What's On Townsville – Community FAQs

Contents

## Do I need to create an account to add a new event listing?

1. Yes. To submit an event to the [What's On Townsville website](#), you will need to create a free account, which will give you complete access to your event information via the **My Events** page.

2. The **My Events** page allows you to:
   - See all your events in one location.
   - Edit your events at any time.
   - Check the status of your events.
   - Add alerts such as **Sold Out**, **Date Change** or **Venue Change**.
   - Delete your event.
   - Access the **Submit New Event** form.
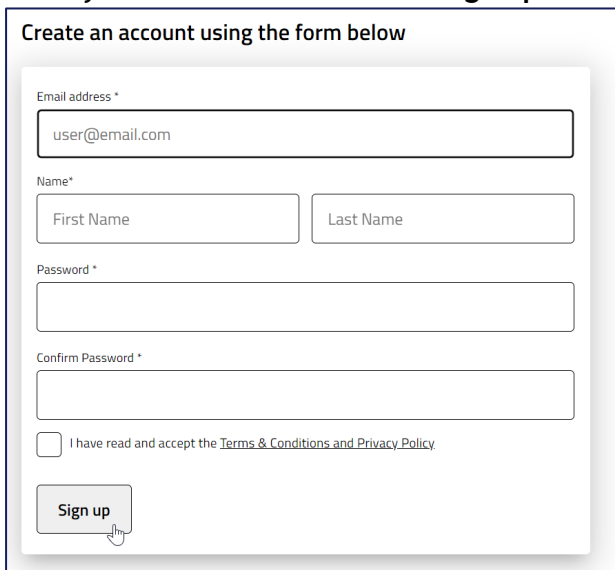
How do I create an account?

1. Select the Submit Event tab in the top right.
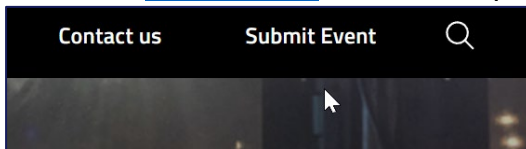
2. Select create an account to take you to the account creation page.
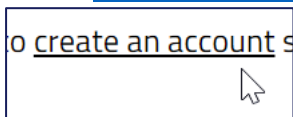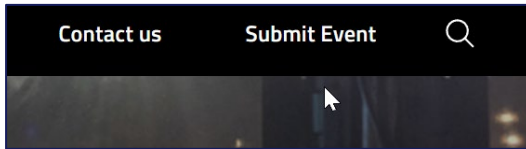

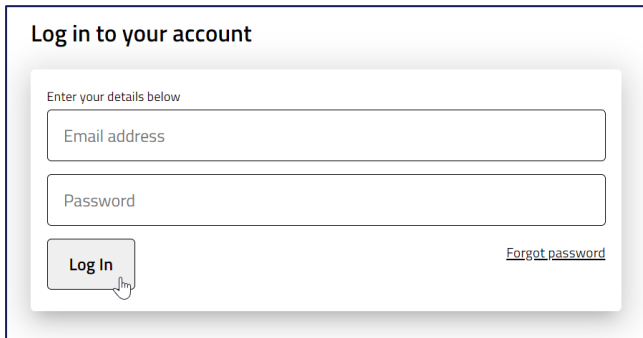3. Enter your details and select the **sign up** button.

4. An email will be sent to your nominated email address, please click the link in your email to activate your account. Check your junk folder if no email arrives within a few minutes.

5. The new account should now be activated, and you should now be able to log in.

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How do I log into my account?

1. Select the Submit Event tab in the top right.

2. Fill out the **log in to your account** section and select the **log in** button.
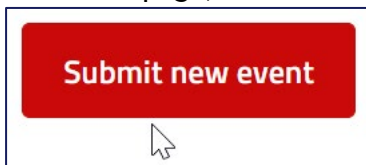
How do I submit an event?

1. If you have just logged in, you should be on the **My Events** page.
2. Otherwise, select the **My Events** tab in the top right.
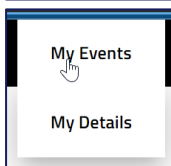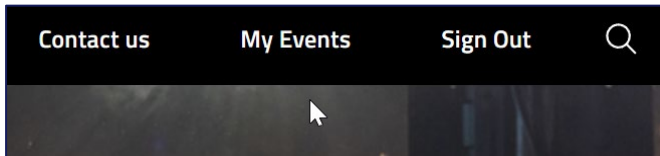
3. From that page, select the **submit new event** button in the top right.

4. Follow the **Community Submission Checklist** to ensure you submit all relevant information correctly to submit your event.
5. Select the **Save and Continue** button on each page to navigate through the pages of the submission (making sure your information is correct) from 1-6 until you reach **6. Submit.**

6. If all is correct, select **Publish once approved** to allow your event to go live once approved (**Schedule for later** is if it is to go live at a later date).

When should we publish your event?

Let us know when we should publish your event once the approval process is complete.*

Publish once approved	Schedule for later

7. Ensure you have read and accepted the Terms & Conditions, and then select **Submit for approval.**

☑ I have read and accept the Terms & Conditions and Privacy Policy.*

Submit for approval

8. Your event will go live once we have approved the event from here.

How do I add a video to my event listing?

1. You can add a video to your event under the **Media** section of the form.
2. The video must be hosted on YouTube.

Copy and paste the video link into the relevant section of the form – please note that the link must be to the specific video you want to display and **NOT a Playlist**.

## How do I save my submission to submit later?

1. Event submitters don't have to complete the entire form at once.
2. Partially complete submissions will appear on your **My Events** page with a **Draft** status.

You can go back into the form and complete your submission at any time.

How do I edit an event, or submit from an existing draft?

The process for editing a submitted event or submitting an event from a draft is the same. If an event is currently submitted for approvals, however, you will need to wait until it is accepted or rejected before you can make further edits.
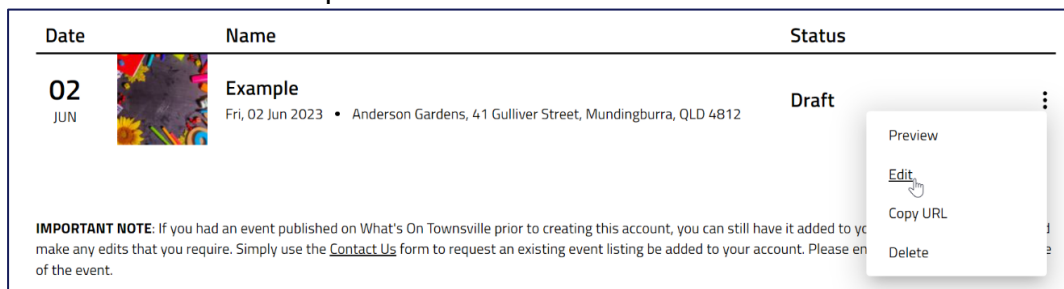
1. If you have just logged in, you should be on the **My Events** page.
2. Otherwise, navigate to the **My Events** tab in the top right.
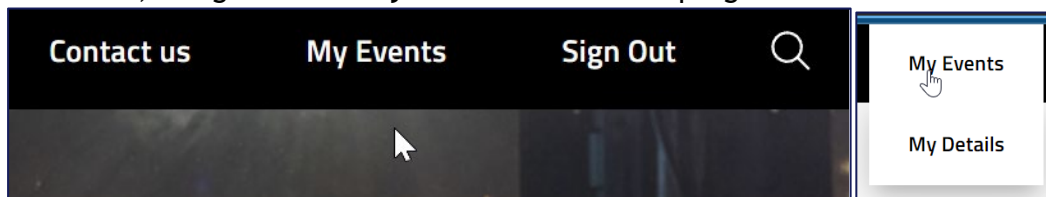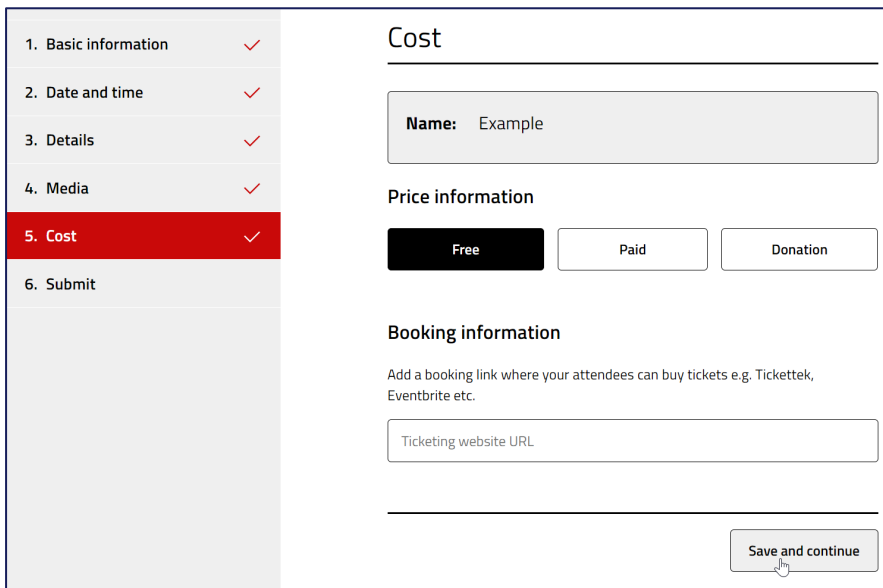

3. Select the **three dots** to the right of your event.

4. Select **Edit** from the dropdown menu.

5. Select the **Save and Continue** button on each page to navigate through the pages of the submission (making sure your information is correct) from 1-6 until you reach **6. Submit**.

6. If all is correct, select **Publish once approved** to allow your event to go live once approved (**Schedule for later** is if it is to go live at a later date**).
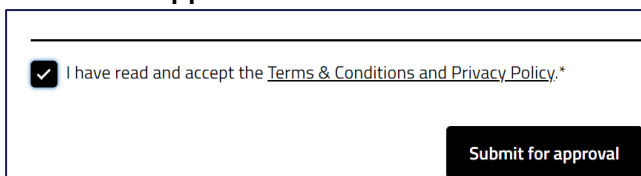

7. Ensure you have read and accepted the Terms & Conditions, and then select **Submit for approval.**

8. We will receive your event for approval and your event/changes will go live once we have approved the event from here.

How do I add an alert to my event?

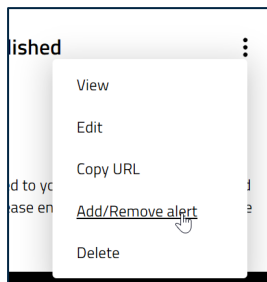*Note this option is only visible when the event is in **Published** status.*

1. If you have just logged in, you should be on the **My Events** page.
2. Otherwise, navigate to the **My Events** tab in the top right.
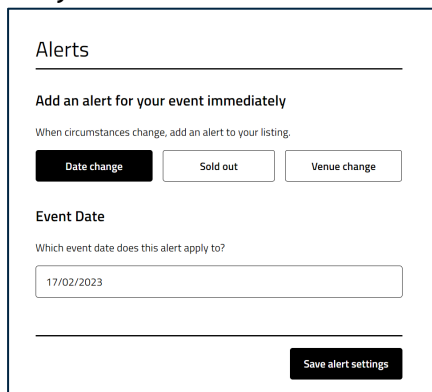

3. Select the **three dots** to the right of your event.

4. Select **Add/Remove alert** from the dropdown menu.

5. Set your alert and the Event Date it applies to.

6. Select **Save alert settings** and it should be live!

Does What's On Townsville pull from any other event sites?

1. The **What's On Townsville** website **does NOT** pull events from other event listings such as Australian Tourism Data Warehouse (ATDW).

What do I do if my question isn't answered here?

1. For TicketShop related enquiries call (07) 4727 9797 or email ticketshop@townsville.qld.gov.au.
2. For all other assistance, enquiries, or feedback on the What's On Townsville website use the Contact us form on the What's On Townsville website.