

EventBook User Manual

Your Complete Guide to Event Booking



Easy • Fast • Secure Event Booking

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What You'll Learn:

- How to create an account and log in
- Finding and browsing events
- Booking tickets step-by-step
- Managing your bookings
- Admin features (for administrators)

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1 Getting Started

1.1 Welcome to EventBook!

EventBook is your one-stop platform for discovering and booking tickets to amazing events in Cameroon. Whether you're looking for cultural celebrations, business conferences, entertainment shows, or community gatherings, EventBook makes it easy to find and book the perfect event for you.

1.2 System Requirements

To use EventBook, you need:

- A computer, tablet, or smartphone with internet connection
- A modern web browser (Chrome, Firefox, Safari, or Edge)
- An email address for account registration

Pro Tip

EventBook works great on mobile devices! You can book events on-the-go from your smartphone.

1.3 Accessing EventBook

How to Access the Platform

1. Open your web browser
2. Go to the EventBook website (your local server or live URL)
3. You'll see the homepage with featured events
4. Ready to start exploring!

2 Creating Your Account

2.1 Why Create an Account?

Having an EventBook account allows you to:

- Book tickets for events
- Save events to your cart
- View your booking history
- Download tickets
- Receive booking confirmations

2.2 Registration Process

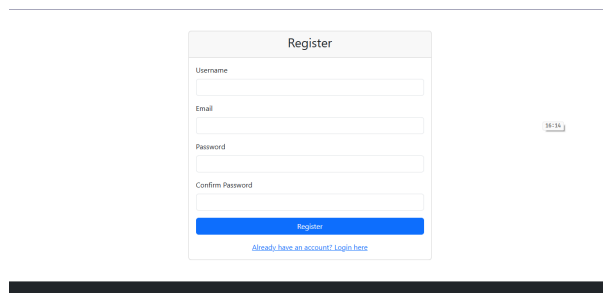
The image shows a web registration form titled "Register". It contains four input fields: "Username", "Email", "Password", and "Confirm Password". Below these fields is a blue "Register" button. Under the button is a link that says "Already have an account? Login here". To the right of the form, there is a small text "18-24" with a downward arrow.

Figure 1: Registration screen

Step-by-Step Registration

1. Click the **"Register"** button in the top-right corner
2. Fill out the registration form:
 - **Full Name:** Your complete name
 - **Email:** A valid email address (you'll need this to log in)
 - **Phone:** Your phone number for booking confirmations
 - **Password:** Choose a strong password (at least 8 characters)
 - **Confirm Password:** Re-enter your password
3. Click **"Create Account"**
4. You'll be automatically logged in and redirected to the homepage

Important

Make sure to use a valid email address - you'll need it to recover your account if you forget your password.

2.3 Logging In

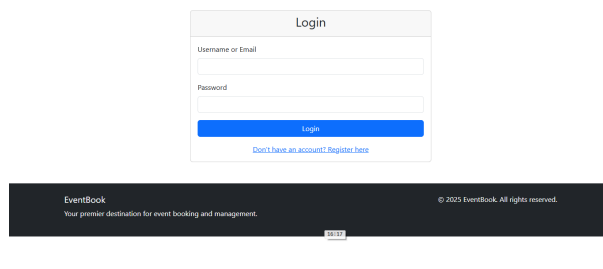
The image shows a web login form titled "Login". It contains two input fields: "Username or Email" and "Password". Below these fields is a blue "Login" button. Under the button is a link that says "Don't have an account? Register here". At the bottom of the page, there is a footer with the text "EventBook Your premier destination for event booking and management." and "© 2025 EventBook. All rights reserved.".

Figure 2: Login Screen

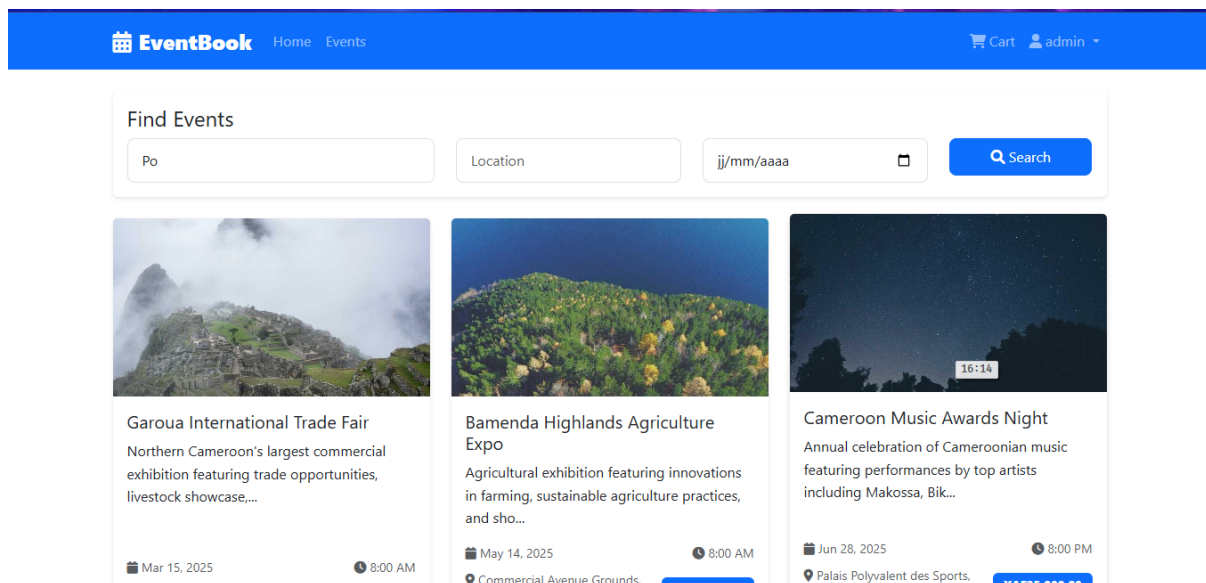


Figure 3: Home Page

How to Log In

1. Click the **"Login"** button in the top-right corner
2. Enter your email address and password
3. Click **"Login"**
4. You'll be taken to the homepage, now logged in

Forgot Password?

If you forget your password, contact the system administrator for assistance. A password reset feature will be added in future updates.

3 Finding Events

3.1 Homepage Overview

When you visit EventBook, you'll see:

- **Featured Events:** Special highlighted events at the top
- **Upcoming Events:** All available events listed below
- **Search Bar:** To find specific events
- **Navigation Menu:** Access to different sections

3.2 Browsing Events

Exploring Available Events

1. **Scroll through the homepage** to see featured events
2. **Click "View All Events"** to see the complete event listing
3. Each event card shows:
 - Event title and description
 - Date and time
 - Venue location
 - Ticket price
 - Event image
4. **Click "View Details"** on any event to learn more

3.3 Using the Search Feature

How to Search for Events

1. Click on the **search bar** at the top of the page
2. Type keywords related to your event:
 - Event name (e.g., "Music Festival")
 - Location (e.g., "Douala")
 - Event type (e.g., "Conference")
3. Press **Enter** or click the search button
4. Browse through the search results

Search Tips

Try different keywords if you don't find what you're looking for. For example, try "music" instead of "concert" or "business" instead of "conference".

3.4 Event Details Page

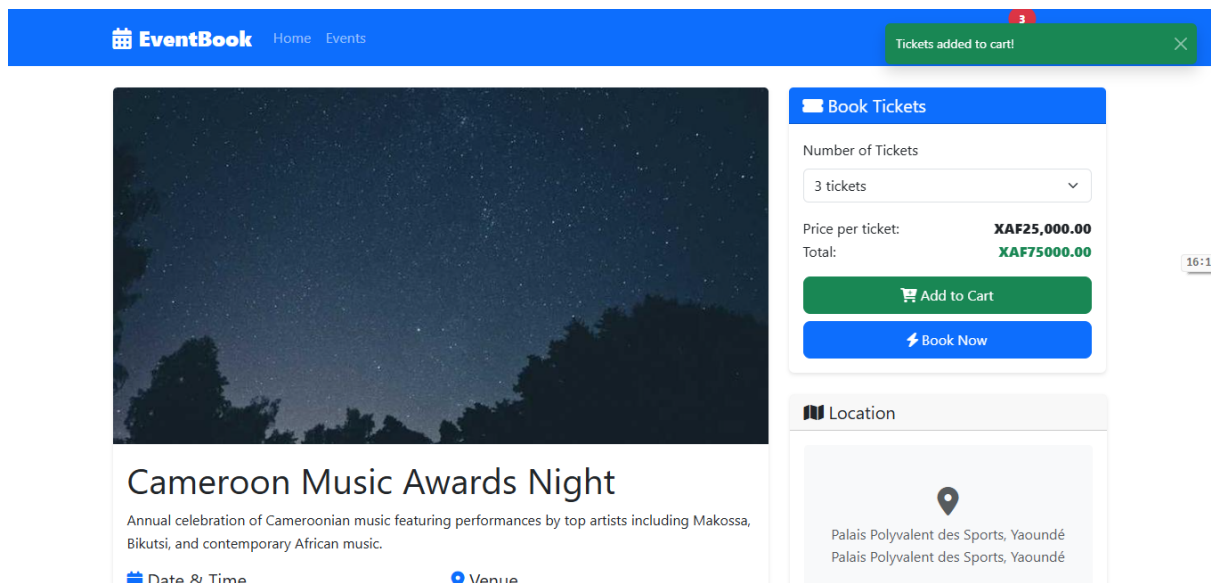


Figure 4: Event Details Page

When you click "View Details" on an event, you'll see:

- **Complete Event Information:**

- Full description
- Date and time
- Venue name and address
- Organizer information
- Contact details

- **Pricing Information:**

- Ticket price
- Available tickets remaining

- **Booking Options:**

- Add to cart button
- Quantity selector

4 Booking Your Tickets

4.1 Understanding the Cart System

EventBook uses a shopping cart system, similar to online shopping:

- Add multiple events to your cart

- Review your selections
- Checkout all events at once
- Get one booking confirmation for everything

4.2 Adding Events to Cart

How to Add Events to Your Cart

1. Find an event you want to attend
2. Click **"View Details"** to see full information
3. Choose the number of tickets you want (use the quantity selector)
4. Click **"Add to Cart"**
5. You'll see a confirmation message
6. The cart icon in the top menu will show your item count

Login Required

You must be logged in to add events to your cart. If you're not logged in, you'll be redirected to the login page.

4.3 Managing Your Cart

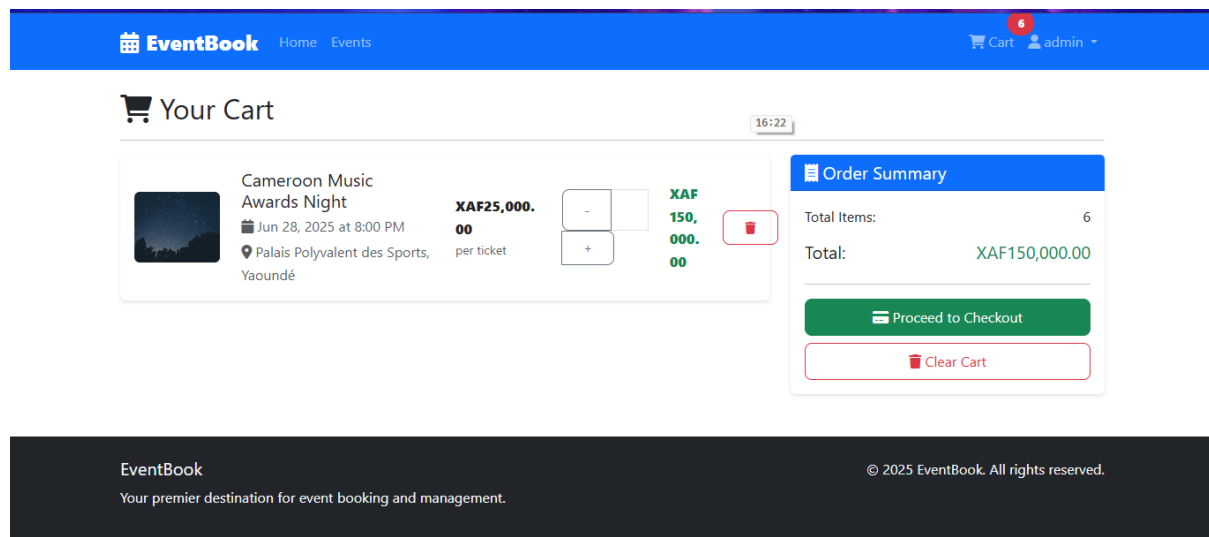


Figure 5: My Cart

Viewing and Managing Your Cart

1. Click the **cart icon** in the top navigation
2. You'll see all events in your cart with:
 - Event details
 - Quantity selected
 - Individual price
 - Total price per event
3. To **change quantity**: Use the +/- buttons
4. To **remove an event**: Click the "Remove" button
5. **Total amount** is calculated automatically

4.4 Checkout Process

EventBook Home Events Cart admin

[Cart](#) / Checkout 16:21

Checkout

Attendee Information

First Name *

Last Name *

Email *

Phone Number *

Payment Information

This is a demo - no real payment will be processed

Card Number *

Order Summary

Cameroon Music Awards NightXAF150,000.00	
6 × XAF25,000.00	
Subtotal:	XAF150,000.00
Service Fee:	XAF7,500.00
Total:	XAF157,500.00

[Place Order](#)

[Back to Cart](#)

Figure 6: Checkout Process

Completing Your Booking

1. From your cart, click **"Proceed to Checkout"**
2. Review your order summary
3. Fill in attendee information:
 - Primary attendee name
 - Contact phone number
 - Any special requirements
4. Choose payment method:
 - Cash payment (pay at venue)
 - Bank transfer (instructions provided)
5. Review all details carefully
6. Click **"Complete Booking"**

Double-Check Your Information

Make sure all details are correct before completing your booking. Changes may not be possible after confirmation.

4.5 Booking Confirmation

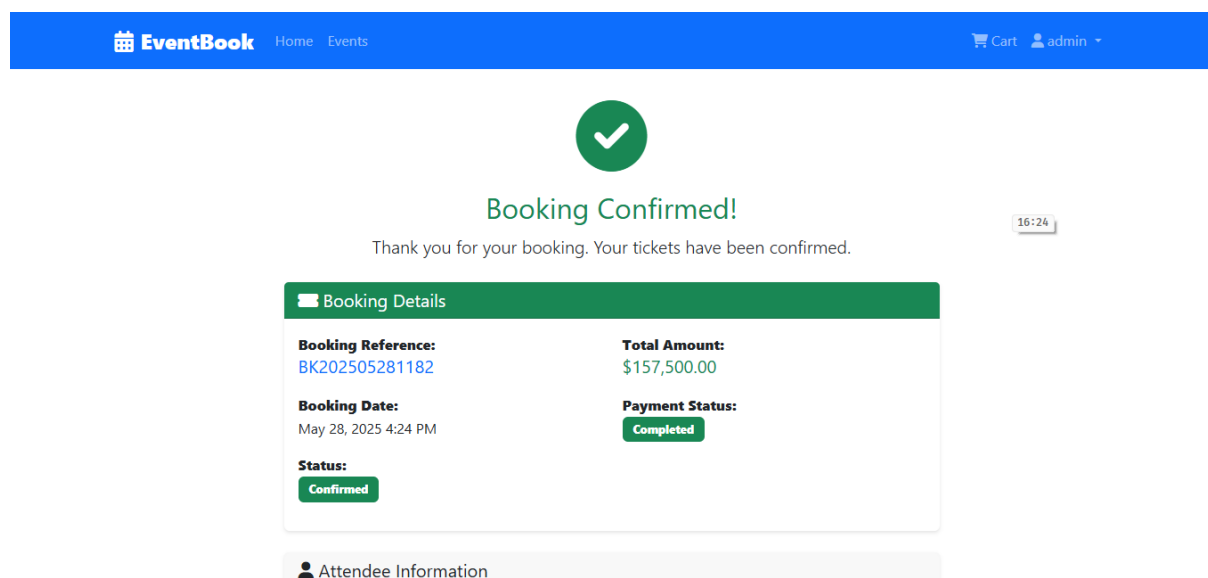


Figure 7: Booking Okay

After successful booking:

- You'll see a confirmation page with your booking reference number

- Your cart will be cleared
- You can view and download your tickets
- The booking appears in your booking history

Save Your Booking Reference

Write down or screenshot your booking reference number. You'll need it for any inquiries about your booking.

5 Managing Your Bookings

5.1 Viewing Booking History

How to Access Your Bookings

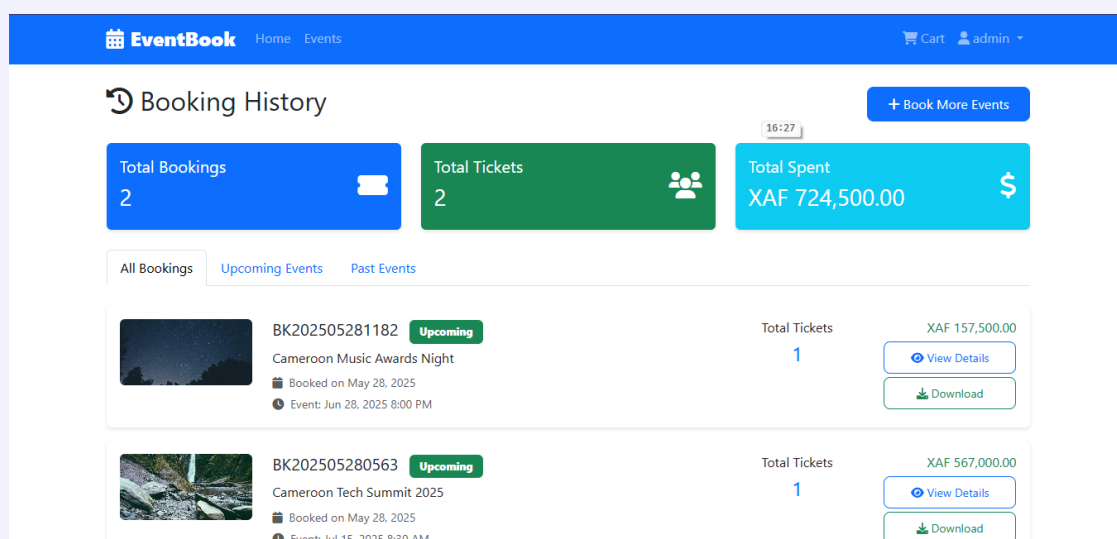


Figure 8: Your History

1. Make sure you're logged in
2. Click your username in the top-right corner
3. Select "**Booking History**" from the menu
4. You'll see all your past and upcoming bookings

5.2 Understanding Booking Information

Each booking in your history shows:

- **Booking Reference:** Unique booking number
- **Booking Date:** When you made the booking

- **Events Booked:** List of all events in this booking
- **Total Amount:** Total cost paid
- **Status:** Current booking status
- **Ticket Download:** Link to download tickets

5.3 Downloading Tickets

How to Download Your Tickets

1. Go to your booking history
2. Find the booking you want tickets for
3. Click the **"Download Tickets"** button
4. A PDF file will be generated and downloaded
5. Print the tickets or save them on your phone

Ticket Requirements

Bring either printed tickets or show them on your phone at the event venue. Make sure your phone battery is charged!

6 Common Questions & Troubleshooting

6.1 Frequently Asked Questions

6.1.1 Can I cancel my booking?

Currently, the system doesn't support online cancellations. Contact the event organizer directly using the contact information provided in your booking confirmation.

6.1.2 What if an event is cancelled?

If an event is cancelled by the organizer, you'll be contacted using the information you provided during registration. Refunds will be processed according to the organizer's policy.

6.1.3 Can I transfer my tickets to someone else?

Contact the event organizer directly to inquire about ticket transfers. Policies vary by event.

6.1.4 What payment methods are accepted?

Currently, the system supports:

- Cash payment at the venue
- Bank transfer (details provided after booking)

6.2 Common Issues and Solutions

6.2.1 I can't log in

- Check that you're using the correct email address
- Ensure your password is correct (remember it's case-sensitive)
- Try clearing your browser cache and cookies
- Contact support if the problem persists

6.2.2 I can't add events to my cart

- Make sure you're logged in
- Check that the event isn't sold out
- Try refreshing the page
- Ensure your browser allows cookies

6.2.3 My booking didn't go through

- Check your booking history to confirm
- Look for a booking reference number
- If no booking appears, try the process again
- Contact support with any error messages you received

6.2.4 I didn't receive my booking confirmation

- Check your spam/junk email folder
- Verify you used the correct email address during registration
- You can always access your booking through the website
- Contact support if needed

7 Administrator Features

Admin Access Only

This section is only for users with administrator privileges. Regular users won't see these features.

7.1 Accessing the Admin Panel

How Admins Access Admin Features

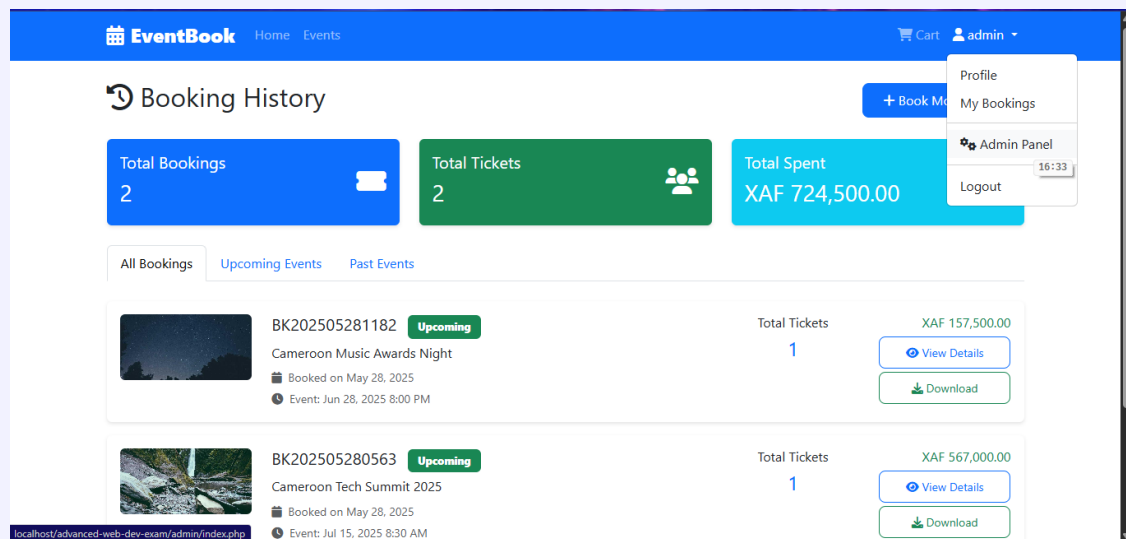


Figure 10: Admin Login

1. Log in with an administrator account
2. You'll see an **"Admin Panel"** link in the navigation menu
3. Click it to access administrative functions

7.2 Managing Events

7.2.1 Adding New Events

Creating a New Event

1. Go to the Admin Panel
2. Click "**Manage Events**"
3. Click "**Add New Event**"
4. Fill in all event details:
 - Event title and description
 - Date and time
 - Venue information
 - Pricing
 - Capacity limits
 - Organizer information
5. Upload an event image (optional but recommended)
6. Set if the event should be featured
7. Click "**Save Event**"

7.2.2 Editing Existing Events

Modifying Event Information

1. Go to "**Manage Events**"
2. Find the event you want to edit
3. Click the "**Edit**" button
4. Make necessary changes
5. Click "**Update Event**"

7.2.3 Managing Event Status

Administrators can change event status:

- **Active:** Event is visible and bookable
- **Inactive:** Event is hidden from public view
- **Cancelled:** Event is cancelled
- **Full:** Event has reached capacity

7.3 Managing Bookings

7.3.1 Viewing All Bookings

Accessing Booking Management

1. Go to the Admin Panel
2. Click **"Manage Bookings"**
3. You'll see a list of all bookings with:
 - Booking reference
 - Customer information
 - Events booked
 - Booking date and status
 - Total amount

7.3.2 Generating Reports

Creating Booking Reports

1. Go to **"Reports"** in the admin panel
2. Choose report type:
 - Bookings by date range
 - Bookings by event
 - Revenue reports
3. Set the date range or filters
4. Click **"Generate Report"**
5. Download or print the report

7.4 User Management

Administrators can:

- View all registered users
- Search for specific users
- View user booking histories
- Manage user permissions (if needed)

8 Tips for the Best Experience

8.1 For Event-Goers

Booking Tips

- Book early for popular events - tickets may sell out
- Double-check event dates and times before booking
- Save your booking reference in a safe place
- Arrive at events early with your tickets ready
- Contact organizers directly for event-specific questions

8.2 For Event Organizers

Event Management Tips

- Provide clear, detailed event descriptions
- Use high-quality images to attract attendees
- Set realistic capacity limits
- Respond promptly to attendee inquiries
- Update event information if details change

8.3 Security Best Practices

Keep Your Account Safe

- Use a strong, unique password
- Don't share your login credentials
- Log out when using shared computers
- Contact support if you suspect unauthorized access

9 Getting Help

9.1 When to Contact Support

Contact support if you experience:

- Unable to create an account or log in
- Problems with booking or payment
- Missing booking confirmations
- Technical errors or website issues

- Questions about event details or policies

9.2 How to Get Help

Getting Support

1. **First:** Check this user manual for solutions
2. **For event-specific questions:** Contact the event organizer directly
3. **For technical issues:** Contact the EventBook support team
4. **For booking problems:** Have your booking reference ready when contacting support

9.3 What Information to Provide

When contacting support, please include:

- Your full name and email address
- Booking reference number (if applicable)
- Description of the problem
- What you were trying to do when the issue occurred
- Any error messages you received
- Your browser type and device information

10 Welcome to EventBook!

Congratulations! You now know how to use all the features of EventBook. Whether you're booking tickets for the next big cultural festival, a business conference, or a community celebration, EventBook makes it easy and secure.

10.1 What's Next?

- **Start exploring:** Browse the available events
- **Create your account:** Join the EventBook community
- **Book your first event:** Experience the simple booking process
- **Spread the word:** Tell your friends about great events you discover

10.2 Future Updates

EventBook is constantly improving! Upcoming features include:

- Mobile app for iOS and Android
- Integration with mobile money payments
- Email notifications and reminders
- Social sharing features
- Multi-language support

Stay Updated

Keep checking back for new events and features. EventBook is your gateway to the vibrant event scene in Cameroon!

Stay Updated

Thank you for choosing EventBook!

Happy event booking!