

Creating an event in Eventbrite

A step by step guide to using Eventbrite to organise and manage CIBSE volunteer events



eventbrite

Accessing your account

- 01** Your Eventbrite account will be tied to your network's CIBSE email address (yournetwork@cibse.org). The default password is !!Welcome10!!
- 02** Contact regions@cibse.org or groups@cibse.org for assistance accessing your account.

Log in

Email address
scotland@cibse.org

Password
.....

👁

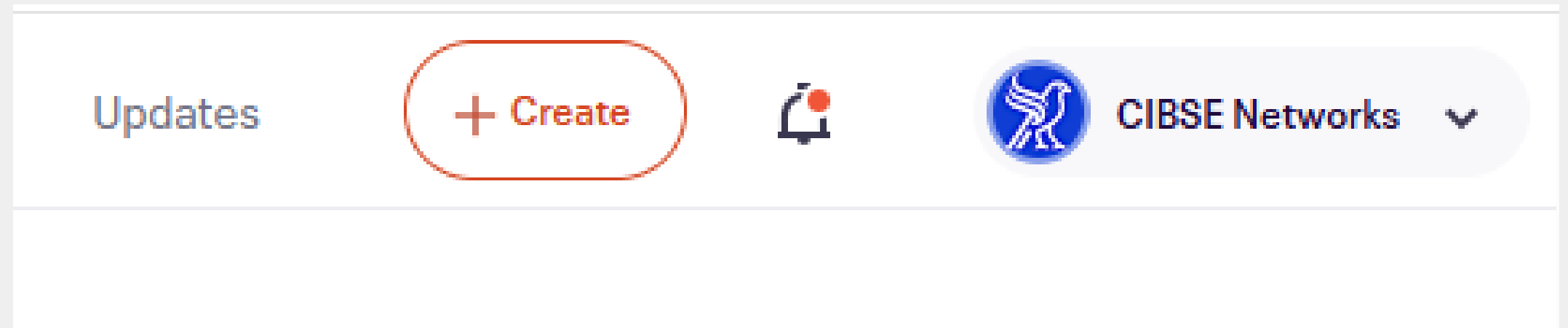
Log in





If you are ever asked to select an organization, choose 'CIBSE Networks'

Join the CIBSE network



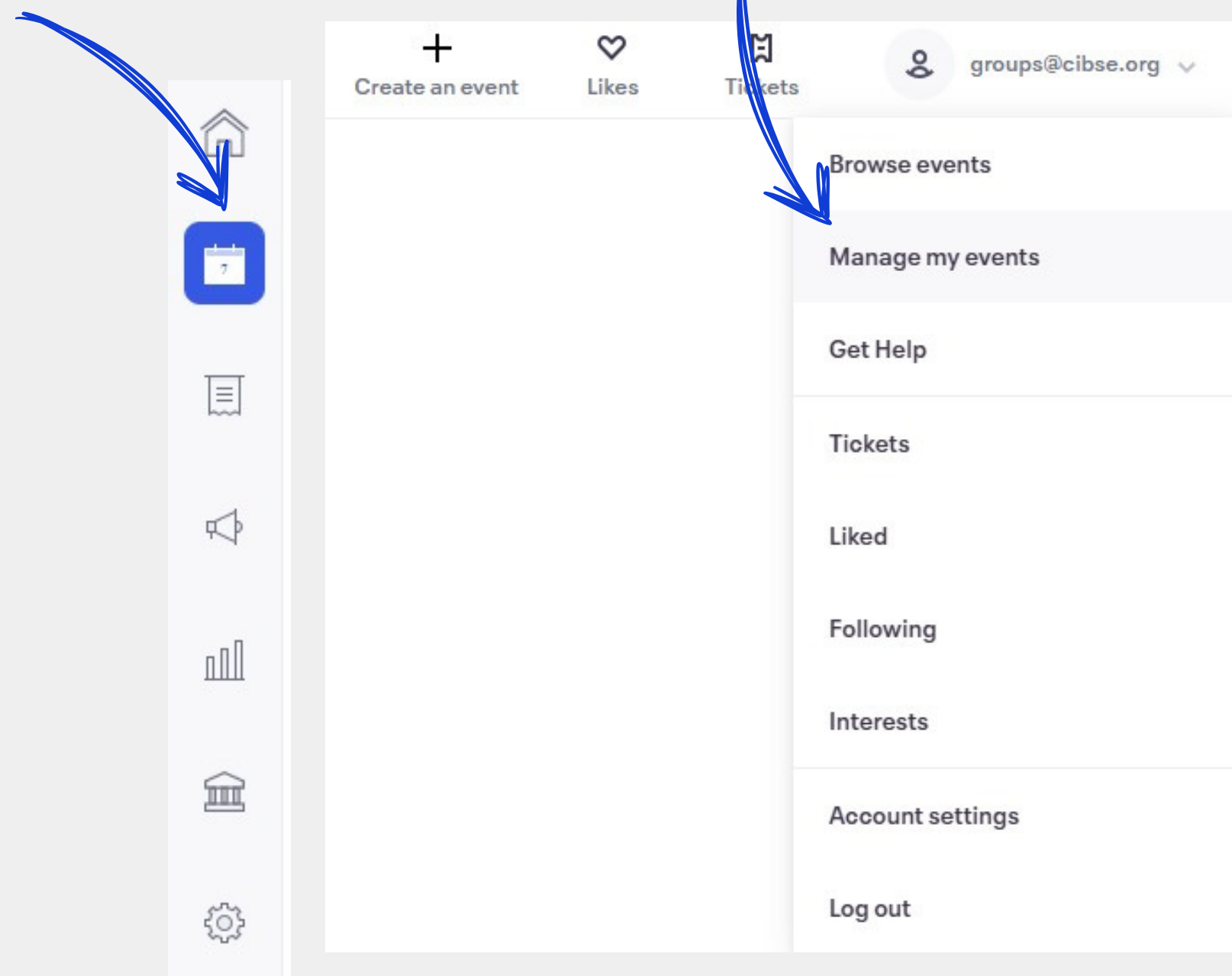
Creating an event

Find the draft template we have created for your network

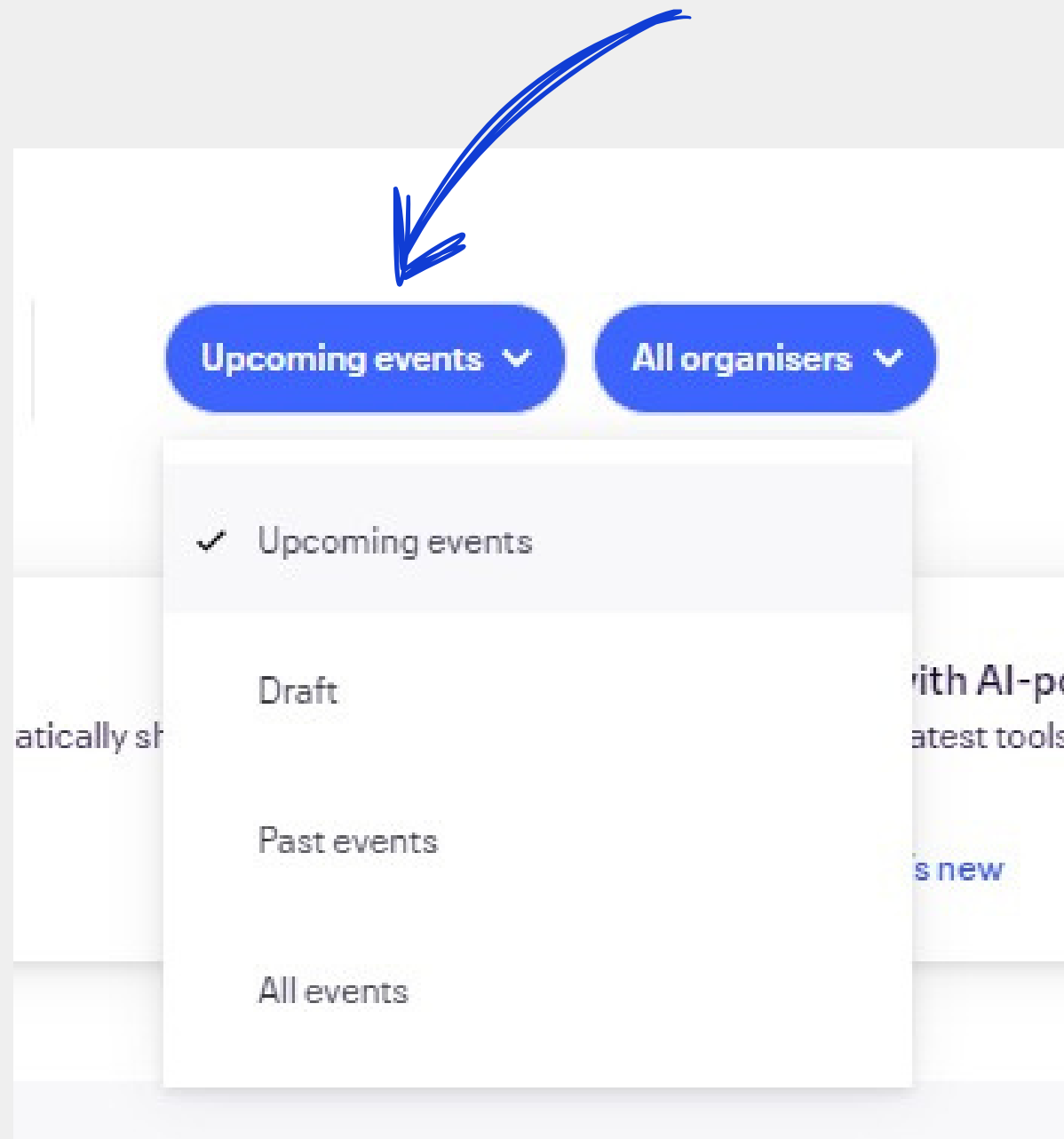
01 Go to 'manage events' to see your events calendar and ticket sales at a glance

02 You can also select 'Events' from the right hand menu

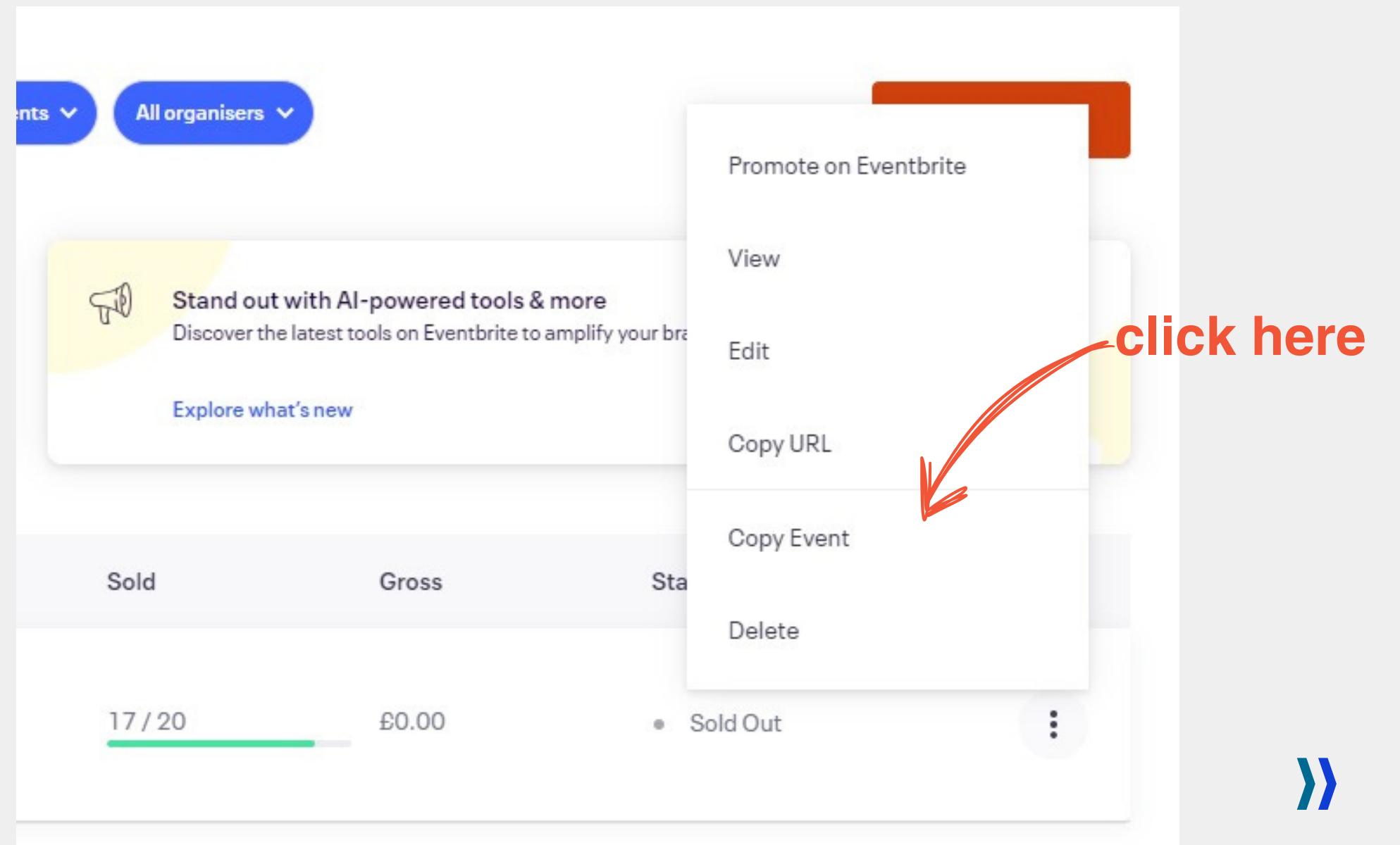
click here



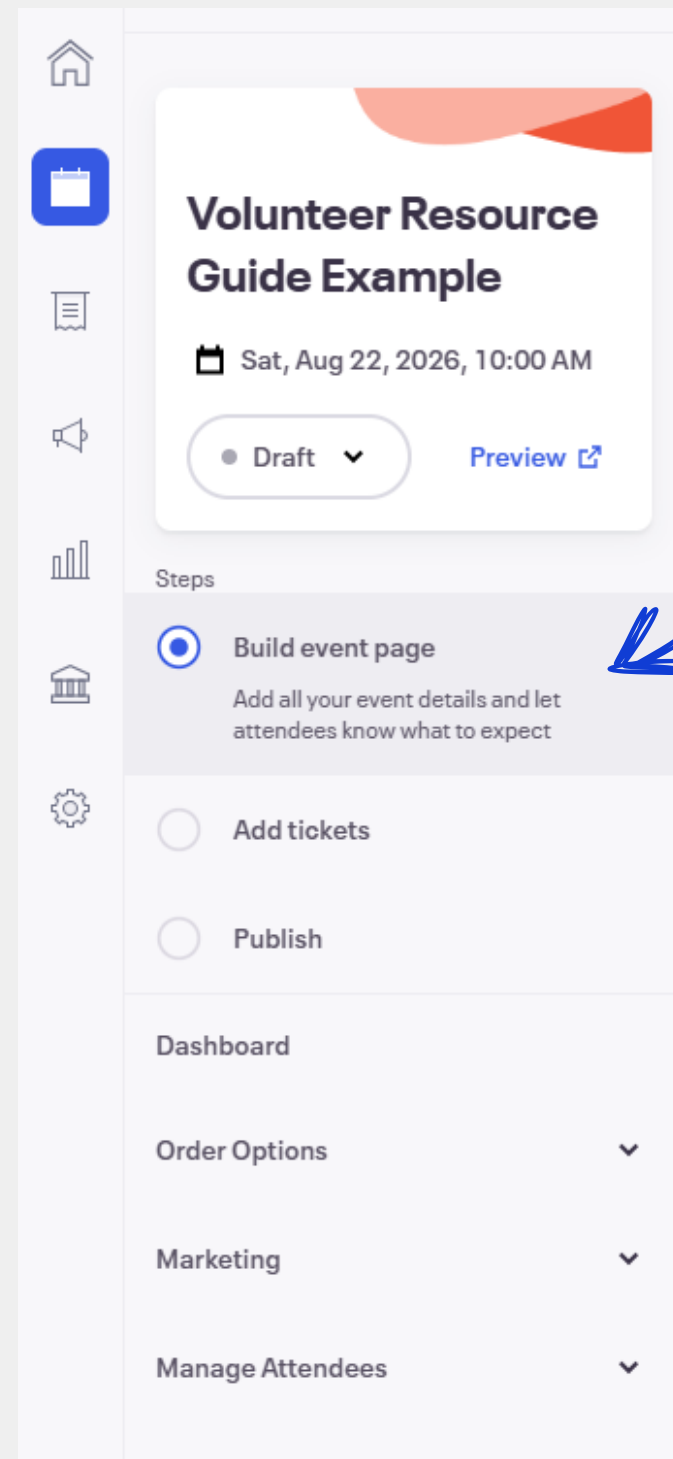
03 Select 'Draft' from the drop down menu



04 Find your network's template, and click on the three dots next to the listing to select 'Copy Event'

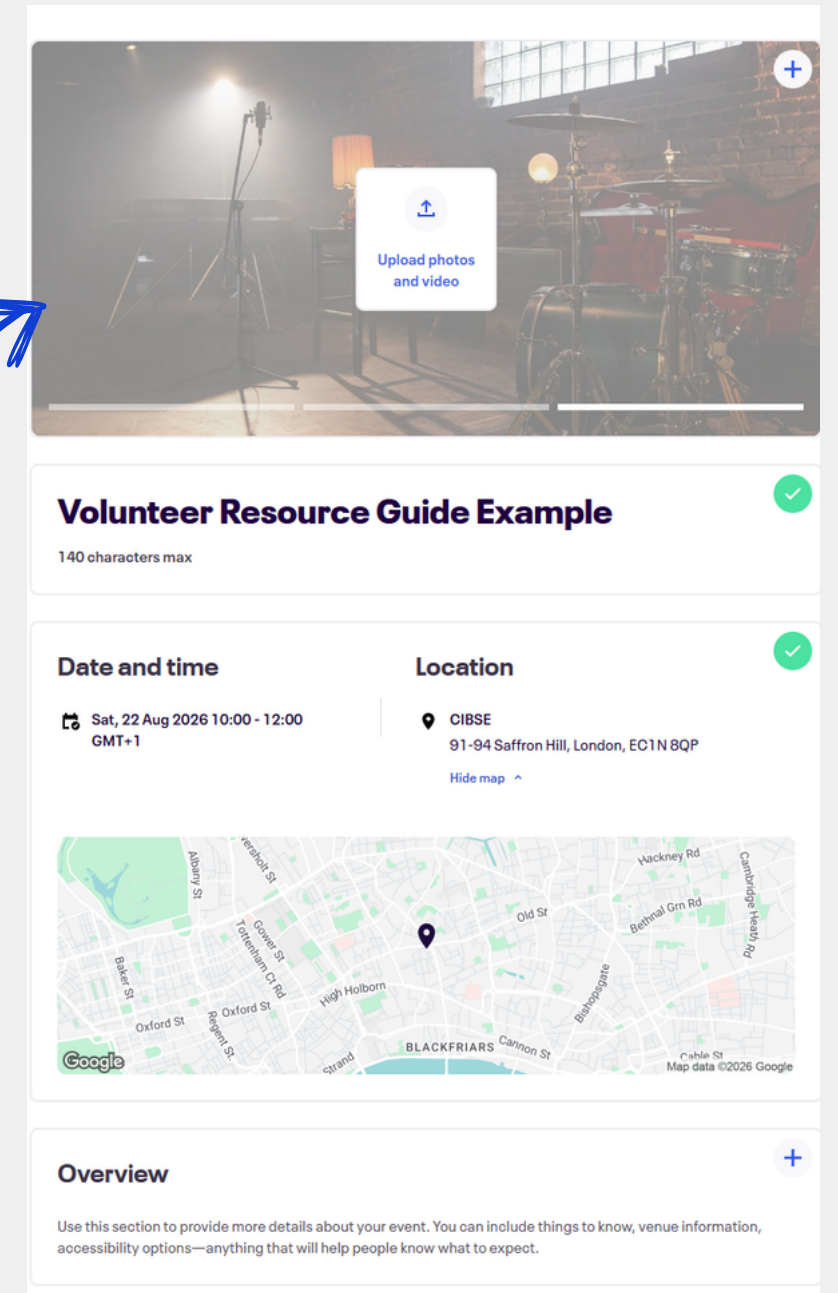


Start editing your event page



Click 'build event page' found to start inputting your event's information

Add photos and videos to help promote your event (not mandatory)



» Make sure images are royalty free or from previous events and used with the subjects' permission.
You can find royalty free images at <https://unsplash.com/> and <https://pixabay.com/>



Basic info page

Complete this page with the basic details of your event

Volunteer Resource Guide Example

Grab people's attention with a short description about your event. Attendees will see this at the top of your event page. 140 characters max

Date and location

Type of event

Single event
For one-off events

Recurring event New
For timed entry and multiple days

Date and time

Date
 22/08/2026

Start time
 10:00

End time
 12:00

[More options](#)
BST, Display start and end time, English (US)

Location

Venue

Online event

Location *

CIBSE

Add location details

- 01 Insert your event title (there is a 75 character limit)
- 02 Insert short summary (140 character limit)
- 03 Input the date and time of the event
- 04 Input location if event is in person or hybrid
- 05 If just online click 'online event'
- 06 The Overview section will be prefilled with our events policies and your network logo, add a section above with more details about your event.

Overview

Add more details about your event and include what people can expect if they attend.

Use arrow keys to navigate between modules. Use the up and down buttons to reorder modules.

Normal

B

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CIBSE Event Behavioural Policy

CIBSE wants all attendees to feel welcome and included at our events. We ask attendees to keep in mind that they are within a professional environment when at CIBSE events and they are expected to always demonstrate professional behaviour modelling high standards of ethical conduct, honesty and integrity to protect the reputation and standing of CIBSE. CIBSE will not tolerate or allow any discriminatory or disrespectful behaviours by any person during CIBSE events, including bullying, harassment or sexist, racist, or exclusionary comments or jokes at our events. Where alcohol is provided, attendees are expected to know their limits and drink responsibly. The provision of alcohol should not be taken as an endorsement by CIBSE for attendees to drink excessively nor for any resulting improper conduct or activity.

By registering for this event, you agree to abide by the [CIBSE Event Behavioural Policy 13.09.24.pdf](#)

CIBSE Privacy Notice

The Chartered Institution of Building Services Engineers ('CIBSE') is committed to protecting your privacy, and takes its responsibilities regarding the security of members' and customers' information very seriously. For the purpose of registering you for this event and providing you with further information in relation to this event we will process your personal data within our customer database. On the basis of legitimate interest we may use your data to inform you of similar events in the future and to promote services, activities and commercial objectives that are designed to support the science, art and practice of building services engineering . For more information about how we process any personal information that we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy please view our [privacy notice](#).

Suggest description

» This section of your template will be pre-populated with examples - remember to edit the date and time

01 Enable the page by clicking on the settings button and then toggling the page on



Attendee Event Page

Attendees will join your online event through your virtual venue. Use this space to embed your Zoom video and share exclusive content. We'll direct your ticket holders to this page from your event listing and in reminder emails.

 [Page Settings](#)



click here

02 Click 'link another provider' and put the URL of your joining link in the 'Live Video or Audio' URL section. For the 'Title' section, you can put 'click here to join'.

click here

If you selected 'online event' on the Basic Info page, the 'Online Event page' will appear as an option.

This setting will automatically send your joining link to delegates 2 hours, and then again at 10 minutes, before the event so it is a useful feature!

**Add live video or audio**

Connect with Zoom to embed your event within your virtual venue, or link to another video or audio service. Use  to manage when your video or audio is available and who can access it.

 Add Zoom

[Link another provider](#)

**Share additional content**

Include any resources or instructions your attendees may need for your event.

Text

Image

Video

Link

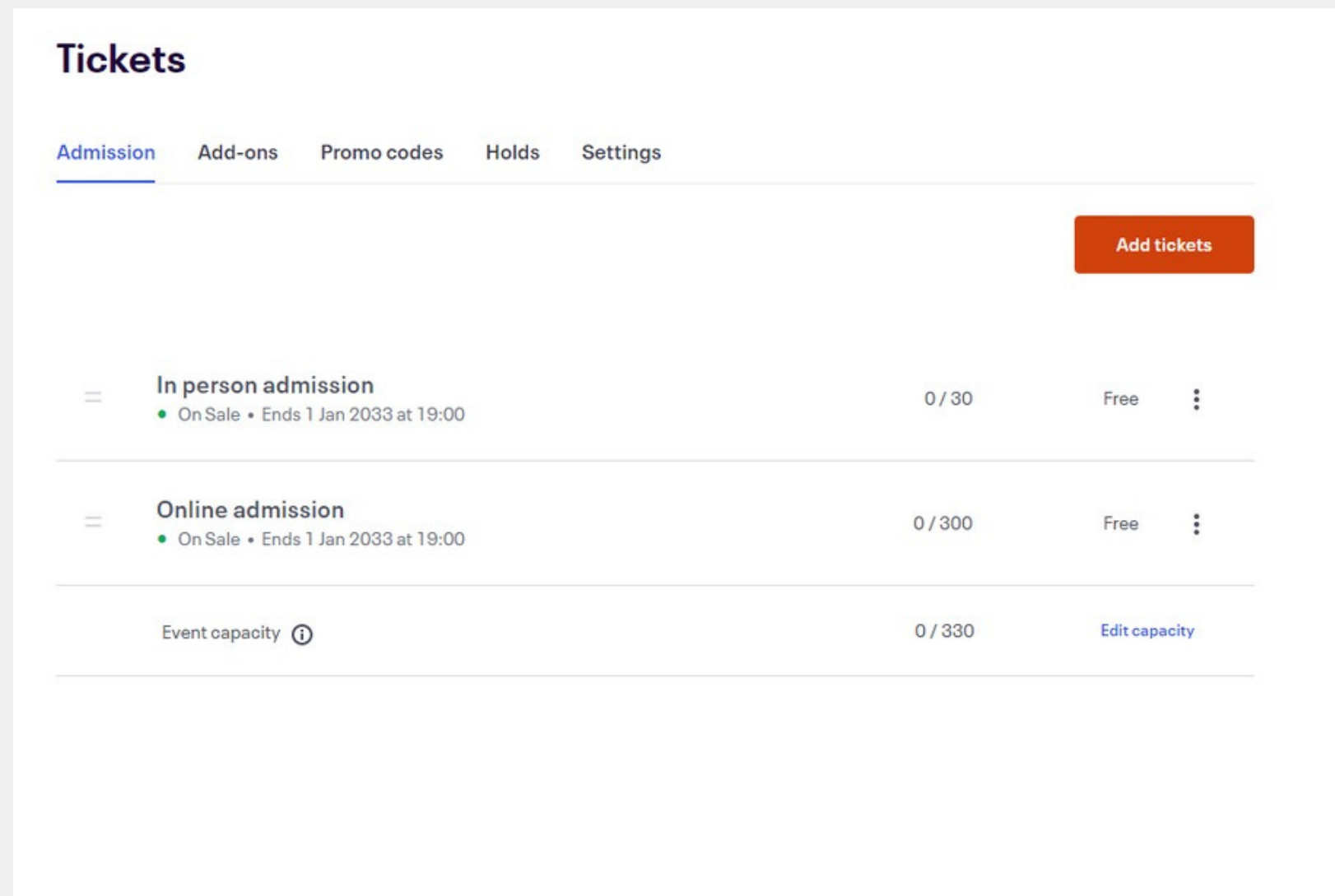


Tickets

Your draft event has been pre-populated with options for online tickets and in-person tickets. You can add to, edit or delete these as appropriate by clicking on the three dots next to each ticket type.



- 01 Click 'add tickets.' Select if your tickets will be paid-for or free, name them, and input how many are available for sale. If you want to do early-bird tickets, you can even change the dates the tickets are available for sale. You can add multiple ticket types



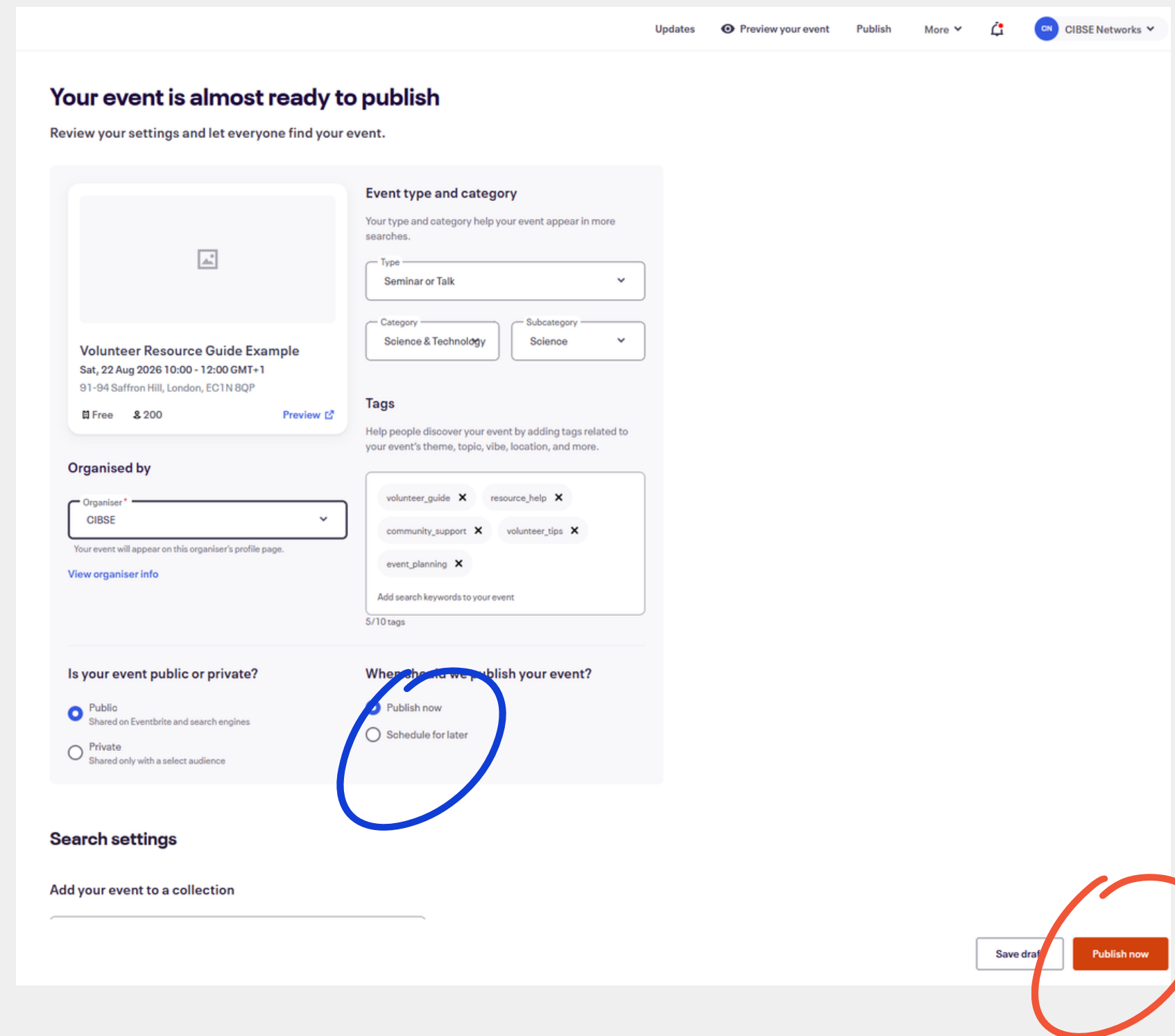
The screenshot shows the 'Tickets' management interface. At the top, there are tabs for 'Admission', 'Add-ons', 'Promo codes', 'Holds', and 'Settings'. An orange 'Add tickets' button is in the top right. Below the tabs, there are two ticket types listed:

Ticket Type	Status	Availability	Price	Actions
In person admission	On Sale • Ends 1 Jan 2033 at 19:00	0 / 30	Free	⋮
Online admission	On Sale • Ends 1 Jan 2033 at 19:00	0 / 300	Free	⋮
Event capacity ⓘ		0 / 330	Edit capacity	

- 02 If you are charging for tickets, you will need to decide if you will absorb the fees Eventbrite charges or pass them on to delegates.
[You can calculate what these will be here](#)



Publish your event!



The screenshot shows the 'Your event is almost ready to publish' page. The event details include the title 'Volunteer Resource Guide Example', date 'Sat, 22 Aug 2026 10:00 - 12:00 GMT+1', and location '91-94 Saffron Hill, London, EC1N 8QP'. The event is free and has 200 tickets. The 'Event type and category' section shows 'Seminar or Talk' as the type and 'Science & Technology' as the category. The 'Organised by' section shows 'CIBSE' as the organizer. The 'Tags' section includes 'volunteer_guide', 'resource_help', 'community_support', 'volunteer_tips', and 'event_planning'. The 'Is your event public or private?' section has 'Public' selected. The 'When should we publish your event?' section has 'Publish now' selected. The 'Search settings' section is empty. The 'Publish now' button is circled in red.

01 Select your network as the organiser

02 For type, choose 'Seminar or talk' and for category choose 'Science & Technology'.

03 Tag the event with relevant keywords

04 Either **publish now** or **schedule for later**

05 Check if you need to add anything from the tips in the previous slides



This section of your template will be pre-populated with examples - remember to edit the date and time



Get dietary information

If you want to ask delegates specific questions when they book tickets, use the 'Order options' feature. You can do this before or after publishing your event.

01 Select 'order form' under order options and add your desired questions

Order Form

**Ticket buyer (Recommended)**
Only collect info from the ticket buyer to make checkout faster, which could mean more ticket sales for you.

**Each attendee**
Collect information for each ticket in an order. Only require responses for the most important things.

Apply order form to:

Tickets All

Your questions

Create questions to get the answers you need. You can find your responses on the [Custom Questions Responses report](#).

Your question responses are saved for 2 years after the event has ended.

Search for questions

Search by keyword to add questions to your form

1. Name & Email Required

Order form settings

☒ Allow attendees to edit information after registration
Offer your attendees the ability to edit the contact information after purchase

When should attendees answer required questions?

☐ Before checkout
Questions appear before payment. Collects data upfront, but adds friction.

☒ After checkout **Recommended**
Questions appear post-payment. Reduces friction, improves conversion. Small risk of incomplete responses.

Registration time limit 20 mins

This is the time your attendees will have to fill in the information you want to collect. If you have a long form, we suggest you increase the registration time.

Event dashboard

22 Aug 2026, 10:00

Event link <https://www.eventbrite.co.uk/e/volunteer-resource-guide-example-tickets-19938257464807aff=oddttdcreator>

Tickets Sold

0 / 200

0 paid • 0 free

Interest New

0

Listing page views

Ticket trends

No ticket sales during the selected time range

Last updated: 2:54:55 pm BST | [Update](#)



Quick actions

[Attendee report](#)

[Order form responses](#)

02 To find the responses, select 'Dashboard' on the left hand menu and select 'Order form responses'

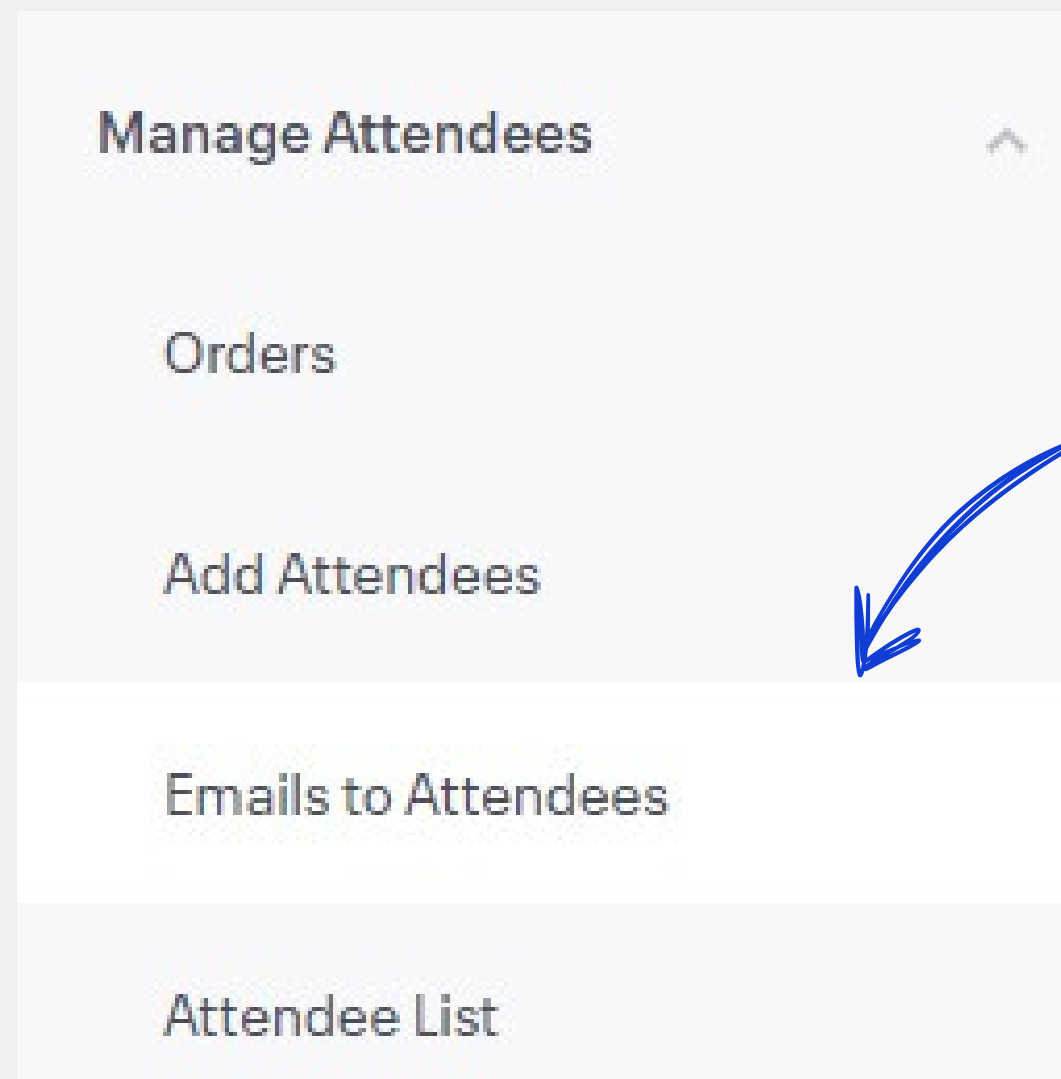


Emailing attendees

You can use the 'Emails to attendees' function to contact delegates about dietary requirements, joining links etc. You can preschedule these emails. This feature cannot be used to promote other events or sponsoring companies due to Eventbrite's data policy.

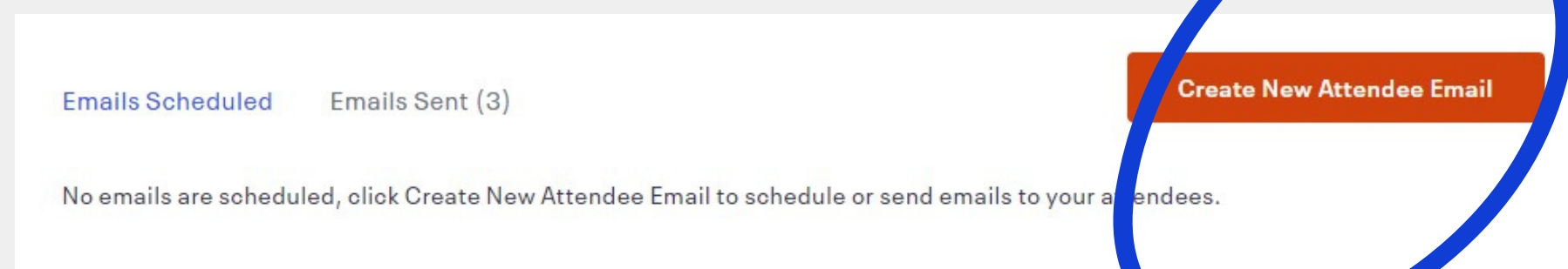
This is a no-reply account, so include contact details if you require a response.

01



Find it under
'Manage Attendees'

02



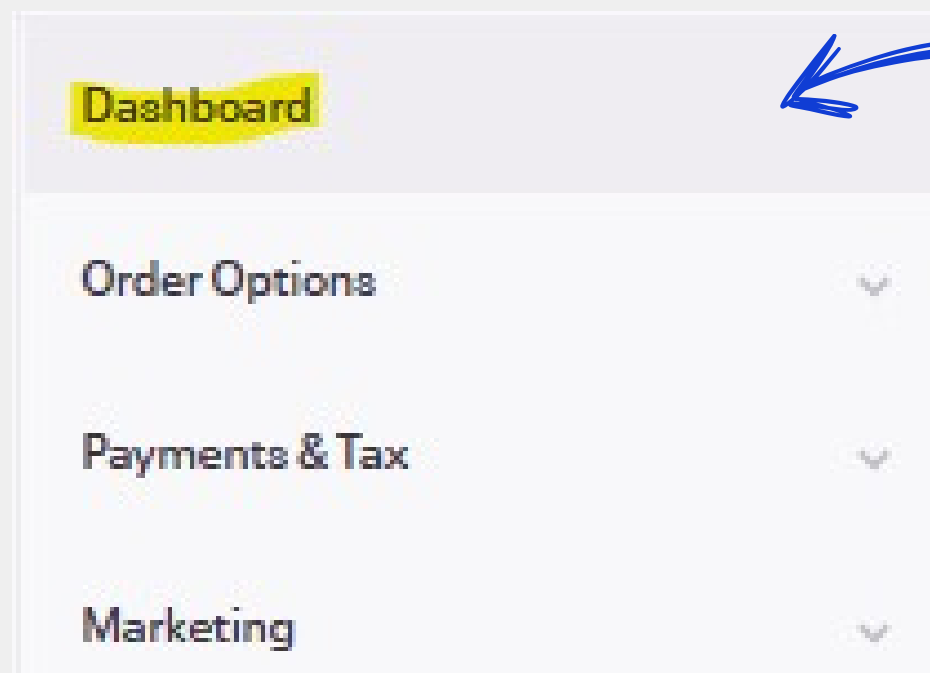
click here



Adding your bank details

If you are running a paid-for event, ensure the income is paid out to your network's account using the 'Manage account' feature. This will become visible after you have published your event, so remember to go back and do this.

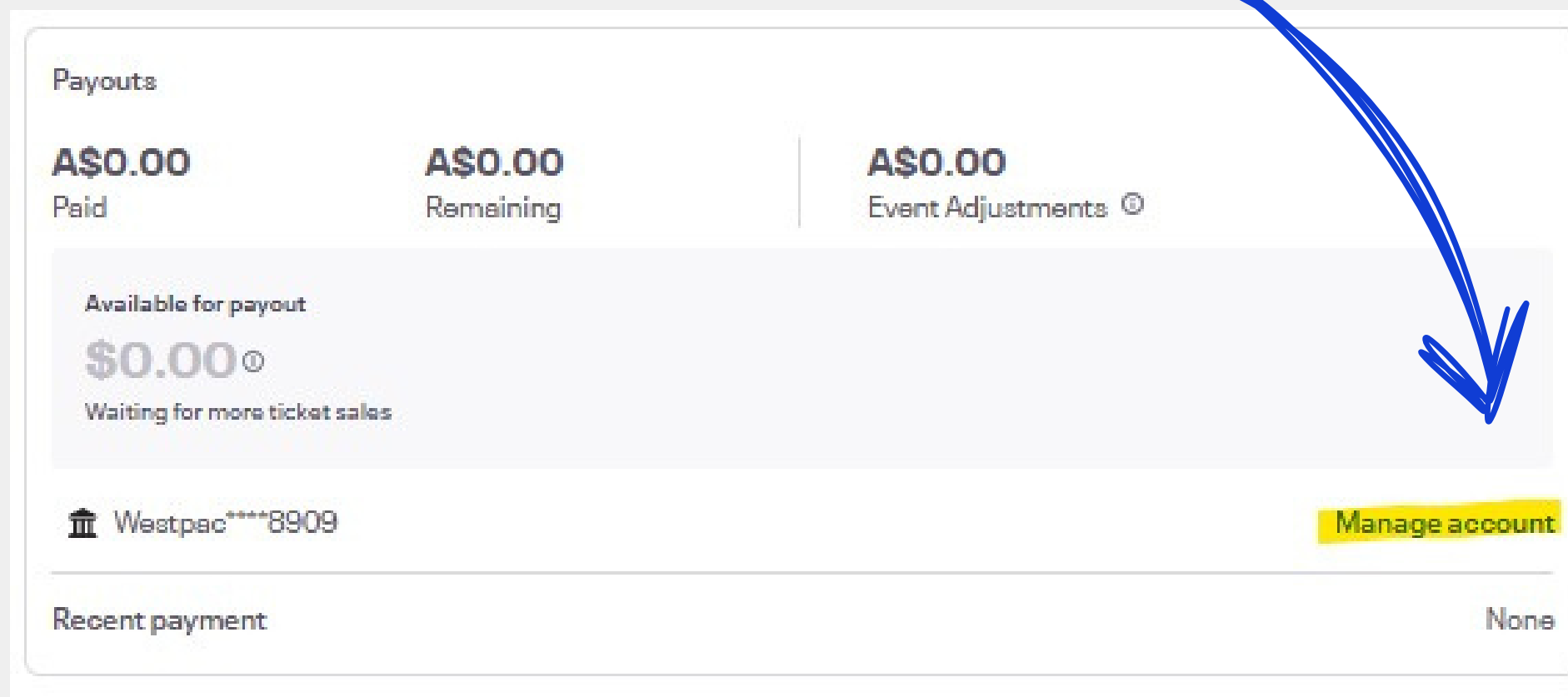
01



Navigate to the Dashboard on the event editor

Click 'Manage account'

02



Add or update bank account

Select or add a bank account

To receive your event funds, select one of your active bank accounts or add a new one.

Bank account	Type	Events
☐ CIBSE ANZ CIBSE New Zealand, Account *****9300 Australian Dollars AS, Australia	Bank	0
☐ CIBSE ANZ Westpac, Account *****4823 Australian Dollars AS, Australia	Bank	30
☐ CIBSE New South Wales Westpac, Account *****4794 Australian Dollars AS, Australia	Bank	9
☐ CIBSE South Australia Westpac, Account *****4807 Australian Dollars AS, Australia	Bank	11

Set for this event

Confirm as default

Choose this one



Set for this event

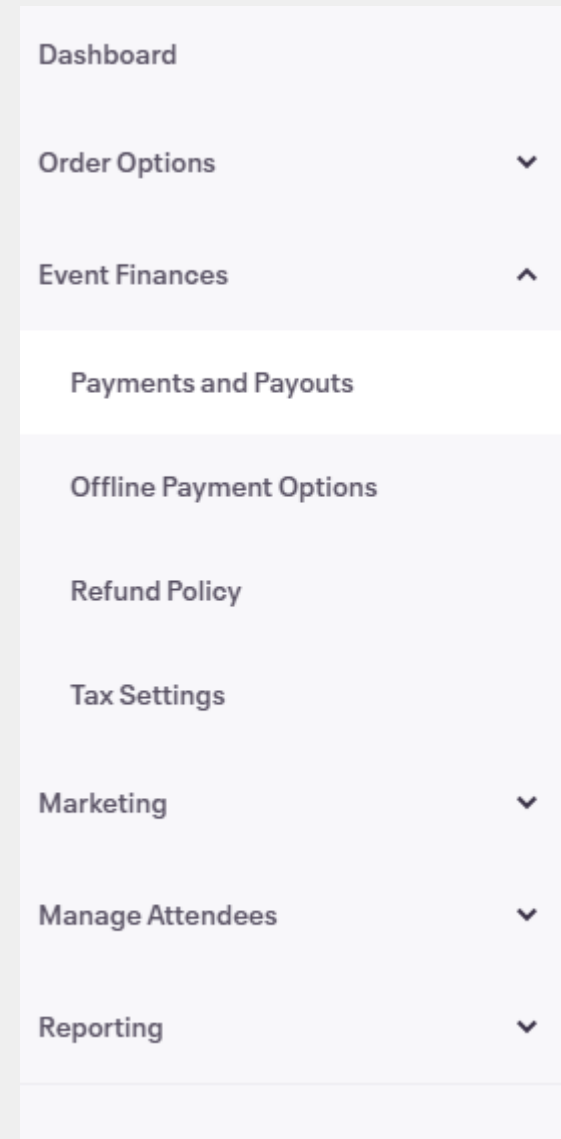
Confirm as default



Changing currency

Eventbrite will default to showing event prices in the last currency used. To change your currency, navigate to 'Payments & Tax.' This option will only appear once you have published your event.

01



Select 'Payment options'

02 Choose your preferred currency



Payments and payouts

Payment settings

The selected country and currency will determine which [payment processing option](#) is available. Your tickets will be sold in the currency you select, and your event payout will be issued in that same currency.

Where's your bank located?	Which currency do you want to receive your payouts in?
United Kingdom	GBP - British Pound Sterling

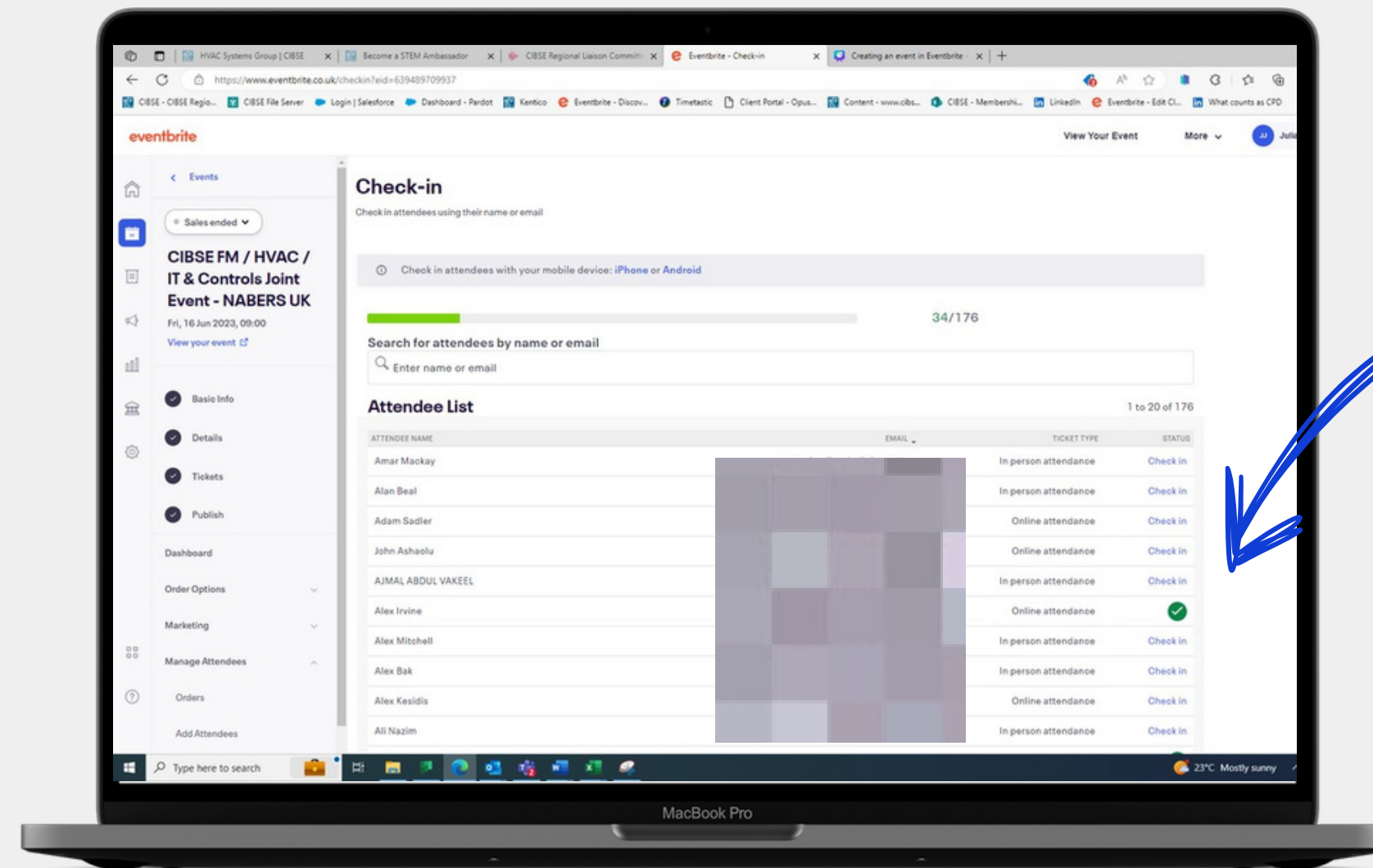
Edit

Eventbrite payment processing

Organizer payout method options:	Attendee payment options:
Direct deposit	Credit/debit Card PayPal, PayPal Pay in 3, Klarna, Afterpay

Check-in attendees

Use this feature to log attendance. This helps CIBSE to measure the effectiveness of event promotion.



01 Find this feature under 'Manage Attendees'

02 Search for the names of your delegates who are attending in person or online and click the 'check-in' button on the far right hand side

You can also do this in the Eventbrite app - [watch this tutorial](#) to find out how.

01 Go to 'manage events' to see your events calendar and ticket sales at a glance

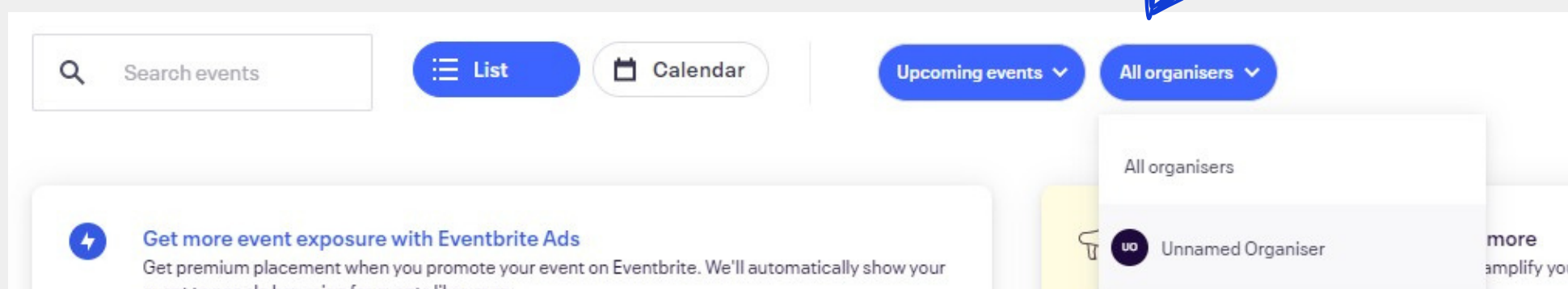
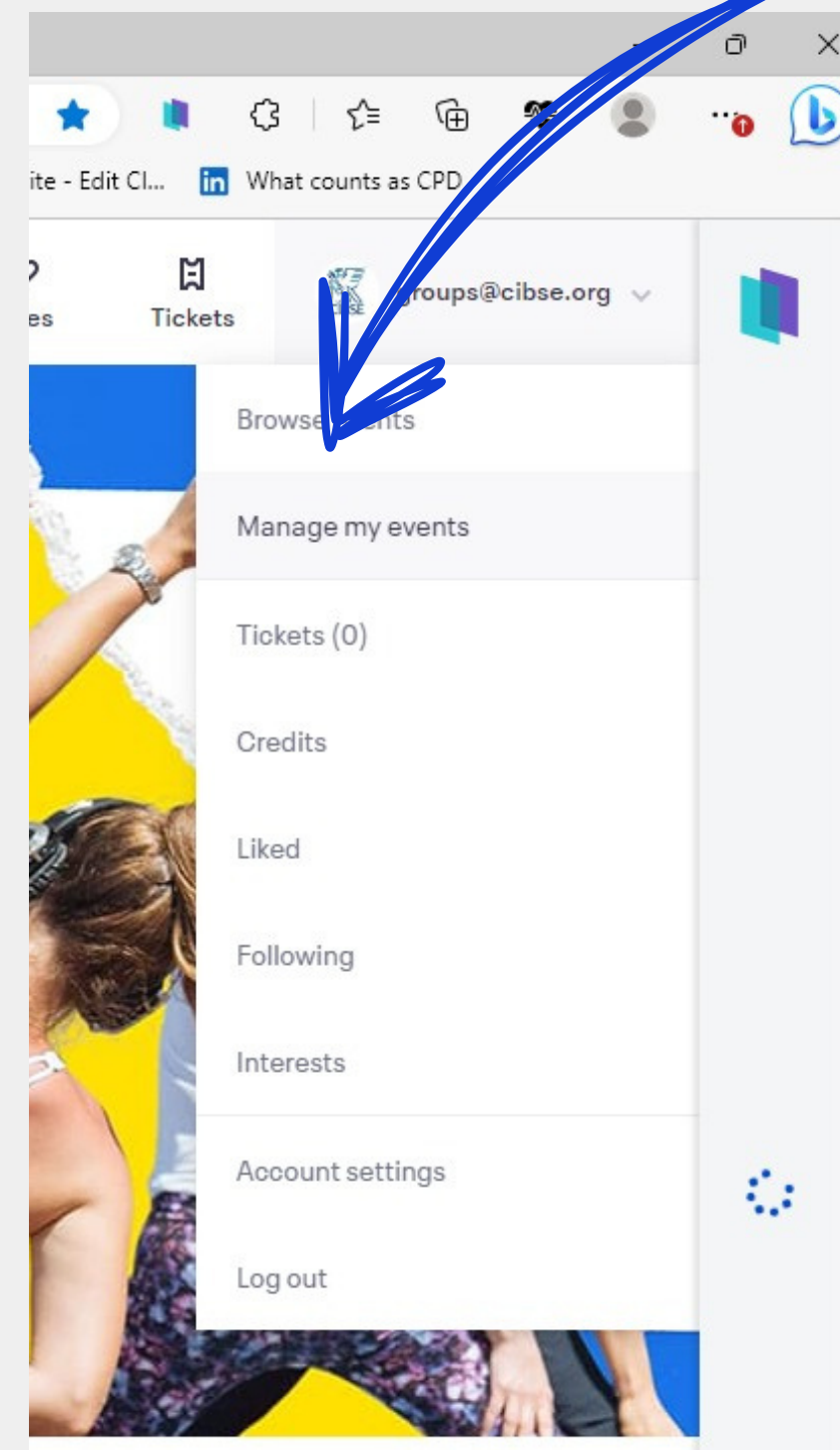
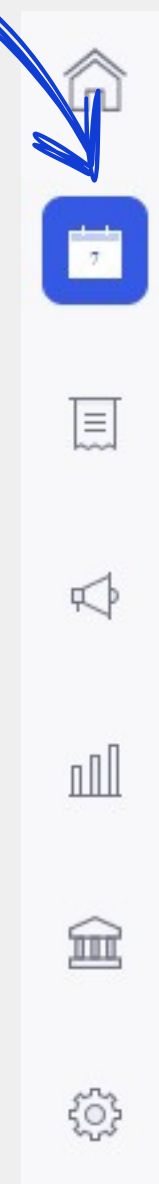
02 Select 'Events' from the right hand menu

click here

Using your account

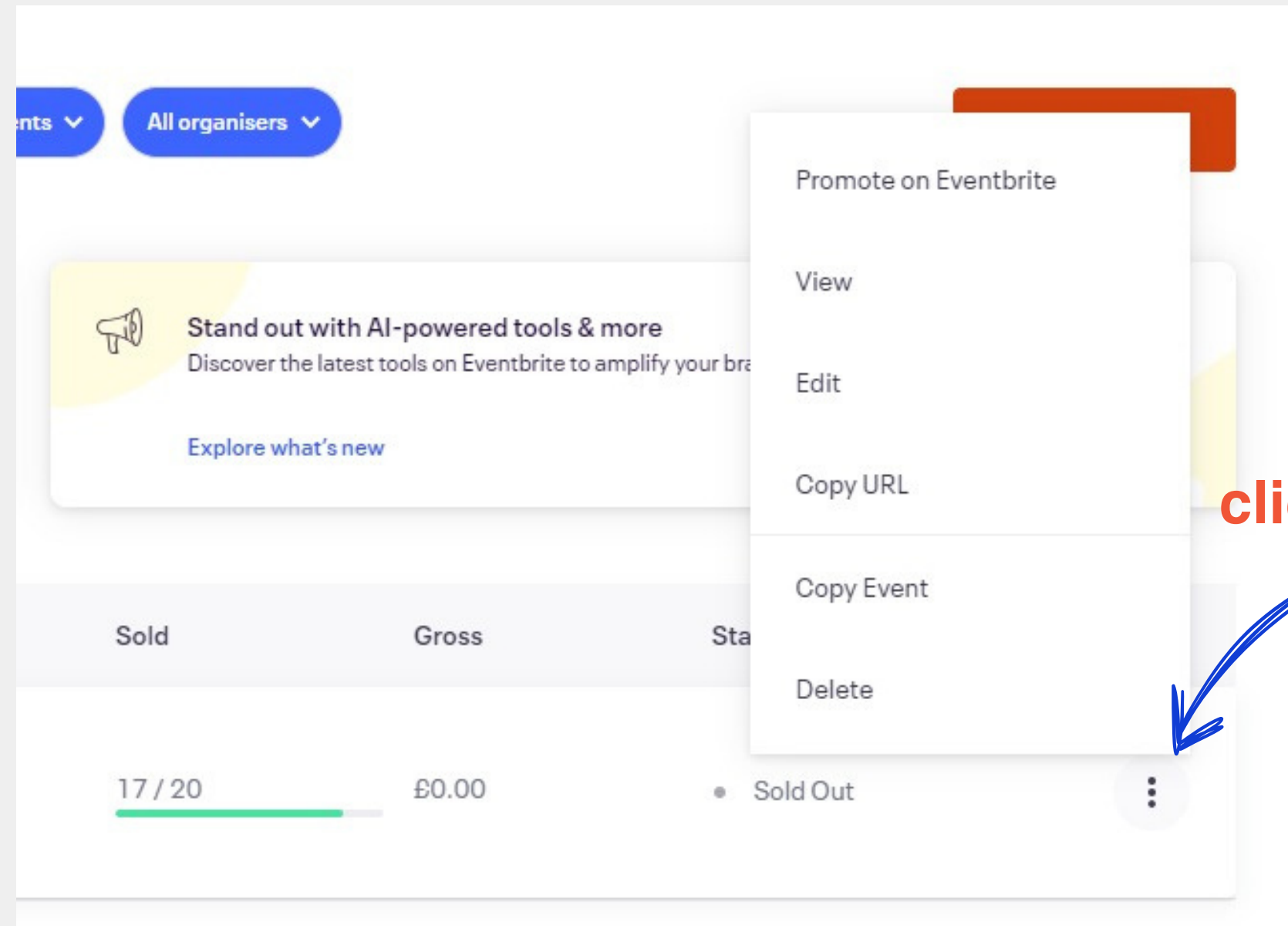
See all your events at a glance

03 Select your network from the drop down menu



Using your account

- 04** Click on the three dots besides an event listing to edit, copy or delete the event





Need any assistance?

Contact regions@cibse.org or groups@cibse.org