

Convention Manager Developer Guide

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Introduction

The Westlinks Convention Manager (WLCM hereafter) is a software as a service web application designed to be used by twelve step conventions, although with certain adjustments, could be used by other conventionj types as well.

This document is intended to be used by the website developers as a reference to the many functions included in the platform. In addition to this document are an Admin Guide for use by website administrators and a User Guide for attendees.

Its two primary objectives of WLCM are to manage convention event schedules and process attendee registrations. There are several additional features which will be detailed in this document.

The general flow of this document will be to have a chapter for each major feature / function which will include everything related to that feature. Additionally there are references to the database as a whole including related models, a list of all controllers and a listing of all major web page views.

Chapter 1

Events

Chapter 2

Locations

Chapter 3

Ecommerce

Chapter 4

Content Management (CMS)

Chapter 5

Third Party Provider Integration

Several third party providers are used for various functions on the platform. These providers are included in this section with details about each one.

5.1 AWS

AWS (AKA Amazon Web Services) S3 (AKA Simple Storage Service) is used to store all of our media files including images used on web pages as well as speaker meeting audio recordings.

5.2 Google Workspace

Google Workspace is primarily used to manage email and email distribution groups. We also use their Google Docs section for documents and spreadsheets. We maintain a single user arrangement where there is a single inbox owned by the administrator of the account. It is not typically used to send messages directly. All outbound mail is intended to come from the distribution groups.

5.3 Sendgrid

Sendgrid is used to manage SMTP email operations. All outgoing email from the website is routed through a Sendgrid dedicated IP address. The domain and server have been validated through DNS which results in near perfect message delivery. We also are able to track email traffic as described below.

5.4 Sendgrid Tracking

Using the Sendgrid API and Webhook, maintain a record of all outbound email traffic in the database.

5.4.1 Requirements

1. Web route
2. Database Table
3. Controllers (2)
4. Model
5. View
6. Sendgrid Account
7. Sendgrid Webhook

5.4.2 Web Route

Add this route to routes/web.php

```
1 Route::post('/sendgrid_tracking', [SendgridTrackingController::class, 'index']);
```

5.4.3 Database Table

This is the sendgrid_tracking table migration

```
1 Schema::create('sendgrid_tracking', function (Blueprint $table) {
2     $table->bigIncrements('id');
3     $table->string('email');
4     $table->string('subject');
5     $table->string('event');
6     $table->string('ip')->nullable();
7     $table->string('response')->nullable();
8     $table->string('send_at')->nullable();
9     $table->string('sg_event_id');
10    $table->string('sg_message_id');
11    $table->string('smtp_id');
12    $table->string('timestamp');
13    $table->string('tls')->nullable();
14    $table->timestamps();
15 });
```

5.4.4 Controllers

The only required controller is the one which enables collection of email activities. The second one is for displaying the records.

5.4.4.1 SendgridTrackingController

Used to respond to the push request from Sendgrid webhook.

```

1 public function index(Request $request)
2 {
3     foreach($request->all() as $d) {
4         if(isset($d['smtp-id'])) {
5             $d['smtp_id'] = $d['smtp-id'];
6             unset($d['smtp-id']);
7         }
8
9         SendgridTracking::create($d);
10    }
11 }

```

5.4.4.2 SendgridController

Used to manage view

```

1 public function index() {
2
3     $messages = SendgridTracking::orderBy('id', 'desc')->paginate(100);
4
5     return view('admin.sendgrid.index', compact('messages'));
6 }

```

5.4.5 Model

Supports the database table.

```

1
2 class SendgridTracking extends Model
3 {
4     use HasFactory;
5     protected $table = 'sendgrid_tracking';
6     protected $fillable = ['email', 'event', 'ip', 'response', 'send_at', 'sg_event_id', 'sg_message_id', 'smtp_id', 'timestamp', 'tls'];
7 }

```

5.4.6 View

Web page to show the list of email activities.

```

1
2 <div class="grid grid-cols-10 p-2 bg-blue-700 text-white rounded-tl-lg rounded-tr-lg">
3     <div class="pl-2 col-span-3">Email</div>
4     <div class="pl-2 col-span-1">Event</div>
5     <div class="pl-2 col-span-2">IP</div>
6     <div class="pl-2 col-span-2">Response</div>
7     <div class="pl-2 col-span-2">Created At</div>
8 </div>
9 <div class="grid grid-cols-10">
10     @foreach($messages as $message)
11         <div class="text-sm pb-1 pt-1 border-b-2 border-l-2 border-r-2 pl-2 border-gray-300 col-span-3">
12             <a class="hover:underline" href="/search?search={{ urlencode($message->email) }}">{{ $message->email }}</a>
13         </div>
14         @if($message->event == 'deferred' || $message->event == 'bounce')
15             <div class="text-sm pb-1 pt-1 border-b-2 border-r-2 pl-2 bg-red-400 border-gray-300 col-span-1">

```

```

16         @else
17         <div class="text-sm pb-1 pt-1 border-b-2 border-r-2 pl-2 border-gray-300 col-
span-1">
18             @endif
19             {{ $message->event }}
20         </div>
21         <div class="text-sm pb-1 pt-1 border-b-2 border-r-2 pl-2 border-gray-300 col-span-2"
>{{ $message->ip }}</div>
22         <div class="text-sm pb-1 pt-1 border-b-2 border-r-2 pl-2 border-gray-300 col-span-2"
>{{ substr($message->response,0,20) }}</div>
23         <div class="text-sm pb-1 pt-1 border-b-2 border-r-2 pl-2 border-gray-300 col-span-2"
>{{ $message->created_at }}</div>
24     @endforeach
25 </div>
26 {{ $messages->links() }}

```

5.4.7 Sendgrid Account

Must establish either a dedicated account or a subuser account. In our case we use subuser accounts of the Westlinks main account.

5.4.8 Sendgrid Webhook

On the Sendgrid subuser account, add a webhook under Mail Settings/Webhook Settings with these settings:

Friendly Name: Sendgrid Tracking

Post URL:

```
1 https://DOMAINNAME/sendgrid\_tracking
```

Under Actions to be posted, select all items

Engagement data

- Opened
- Clicked
- Unsubscribed
- Spam Reports
- Group Unsubscribes
- Group Resubscribes

Deliverability Data

- Processed
- Dropped
- Deferred

- Bounced
- Delivered

Turn off Signature Verification

Turn off OAuth Verification

5.5 Stripe

Stripe is used to process credit card purchases on the website.

5.6 Twilio

Twilio is a digital voice provider used primarily for the convention message. Calls made to the Twilio virtual phone number are recorded, transcribed and delivered via email to members of the email distribution group xyz.

5.7 Zendesk

Zendesk manages support tickets. All contact us messages are sent to Zendesk as well as transcribed voicemail messages and email sent to info@DOMAIN. Messages can also be read in the admin panel under Support > Zendesk Tickets. Additionally, tickets belonging to specific registered users can be read in their user profile page in the admin section.

Appendix A

Database

Below is a listing of all database tables.

- adminuser_role
- adminusers
- affiliation_types
- announcements
- area_meetings
- article_translations
- articles
- attendees_orders
- categories
- category_translations
- contacts
- countries
- dining_tables
- do_not_import
- domain_translations
- domains
- event_group
- event_roles
- event_types
- event_user
- events

- example_article
- example_translations
- examples
- failed_jobs
- field_types
- golfers
- greetings
- group_user
- groups
- hpsliders
- location_types
- locations
- marathon_groups
- marathon_requests
- meal_user
- media
- meeting_types
- meetings
- migrations
- my_schedule
- news
- news_tag
- news_translations
- newsletters
- options
- order_items
- order_statuses
- orders
- password_resets
- payment_types
- permission_role
- permissions
- personal_access_tokens

- product_model_translations
- product_models
- product_translations
- products
- provinces
- pub
- reg_forms
- responses
- role_requests
- role_user
- roles
- sendgrid_tracking
- sessions
- settings
- sfvaa_cities
- sfvaa_meetings
- sms_broadcasts
- sms_logs
- socials
- states
- subscription_items
- subscriptions
- tag_translations
- tags
- transactions
- users
- virtual_types

Appendix B

Controllers

Below is a listing of all controllers.

app/Http/Controllers/:

- Admin
- AnnouncementController.php
- ArchiveController.php
- AreaMeetingController.php
- AreaMeetingTsm1Controller.php
- AudioPlaybackController.php
- ContactController.php
- ConventionController.php
- ConventionRoleController.php
- ConventionUserController.php
- DashboardController.php
- DiscordNotificationController.php
- DocumentationController.php
- EventController.php
- HelpController.php
- HomeController.php
- LocationController.php
- MarathonController.php
- MarathonRequestController.php
- MealController.php

- MeetingController.php
- NextUpController.php
- Onsite
- OrderController.php
- OrderItemController.php
- PagesController.php
- PointOfSaleController.php
- ProfileController.php
- ReportController.php
- RoleController.php
- SearchController.php
- SecurityController.php
- SendgridTrackingController.php

app/Http/Controllers/Admin:

- AdminController.php
- AnnouncementController.php
- AreaMeetingController.php
- AreaMeetingTsmlController.php
- ArticleController.php
- AttendeesOrderController.php
- BadgeManagementController.php
- BadgingController.php
- BadgingEnvelopeController.php
- CategoryController.php
- ContactController.php
- ConventionController.php
- DiningTableController.php
- EventController.php
- EventRoleController.php
- EventUserController.php
- GitController.php
- GroupController.php

- labels
- LocationController.php
- MarathonRequestController.php
- MediaController.php
- MenuController.php
- OrderController.php
- PdfController.php
- PointOfSaleController.php
- ProductController.php
- RecordingController.php
- ReportController.php
- RoleRequestController.php
- SecurityController.php
- SendgridController.php
- SettingController.php
- SummaryReportController.php
- SupportController.php
- SupportTicketsController.php
- TableReportController.php
- TicketController.php
- TransactionController.php
- UserController.php
- VoicemailController.php
- VoicemailGreetingController.php
- WestlinksSupportController.php

app/Http/Controllers/Admin/labels:

- fpdf_source.php
- label_sample.php

app/Http/Controllers/Onsite:

- AttendeesOrderController.php
- OnsiteController.php

Appendix C

Models

Below is a listing of all models.

- AffiliationType.php
- Category.php
- DiningTable.php
- Golfer.php
- MealUser.php
- PaymentType.php
- SmsLog.php
- Announcement.php
- CategoryTranslation.php
- EventGroup.php
- Greeting.php
- Media.php
- Product.php
- State.php
- AreaMeeting.php
- Contact.php
- Event.php
- Group.php
- MeetingType.php
- Role.php
- Transaction.php

- AreaMeetingTsmlImport.php
- Convention.php
- EventRole.php
- GroupUser.php
- MySchedule.php
- RoleRequest.php
- User.php
- AreaMeetingTsml.php
- ConventionRole.php
- EventType.php
- Location.php
- OrderItem.php
- SendgridTracking.php
- VirtualType.php
- Article.php
- ConventionUser.php
- EventUser.php
- LocationType.php
- Order.php
- Setting.php
- AttendeesOrder.php
- Country.php
- FieldType.php
- MarathonRequest.php
- OrderStatus.php
- SmsBroadcast.php

Appendix D

Views

Below is a listing of all views.

resources/views/:

- admin
 - admin/announcements
 - * admin/announcements/create.blade.php
 - * admin/announcements/edit.blade.php
 - * admin/announcements/index.blade.php
 - * admin/announcements/public.blade.php
 - * admin/announcements/search.blade.php
 - * admin/announcements/show.blade.php
 - admin/area_meetings
 - * admin/area_meetings/create.blade.php
 - * admin/area_meetings/edit.blade.php
 - * admin/area_meetings/index.blade.php
 - * admin/area_meetings/search.blade.php
 - * admin/area_meetings/show.blade.php
 - admin/articles
 - * admin/articles/create.blade.php
 - * admin/articles/edit.blade.php
 - * admin/articles/index.blade.php
 - * admin/articles/show.blade.php
 - admin/attendees_orders
 - * admin/attendees_orders/edit.blade.php
 - * admin/attendees_orders/index.blade.php
 - * admin/attendees_orders/show.blade.php
 - admin/badge_management
 - * admin/badge_management/index.blade.php
 - * admin/badge_management/show.blade.php

- admin/badging
 - * admin/badging/dashboard.blade.php
 - * admin/badging/users
 - * admin/badging/users/create.blade.php
 - * admin/badging/users/edit.blade.php
 - * admin/badging/users/orders
 - * admin/badging/users/orders/show.blade.php
 - * admin/badging/users/show.blade.php
- admin/categories
 - * admin/categories/create.blade.php
 - * admin/categories/edit.blade.php
 - * admin/categories/index.blade.php
 - * admin/categories/show.blade.php
- admin/contacts
 - * admin/contacts/index.blade.php
- admin/conventions
 - * admin/conventions/create.blade.php
 - * admin/conventions/edit.blade.php
 - * admin/conventions/index.blade.php
 - * admin/conventions/show.blade.php
- admin/dining_tables
 - * admin/dining_tables/assign.blade.php
 - * admin/dining_tables/clear_room.blade.php
 - * admin/dining_tables/create.blade.php
 - * admin/dining_tables/edit.blade.php
 - * admin/dining_tables/index.blade.php
 - * admin/dining_tables/show.blade.php
- admin/event_roles
 - * admin/event_roles/create.blade.php
 - * admin/event_roles/edit.blade.php
 - * admin/event_roles/index.blade.php
 - * admin/event_roles/show.blade.php
- admin/event_user
 - * admin/event_user/create.blade.php
 - * admin/event_user/edit.blade.php
- admin/events
 - * admin/events/create.blade.php
 - * admin/events/edit.blade.php
 - * admin/events/index.blade.php
 - * admin/events/search.blade.php
 - * admin/events/show.blade.php
 - * admin/events/structure.blade.php
 - * admin/events/structure_clear.blade.php
- admin/groups
 - * admin/groups/create.blade.php

- * admin/groups/edit.blade.php
 - * admin/groups/index.blade.php
 - * admin/groups/show.blade.php
- admin/index.blade.php
- admin/index_KEEP.blade.php
- admin/locations
 - * admin/locations/create.blade.php
 - * admin/locations/edit.blade.php
 - * admin/locations/index.blade.php
 - * admin/locations/show.blade.php
- admin/marathon_requests
 - * admin/marathon_requests/completed.blade.php
 - * admin/marathon_requests/create.blade.php
 - * admin/marathon_requests/edit.blade.php
 - * admin/marathon_requests/index.blade.php
 - * admin/marathon_requests/show.blade.php
- admin/media
 - * admin/media/create.blade.php
 - * admin/media/edit.blade.php
 - * admin/media/index.blade.php
 - * admin/media/show.blade.php
- admin/menus
 - * admin/menus/index.blade.php
- admin/orders
 - * admin/orders/create.blade.php
 - * admin/orders/edit.blade.php
 - * admin/orders/index.blade.php
 - * admin/orders/receipt.blade.php
 - * admin/orders/review.blade.php
 - * admin/orders/show.blade.php
- admin/point_of_sale
 - * admin/point_of_sale/index.blade.php
- admin/products
 - * admin/products/create.blade.php
 - * admin/products/edit.blade.php
 - * admin/products/index.blade.php
 - * admin/products/search.blade.php
 - * admin/products/show.blade.php
- admin/program
 - * admin/program/marathons.blade.php
- admin/reports
 - * admin/reports/attendee_badges.blade.php
 - * admin/reports/attendee_badges_download.blade.php
 - * admin/reports/batch.blade.php

- * admin/reports/dashboard.blade.php
- * admin/reports/exception.blade.php
- * admin/reports/golf-teams.blade.php
- * admin/reports/golf-teams_download.blade.php
- * admin/reports/marathon-details.blade.php
- * admin/reports/marathon-leaders.blade.php
- * admin/reports/marathon_details_download.blade.php
- * admin/reports/meal_summary.blade.php
- * admin/reports/merchandise_fulfillment.blade.php
- * admin/reports/merchandise_fulfillment_download.blade.php
- * admin/reports/merchandise_sold.blade.php
- * admin/reports/merchandise_sold_download.blade.php
- * admin/reports/pdf.blade.php
- * admin/reports/pdf_sfv.blade.php
- * admin/reports/personalized_mugs.blade.php
- * admin/reports/personalized_mugs_download.blade.php
- * admin/reports/products-sold.blade.php
- * admin/reports/products-sold_download.blade.php
- * admin/reports/program
 - admin/reports/program/full.blade.php
 - admin/reports/program/show.blade.php
- * admin/reports/purchased_meals
 - admin/reports/purchased_meals/all.blade.php
 - admin/reports/purchased_meals/all_download.blade.php
 - admin/reports/purchased_meals/banquet.blade.php
 - admin/reports/purchased_meals/banquet_download.blade.php
 - admin/reports/purchased_meals/breakfast.blade.php
 - admin/reports/purchased_meals/breakfast_download.blade.php
 - admin/reports/purchased_meals/luncheon.blade.php
 - admin/reports/purchased_meals/luncheon_download.blade.php
 - admin/reports/purchased_meals/veggie.blade.php
- * admin/reports/registration.blade.php
- * admin/reports/registration_affiliation.blade.php
- * admin/reports/registration_country.blade.php
- * admin/reports/registration_state.blade.php
- * admin/reports/summary
 - admin/reports/summary/banquet.blade.php
 - admin/reports/summary/banquet_download.blade.php
 - admin/reports/summary/banquet_unassigned.blade.php
 - admin/reports/summary/banquet_unassigned_download.blade.php
 - admin/reports/summary/breakfast.blade copy.php
 - admin/reports/summary/breakfast.blade.php
 - admin/reports/summary/breakfast_download.blade.php
 - admin/reports/summary/breakfast_unassigned.blade.php
 - admin/reports/summary/breakfast_unassigned_download.blade.php
 - admin/reports/summary/luncheon.blade.php
 - admin/reports/summary/luncheon_download.blade.php

- admin/reports/summary/luncheon_unassigned.blade.php
- admin/reports/summary/luncheon_unassigned_download.blade.php
- admin/reports/summary/ticket_master.blade.php
- admin/reports/summary/ticket_master_download.blade.php
- * admin/reports/tables
 - admin/reports/tables/all_seats_download.blade.php
 - admin/reports/tables/index.blade.php
 - admin/reports/tables/seats_available.blade.php
 - admin/reports/tables/seats_available_download.blade.php
 - admin/reports/tables/user.blade.php
 - admin/reports/tables/user_download.blade.php
- * admin/reports/unassigned_plates.blade.php
- * admin/reports/walk-run.blade.php
- * admin/reports/walk-run_download.blade.php
- admin/role_requests
 - * admin/role_requests/index.blade.php
- admin/security
 - * admin/security/dashboard.blade.php
 - * admin/security/index.blade.php
 - * admin/security/staff.blade.php
- admin/sendgrid
 - * admin/sendgrid/index.blade.php
- admin/settings
 - * admin/settings/create.blade.php
 - * admin/settings/edit.blade.php
 - * admin/settings/index.blade.php
 - * admin/settings/show.blade.php
- admin/support
 - * admin/support/index.blade.php
 - * admin/support_tickets
 - * admin/support_tickets/index.blade.php
 - * admin/support_tickets/show.blade.php
- admin/tickets
 - * admin/tickets/meals.blade.php
 - * admin/tickets/report_badges.blade.php
- admin/transactions
 - * admin/transactions/download.blade.php
 - * admin/transactions/edit.blade.php
 - * admin/transactions/index.blade.php
 - * admin/transactions/show.blade.php
- admin/users
 - * admin/users/create.blade.php
 - * admin/users/edit.blade.php
 - * admin/users/index.blade.php
 - * admin/users/show.blade.php

- * admin/users/user_search.blade.php
- admin/voicemail_greetings
 - * admin/voicemail_greetings/index.blade.php
 - * admin/voicemail_recordings
 - * admin/voicemail_recordings/index.blade.php
- admin/westlinks_support
 - * admin/westlinks_support/book-a-meeting.blade.php
 - * admin/westlinks_support/create_ticket.blade.php
 - * admin/westlinks_support/index.blade.php
 - * admin/westlinks_support/show.blade.php
 - * admin/westlinks_support/support.blade.php
 - * admin/westlinks_support/thank_you.blade.php
 - * admin/westlinks_support/tickets.blade.php
- announcements
 - announcements/index.blade.php
- api
 - api/api-token-manager.blade.php
 - api/index.blade.php
- archives
 - archives/index.blade.php
 - archives/show.blade.php
- auth
 - auth/confirm-password.blade.php
 - auth/forgot-password.blade.php
 - auth/login.blade.php
 - auth/register.blade.php
 - auth/reset-password.blade.php
 - auth/signup.blade.php
 - auth/two-factor-challenge.blade.php
 - auth/verify-email.blade.php
- components
 - components/admin-layout.blade.php
 - components/app-layout.blade.php
 - components/guest-layout.blade.php
 - components/home-layout.blade.php
 - components/modal.blade.php
- contacts
 - contacts/index.blade.php
 - contacts/success.blade.php

- conventions
 - conventions/create.blade.php
 - conventions/index.blade.php
 - conventions/show.blade.php
 - conventions/update.blade.php
- dashboard.blade.php
- documentation
 - documentation/admin_guide.blade.php
 - documentation/developer_guide.blade.php
 - documentation/onsite_staff_guide.blade.php
 - documentation/tex
 - * documentation/tex/admin
 - documentation/tex/admin/wlcm_admin_guide.aux
 - documentation/tex/admin/wlcm_admin_guide.fdb_latexmk
 - documentation/tex/admin/wlcm_admin_guide.flx
 - documentation/tex/admin/wlcm_admin_guide.log
 - documentation/tex/admin/wlcm_admin_guide.out
 - documentation/tex/admin/wlcm_admin_guide.pdf
 - documentation/tex/admin/wlcm_admin_guide.synctex.gz
 - documentation/tex/admin/wlcm_admin_guide.tex
 - documentation/tex/admin/wlcm_admin_guide.toc
 - * documentation/tex/chapters
 - documentation/tex/chapters/admin_announcements.tex
 - documentation/tex/chapters/admin_badging_ticket_mgmt.tex
 - documentation/tex/chapters/admin_change_management.tex
 - documentation/tex/chapters/admin_changelogs.tex
 - documentation/tex/chapters/admin_content_management.tex
 - documentation/tex/chapters/admin_credit_card_processing.tex
 - documentation/tex/chapters/admin_dashboard.tex
 - documentation/tex/chapters/admin_events.tex
 - documentation/tex/chapters/admin_groups_area_meetings.tex
 - documentation/tex/chapters/admin_locations.tex
 - documentation/tex/chapters/admin_operations.tex
 - documentation/tex/chapters/admin_point_of_sale_operations.tex
 - documentation/tex/chapters/admin_products.tex
 - documentation/tex/chapters/admin_reports.tex
 - documentation/tex/chapters/admin_sales.tex
 - documentation/tex/chapters/admin_security.tex
 - documentation/tex/chapters/admin_settings.tex
 - documentation/tex/chapters/admin_support.tex
 - documentation/tex/chapters/admin_users.tex
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 - * vendor/jetstream/components/authentication-card.blade.php
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