Convention Manager User Guide

Web Application Developed by Westlinks Online

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Contents

Abstract

This document defines the application and provides details on usage and operations.

Chapter 1

Introduction

Convention Manager is a cloud based Software As A Service (Saas) web application which provides customers with a platform to operate a convention. It is built specifically to manage 12 step conventions, but it is possible to adapt it to other events with certain modifications.

The platform runs on a cloud based web server and is usable on any modern web browser including mobile.

The platform is developed and maintained by Westlinks Online, LLC (www.westlinks.com), a technology company focused on infrastructure management, DevOps and web application development.

Chapter 2

Public Website Views

The platform consists of the following sections

2.1 Top Navigation

Used to provide links to website page views. It is partly dynamic, where it gets its data from the database. There are slight differences for authenticated and unauthenticated users.

2.2 Home Page

Public facing web page, available to the world. Does not change for authenticated users other than the top navigation.

2.3 Events

Events are the core of the platorm. The entire convention is made up of a series of events. Each event has a start time (datetime) and a duration.

Additional columns determine things like event type, whether it is published or unpublished, and much more. See the table schema for more information.

The website splits event views into the following filtered lists:

2.3.1 Convention Timeline

Lists all events in chronological order based on the start_at field

2.3.2 Speaker Meetings

Filtered list of events based on event_type_id = 3, Speaker

2.3.3 Marathon Meetings

Filtered list of events based on event_type_id = 4, AA Marathon

2.3.4 Al-Anon Events

Filtered list of events based on event_type_id = 5, Al-Anon

2.3.5 Meals

Organized meals for advance purchase/reservation such as

- Banquets
- Luncheons
- Barbeque

2.3.6 Sporting Events

Sporting events such as

- Golf
- 5K Walk/Run

2.4 Registration

Each attendee of the convention must be registered. This purchase provides access to all events except for those requiring additional fees such as meals and sporting events.

A customer may purchase one or more registrations. Each registration must be accompanied by a badge name. Attendees will wear the badge during the events.

- Collect badge a name for each registration purchased.
- Badge consists of first name, last initial and city/group

The Registration section is a simple ecommerce system consisting of these sections:

- Products Page - Lists all products and services including the Event Registration. The user can adjust quantities, enter badge names, enter text for personalized commemmorative items and finally write special instructions or requests in a text field.

- shopping Cart - Provides a summary of the pending purchase. The user can either return back to the products page to make changes (edit) or advance to Checkout.

- Checkout - Provides a final list of the pending purchase with the credit card form. Submitting the credit card form creates the order.

The primary purpose of this section is for attendees to register for the convention, where they pay for and obtain a badge which gains them access to the events.

Additionally, meals, sporting events and commemmoratives are available for purchase on the products page.

2.4.1 Donations

Variable amount based on quantity increments of $1.00

- AA Scholarships
- Al-Anon Donations

2.4.2 Sporting Events

Sporting events are off-site activities which may or may not require extra fees.

- 5K Walk/Run (Free)
- Golf
    Assemble groups uf up to 4 golfers
    Collect golfer names during purchase process

2.4.3 Meals

The convention consists of one or more meals which require additional fees. A meal may include multiple options as follows

- Chicken
- Salmon
- Vegetarian

These variations are defined in the products section. The meal menu is shown to the user as an accordion style dropdown and defined in the product category.

2.4.4 Merchandise

Unlimited merchandise items may be added to the store. Each one is defined as a category with its individual items defined as products.

Example merchandise categories are

- Womens Tshirt
- Mens Tshirt
- Mug
- Personalized Mug (where available)
    Collect personalization text
- Fan (where available)

Each of these categories can include one or more associated products such As

- Small
- Medium
- Large
- Mug
- Personalized Mug (where available)
    Collect personalization text during purchase process

2.5 Information

General information about the convention

2.5.1 About

About AA About the convention (general)

2.5.2 Fundraising Events

Special events to help raise funds to support costs of the convention.

2.5.3 Hotel Information

Learn about the hotel which hosts the convention as well as special rates for attendees.

2.5.4 Convention Information

Specific information about the convention including ticket refund policies

2.5.5 Area Information

Useful for visitors unfamiliar with the surrounding area. May include tourist and hotel information

2.5.6 Volunteer

Details for potential volunteers including a schedule of planned committee meetings.

2.5.7 What's New

Random announcement articles.

2.6 Contact Us

Use the contact us forms located on the home page and on the contact us page to send questions or comments to the convention. A support ticket will be created and a support agent will respond as quickly as possible.

Chapter 3

Authenticated Website Views

When a user is authenticated into the website (logged in), they have several additional features available to them that are not available to non-authenticated users. Because we know who they are, we are able to provide a more personalized experience. This personalized experience is one of the primary features of this platform.

3.1 Dashboard

The dashboard can be considered as the top level portal for all personalized content and is essentially the homepage for authenticated users.

These are the top level menu items for the Dashboard:

3.1.1 Next Up

Displays the next events in the schedule over the next 3 hours in chronological order.

3.1.2 My Schedule

An authenticated user may create a personal schedule of events. The user can add/remove events by visiting the event lists and detail pages. Each event in their collection appears on the My Events page.

Additionally, a user can set a reminder for each of the events in their schedule. The reminder is an SMS text message sent by the system 10 minutes prior to the event.

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1          Reminder: MEETINGNAME starts in 10 minutes
2          in the ROOMNAME. Hope you can make it.
3
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Listing 3.1: Sample SMS Text

My Service Committments

A list of all approved service committments for this user.

Find a Committment

All available committments are listed. The user can volunteer for a committment. Once the request has been approved, it will appear in the users "My Schedule" list.

3.1.3   My Meals

A list of all meals purchased by the authenticated user. At the top of the page is a list of links to meals available for purchaase. This list is directly tied to the product table, and will not appear when a meal has been sold out.

3.1.4   My Orders

A list of all orders placed by the authenticated user. Each order in the list is clickable allowing the user to view the order detail view (their reciept).

3.1.5   My Announcements

A list of all personal announcments sent to the authenticated user. They are segregated by active and inactive statuses.

An active announcement will appear at the top of the user dashboard view.

3.1.6   Help

Top level for the customer support secttion consisting of

- Ask for Help
- My Messages
- Documentation
- About

Zendesk

- If Zendesk IS included in the convention account, then Ask For Help and My Messages will consist of Zendesk support tickets allowing a 2-way communication thread.
- If Zendesk IS NOT included in the convention account, then My Messages consist only of messages sent to the convention via the Contact Us form. This option will not show a 2-way communication thread, just the inbound

3.2 My Profile

The profile section is where you can control your personal information and your user experience while using this application.

3.2.1 Profile Information

Change your first/last names and email address. NOTE: Changing your email address to something different than the one used in your orders will cause problems. Please contact a support person for assistance.

3.2.2 Dark Mode

Users have the option of viewing the website in light or dark mode. Simply click the ENABLE/DISABLE DARK MODE button to toggle between the two modes.

- Enable Dark Mode - Switch to dark mode. Backgrounds are various dark shades with light text.

- Disable Dark Mode - Switch to light mode. Backgrounds are various shades of white or light gray with dark text.

3.2.3 Mobile Phone Number

Your validated mobile phone number is used to notifiy you via text message of events that you have added to your schedule. This notification feature is optional. To add your number, simply go to the profile page and click the "ADD OR VERIFY MOBILE NUMBER" button. The system will send a verification code to the number entered. Enter that number into the provided from and submit the form.

3.2.4 Update Password

Change your password. Enter your existing password followed by a new one and a confirmation.

3.2.5 Two Factor Authentication

You may enable Two Factor Authentication (2FA) to secure your account against intrusion. When two factor authentication is enabled, you will be prompted for a secure, random token during authentication. You may retrieve this token from your phone's Google Authenticator application. Click the ENABLE button to get started with 2FA.

3.2.6 Browser Sessions

If necessary, you may log out of all of your other browser sessions across all of your devices. Some of your recent sessions are listed on this page; however, this list may not be exhaustive. If you feel your account has been compromised, you should also update your password.

3.2.7 Delete Account

Once your account is deleted, all of its resources and data will be permanently deleted. Before deleting your account, please download any data or information that you wish to retain.

Listings