November Webinar 2024 – Exploring the new-look EventsAir

This icon in the toolbar of the video shows the chapters, so you can jump straight to the section you're interested in.

These questions have been collated from the 3 regional webinars. Some questions were asked by more than one person, so you may not see the exact same wording you used in your question. Also we can only answer in general terms, so bear in mind your specific situation may need a different solution.

Agenda panel

Are you doing anything to update how an agenda displays, for multiple rooms and different start and end times for sessions?

If you can let us know more about what you'd like (ideally with screenshots), we'll take a look!

Actions

We like the updates to the Attendees module, however find that the Actions menu adds more clicks (also in the Comms panel). Will you revisit that in future updates?

Yes that's something we're mindful of - again it's a tough balance between simplifying a very complex UI to assist newer users, versus keeping everything immediately available (1-click) for more advanced users. A future plan is to allow each individual to choose the "standard" UI mode with items grouped into menus, or an "advanced" UI mode where each button is shown onscreen at once, like it used to be. It's definitely something I want to do but we have many, many competing priorities so it is a bit tricky :-) Warren.

AirCrafters

Where can we make suggestions for future changes? There are some things where a small change would really make a big difference.

You can sign up for AirCrafters here, https://www.eventsair.com/aircrafters-sign-up   Or email the Product team directly: product@eventsair.com with your ideas.

Attendees panel

When using filtered search in the Attendees panel, can you clear the filter without going back into it?

You do need to go into the filter to amend/ cancel so that you can make whatever changes are needed — so it just works the way it did previously. A one-click switch-off for the filter is a great idea, though!

Is the pinning attendee feature specific to the EventsAir user account, or the event itself?

You can't pin from one event to another, but you can see other people's pinned accounts within an event; not sure if that's what you mean. (Search this help site for more on how to do this.)

Can we customize the Attendees Panel view (e.g. remove or add columns from the search)? Also, could we see the modules that are most relevant at the top?

Not at the moment but these would be really valuable features. Ideally you could move them around and resize too. Please join the AirCrafters experience research program! Warren. ALSO: This wasn't mentioned in the webinar, but we're changing the Travel module in the upcoming release to prevent long sector names from cutting off, just in case you've encountered this. Also in the Travel module, you can scroll horizontally to see more fields on the right.

Changes & updates

Will you update your education materials to match the changes?

Definitely!! Not everyone has updated to V.16 yet, so there has to be a transition period. Stay tuned for many changes to this area – we're updating everything, not just to match the new interface but also to create a more streamlined learning experience you can tailor to your needs. Expect this in the first few months of next year. In the meantime, there are notes on the videos and lessons to explain that your screen may look different and where to find tools and features. Our Help pages also feature screenshots of both versions where needed during this transition period.

Since the update we had some major issues with our OnAir Portal — how will you ensure this doesn't happen on an event day? Are there any bug fix updates?

This sounds like an unrelated issue, and we haven't had any other customers reporting it – the visual uplift didn't affect any functionality, however there were some fixes in the same release, so please talk to Support if you have concerns. We always communicate before releases and you can also ask to be pinned ahead of time when you have events coming up. Unfortunately we can't help if we don't know who you are or what the problem is, so please reach out to our Support team. Also, our dev team has expanded greatly in the last couple of months so bug fixes are happening all the time and will continue to happen more quickly – but we need issues reported via Support so we can identify problems – thanks.

We have registration sites live all year round so we can't always pin our version, and the last update caused big problems with our group registrations. How will you prevent that in future?

Again, please contact our Support team to report any specific issues as it's always better if we know who you are and what specific problems you're having so we can assist. We apologize for that experience – we try our best; we don't always get it right. We had our dev teams working overtime to fix that issue as quickly as possible and you should have received that fix now. Our Quality Assurance team are definitely putting more testing protocols in place too. Please come along to our AirTime sessions to talk directly to our exec team and find out how we're dedicated to improving your experience.

Live chat support

When's the new live support feature become available?

Very soon, as mentioned in the webinar!! If you attended AirTime in USA or EMEA you already know but we don't want to spoil the surprise for APAC customers!

Logic error messaging

When applying logic to a page, can we see where an error is occurring to speed up troubleshooting?

Excellent suggestion! Our new Support system will make it easier to suggest ideas like this, so even though we may not be able to get to them all immediately, please keep them coming.

Attendee app

Did you change the mobile app? I used to take from Twitter a code to enter it in mobile app so that attendees can check the conference twitter page. After Twitter changed their policies, these cookies don't work anymore.

We didn't make any changes to the app in this release, but stay tuned...and please check with Support about changes to Twitter/X as they've updated their policies and we may need to tweak something to get that working again.

Report editor / name badge editor

Will you be making changes to the report editor / name badge editor?

In the longer term: yes. We did our Product Roadmap sessions at AirTIme USA and EMEA and will be doing them soon in APAC. Unlikely in the next 6 months, but it's being actively reviewed. However, don't overlook all the amazing things you can do in this tool with a little practice and training. Search on this help site for info and videos!

Shortcut keys / multiple deletions

Any plans for shortcut keys? Also multiple selection; deleting a number of items such in Setup takes too long.

This is a really great suggestion – recommend sending this through to our Product team / joining AirCrafters. Multiple deletions would be handy — in the short term, you may want to use a more basic event as a template to clone, to save you having to remove things.

Tracking changes

Is there a way to track changes we made on Events Air?

Tracking changes to Attendees is possible via the Change Log, and there's also the User Change Log in Global Reporting.

Can you create an 'undo' button?

An Undo button would be a very cool feature but might also slow down the platform a lot because it'd have to save so much data. You can update or change most things as you go inside your event. Planning ahead and taking regular exports of data can also save heartache.