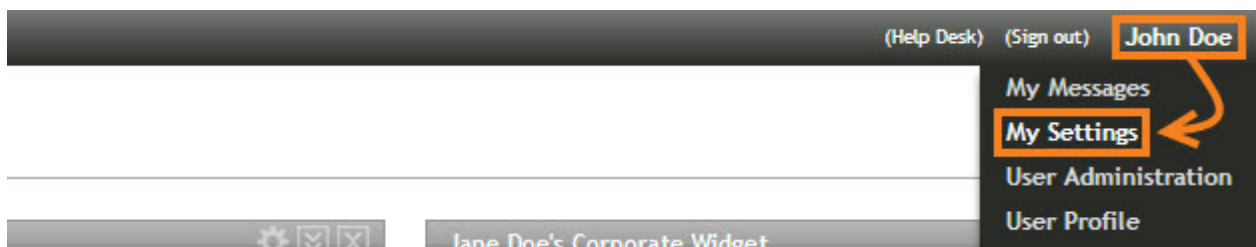


Creating a Request for Hold Alert

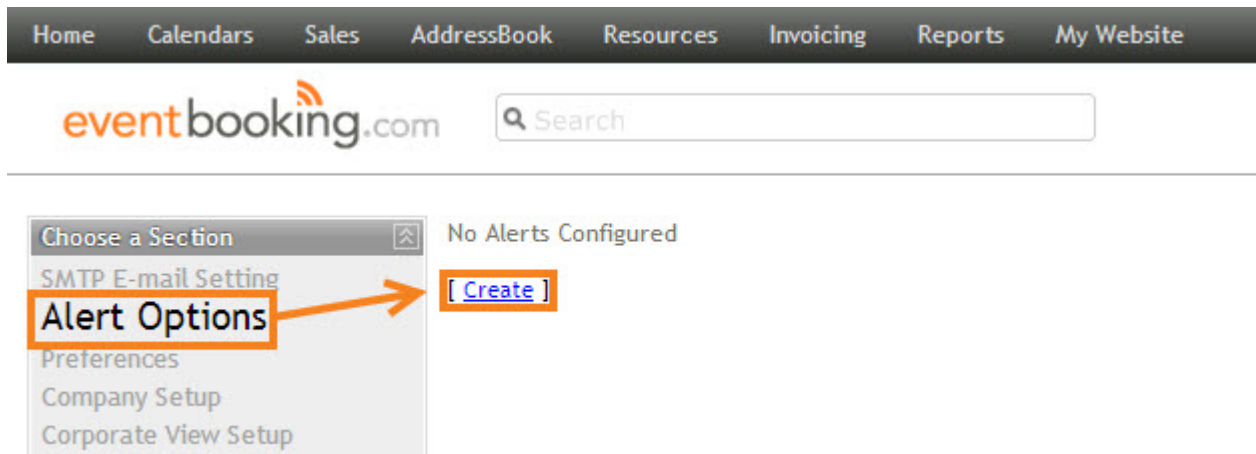
Updated: March 30, 2015

When events are added via the mobile site, they are automatically assigned the status *Request for Hold*. These requests will then need to be processed in the full desktop site. One way to remind yourself to process these requests is through an alert. To create an alert:

1. Hover over your name in the upper-right corner of the browser window.
2. Click **My Settings**.



3. Click **Alert Options** on the left side of the browser window, and then **Create**.



4. Enter a name for your alert, such as "Event Requests" or "Requests for Hold".
5. To create a new History Preset, click **Manage**.

Add / Edit Alert

Name of alert:

History Preset: None [\[Manage \]](#)

Where to send:

Main (support@eventbooking.com)*

* = primary email address

How often to send:

Immediately

Specified time

Save Cancel

6. Click **Add Preset**.

History Preset Manager

Summary [\[Expand \]](#) [\[Add Preset \]](#)

[\[Select \]](#) Added Events [\[Copy \]](#)

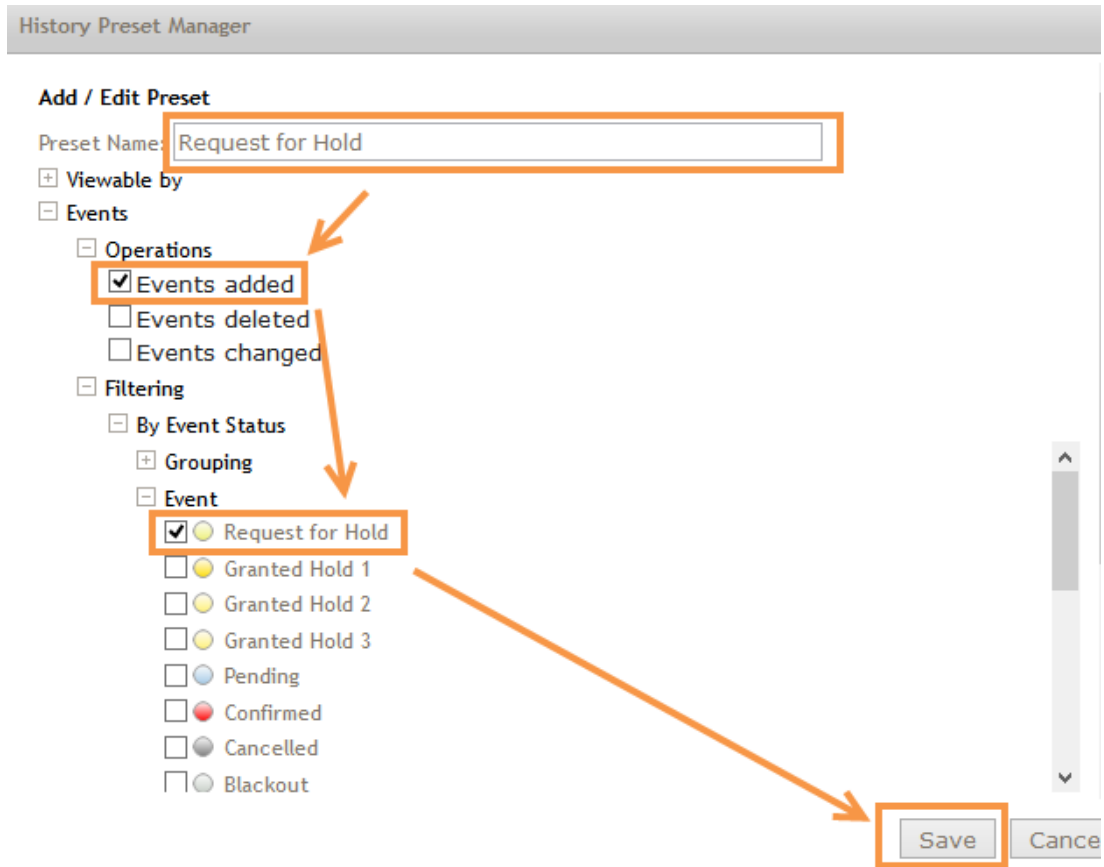
Events

Operations

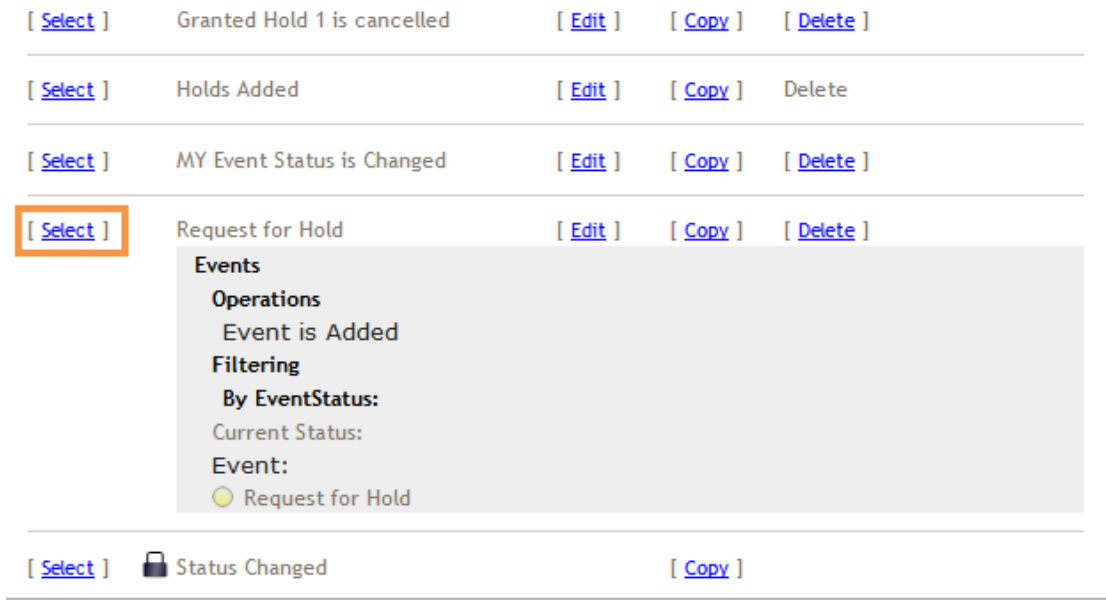
Event is Added

7. Enter a name for your history preset.
8. Click the plus sign next to *Events* then the plus sign next to *Operations* to expand the choices, then choose *Events added*.
9. Click the plus signs next *Filtering*, then *By Event Status*, then *Event*. Check **Request for Hold**.

10. Click **Save**.



11. Click **Select** next to the history preset you have just created.



12. Select the email address(es) to which you would like to have the alerts delivered. You can only select email addresses listed for your personal user account.

13. Select whether you would like the alerts to be sent:

- Immediately. This option will send an individual email alert every time the history preset is triggered.

If you are a large venue with many events, we do not recommend this option. You could experience significant speed issues if alerts are triggering too often.

- At a specific time. This option will send an email alert digest at the specified times.

14. If you choose *Specified Time*, you will see your options to choose how often and when you will receive your alert:

- Clicking the date next to *Start* will bring up a date picker that will allow you to select the date on which your alerts should start.
- Enter the time of day that the alerts should be sent.
- Select whether the alerts should repeat hourly, daily, weekly or monthly from the drop-down.
- Select how often the alerts should repeat from the drop-down. Leaving this at 1 will cause the alerts to repeat every hour, day, week or month; setting it to 2 will cause the alerts to repeat every other hour, day, week or month; etc.
- You can also set an end date for your alerts by checking the box next to *Ends*. By default, alerts will be set to never end.
- Once the settings for your recurring alert digest are selected, click **OK**.

The screenshot shows a dialog box titled "Add / Edit Alert" with a close button (X) in the top right corner. The dialog is divided into sections:

- Where to send:** A list of email addresses with checkboxes. "Main (support@eventbooking.com)*" is selected. A note below states "* = primary email address".
- How often to send:** Two radio buttons: "Immediately" (unselected) and "Specified time" (selected).
- Start:** A date field showing "5/22/2014" and a time field showing "12:00 A".
- Repeats:** A dropdown menu set to "Daily".
- Summary:** A text box displaying "5/22/2014 12:00 AM, Repeats every Day".
- Repeat every:** A dropdown menu set to "1" followed by the word "Days".
- Ends:** A checkbox labeled "Ends: Never" which is currently unchecked.
- Buttons:** "OK" and "Cancel" buttons are located at the bottom of the dialog.

At the bottom of the entire window, there are "Save" and "Cancel" buttons.

15. Click **Save**.

Add / Edit Alert [Close]

Name of alert:

History Preset:
 [Manage]

Where to send:
 Main (johnd@ebdemo.com)*
* = primary email address

How often to send:
 Immediately
 Specified time
3/27/2015 12:00 AM, Repeats every day(s)

16. Your alert has been created.

Event Request [Edit] [Delete]

When: 3/27/2015 12:00 AM, Repeats every day(s)

History Preset: Request for Hold

Events

Operations
Event is Added

Filtering
By EventStatus:
Current Status:
Event:
 Request for Hold