

Wyndham Learning Festival: How to upload your event using Humanitix

Welcome to the Wyndham Learning Festival event submission guide! We've put together this step-by-step process to ensure your event is successfully added to our platform. It's important to follow these steps carefully to ensure your event is approved and runs smoothly.

If you encounter any difficulties while uploading your event, don't hesitate to refer to the Help section at the end of this document, which includes useful links for troubleshooting. If the issue persists, please feel free to reach out to us at contact@wynlearnfestival.org.au, and we'll be happy to assist you.

Important Tip: If you're part of a larger organisation, make sure to first check with the relevant department to see if you already have a Humanitix account before starting the process.

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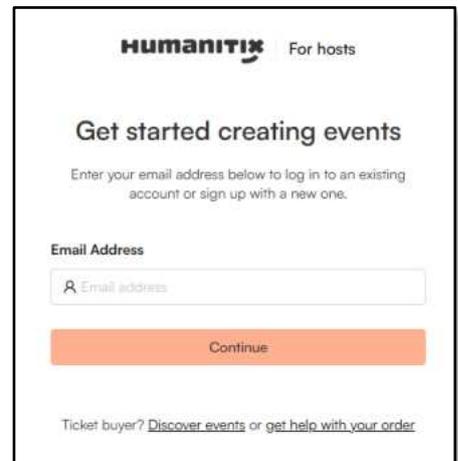
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Creating a Humanitix account

INITIAL STEP

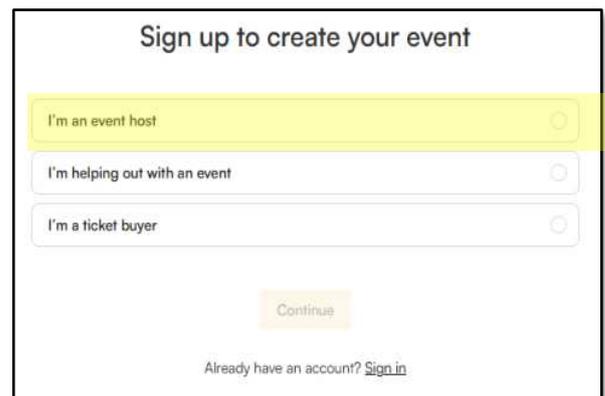
Go to the Humanitix web site [Humanitix - Tickets for good, not greed](https://humanitix.com/au) <https://humanitix.com/au>

- Click **Sign up free** in the top right-hand corner and follow the prompts to create an account. If you already have an account, select **Log in** to access your events dashboard.



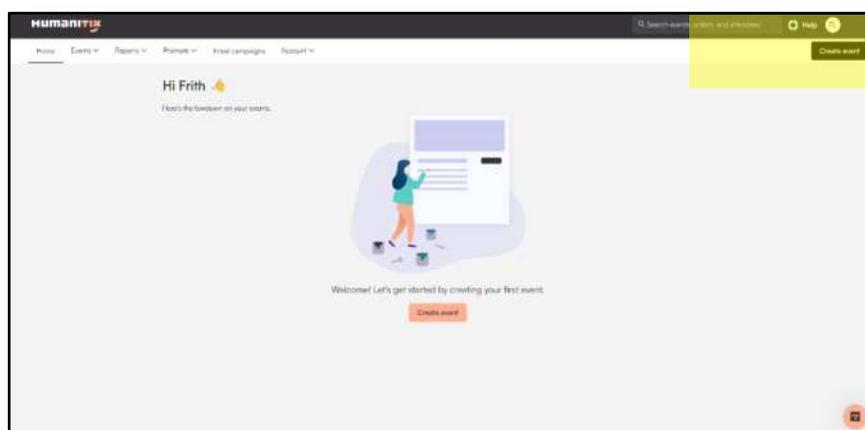
We recommend using a business email address and phone number for registering your account where appropriate.

- Select 'I'm an event host' and complete the form with your details.



Save your password to your device or record it somewhere safe. WLF staff can not assist with password resets. You will need to do this through Humanitix.

Your dashboard will look like the image below. This is where you can upload and manage events.



Adding an event

Select 'Create event' in the top right-hand corner (highlighted in image above) and follow the prompts to upload your event details.

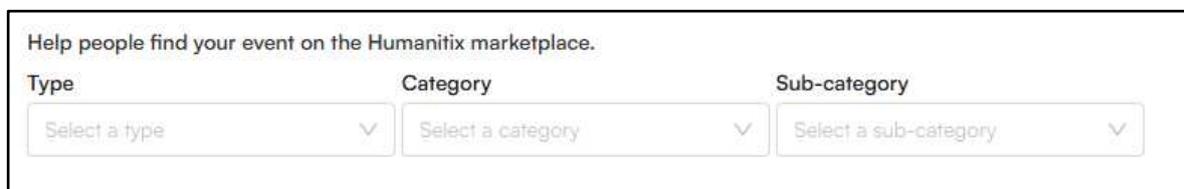
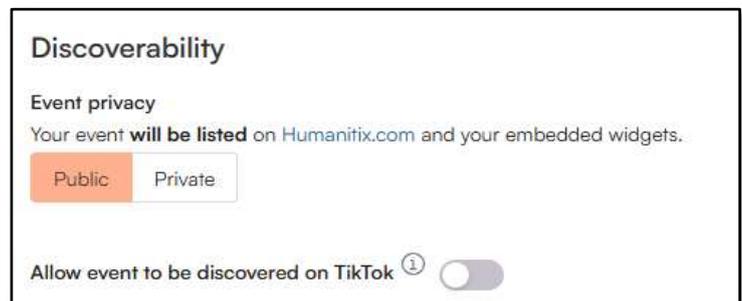
There are 3 main screens when uploading your event information. Basics, Details, and Ticket Types. Providing you have entered an event name; you can save your event at any point and complete it at a later date.

BASICS ¹

- Complete the event name (needed before you can save your event), date, and location if known. This can be added later if need be.

Discoverability

- Leave the following settings as they are.
- Select the appropriate type, (class training or workshop) category, and sub-category (we will add our own WLF categories later)



- Add any other relevant key words.

Currency

- Leave currency setting at AUD (not relevant as we are not selling tickets)
- Click save & continue.

DETAILS

Banner artwork

It is easiest to design your image on [Canva](#) as you will get all the correct sizes etc. It is free to create a Canva account and very user friendly. See the [information below](#) for assistance with creating an account and using Canva.

¹ For help with the key details of your event, check out the Event Host Toolkit. A link to this document / relevant web page will have been sent to you in your EOI registration confirmation email.

This comprehensive guide walks you through every stage of event planning—from choosing the right format and attracting an audience to marketing and gathering feedback afterward.



If you opt not to use Canva, make sure you follow Humanitix’s image guidelines.

Description

Use an image that is 3200x1600px, 2:1 ratio max 10mb. Supported files: JPG, PNG & SVG. [Learn more](#)

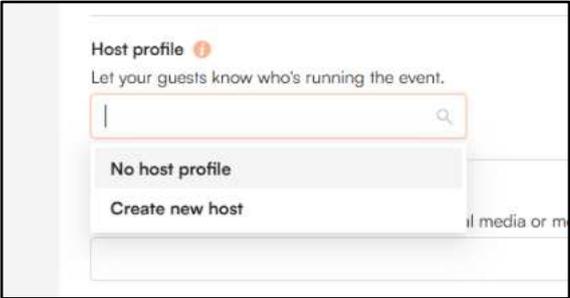
- Include as much information as you think people will need to know about your event.
- What will they get from the event? Why should they attend?
- Think about a catchy tag line or first line. People rarely read past the first few sentences if they aren’t immediately engaged.



Include your preferred contact method (email and/or phone number) in the description.

Host profile

- Select **Create new host** from the drop-down menu or select your organisation’s existing host profile.
- For trouble shooting around host profiles, please see [information at end of document](#).



Tags

- You can choose as many tags as are relevant to your event.



Ensure you choose at least one category **AND** at least one age group.

Categories

Environment & Sustainability, The World of Biz. & Tech., Food & Cooking, Wellbeing & Personal Development, Sports & Recreation, The Arts, Families & Children, History, Culture, & Diversity

Age groups

Seniors, Adults, Young Adults, School Years, Early Years, All Ages

Sharing description

- Complete the sharing description field with the following information “Wyndham Learning Festival – [your event title and very brief description]”

Refund settings

- You can ignore these settings as they are not relevant.

TICKET TYPES

Tickets

- Leave the preset options, you only need to add your ticket capacity.
- In most cases, we recommend overestimating your capacity by at least 50% .



We recommend overestimating your capacity by at least 50%. Unfortunately, with free events, expect a high number of 'no-shows'—as many as 60–70% of bookings may not attend. Keep this in mind when setting capacity limits.

* Ticket Type	* Price	* Ticket Capacity	Action
General Admission	0.00	100	

+ Paid + Free + Flexible pricing

Collect full name for each attendee

* Total Event Capacity (required): 100



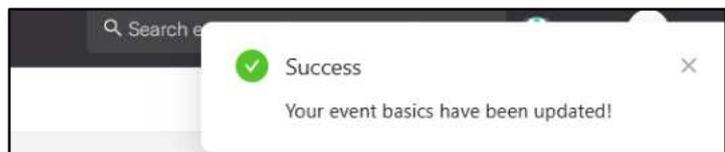
Do not tick the box collect full name for each attendee.

Donations

- You can ignore this section and move on to **Save draft**.

Save draft

- Click Save draft and receive the below confirmation message.



- You can preview your event by clicking the Preview option in the top right-hand corner of the screen.



Do not publish your draft. WLF admin will publish drafts once the events have been approved.

- Edit any information in your event by accessing the Edit Event menu on the left-hand side.

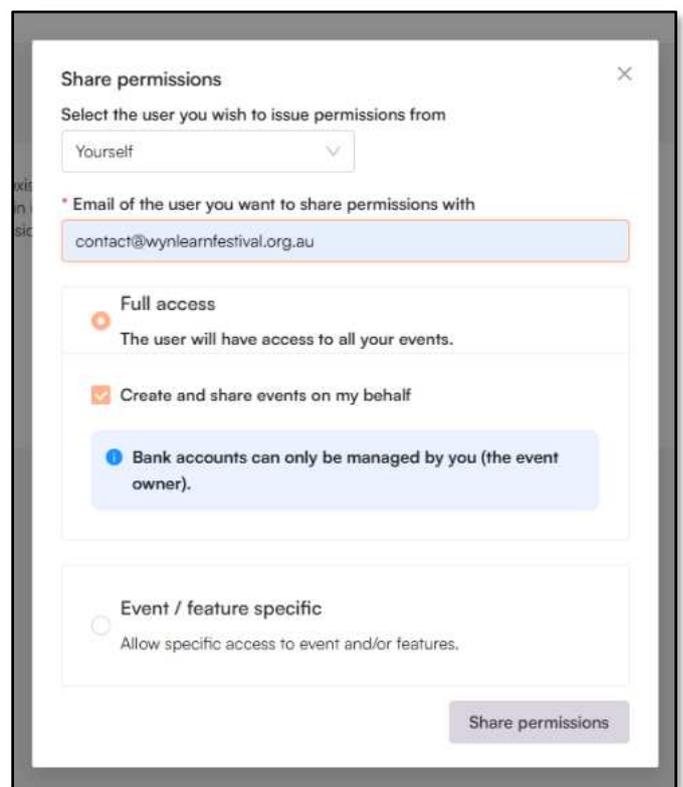
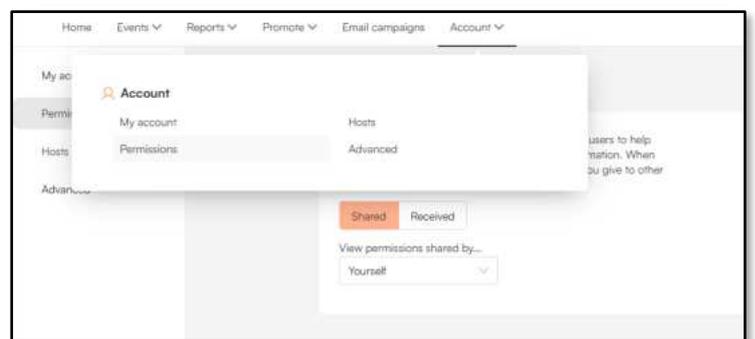
Giving permission to WLF email account



If you do not complete this step, Festival staff will not be notified of your event listing, and it will not be included in the Festival.

It is important that you give the editing permission to WLF staff so we can share your event on the website and assist with any management of attendees or event information as necessary. Without permission being granted, WLF staff will not know about your event submission, and it will not be possible to include it in the Festival.

- In the Account tab at the top select permissions
- Click on Share permissions in the top right hand corner
- A pop up will appear, complete the information as per the screen shot opposite. (Contact@wynlearnfestival.org.au)
- If your organisation also has non-WLF events, you can nominate permission to be given only to WLF events by selecting Event / feature specific. Select the relevant events then tick all the listed options.
- This permission can be removed after the Festival.



Set up auto email reminders for your event

EMAIL CAMPAIGNS

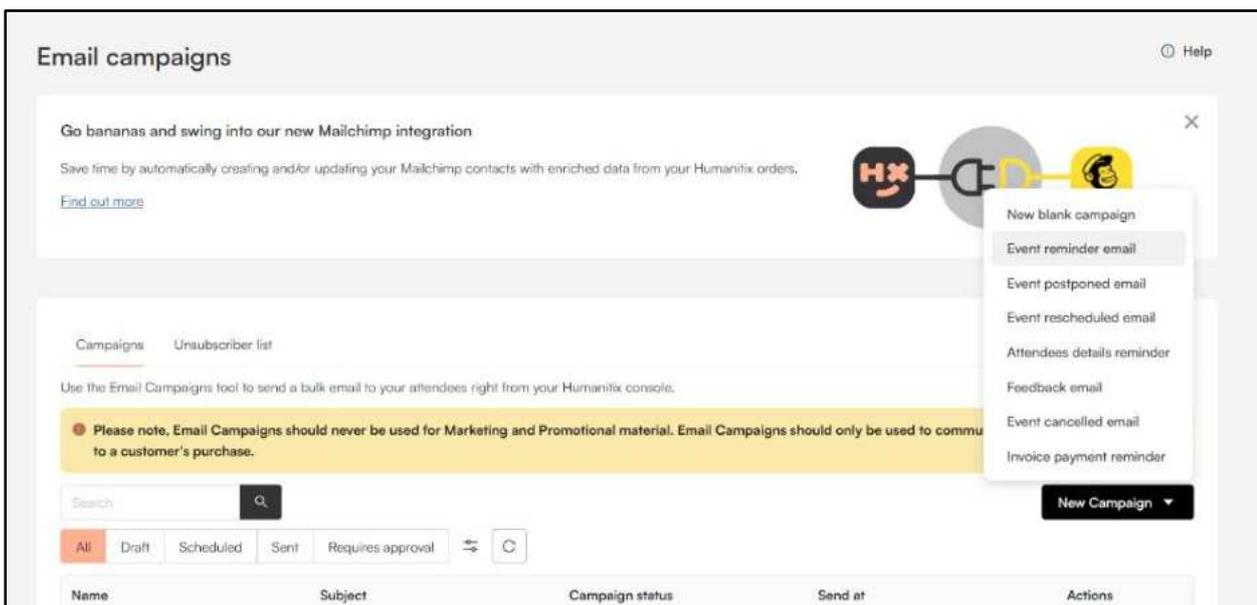
Abide by the note regarding the use of email campaigns through the Humanitix website.



'Please note, email campaigns should never be used for marketing and promotional material. Email campaigns should only be used to communicate service-level info related to a customer's purchase'

If you wish to contact participants post event with information regarding your products or services, please do so through a different platform and include an opt out option.

- Click on email campaigns and select New campaign.
- From the drop-down menu select event reminder email.

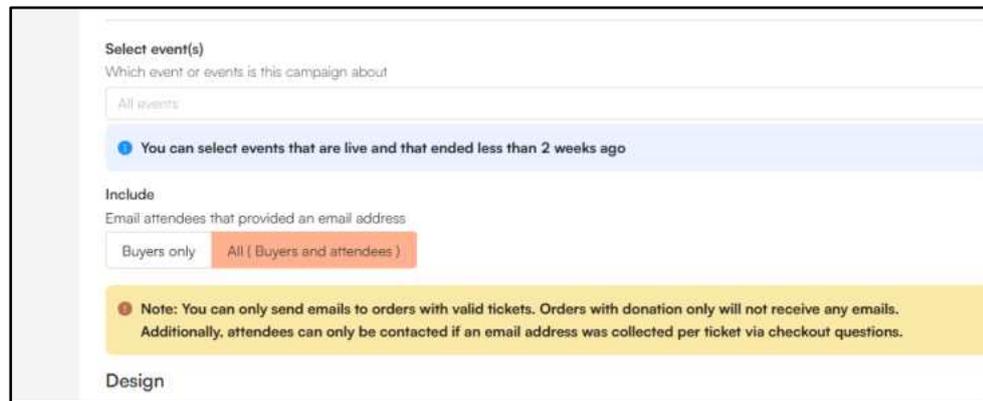


Campaign

- Complete the campaign name, your 'reply to' email. Use an email address you check regularly and don't mind members of the public having access to.
- The campaign name here is for your reference only.

Recipients

- If you have more than one event, you can select the correct event and event dates here.
- Ensure you select All (Buyers and Attendees)
- All current and future attendees who book before the campaign start date, will be included in this campaign.



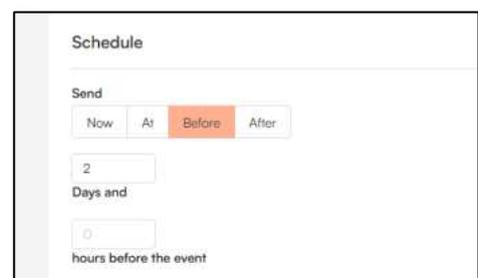
Design

- Suggested subject **WLF @EventName - 1 week to go!** or similar.
- Suggested message content on next page. Feel free to amend and use the [short codes](#) listed to personalise your email.
- Please ensure you include the blue highlighted text in your communications. Yellow highlighted text to be amended as you see fit.
- We recommend creating two emails: one sent a week before the event, and another the day before.



Please ensure you include the blue highlighted text in your communications. Yellow highlighted text is to be amended to suit your event information. Preview and send a test email to ensure all the short codes are working properly.

- You can save draft and finish at any time.
- Schedule your email to send one week before the event. Preview and send a test email then verify and schedule your campaign.
- Repeat for the second email and schedule to send one day before your event.



Sample email templates

WLF @EventName - 1 week to go!

Hello @FirstName,

This is a friendly reminder that @EventName as part of the Wyndham Learning Festival is coming up next week!

Please remember:

- List items you want attendees to bring (e.g. hat, sunscreen)
- Accessibility to the event, will public transport be available? Can attendees park close by? Will doors be shut at a certain time?
- For an online event, how/when to tune in? Expectations of the event?
- **No need to print your ticket or show a QR code!** Check-in will be done by name at the door.
- If you're unable to attend or have any special requirements, please let us know as soon as possible.
- Help spread the word! Share this event and others with your family and friends—word of mouth is the best form of advertising!
- Be sure to check out all the other events on offer. www.wynlearnfestival.org.au

See you at @EventName

[Sign off with your name/organisation]

Photography and filming notice

Please note that you may be photographed or filmed whilst attending events as part of the Wyndham Learning Festival. Footage taken may be used for promotional purposes including but not limited to being shared on social media. If you do not wish to be filmed or photographed, please inform event organisers.

WLF @EventName - see you tomorrow!

Hello @FirstName,

This is a friendly reminder that @EventName as part of the Wyndham Learning Festival is on tomorrow!

Please remember:

- List items you want attendees to bring (e.g. hat, sunscreen)
- Accessibility to the event, will public transport be available? Can attendees park close by? Will doors be shut at a certain time?
- For an online event, how/when to tune in? Expectations of the event?
- **No need to print your ticket or show a QR code!** Check-in will be done by name at the door.
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Managing attendees

To see your attendees, click on Events in the top menu then select Manage attendees from the side menu. This is where you find all the information about your attendees .

For more in-depth guidance, check out Humanitix support section:

<https://help.humanitix.com/en/collections/8159923-manage-attendees>

Next steps

The WLF team will review your event and let you know if it has been approved.

Submitting an event does not guarantee inclusion in the Festival, as we consider a range of factors when shaping the program. We deeply appreciate every offer to run an event, and if yours isn't accepted this time, we'll let you know and encourage you to apply again next year.

You must send your Public Liability Insurance certificate, signed copy of Event Host Terms & Conditions², and WWCC³ (where applicable) on or before the closing date for EOIs. (COB Monday June 16.)

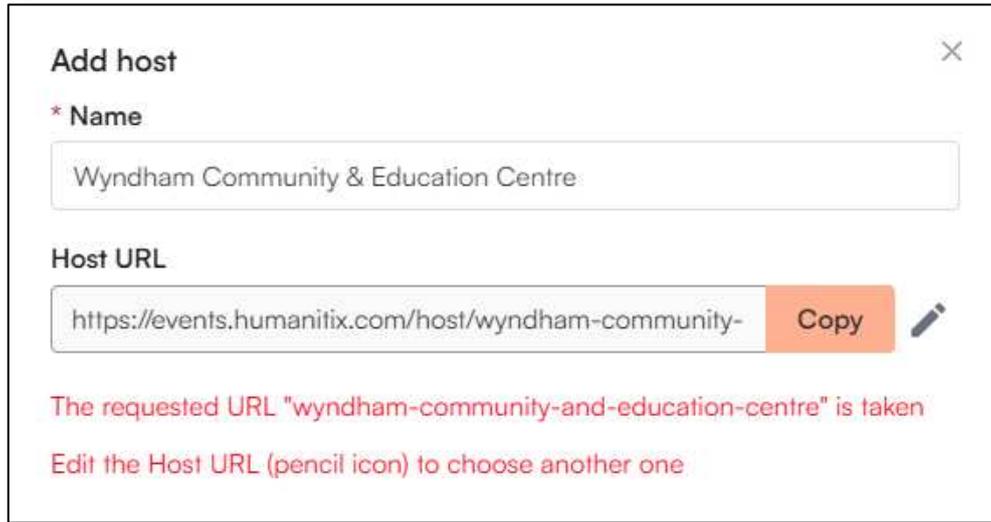
If your event is approved, you will be invited to a second event host information session packed with useful marketing tips and tricks to help make your event a success. This session is essential for all new event hosts in 2025, ensuring you have everything you need to run a fantastic event as part of the Festival.

² A link to this document / relevant web page will have been sent to you in your EOI registration confirmation email.

³ Please see www.wynlearnfestival.org.au/host-event FAQs for more information about PLI and WWCC.

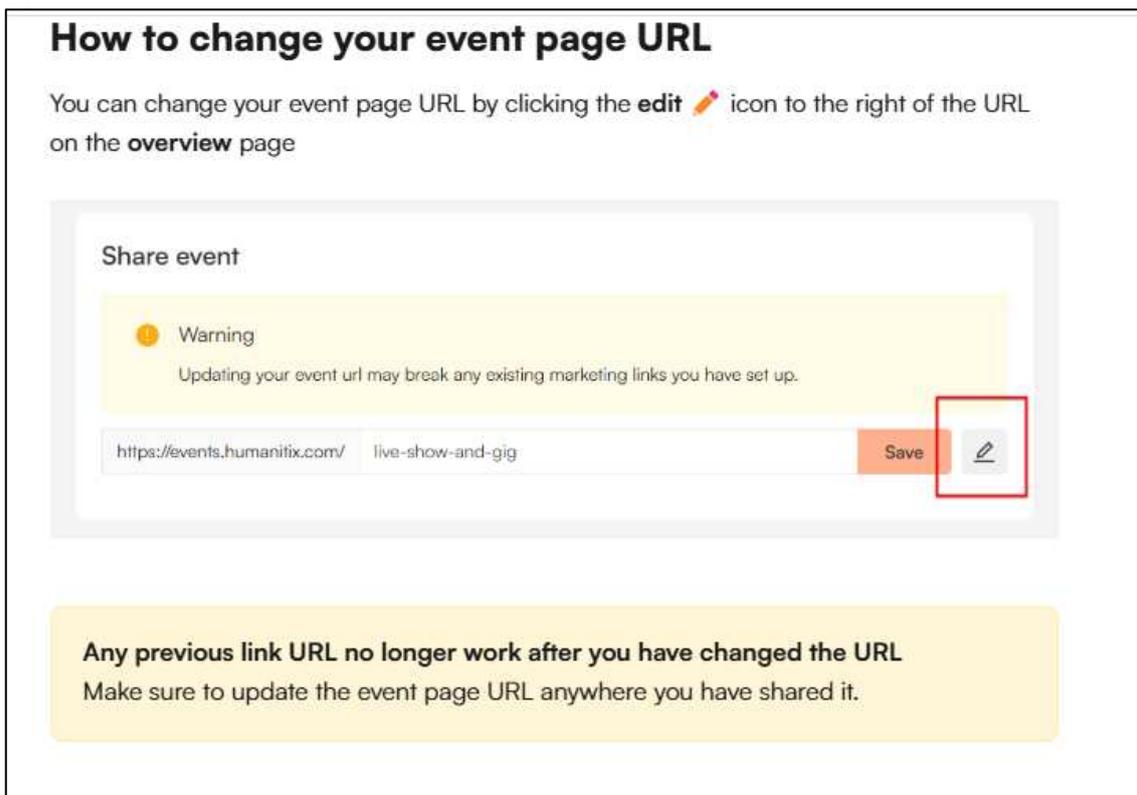
Troubleshooting

If your organisation already has a host listed, you might see this:



The screenshot shows a dialog box titled "Add host" with a close button (X) in the top right corner. It contains two input fields: "Name" with the value "Wyndham Community & Education Centre" and "Host URL" with the value "https://events.humanitix.com/host/wyndham-community-". To the right of the Host URL field is an orange "Copy" button and a pencil icon. Below the input fields, a red error message reads: "The requested URL 'wyndham-community-and-education-centre' is taken. Edit the Host URL (pencil icon) to choose another one".

You can either contact organisation for access to Humanitix account or edit the host URL.



How to change your event page URL

You can change your event page URL by clicking the **edit**  icon to the right of the URL on the **overview** page

Share event

Warning
Updating your event url may break any existing marketing links you have set up.

https://events.humanitix.com/ live-show-and-gig **Save** 

Any previous link URL no longer work after you have changed the URL
Make sure to update the event page URL anywhere you have shared it.

Short code for emails

Add a personal touch by using the following codes to personalise your subject or message.

@EventName Displays the name of the event.

@OrganiserName Displays the name of organizer.

@FirstName Displays the users first name.

@LastName Displays the users last name.

@EventDate The date of the event.

@EventShortDate The short date of the event.

@EventLocation The location of the event.

@AddToCalendar

General Humanitix Help

- For visual learners – Humanitix have a great video library with everything from basic event creation to reporting. <https://go.humanitix.com/video-hub>
- For those who prefer to have a written guide, you can find an extensive list of articles in the help centre. <https://help.humanitix.com/en/>
- Find answers to all the FAQs for event hosts at <https://humanitix.com/au/faqs>
- Go straight to the quick start guide
<https://help.humanitix.com/en/articles/8889132-quick-start-guide-to-creating-an-event>

Using Canva

- How to create a free account with Canva
https://www.canva.com/en_au/help/sign-up-log-in/
- How to use Canva https://www.canva.com/en_au/help/create-your-first-design/