

GanApp Web User Manual

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Introduction

GanApp is a comprehensive event management platform designed to streamline event registration, attendance tracking, certificate generation, and participant engagement. This manual provides detailed instructions for using the GanApp web application.

What is GanApp?

GanApp helps organizations:

- Create and manage events
- Register participants
- Track attendance using QR codes
- Generate certificates automatically
- Collect feedback through surveys and evaluations
- Share event photos, kits, and programmes
- Communicate with participants

User Roles

GanApp has two main user roles:

1. **Participant** - Can register for events, check in, view certificates, and participate in surveys
2. **Organizer** - Can create events, manage registrations, generate certificates, and create surveys

System Requirements

Minimum Requirements

- **Operating System:** Windows 10/11, macOS 10.14+, or Linux (Ubuntu 18.04+)
- **Web Browser:**
 - Google Chrome 90+ (Recommended)
 - Mozilla Firefox 88+
 - Microsoft Edge 90+
 - Safari 14+ (macOS)

- **Internet Connection:** Stable broadband connection (minimum 1 Mbps)
- **Screen Resolution:** 1280x720 or higher

Recommended Requirements

- **Web Browser:** Latest version of one of the following browsers:
 - Google Chrome (Recommended)
 - Mozilla Firefox (Recommended)
 - Microsoft Edge
 - Safari (macOS)
 - Opera
 - Brave
- **Internet Connection:** 5 Mbps or higher
- **Screen Resolution:** 1920x1080 or higher
- **RAM:** 4GB or more

Browser Settings

Ensure the following browser settings are enabled:

- Cookies (required for signing in and session management)
- Pop-ups (required for downloading certificates and files)

Getting Started

Creating an Account

1. Navigate to the GanApp website
2. Click the "**Sign Up**" button in the navigation bar
3. Fill in the registration form:
 - **Email Address:** Your valid email address
 - **Password:** Choose a strong password (minimum 8 characters)
4. Click "**Create Account**"
5. Check your email for a verification link (if required)
6. Complete your profile setup (see below)

Completing Your Profile

After creating your account, you must complete your profile:

1. You'll be redirected to the **Setup Profile** page
2. Fill in the required information:
 - **First Name** (Required)
 - **Last Name** (Required)
 - **Affiliated Organization** (Required)
 - **Profile Picture** (Optional)
3. Click "**Save Profile**"

Important: You cannot register for events until your profile is complete.

Signing In

1. Navigate to the GanApp website
2. Click "**Sign In**" in the navigation bar

3. Enter your email address and password
4. Click "**Sign In**"

Resetting Your Password

If you forget your password:

1. Go to the Sign In page
2. Click "**Forgot Password**"
3. Enter your email address
4. Check your email for a password reset link
5. Click the link and enter your new password
6. Sign in with your new password

Note: Reset links expire after a certain period. Request a new one if needed.

Navigating the Platform

The main navigation includes:

- **Home** - View featured and upcoming events
- **Events** - Browse all available events (for unauthenticated users)
- **My Events** - View events you've registered for (participants)
- **My Certificates** - View and download your certificates (participants)
- **Albums** - View event photos
- **Notifications** - View your notifications
- **Profile** - Manage your account settings
- **Support** - Contact support for help
- **Create Event** - Create new events (organizers only)

For Participants

Browsing Events

1. Click "**Events**" in the navigation menu
2. Browse events using:
 - **Filters:** Filter by date (Upcoming, Past, All), venue, or sort by date/title/participants
 - **Search:** Use the search bar to find events by title or venue
 - **Pagination:** Navigate through pages of events
3. Click on an event card to view details

Viewing Event Details

The event details page shows:

- Event title and rationale
- Date, time, and venue
- Registration status and participant count
- Guest speakers and sponsors
- Event kits and programmes
- Available actions (Register, View QR, etc.)

Registering for an Event

1. Browse to the event you want to attend

2. Click on the event card to view details
3. Click the "**Register**" button
4. Confirm your registration
5. You'll receive a confirmation notification

Requirements:

- You must be logged in
- Your profile must be complete
- The event must have available spots
- Registration must be open

Viewing Your Registered Events

1. Click "**My Events**" in the navigation menu
2. View all events you've registered for
3. Click on an event to:
 - View event details
 - View your QR code for check-in
 - Take evaluations/surveys
 - View certificates
 - Access event kits and programmes

Cancelling Event Registration

1. Go to "**My Events**"
2. Find the event you want to cancel
3. Click on the event card
4. Click "**Cancel Registration**"
5. Confirm the cancellation

Note: Some events may have cancellation deadlines. You may need to request cancellation through support if the deadline has passed.

Checking In with QR Code

1. Go to "**My Events**"
2. Find the event you're registered for
3. Click "**View QR Code**"
4. Show the QR code to the event organizer
5. They will scan it to check you in

Alternative: Organizers can scan your QR code directly from their scanner.

Important:

- QR codes are unique to each participant and event
- You must be registered for the event first
- QR codes are only available for registered events

Taking Surveys and Evaluations

1. Go to "**My Events**"
2. Find the event with an available survey/evaluation
3. Click "**Take Evaluation**" or "**Take Survey**"
4. Answer all required questions

5. Review your responses

6. Click "**Submit**"

Important:

- Some surveys are required for certificate generation
- Surveys may have deadlines
- You can usually edit responses before submitting
- Once submitted, you may not be able to change answers

Generating Your Certificate

Participants generate their own certificates after meeting the requirements:

1. Go to "**My Events**"
2. Find the event you've checked into
3. Ensure you've completed required surveys/evaluations (if any)
4. Click "**Generate Certificate**" or "**View Certificate**"
5. Your certificate will be generated automatically
6. Once generated, you can view and download your certificate

Requirements for Certificate Generation:

- You must be checked in to the event
- You must have completed required surveys/evaluations (if configured by organizer)
- A certificate template must exist for the event

Note: If you're unable to generate your certificate, contact the event organizer who can generate it for you as an alternative option.

Viewing Certificates

1. Click "**My Certificates**" in the navigation menu
2. Certificates are grouped by event
3. Click on an event to expand and see all certificates
4. View certificate previews and details
5. Use the search bar to find certificates by:
 - Event name
 - Certificate number
 - Participant name

When certificates appear:

- After you generate your certificate (primary method)
- Or after the organizer generates it for you (alternative if you're unable to generate it yourself)

Downloading Certificates

1. Go to "**My Certificates**"
2. Find the certificate you want to download
3. Click the "**PDF**" or "**PNG**" download button
4. The file will download to your device

Available formats:

- **PDF:** Best for printing and sharing
- **PNG:** Best for digital use and social media

Note: Both formats may not be available for all certificates.

Verifying Certificates

Anyone can verify a certificate by scanning the QR code on the certificate:

1. Open a QR code scanner app on your mobile device (or use your device's built-in camera)
2. Point the scanner at the QR code on the certificate
3. The scanner will automatically open the certificate verification page
4. View verification results showing:
 - Certificate validity
 - Participant name
 - Event details
 - Issue date
 - Certificate preview

Note: Certificate verification can only be done by scanning the QR code on the certificate. The QR code contains a unique link that takes you directly to the verification page with the certificate details.

Uploading Event Photos

1. Go to "**Albums**" or navigate to event details
2. Select the event album
3. Click "**Upload Photos**"
4. Select photos from your device (up to 10 per event)
5. Click "**Upload**"

Photo limits:

- Maximum 10 photos per user per event
- Supported formats: JPG, PNG, WebP
- Maximum file size: 35MB per photo
- Photos are automatically compressed

Note: You can delete your own photos if you reach the limit.

Viewing Event Albums

1. Go to "**Albums**" in the navigation menu
2. Browse albums by event
3. Click on an album to view all photos
4. View photos in grid or list view
5. Click on a photo to see full size

Features:

- See photos from all participants
- View photo details and uploader
- Download photos (if allowed)
- Share albums with others

Managing Notifications

1. Click the notifications icon in the navigation bar
2. View all your notifications
3. Click on notifications to view details

4. Mark notifications as read
5. Manage notification preferences in Settings

Notification types:

- Event reminders (24 hours before)
- Survey availability
- Registration confirmations
- Certificate generation
- System updates

Updating Your Profile

1. Click "**Profile**" in the navigation menu
2. Click "**Edit Profile**"
3. Update your information:
 - **Affiliated Organization** - Update your organization affiliation
 - **Profile Picture** - Upload or change your profile picture
4. Click "**Save Changes**"

Note: Only your Affiliated Organization and Profile Picture can be edited. First Name and Last Name cannot be changed after account creation.

Changing Your Password

1. Go to "**Profile**" or "**Settings**"
2. Click "**Change Password**"
3. Enter your current password
4. Enter your new password
5. Confirm the new password
6. Click "**Save Changes**"

Password requirements:

- Minimum 8 characters
- Use a combination of letters, numbers, and special characters

Creating Support Tickets

1. Go to "**Support**" page
2. Click "**Create New Ticket**"
3. Fill in the form:
 - **Category:** Technical, Account, Event, etc.
 - **Priority:** Low, Medium, High, Urgent
 - **Subject:** Brief description
 - **Description:** Detailed explanation
4. Click "**Submit Ticket**"

Viewing your tickets:

- Go to Support page
- See all your tickets and their status
- Reply to tickets from administrators
- View responses from administrators

Note: Tickets are sent to system administrators. Only administrators can close tickets.

For Organizers

Creating an Event

1. Click "**Create Event**" in the navigation menu (or from Organizer dashboard)

2. Fill in event details:

Basic Information:

- **Title:** Event name
- **Rationale:** Event purpose and goals (supports rich text)

Date & Time:

- **Start Date:** Event start date
- **End Date:** Event end date
- **Start Time:** Event start time
- **End Time:** Event end time

Venue:

- Select from existing venues or enter custom venue name

Participants:

- **Maximum Participants:** Set limit (optional)
- **Check-in Settings:** Configure check-in window (before/during event)

Media:

- **Banner Image:** Upload event banner (recommended)
- **Event Kits:** Upload or link to event kits
- **Event Programmes:** Upload or link to programs

Speakers:

- Click "**Add Speaker**"
- Enter speaker name, title, bio, and photo
- Add multiple speakers

Sponsors:

- Click "**Add Sponsor**"
- Enter sponsor name, description, and logo
- Add multiple sponsors

3. Choose to:

- **Save as Draft:** Save for later editing
- **Publish:** Make event visible to participants immediately

4. Click "**Create Event**"

After creating the event, you will proceed through the following steps:

Step 2: Designing Certificate Templates (Optional)

After clicking "**Create Event**", you will be asked if you want to create certificates for this event.

- **If you choose "Yes":** You will be taken to the certificate designer
- **If you choose "No":** You will skip to survey/evaluation creation

To design a certificate template:

1. Configure certificate elements:

Background:

- Choose background color or upload image
- Set dimensions (standard: 8.5" x 11" or custom)

Text Elements:

- **Title:** Certificate title (e.g., "Certificate of Participation")
- **Subtitle:** Additional text
- **Participant Name:** Dynamic field
- **Event Title:** Dynamic field
- **Date:** Issue date
- **Venue:** Event venue

Graphics:

- Upload logos (PSU, sponsors)
- Add signatures
- Position elements using X and Y position sliders

Certificate ID:

- Certificate number (required)
- QR code for verification (required)

2. Preview the certificate

3. Save the template

Certificate Elements Available:

- Background (color or image)
- Title and subtitle
- Participant name (dynamic)
- Event title (dynamic)
- Date and venue
- Logos (PSU, sponsors)
- Signatures
- Certificate ID and QR code

Note: Templates are saved per event. Certificates are optional - you can skip this step if you don't need certificates for your event.

Step 3: Creating Surveys/Evaluations (Final Step)

After designing certificates (or skipping that step), you will proceed to create surveys/evaluations for your event.

1. Select the event (if not already selected)
2. Create survey sections:
 - Click "**Add Section**" to create a new section
 - Enter section title

- Add section description (optional)
3. Add questions to each section:
- Click "**Add Question**" within a section
 - Choose question type:
 - Short Answer
 - Paragraph (Long Answer)
 - Multiple Choice
 - Checkbox
 - Dropdown
 - Linear Scale
 - Star Rating
 - Multiple Choice Grid
 - Checkbox Grid
 - Date
 - Time
 - Enter question text
 - Mark as required (if needed)
 - Add options (for multiple choice, checkbox, dropdown, and grid types)
4. Preview the survey
5. Click "**Publish Survey**"

Survey Management:

- Edit surveys before they start
- View responses and analytics
- Close surveys early if needed
- Surveys can be sent to participants automatically

Note: You can edit events anytime before they start.

Editing an Event

1. Go to "**Events**" page or Organizer dashboard
2. Find your event
3. Click "**Edit**" or "**Manage**"
4. Make your changes
5. Click "**Save Changes**"

Restrictions:

- You can only edit events you created
- Some changes may not be allowed after registration starts
- Cancelled events cannot be edited

Managing Event Registrations

1. Go to "**Events**" page or Organizer dashboard
2. Find your event
3. Click "**Manage**"
4. The Manage Event modal will open showing:
 - **Event Statistics:** Status, participant count, creation date

- **Quick Actions:** Buttons for various management tasks
- **Event Details:** Date, time, and venue information

5. Click "**View Registrations**" button to see:

- All registered participants
- Registration date
- Check-in status
- Participant details
- Toggle registration open/closed
- Export registration list (CSV/Excel)

Other Quick Actions Available:

- **View Check-Ins:** See all checked-in participants
- **View Messages:** Access event chat/messages
- **Generate QR Code:** Generate QR codes for participants
- **View Analytics:** See event statistics and analytics
- **View Certificate Generations:** See certificate generation status

Viewing Event Statistics

1. Go to "**Events**" page
2. Find your event
3. Click "**Manage**"
4. Click "**View Analytics**" button in the Quick Actions section
5. View comprehensive analytics:

Statistics include:

- Total registrations
- Check-in rate
- Survey completion rate
- Certificate generation status
- Participant demographics
- Attendance trends
- Registration timeline

Generating QR Codes

For Individual Participants:

- QR codes are automatically generated when participants register
- Participants can view their QR codes from "My Events"

Bulk QR Code Generation:

1. Go to event management page
2. Click "**Generate QR Codes**"
3. Select participants or generate for all
4. Choose QR code format
5. Download as PDF or individual images

QR Code Features:

- Unique code per participant
- Contains event and participant info

- Can be printed or shared digitally
- Used for check-in at events

Generating Certificates for Participants (Alternative Option)

Note: Participants typically generate their own certificates. As an organizer, you can generate certificates for participants who are unable to generate them themselves (e.g., technical issues, special circumstances).

1. Design a certificate template (see above)
2. Go to your event's certificate generation page
3. Choose generation method:

Option A: Generate for Registered Participants

- Select participants who have checked in
- Optionally require survey completion
- Click "Generate Certificates"

Option B: Upload Participant Data

- Upload CSV/Excel file with participant data
- Map columns to certificate fields
- Click "Generate Certificates"

4. Configure certificate details:
 - Certificate title
 - Issue date
 - Additional fields
5. Click "**Generate**"
6. Certificates are generated in the background
7. Participants will receive a notification when ready
8. Download certificates as:
 - Individual PDF files
 - Individual PNG files
 - Bulk ZIP file

When to Use Organizer Certificate Generation:

- Participant is unable to generate their certificate due to technical issues
- Special circumstances require organizer intervention
- Bulk generation needed for administrative purposes
- Participant requests organizer assistance

Certificate Generation Requirements:

- Participants must be checked in (if generating for registered participants)
- Survey completion may be required (if configured)
- Valid certificate template must exist

Standalone Certificate Generator

Generate certificates without an event:

1. Go to "**Standalone Certificate Generator**"

2. Enter certificate details:

- Certificate title
- Issue date
- Organization name

3. Upload participant data (CSV/Excel)

4. Design or select template

5. Generate certificates

Use cases:

- Certificates not tied to events
- Custom certificate generation
- Bulk certificate creation
- Special recognition certificates

Managing Event Messages/Chat

1. Go to your event details page

2. Click "**Event Messages**" or "**Chat**"

3. View messages from participants

4. Send messages to all participants or respond individually

5. Manage chat settings (enable/disable per participant)

Features:

- Real-time messaging
- Group chat for all participants
- Individual messaging
- Chat can be enabled/disabled per participant

Exporting Data

Export Registration List:

1. Go to event management page

2. Click "**Participants**" tab

3. Click "**Export**"

4. Choose format: CSV or Excel

5. Download file

Export Survey Responses:

1. Go to survey management page

2. Click "**View Responses**"

3. Click "**Export**"

4. Download as CSV or Excel

Export Event Statistics:

1. Go to event statistics page

2. Click "**Export Report**"

3. Choose format and date range

4. Download report

Cancelling an Event

1. Go to your event management page
2. Click "**Cancel Event**"
3. Enter cancellation reason
4. Confirm cancellation

Effects:

- Event status changes to "Cancelled"
 - Participants are notified
 - Registration is closed
 - Certificates cannot be generated
-

Troubleshooting

Sign In Issues

Problem: Cannot sign in

Solutions:

1. Verify email and password are correct
2. Check if account is banned (contact support)
3. Try resetting password
4. Clear browser cache and cookies
5. Try a different browser
6. Disable browser extensions temporarily
7. Ensure you're using a supported browser (see System Requirements)
8. Contact support if issues persist

Registration Issues

Problem: Cannot register for events

Solutions:

1. Ensure profile is complete (First Name, Last Name, Organization)
2. Check if event is full
3. Verify registration is still open
4. Ensure you're logged in
5. Refresh the page
6. Clear browser cache
7. Try a different browser
8. Contact support if problem continues

Certificate Issues

Problem: Certificates not generating

Solutions:

1. Verify certificate template is valid
2. Check participant data format (if uploading CSV)
3. Ensure you have organizer permissions

4. Check job queue status
5. Wait a few minutes for processing
6. Verify participants are checked in (if required)
7. Check if surveys are completed (if required)
8. Contact support if it fails after 10 minutes

Problem: Cannot download certificates

Solutions:

1. Check internet connection
2. Disable pop-up blockers
3. Check available storage space
4. Try a different browser
5. Clear browser cache
6. Check file permissions
7. Try downloading individual certificates
8. Contact support if downloads fail repeatedly

Photo Upload Issues

Problem: Cannot upload photos

Solutions:

1. Check photo limits (max 10 per event)
2. Verify file format (JPG, PNG, WebP)
3. Check file size (max 35MB per photo)
4. Delete old photos if limit reached
5. Check internet connection
6. Try uploading one photo at a time
7. Clear browser cache
8. Contact support if problem persists

Survey Issues

Problem: Cannot complete survey

Solutions:

1. Check if survey is still available
2. Verify you're registered for the event
3. Ensure all required fields are filled
4. Check survey deadline hasn't passed
5. Refresh the page
6. Clear browser cache
7. Try a different browser
8. Contact support if problem continues

QR Code Issues

Problem: QR code not displaying

Solutions:

1. Ensure you're registered for the event

2. Refresh the page
3. Check internet connection
4. Try a different browser
5. Clear browser cache
6. Contact support if QR code still doesn't appear

Download Issues

Problem: Downloads not working

Solutions:

1. Check internet connection
2. Disable pop-up blockers
3. Check available storage space
4. Try a different browser
5. Clear browser cache
6. Check file permissions
7. Verify download links are valid
8. Contact support if downloads fail repeatedly

Performance Issues

Problem: Slow loading or freezing

Solutions:

1. Check internet connection speed
2. Close unnecessary browser tabs
3. Clear browser cache and cookies
4. Disable browser extensions
5. Update browser to latest version
6. Restart browser
7. Try a different browser
8. Contact support if problem persists

Profile Update Issues

Problem: Cannot update profile

Solutions:

1. Ensure all required fields are filled
2. Check field formats (email, etc.)
3. Verify file size for profile picture
4. Refresh the page
5. Clear browser cache
6. Try saving again
7. Contact support if problem continues

Frequently Asked Questions (FAQ)

General Questions

Q: What browsers are supported?

A: GanApp supports Chrome 90+, Firefox 88+, Edge 90+, and Safari 14+. Recommended browsers include the latest versions of Chrome, Edge, Firefox, Safari (macOS), Opera, and Brave for the best experience.

Q: Do I need to download any software?

A: No, GanApp is a web-based application. You only need a modern web browser.

Q: Is GanApp free to use?

A: Please contact your organization administrator for pricing information.

Q: Can I use GanApp on mobile devices?

A: Yes, GanApp is responsive and works on tablets and smartphones. For the best mobile experience, use the GanApp mobile app.

Q: How do I contact support?

A: Go to the Support page and create a ticket, or contact your organization administrator.

Account Questions

Q: Can I change my email address?

A: Contact support to change your email address. This requires verification.

Q: What if I forget my password?

A: Use the "Forgot Password" link on the sign in page. You'll receive an email with reset instructions.

Q: Can I delete my account?

A: Contact support to request account deletion. This action cannot be undone.

Q: Why do I need to complete my profile?

A: Profile completion is required to register for events. It helps organizers manage participants effectively.

Event Questions

Q: How do I know if an event is full?

A: The event details page shows the current number of participants and maximum capacity. Registration will be disabled if full.

Q: Can I register for multiple events?

A: Yes, you can register for as many events as you want, as long as they don't conflict and have available spots.

Q: What happens if I miss an event?

A: You can cancel your registration before the event starts. After the event, you may still be able to access event kits, programmes, and certificates if available.

Q: Can I transfer my registration to someone else?

A: No, registrations are non-transferable. The other person must register separately.

Certificate Questions

Q: When will I receive my certificate?

A: You can generate your certificate after you check in and complete required surveys. Go to "My Events", find your event, and click "Generate Certificate". If you're unable to generate it yourself, contact the event organizer who can generate it for you as an alternative option.

Q: Can I get a replacement certificate?

A: Contact the event organizer or support to request a replacement certificate.

Q: How do I verify a certificate?

A: Scan the QR code on the certificate using a QR code scanner app or your device's camera. The QR code will automatically take you to the verification page showing the certificate details. Certificate verification can only be done by scanning the QR code.

Q: What formats are certificates available in?

A: Certificates are typically available in PDF and PNG formats, depending on how they were generated.

Survey Questions

Q: Are surveys mandatory?

A: Some surveys are required for certificate generation. Check the event details or survey description.

Q: Can I change my survey answers?

A: You can edit answers before submitting. Once submitted, changes may not be possible depending on survey settings.

Q: What happens if I don't complete a survey?

A: You may not receive a certificate if the survey is required. Check event requirements.

Technical Questions

Q: Why are images not loading?

A: Check your internet connection, clear browser cache, or try a different browser.

Q: Why is the page slow?

A: Slow performance can be due to internet connection, browser issues, or high system load. Try refreshing or clearing cache.

Q: Can I use GanApp offline?

A: No, GanApp requires an internet connection to function properly.

Q: Are my data secure?

A: Yes, GanApp uses industry-standard security measures to protect your data. See the Privacy Policy for details.

Glossary

Affiliated Organization - The organization you are associated with

Album - Collection of photos from an event

Banner Image - Main image displayed for an event

Certificate - Digital document certifying participation or completion

Certificate Template - Design template used to generate certificates

Check-in - Process of confirming attendance at an event

Draft - Unpublished event or content saved for later

Evaluation - Survey used to evaluate an event or program

Event - Organized gathering, meeting, or program

Event Kits - Files, documents, or resources provided to event participants

Event Programmes - Event schedule, agenda, or program documents

Event Messages - Chat/messaging feature for event participants

Organizer - User role with permission to create and manage events

Participant - User registered for an event

Profile - User account information and settings

QR Code - Quick Response code used for check-in

Registration - Process of signing up for an event

Sponsor - Organization or individual supporting an event

Speaker - Guest presenter at an event

Survey - Form used to collect feedback or information

Venue - Location where an event takes place

Additional Resources

- **Support:** Create a ticket through the Support page
 - **Help Center:** Access built-in help articles
 - **Contact:** Reach out to your organization administrator
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For Support: Please use the Support page in GanApp