



Submitting an Application on EventHalo

Frequently Asked Questions

Section 1: Your EventHalo Account

1.1) I don't have an EventHalo account so how do I apply?

All you have to do to apply to an event using EventHalo is to fill in all the fields on the application form and press "Submit Application" at the bottom of the page. You don't have to do anything else; just wait for an email to confirm that you've been accepted.

1.2) I already have an EventHalo account, how do I retrieve my details

If you already have an EventHalo account, simply select the 'Sign In Here' button on the form (see fig. 1) and enter your email address and password

fig.1 Sign-In button

Already have an account? [SIGN IN HERE](#)

Upon doing this, the form will automatically populate with your details, saving you time.

1.3) I have an EvenHalo account, but I've forgotten my password, how do I recover it?

If you need to reset your password, just use the "Forgot Password?" link on the form. This will take you to the main login page where you can select "FORGOT?" to change your password.

Upon selecting this, you will be presented with a form where you can enter your email address (see fig. 2)

fig. 2 Enter your email address

A screenshot of a web form titled "Forgotten your password?". The form has a close button (X) in the top right corner. Below the title, there is a blue link that says "Enter your email below to reset your password". There is a text input field with a placeholder "Email Address" and a small envelope icon on the left. Below the input field is a blue button with the text "RESET MY PASSWORD".

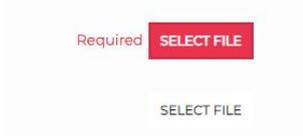
Just enter the same email address you used when you first made an EventHalo account, press "reset my password," and you'll be sent an email with further instructions.

Section 2: Filling in your application

2.1) How do I upload my documents to the form?

To upload a document to the form, click the 'SELECT FILE' button and options will appear that will allow you to upload your document (see fig. 3)

fig. 3 Document upload buttons. Note, if the button is in red, you must upload before submitting



2.2) I don't have an electronic copy of my document to upload, what do I do?

If an application form asks for a document to be uploaded, e.g. insurance document or food hygiene, and you don't have an electronic copy these steps might help you.

- A.** Is the document required for you to make the application? If not, apply anyway, and send the document later.
- B.** Check you weren't emailed a copy of the document, e.g. an insurance document, at the time you took out the policy. If so, save the document from your email, then upload it when the form requests it.
- C.** If you have a scanner, scan the document, preferably as a PNG file, or a JPG.
- D.** If you have a smartphone, take a photo of the document, then save it to the device where you are completing the form.
- E.** If you have a digital camera, you can take a photo then upload the image to your computer, ready to upload to the form.

If you have problems following the contents of the steps above, e.g. if you cannot transfer files from your phone to your computer, seek support from the relevant device or service provider.

If you still can't create or find a digital version of your document, you might want to contact the Event Organiser and see if they agree to you uploading a placeholder instead, then sending your document later. A placeholder might be any small file that is ready to hand on your computer.

2.3) It's not letting me submit the form, what have I done wrong?

One of the reasons why you may not be able to submit the form is because one or more required items of information are missing. Missing information will show on the form as a red box (see fig. 4). Before trying to submit again, scroll through the form again and fill in the missing information until there are no more red boxes showing.

fig. 4 Organisation Name and Address boxes missing information



The image shows two input fields from a form. The first field is labeled 'Organisation Name *' and the second is labeled 'Address Line 1 *'. Both fields are empty and have a red border. A small red square with a white 'x' is located at the end of each field, indicating that the required information is missing.

Section 3: Submitting your application

3.1) What happens after I submit my application?

When you've submitted your application, you should shortly receive an email confirming successful receipt of your application from the event organiser (this email does not mean your application has been accepted; only that it has been received)

If this is your first time applying using EventHalo, you will also receive a separate email requesting that you confirm your email for security purposes.

3.2) Where does my application go once it has been submitted?

The team at the organisation managing the event will receive your application through the EventHalo system.

3.3) How do I access my EventHalo account after submitting my application?

You will have the option to go directly to your account after submitting your application and you can log in any time from <https://app.eventhalo.com/login#/>. (make sure you use the same email address that you originally signed up with).



Section 4: Contact Details

4.1) Who do I contact if I have other questions?

This depends on the nature of your query:

For queries about the event itself, i.e. how it is managed, or the terms of application, please contact the event organiser.

For queries about submitting online forms, or any other issues using the EventHalo website, please contact the EventHalo team on 01225 466 966 or email support@eventhalo.com (office hours 09:00 - 17:00).