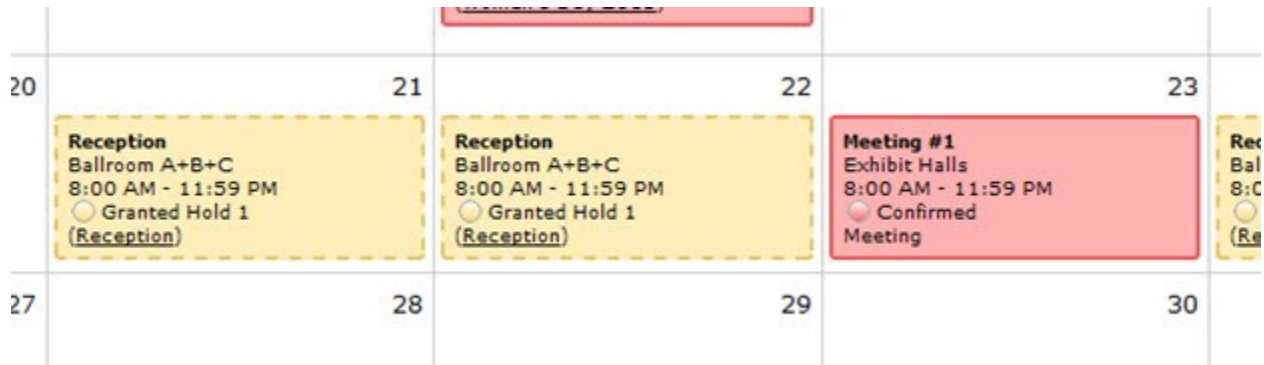


# Why are there dashed lines around my event?

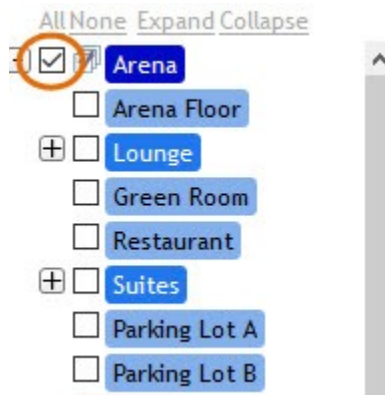
Updated: November 3, 2016

When you look at your calendar, you may see dashed lines around some of your events:



The dashed lines mean that the events are booked in a space related to the one which you are viewing. We call this feature *shadowing*.

For example, on this calendar the Arena has several child spaces. Right now, I'm only viewing the parent Arena space:



With shadowing off, I will only see events booked on the parent Arena space:

| Tuesday   | Wednesday  | Thursday | Friday  |
|---|--|----------|---|
| 30<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold)                         | 1<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold) | 2        | 3<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold)    |
| 7<br><b>VIP</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Meeting<br><br><b>Louis CK</b><br>Arena<br>8:00 AM - 11:59 PM | 8  | 9        | 10<br><b>Promoter Holds</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Holds) |

With shadowing on, I will also see any events booked in the Arena's child spaces:

| Tuesday  | Wednesday  | Thursday   | Friday  |
|--|--|--|---|
| 30<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold)  | 1<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold) | 2<br><b>Practice Hold</b><br>Parking Lot A<br>11:00 AM - 3:59 PM<br><input checked="" type="radio"/> Confirmed | 3<br><b>Promoter Hold</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Hold)    |
| 7<br><b>VIP</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Meeting<br><br><b>Louis CK</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 2<br>Concert | 8  | 9<br><b>Practice Hold</b><br>Parking Lot A<br>11:00 AM - 3:59 PM<br><input checked="" type="radio"/> Confirmed | 10<br><b>Promoter Holds</b><br>Arena<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>Concert<br>(Promoter Holds) |

If your facility uses combo calendars - where, for example, you can select Ballroom A+B+C rather than selecting each space individually - you will need to be sure that shadowing is turned on. This will ensure that your events display on the actual space as well as the combo when you are in weekly or daily view:

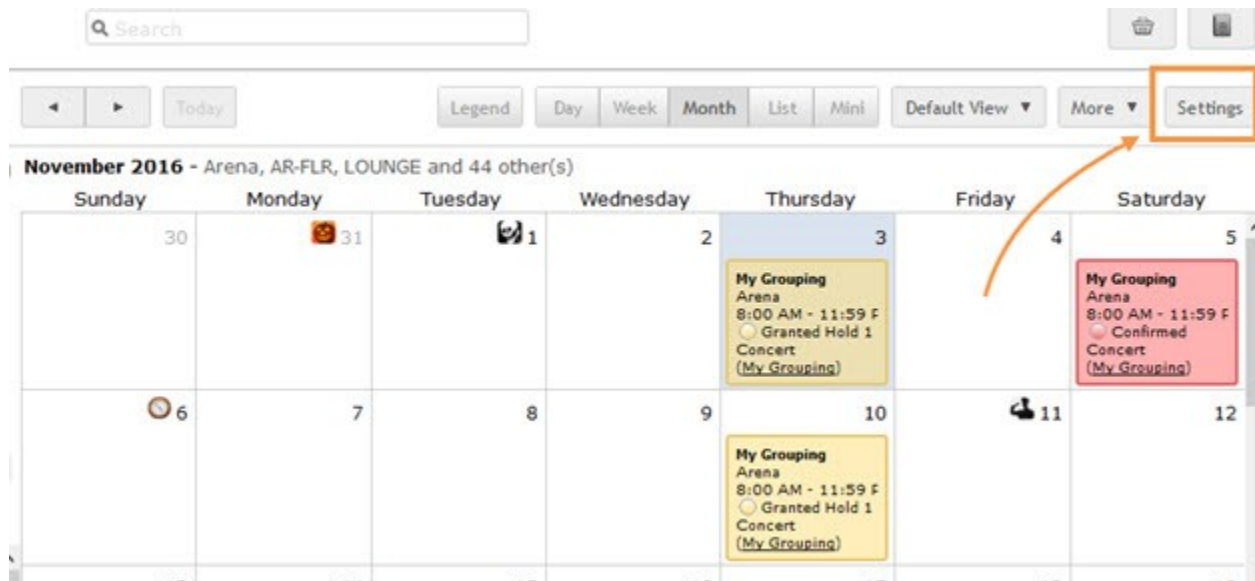
|            |   |  |   |
|------------|---|--|---|
| Ballroom A | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |  | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |
| Ballroom B | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |  | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |
| Ballroom C | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |  | <b>Reception</b><br>Ballroom A+B+C<br>8:00 AM - 11:59 PM<br><input type="radio"/> Granted Hold 1<br>(Reception) |

Shadowing is also used in reports to ensure that the correct events display, especially in avails. If you have events displaying in a report from a space that you didn't select, we may have to adjust the shadowing setting - please contact support at [support@eventbooking.com](mailto:support@eventbooking.com) or call 865-966-4900.

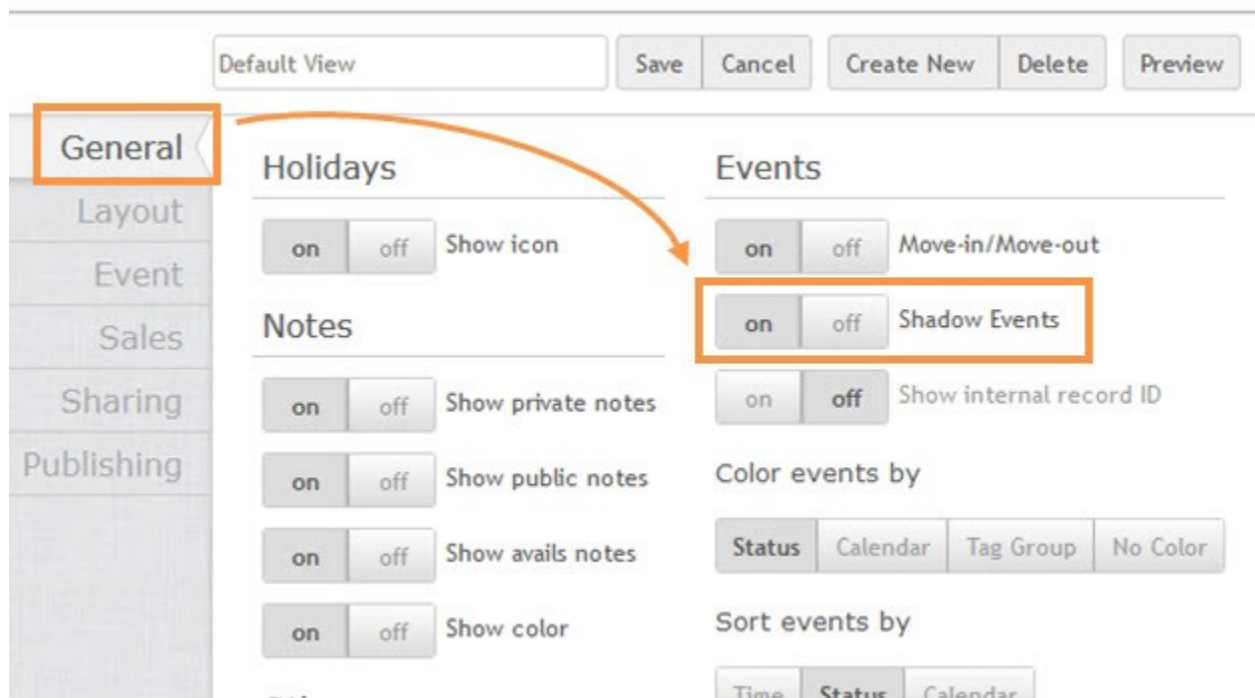
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## toggling Shadowing On or Off

1. On your calendar page, click on *Settings* in the upper right corner:



2. Under *General*, select on or off by *Shadow Events*.



3. Click Save.

The image shows a software settings interface. At the top, there is a horizontal bar with several buttons: "Default View", "Save", "Cancel", "Create New", "Delete", and "Preview". The "Save" button is highlighted with an orange border. Below this bar is a vertical sidebar on the left with menu items: "General", "Layout", "Event", "Sales", "Sharing", and "Publishing". The "General" menu item is selected. The main content area is divided into two columns. The left column has sections for "Holidays" and "Notes". Under "Holidays", there is a toggle for "Show icon" (currently "off"). Under "Notes", there are four toggles: "Show private notes" (off), "Show public notes" (off), "Show avails notes" (off), and "Show color" (off). The right column has a section for "Events". It contains three toggles: "Move-in/Move-out" (off), "Shadow Events" (off), and "Show internal record ID" (off). Below these are two sections: "Color events by" with buttons for "Status" (selected), "Calendar", "Tag Group", and "No Color"; and "Sort events by" with buttons for "Time", "Status" (selected), and "Calendar".