

# Version 16 – October 2024

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Version 16 is a major update that includes a number of improvements, and resolutions to issues, as documented below.

This release will be rolled out to early adopters on October 8, and on 16th October to all other users (unless pinned).

For further information, please reach out to our support team [here](#).

NOTE: Our issue numbering system has been updated, and the reference numbers below correspond to an "EA-1234" type reference number you may have been given previously. Please contact Support for more information.

## MAJOR UPDATES – VERSION 16

- EventsAir is looking stylish! Our user interface has been streamlined and simplified for ease of use. You'll now find the navigation menu on the left, tools are grouped together and easier to find, and everything looks cleaner and more updated. Watch for more to come in November! You can also [read the FAQs below for more information](#).
- EventsAir Pay powered by Stripe is now available as a premium payment gateway. Talk to your Account Manager for more information.

## IMPROVED

Show All

### Error messages (sites & portals)

- New 404 error messages on sites and portals that redirect back to home page (and don't give unnecessary detail).

### Custom domain authorization

- Updated Custom Domain authorization message

## RESOLVED

### Attendees – Accommodation module

#### AU TIME DIFFERENCES:

- When event was in one timezone and attendee device was being used in a different timezone, and event started before and ended during Daylight Savings, wrong dates were displayed in a contact record's accommodation module. . [REF: PQ-81]

## Attendees – Financials/payments and refunds

In certain circumstances, a double payment on an interactive site was possible, and a payment may not link back to an item (registration, function etc). [REF: PQ-81]

Now, unlinked payments and refunds will appear in the attendee's Financial Audit Trail tab.

Even if a payment isn't linked to items, you can refund it via a payment gateway (if you're using this feature), and get a pop-up to confirm that you're refunding an unlinked payment.

- Unlinked payments will appear in reports as “Online credit card payment” with no amount.
- Unlinked refunds will appear in reports as “No linked items – Refund via Gateway” with no amount.
- Because neither have an amount associated with them, the net report result will still always be correct.

## CE Courses

- Coding errors in the CE Course module was sometimes preventing the event from opening. [REF: PQ-114]

## Online – OnAir portal & Attendee App

- Memory leaks relating to OnAIR portal were impacting performance. [REF: SR-77]
- Control Room in OnAir Portal not working for sessions streamed via AirCast RTMP. [REF: PQ-307]
- In the Attendee App builder, the “send from” email address for Meeting Hub (Contacts) exports couldn't be changed — was set to no-reply@eventsair.com. [REF: PQ -158]

## Online – Client Info Portal

- Quick Reports weren't running in Client Info Portals. [REF: PE-13]

## Online – Event Website

- Clicking “create” multiple times during event website cloning allowed creation of duplicate sites, which could then not be saved or deleted. . [REF: PQ-25]

## Online – Interactive (registration) sites

### PHOTOS:

- After selecting “Take/Upload Photo”, unless the photo was taken or uploaded, the attendee’s webcam would stay on until the tab was closed. [REF: AE-127]

### DIETARY:

- The Dietary Requirement dropdown list on an interactive site would remain open, even after clicking X to close it. [REF: PQ-65]

### RADIO BUTTON GROUPS:

- Contact Custom Fields weren’t respecting Radio Button groupings (when second group was on a different page); users couldn’t progress through the site. [REF: PQ-64]

### LOGIC:

- Field logic based on “less than or equal to” or “greater than or equal to” for a time period wasn’t working for Contact Custom fields. [REFS: PQ-9 and PQ-108]
- Contact Custom Fields set up with logic display rules would display regardless of logic. [REF: PQ-47]
- Displaying sessions based on logic, if the logic was based on a custom field with dropdown list selection, wasn’t consistently honoring the logic settings for complex sites. [REF: PQ-96]
- If an interactive site builder was re-opened, icons to show previously added component logic weren’t showing. [REF: PQ-56]
- Page Validation Logic based on “less than” wasn’t recognizing a response of “0”. [REF: PQ-109]
- Part logic based on custom fields with radio button responses wasn’t working properly. [REF: PQ-110]
- Registration sites weren’t respecting logic-based display rules for Group Contacts / Group Members (they were all seeing the same information). [REF: PQ-59]
- Site logic based on a travel custom field requiring a document wasn’t allowing users to proceed, even if a document was provided. [REF: PQ-17]

### FUNCTIONS:

- Discount code inventory for functions could be overridden IF the extra codes were all part of a single booking (e.g. if only 2 codes were left, 3 could be booked if all on the same transaction). [REF: PQ-92]

#### GROUPS:

- After using a Site Auto Login Token, Group Members were changed to Group Contacts. [REF: PQ-28]
- If group settings were changed in the builder after a group member or contact has registered, they couldn't change any group details (e.g. size of group). [REF: AE-28]

#### HOTELS (MOBILE DEVICES ONLY):

- Hotel rooms with a description were unable to be booked on a mobile device (or if screen size was less than 767px wide). [REF: PQ-74]

#### IMAGES:

- If there was no image uploaded when a component was added in the Interactive Site builder, the site wouldn't load and the error message was confusing. (Now the site loads, just without an image.) [REF: AE-129]

#### PAYMENT:

- There wasn't an error message when setting up EventsAir Pay with more than one Payment Type. (If more than one Payment Type was allocated, the interactive site would break). [REF: PQ-57]

#### STYLE:

- Changing the brand after a site was created would change style from Curved to Panel (but it would still say Curved in the builder). [REF: PQ-55]
- If "Address — State" was included in a site built in Classic style and marked mandatory with an asterisk \*, the \* appeared before the wording instead of next to the box. [REF: PQ-6]

## Online – Organizer App

- An Organizer App couldn't be saved if the builder was left open too long/user navigated to another panel. [REF: PQ-112]

## Public API updates:

For updates about new webhooks and other changes to the EventsAir public AP, please [visit the Changelog on our Developer Portal](#).

## User Interface Uplift FAQs

### Why did you update the user interface?

We updated the user interface to provide a fresh, modern look that boosts productivity. Our goal with this UX uplift is to make it easier for you to find what you need, get to work quickly, and manage your events with fewer distractions. This update also ensures that EventsAir stays up-to-date with modern design standards and evolving technology.

### What are the key changes in the new user interface compared to the old one?

Here are a few of the exciting changes in our new interface (note that while most changes are in the October release, a few final touches will be available in November, such as dockable sheets in all panels):

- **Simplified home screen:** The new interface features a completely redesigned home screen focused on event management, with reduced visual clutter for a cleaner look.
- **Left-hand navigation:** Navigation within events has moved from the bottom to the left, following modern design patterns.
- **New event switcher:** Easily switch between recent events with a single click, streamlining multi-event management.
- **Dockable sheets:** Full-screen modals have been replaced by dockable sheets on the right, reducing the tunnel vision effect and improving context.
- **Enhanced contextual guidance:** More helpful prompts and suggestions for blank-state screens and other areas, making navigation and next steps clearer — especially for new users.
- **Grouped navigation:** Introduced a simplified global menu and a new “workspace” concept, grouping related tools together for an efficient workflow.

### How did you decide what the new interface would look like?

The new user interface was designed based on extensive feedback from our users, alongside best practices in modern UI/UX design. We worked closely with our [AirCrafters](#) customer panel, who previewed prototypes and provided valuable insights to help refine the final product. Their input ensured that the improvements addressed real user needs, resulting in a more intuitive and productive interface.

### Will I need any training to use the new interface?

No training is required, so you'll be able to start using the new interface right away. The new interface introduces design improvements only, meaning your workflows remain largely the same while the interface looks more polished and is easier to use. The design has been carefully crafted to feel familiar, and we're confident that you'll find the transition smooth and natural.

**How will this new user interface benefit me as an event planner?**

The new interface reduces visual clutter, makes navigation more intuitive, and provides quick access to key tools—all of which help save time and improve efficiency. We've also focused on enhancing context for newer users, so it's easier to understand where you are and what to do next.

**Can I switch back to the old user interface if I prefer it?**

No, once the new user interface is released, all customers will be switched to the new platform, and the old interface will no longer be accessible. We've designed the new user interface to provide a consistent and improved experience, and while the look has changed, your workflows remain the same to ensure a smooth transition. The new EventsAir interface is here to stay, and we're confident you'll love it! We've designed this update with simplicity and ease of use in mind, making it easier than ever to manage your events. While switching back to the old interface isn't an option, we're sure you'll quickly find that the refreshed design speeds up your workflow and enhances your overall experience. Our goal is to provide you with the most modern, efficient tools, and this update is a key step toward that.

**Will all of my data and settings be preserved during the transition to the new UI?**

Absolutely. Your current processes and workflows remain largely untouched. The changes are focused on the surface layer, so the content and tools you're used to will still function in the same way, without needing to spend time retraining your team.

**Are there any new features that come with the new interface?**

Yes, the new interface includes features like the Event Switcher for quickly navigating between recent events, left-hand navigation for better panel visibility, and a new workspace concept that groups related tools, making it easier to manage tasks without constantly opening and closing different windows.

**Will there be any downtime during the update to the new UI?**

No, there'll be no downtime during the update. The transition will be seamless, so you can continue to use the platform as usual while enjoying the new improvements.

**Can I customize the new interface to suit my needs?**

Yes, the new interface retains existing customization controls such as Dashboard widgets which help personalize your workflow.

**How can I access customer support if I need help with the new UI?**

While we're confident you'll easily adapt to the new interface, our support team is here to assist you at any time. Contact us via your usual channels.