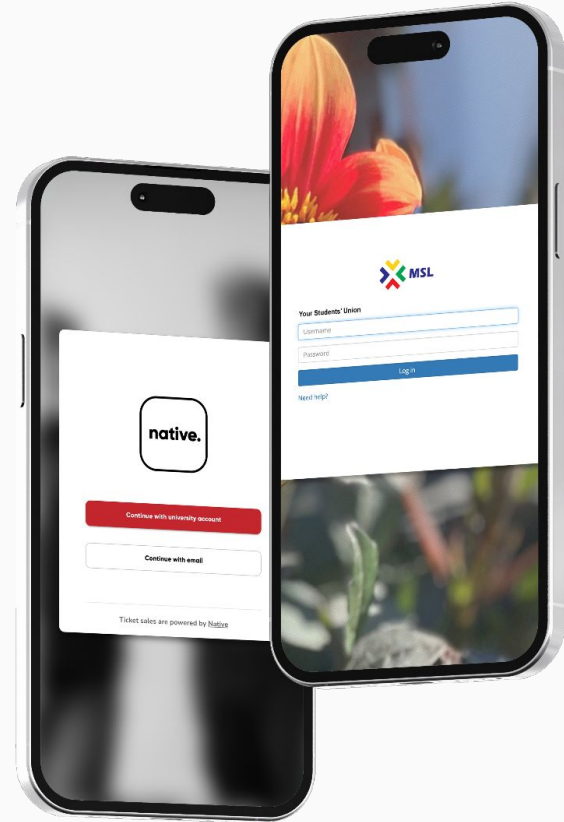
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# MSL integrations

native.

Our MSL/native integration allows the following:

- Students can sign up and log into native via their university credentials
- Event listings and tickets are sent through to your existing MSL group page automatically
- List student-only and member-only tickets on native
- Send native ticket sale details to the Event ticket orders in MSL
- Send native ticket sales to the student account section in MSL



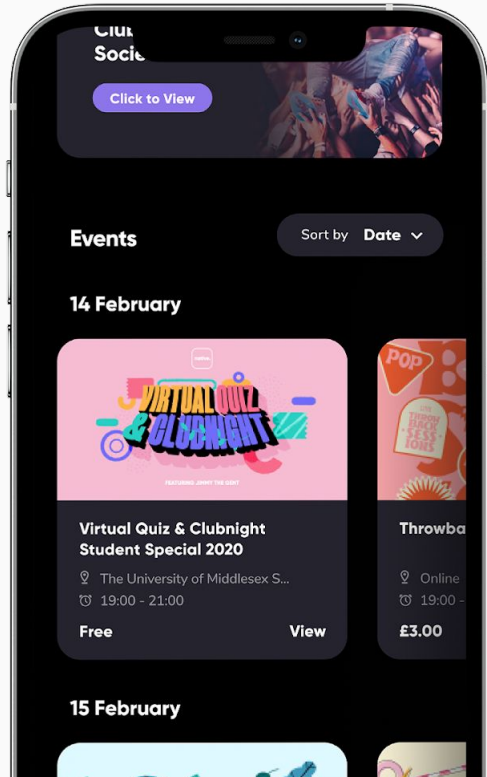


# Events

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# Event Listing



You can add lots of different information to your events and easily manage your events on the control panel.

- Event Date & Time
- Group Page Only
- Location - In person or Online
- Event Types (Category, Genre, Tags, Artists)
- Description and Image
- Duplicate & Repeat events

16 September

## Movie Night

TC007, Park Campus, Cheltenham



Head down to Park Campus on Saturday 16th September for our SU Movie Night 🎬

FREE EVENT!

Bean bags and chairs provided but we suggest bringing cushions and blankets for an extra comfortable evening!

SU bar will be open and snacks provided 🍷

Keep an eye on our Instagram for a poll to help us pick a film @uogstudentsunion

16 September 2023 20:00

University of Gloucestershire Studen...

+ Follow organiser



Hi. Need any help?





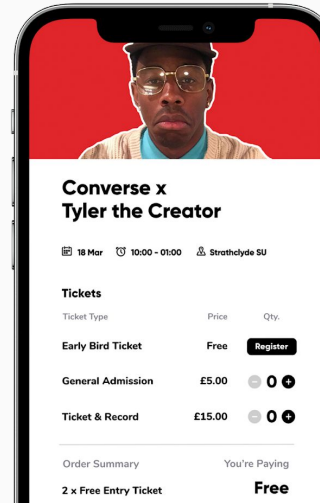
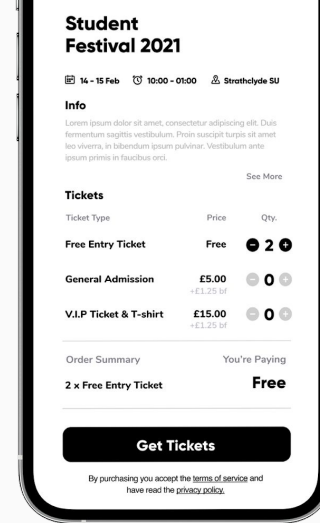
# Tickets

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# Ticket Creation

Free or paid, ticketing is full of features to help make booking attendance to events easier and better for students. Native allows you to:

- Automate Capacity Tracking
- Add Ticket Questions
- Enable Promo Codes
- Allow Ticket Transfers
- Set Student & Member Only
- Control Ticket Visibility e.g. on sale date or sold out



# Ticket Purchase

- A simple and speedy check out process for students
- Confirmation email sent to user
- Tickets also accessible via the native account
- Master Pass is a unique QR code that can be downloaded to mobile wallets

Hi Adam,  
You're ready to go!

[View tickets](#)

[Add to calendar](#)

**Your MasterPass**

Add this digital pass to your Apple or Google wallet to use in place of all your regular event tickets! Having this ticket easily accessible at all times means you won't need to download all your future purchased ticket purchases separately.

[Add MasterPass](#)

**Order Summary**

Adam Reeves Order #1072500031 - 12 February 2020

2x Tyler, the Creator General Admission	£15.00
1x Faye Webster LIVE Second Release	£35.00
Subtotal	£30.00
Booking Fees	£1.00
<b>Total</b>	<b>£56.00</b>

If you require any help then please [contact support](#)

native.  
Ticket sales are powered by Native



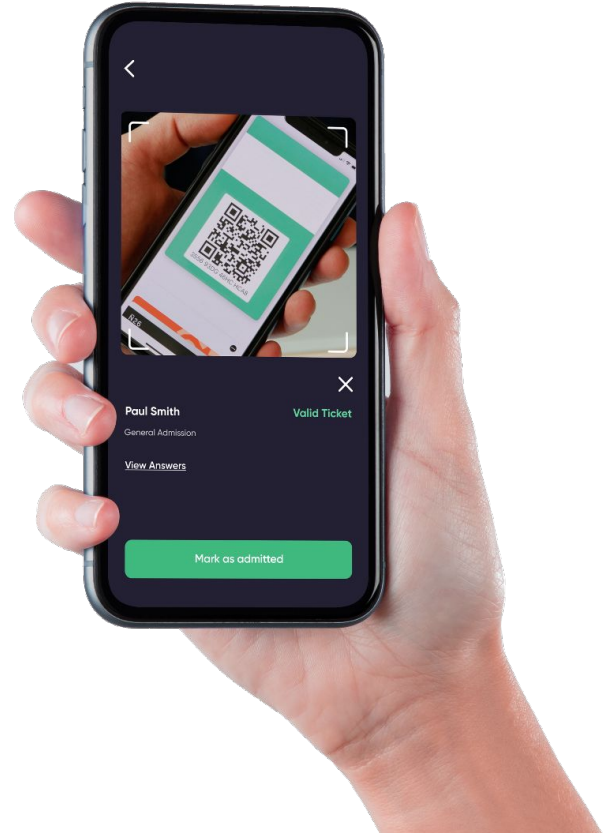
# Attendance

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# Native Scanning App

Available for both iOS and Android, is a free tool that allows you to keep track of attendance at your events. You can scan tickets, see real-time attendance analytics, and record who attended after the event finishes.

Once you have activated your account, your login details will work with the scanning app!



# Feature Spotlight

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# Customer Service

We have a dedicated customer service team who provide out of hours support to students through freshers.

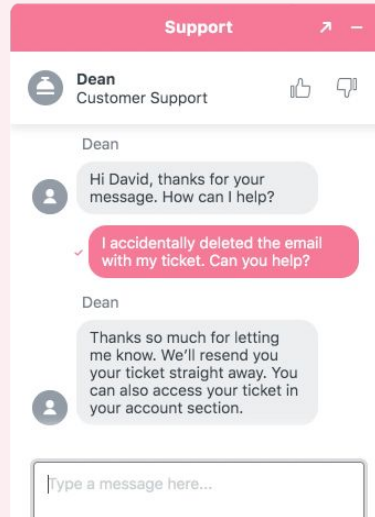
Any user can contact a member of our team via live chat or email with any queries they may have.



“ Received a lovely email stating my issue had been sorted, great service ”

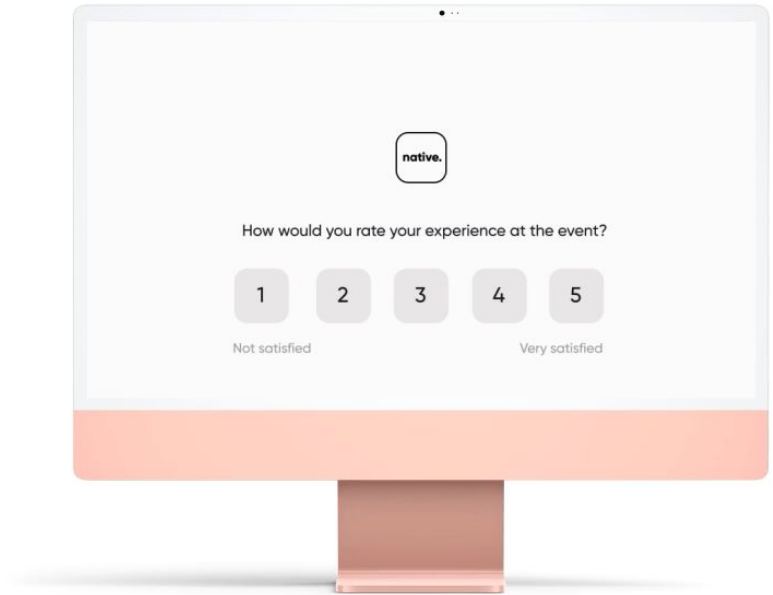
“ Very quick response, sorted my problem quickly & efficiently ”

“ Highly punctual, positive replies ”



# Feedback Surveys

- Allow you to gather valuable insights into how students feel about the events you run.
- Set up at event creation and toggle on or off
- Delivered as automated emails, sent the morning after the event.
- They include a thank-you-for-attending message, capture a satisfaction score question in the body of the email, which also links out to a more detailed online survey.
- Survey data can then be found within the event details, where you'll be able to track metrics such as NPS score, CSAT score and reply rate as well as see all individual feedback responses.



# Following

Following is a free marketing tool for you to let your followers know about events you have coming up.

Students will always have the ability to unfollow so your followers will be your most engaged users and a group you can build during freshers to encourage loyalty.

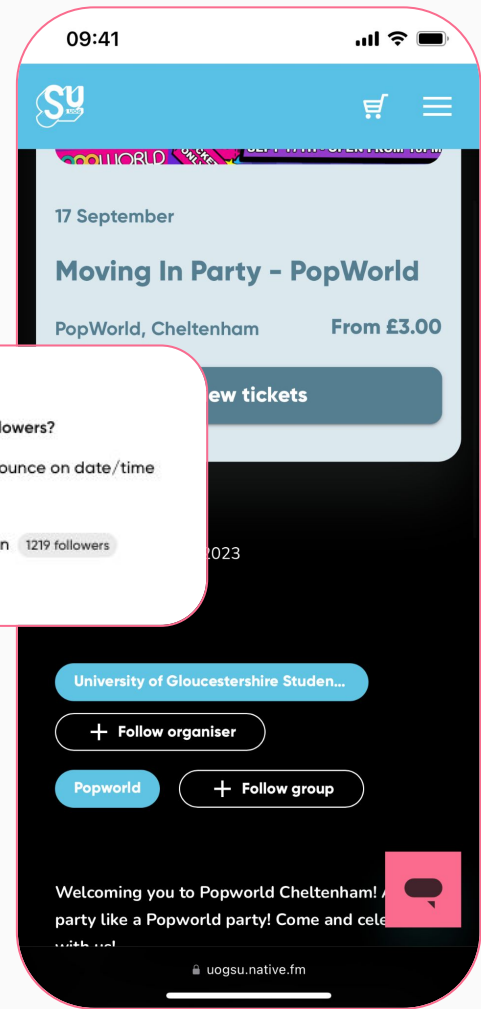
**Announcement to followers**

Do you want to announce this event to your followers?

No  Yes, announce now  Yes, announce on date/time

University of Gloucestershire Students' Union 1219 followers

Popworld 83 followers



# Notifications

- 1 New Notification**  
Customisable email to your chosen group of users

**Add New Notification**

**Send to:**

Event Ticket Holders    Membership Holders    Wristband Ticket Holders    Followers

Select Event

**Message:**

Subject\*

Content\*

**B** *I* U 🔗

- ☰
- ☰
- ☰
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🔗

- 2 Previous Notifications**  
See emails sent in the past as well as who sent them

Membership   Wristband ticket   Promoter   Promoter

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**Preview Notification Email**

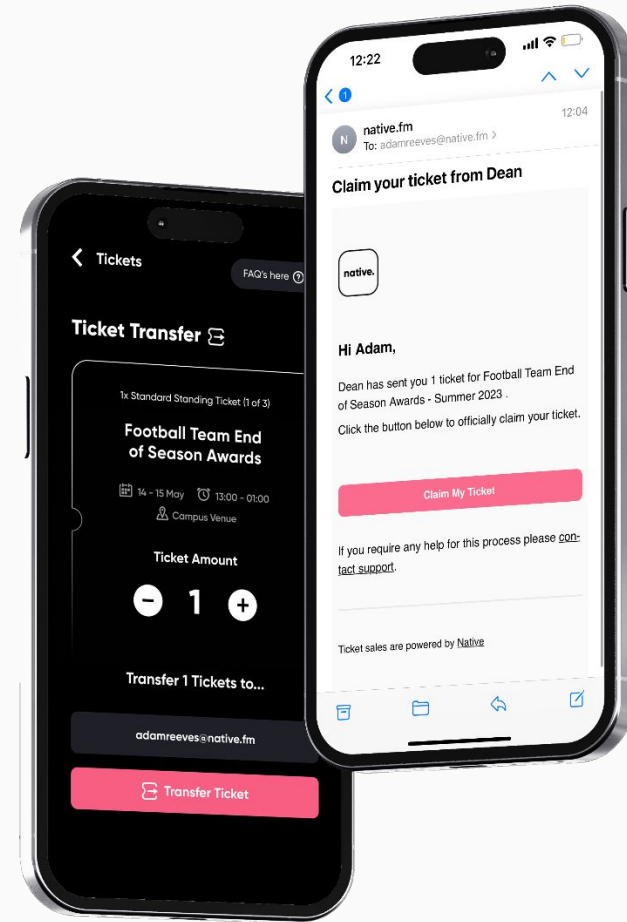
Hi there, We have been made aware that there has been some issues in ordering extra tickets for the graduation ceremony. These issues have now been rectified and you will be able to reserve the full 5 tickets for your guests. Thanks, Abby

Notifications are a quick and effective way to alert your chosen group of users out of four groups about service notifications such as a location change or event entry point

# Ticket Transfers

Ticket Transfer allows users to send one or more tickets to other users directly

You can select which ticket types you want to enable transfers on and also choose where or not its available (e.g. only when tickets have sold out) giving you great control over the process.



# Tracking Links

It's easier than ever before to report on the effectiveness of your promotional activity with tracking links.

For each event, you'll be able to understand the number of visits and sales - and revenue - generated through each marketing tactic.

[Tracking Links Video Tutorial](#)

**Revenue of tickets sold**

**£2049.50**

**Add tracking link**

**Event**

Type to search...

ID	Event	URL	No. of visits	No. of tickets sold	Revenue of tickets sold	No. of sales for other events	No. of tickets sold for other events	Revenue of tickets sold for other events
4562	Freshers Party 2023	www.freshersp...	892	812	£2049.50	393	1731	£1049.90
4561	Summer Disco	www.summerdi...	823	618	£1939.30	542	1934	£1030.19
4560	Acoustic...	www.acousticw...	781	527	£9203.20	323	3104	£8911.10
4559	Campus Meet Up	www.campusm...	163	92	£203.92	83	103	£104.81
4558	DnB Summer...	www.dnbsum...	932	863	£9303.62	831	939	£7371.41
4557	End of Year Summ...	www.endofyeat	949	837	£10930.50	931	1023	£8410.19



# Training Links

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# Platform Training

## On-Demand Videos:

[🔗 native Platform Intro, Activation and Dashboard](#)

[🔗 Creating Your First Event on Native](#)

[🔗 native Scanning App](#)

## Written Tutorials:

[🔗 native Knowledge Centre](#)



Thank you

**native.**

