ctrltempo.

THE ORGANIZER GUIDE

Run your night. From start to finish.

Create your gig. Manage bookings and guests. Welcome your crowd. Understand the results.

EASY ENGLISH / PAGE BY PAGE / FEATURES & BENEFITS

A short presentation guide for event organizers. Updated 17 November 2026.

OPEN CTRLTEMPO >

ONE EVENT. ONE WORKSPACE.

01 **CREATE**
Build your event page.

02 **SHARE**
Reach your guests.

03 **WELCOME**
Check tickets at the door.

04 **LEARN**
Review your results.

Page guide

Use the same page names you see in the organizer workspace.

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Each feature page explains what you can do, why it helps and where to start. Use SAY THIS as your short presentation line.

Why use CTRLTEMPO?

One connected workspace for your event.

SAY THIS

I can manage the event journey in one place, with clear control over bookings, guests and results.

1

CREATE YOUR NIGHT

Build a branded gig page with ticket tiers, payment instructions, DJs and private location options.

2

KEEP CONTROL

Review payments, manage capacity, invite guests and keep changes and refund records clear.

3

WELCOME YOUR CROWD

Give each guest a QR, assign door staff and follow check-ins live.

4

LEARN & GROW

Compare promoters and ticket tiers. Export reports and share a recap after the event.

Create and manage your own gigs. Use one selected event for detailed tools, or All my gigs for an overall view.

Getting started

SAY THIS

I sign in once, open my organizer workspace and manage my own gigs in one place.

WHAT YOU CAN DO

- From Home, choose Apply as organizer and sign in. New accounts need approval before creating gigs.
- Use the sidebar to move between pages. The Gig workspace selector chooses one gig or All my gigs.
- Most guest tools need a selected gig. Check its name before making changes.
- Use the workspace on a phone or computer. Switch light or dark mode, and open Manual whenever needed.

WHY IT HELPS

A clear workspace keeps event work together and helps you focus on the right gig.

START HERE

1. After approval, open the organizer studio.
2. Choose Create Gig, or select an existing gig.

If approval is still pending, use Check approval status after your account has been reviewed.

Overview

SAY THIS

This is my daily dashboard. I can see what is happening and what needs my attention.

WHAT YOU CAN DO

- See upcoming gigs, tickets sold, tickets remaining, pending approvals and money received.
- See places held for pending bookings separately from available tickets.
- Use Needs your attention to open booking reviews, refund work or waiting-list requests.
- Choose one gig or All my gigs. Open an event or create a new one directly from the dashboard.

WHY IT HELPS

You can spot urgent work quickly and keep track of several events without opening every booking.

START HERE

1. Select the gig or keep All my gigs.
2. Review the numbers, then open the task that needs action.

The studio refreshes every 15 seconds. Received money includes approved transfers and recorded cash.

My gigs

SAY THIS

This is my event list. I can create, edit, duplicate and share each gig from here.

WHAT YOU CAN DO

- See each poster, date, status, capacity and starting price in one list.
- Create a new gig, edit its details, preview its guest page or open its sales view.
- Use More actions to share the gig, duplicate it, make Story artwork or request a change.
- A duplicate copies the event setup into a new gig with its own link and new dates. Bookings stay with the original.

WHY IT HELPS

You can run repeat events faster and keep each night, booking link and guest list separate.

START HERE

1. Choose Create Gig, Edit or Duplicate.
2. Review the result, save it and copy the gig link.

Use Preview guest page before sharing. Check the poster, times, ticket prices and payment instructions.

Gig editor

Details, location & DJs

SAY THIS

I build the event page, choose its look and control when guests can see the location.

WHAT YOU CAN DO

- Details: add a name, description, start/end date and poster. Choose colors, a theme or a background image.
- Location & DJs: add the venue, address, Google Maps link, arrival details and contact information.
- Show the location publicly or reveal it after approval. Add up to 30 DJs, photos and optional set times.
- Use the live preview and readability warning. DJ times must fit the gig; overlapping sets show a warning.

WHY IT HELPS

Your gig gets a clear branded page, while private arrival details stay under your control.

START HERE

1. Complete Details, then Location & DJs.
2. Continue to Tickets & payment, then check Preview.

A valid Google Maps HTTPS link is required. Edit times in your device timezone; guest pages show Cairo time. Keep private addresses out of posters and descriptions.

Gig editor

Tickets & payment

SAY THIS

I choose the ticket options, payment instructions and deadlines that fit my event.

WHAT YOU CAN DO

- Set capacity and up to 12 ticket tiers with whole-number EGP prices. Each new ticket admits one person.
- Offer bank transfer, InstaPay, Vodafone Cash or cash on door. Add clear instructions for each selected method.
- Add entry/refund rules, a booking deadline and the time allowed for reviewing pending bookings.
- Review all four steps before saving. Entries stay while moving between steps; leaving with unsaved changes shows a warning.

WHY IT HELPS

You control sales and capacity, while guests see the right price and payment instructions before booking.

START HERE

1. Keep ticket allocations within total capacity.
2. Check Preview, then create the gig or save changes.

Review time defaults to 24 hours (1-720 allowed). No cutoff means booking closes at the start. Old booking prices stay unchanged; allocations cannot go below reserved places.

Sales & insights

SAY THIS

I can compare bookings, money and attendance, and see how each ticket tier is doing.

WHAT YOU CAN DO

- See confirmed guests and value, pending requests and value, money received and check-ins.
- Compare results by gig and ticket tier. See available places and places held for review.
- Open More metrics for cash still due and waiting-list totals.
- Move to Payments & guests when a number needs a booking review or follow-up.

WHY IT HELPS

You can understand demand, see unpaid cash and make event decisions using current numbers.

START HERE

1. Select the gig you want to review.
2. Read the headline numbers and compare the ticket tiers.

> Received money is not profit. Cash counts as received only after collection is recorded; refund records are separate.

Reports

10 reports to preview and export

SAY THIS

I can turn event data into clear reports for planning, guest management and follow-up.

REPORT	WHAT IT SHOWS	DOWNLOAD
Guest List	Guest details, ticket tiers and booking status.	Excel + PDF
Sales & Revenue	Confirmed sales, collections and cash due.	Excel + PDF
Pending Approvals	Requests waiting for review and their deadlines.	Excel
Ticket Availability	Confirmed, held and available places.	Excel + PDF
Payments Breakdown	Bookings and collections by payment method.	Excel
Cash Collection	Cash bookings: collected or still due.	Excel
Attendance & No-shows	Check-ins, arrival times and no-shows.	Excel + PDF
Cancellations & Refunds	Affected bookings and refund records.	Excel
Promoter Performance	Attributed bookings, sales and attendance.	Excel + PDF
Event Summary	The main results for each selected gig.	Excel + PDF

Choose a report > filter > Preview report > export. Date filters use gig dates in Cairo time. Availability is a current snapshot; no-shows are final after the gig ends. Collections are not profit.

Payments & guests

SAY THIS

Every booking has one clear record. I can review payments, manage guests and follow up.

WHAT YOU CAN DO

- Search by guest, email or gig. Filter by status and sort by newest or name.
- Open Review or View details for the receipt, amount, reference, deadline, tickets and booking status.
- Approve or reject pending bookings. Approve cash bookings separately, then record the full cash payment when received.
- See promo, promoter, check-in, refund and email details. Export the selected gig guest list to Excel.

WHY IT HELPS

You can check each request carefully and keep payments, guest records and follow-up in one place.

START HERE

1. Verify the transfer, then choose Approve payment; use Approve booking for cash.
2. Use More actions for Retry email, Compose email or Request a change.

Approval, cash collection and entry are separate actions. Rejecting releases places but does not return money. Receipts: JPG, PNG, WebP or PDF, up to 5 MB.

Email notifications

Connected to bookings, guests and event updates

SAY THIS

Guests stay informed, and I can follow important updates without sending every message by hand.

BOOKINGS & PAYMENTS

Guests: booking submitted, approved, rejected, cancelled or expired; receipt received. You: new bookings and receipts to review.

GUEST LIST & DOOR TEAM

Complimentary invitations, waiting-list confirmations and invitations to book. Staff receive messages when gig access is assigned or removed.

EVENT & REFUND UPDATES

You: event-created confirmation. Booked guests: postponement, new dates, cancellation and refund-status updates.

ACCOUNT & SUPPORT

Organizer application received, approved or rejected. Support-request confirmations and status updates help you follow the next step.

WHY IT HELPS: Keep guests informed. Follow email status, retry messages or open a Compose email draft in your mail app.

Messages are sent when delivery and the relevant event are enabled. Sent means accepted for sending; check the inbox. The private booking link is still available if an email does not arrive.

Waiting list

SAY THIS

When tickets are unavailable, I can keep interested fans and invite them when places open.

WHAT YOU CAN DO

- See each fan name, email, requested group size and invitation status.
- A repeat request with the same gig and email updates the existing entry.
- Invite a fan when enough places are available. Email can send the invitation when enabled.
- Use Compose invitation as a manual email draft when needed. The fan completes a normal booking.

WHY IT HELPS

You keep a clear list of interested guests and can fill places that become available later.

START HERE

1. Select the gig and check availability.
2. Choose Invite to book and follow the invitation status.

> The waiting list and its invitations do not reserve tickets. Places remain first come, first served.

Guest invitations

SAY THIS

I can welcome DJs, friends, press and VIPs with complimentary confirmed tickets.

WHAT YOU CAN DO

- Enter a name, email and category: DJs, Friends, Press or VIP. Invite 1-60 guests in one booking.
- The invitation confirms immediately at zero cost and creates one QR for each guest.
- Copy or open the private invitation link. An invitation email is sent when delivery is enabled.
- Complimentary guests count toward the same venue capacity as paid guests.

WHY IT HELPS

You can manage your guest list professionally and protect capacity without asking invited guests to pay.

START HERE

1. Select a scheduled gig and choose Invite Guest.
2. Save the details and share the private invitation link.

Each invited guest needs their own QR. The normal entry checks still apply.

Live door & scanner

SAY THIS

I can see arrivals live and give my door team a clear, controlled check-in process.

WHAT YOU CAN DO

- Scan with the camera, upload a QR image or paste an entry code for the selected gig.
- Check the guest, ticket tier, guest number and entry eligibility before confirming entry.
- See check-ins, expected guests, remaining capacity, recent arrivals and the last 15 minutes.
- Wrong-gig, used or unavailable tickets cannot be admitted again. Live counts refresh every 5 seconds.

WHY IT HELPS

Your team can admit the right guests, prevent repeat ticket use and follow the door in real time.

START HERE

1. Look up the QR and review the guest details.
2. Choose Confirm guest entry after checking eligibility.

Scanning alone does not admit the guest. Cash must be recorded by the organizer before entry. The scanner needs internet.

Promoter links

SAY THIS

Each promoter gets a unique gig link, so I can see who brings the guests.

WHAT YOU CAN DO

- Add a promoter or DJ name and copy their own booking link for the gig.
- Track bookings, confirmed guests, pending requests, received money and check-ins.
- Open Detailed results to compare promoters and review their contribution.
- Pause or reactivate attribution while keeping earlier results.

WHY IT HELPS

You can measure promotion using actual bookings and attendance, then decide which partnerships work best.

START HERE

1. Select a gig, add the promoter and copy the link.
2. Share that link with them and review the results.

A paused link still opens the gig, but new bookings count as direct bookings. Previous promoter results remain saved.

Promo codes

SAY THIS

I can run targeted offers with a clear discount, expiry time and booking limit.

WHAT YOU CAN DO

- Create a percentage or fixed EGP discount for the selected gig.
- Set the expiry and maximum number of bookings using the code. View usage or disable the code.
- The discount applies once to the booking total. Fans see the updated amount before submitting.
- A zero-total booking confirms for free without a payment receipt.

WHY IT HELPS

You can reward selected fans, support a campaign or create a free presentation booking.

START HERE

1. Choose Create Promo, enter the rules and save.
2. Share the code for fans to apply during booking.

Pending bookings hold a code use until they are rejected or expire. A discount does not create extra venue capacity.

Story artwork

SAY THIS

I can turn my gig into an Instagram Story image with a booking link and QR.

WHAT YOU CAN DO

- Generate artwork using the poster, Cairo date/time, starting price and booking QR.
- Choose amber, green or violet. Use the main gig link or an active promoter link.
- Download a 1080 x 1920 PNG and copy the same link for an Instagram link sticker.
- Regenerate after changing the event. Private venue details are not added to the image.

WHY IT HELPS

You get consistent event artwork quickly and give fans a direct way to book from the Story.

START HERE

1. Select the gig, style and booking link.
2. Download the PNG, upload it and add the matching link sticker.

The link sticker works on the same phone. The QR is useful when the image is viewed on another screen.

Night recap

SAY THIS

I can review the night in numbers and download a simple results card to share.

WHAT YOU CAN DO

- See check-ins, confirmed guests, paid/free guests, bookings and confirmed booking value.
- Review money received, cash still due and recorded refunds as separate figures.
- Compare arrivals by hour and promoter results to understand how the night developed.
- Download a 1080 x 1350 PNG. Choose whether to show confirmed booking value; it is hidden by default.

WHY IT HELPS

You can explain the result clearly, learn from arrival patterns and share a recap without guest contact details.

START HERE

1. Select the gig and choose Refresh recap.
2. Choose the value setting, then Download recap PNG.

> The shared card contains no guest names or contact details. Confirmed booking value is not the same as money received.

Lost & found

SAY THIS

I can help guests recover lost items while keeping ownership reports private.

WHAT YOU CAN DO

- Add found items for the selected gig and update their status.
- Guests can open the item board from the gig page or their private booking page.
- A guest uses a valid booking link to submit private contact details and proof of ownership.
- Review the claim, add a note and record the outcome. Returned items leave the public board.

WHY IT HELPS

You give guests a clear help process and keep sensitive claim details out of the public item list.

START HERE

1. Publish the found item in Lost & found.
2. Check the claim, arrange the return and update the record.

Verify ownership before handing over an item. Private reports stay with the event organizer.

Updates & refunds

SAY THIS

When plans change, I can update the event, inform guests and track refund work.

WHAT YOU CAN DO

- Postpone, reschedule or cancel a gig. Add an announcement for affected guests.
- Postponing pauses bookings and entry. Rescheduling uses future dates and reopens the gig.
- See guest-update email status, send updates and retry messages that still need sending.
- Track Needs review, Refund due, Refunded or No refund required. Record the returned amount and a note.

WHY IT HELPS

You can handle changes consistently and see which guests still need an update or a refund decision.

START HERE

1. Change the gig status or dates and check Guest update emails.
2. Return any money outside the site, then save the refund record.

Cancellation cannot be reopened. Rescheduling clears the old cutoff: check it again. Marking Refunded cancels remaining tickets, even for a partial refund.

Door staff

SAY THIS

I can give my door team access to the event they need and remove it when their work is done.

WHAT YOU CAN DO

- Add a staff name and the exact email address they use to sign in.
- Assign access to a specific gig, then copy the staff link or open Staff check-in.
- Staff see their assigned gigs and basic entry details, with no payment approvals, receipts or finance reports.
- Revoke access to remove that gig assignment. Staff cannot edit gigs or record cash.

WHY IT HELPS

You can share entry work with a team while keeping payment decisions and event control with you.

START HERE

1. Select the gig, choose Add Staff and save their email.
2. Share the staff link and check their assigned-gig access.

The staff email must match their sign-in account. Cash issues at the door go to the organizer.

Organizer profile

SAY THIS

My public profile helps guests recognize who is behind the event and how to contact us.

WHAT YOU CAN DO

- Set the public organizer name and a short bio.
- Add an Instagram link, public email address and phone number when useful.
- Upload a JPG, PNG or WebP logo, up to 5 MB.
- Your saved profile appears in the organizer section of the gig page.

WHY IT HELPS

A clear organizer identity makes the event feel consistent and gives guests the right contact details.

START HERE

1. Enter your details or upload a logo, then choose Save profile.
2. Preview a gig page to check the public organizer card.

Choose contact details you are happy to show to guests. Uploading a logo still needs Save profile.

Requests

SAY THIS

I can ask for help or a data change, then follow the conversation and its status.

WHAT YOU CAN DO

- Create a request with a gig, subject, category, action, details and normal or urgent priority.
- From a linked record, include the current value and the value you want instead.
- Reply in the thread, attach JPG/PNG/WebP screenshots up to 5 MB, and see unread replies and history.
- Track New, In review, Waiting for organizer, Approved, Completed, Rejected or Cancelled. You see your own requests.

WHY IT HELPS

You keep the question, evidence and decision together, making follow-up easier for you and support.

START HERE

1. Choose New Request or Request a change from a record.
2. Add the details, then follow replies and status updates.

Approved means the request was accepted. The actual data change is applied separately; check for completion.

Your guests' experience

SAY THIS

Guests follow one clear journey: open the gig, book, save the private link and use their QR.

WHAT YOU CAN DO

- The gig page shows the poster, DJs, rules, organizer details, Cairo time and available ticket options.
- Guests choose tickets, apply a promo code, add their details and follow the selected payment instructions.
- After submitting, they save a private booking link. Approval unlocks one QR per guest and any private location.
- The private page shows status, announcements and refund updates. Guests can refresh, print tickets or save each QR as PNG.

WHY IT HELPS

Guests know what to do next, and you receive organized booking details for review and entry.

START HERE

1. Share the gig link or a promoter link.
2. Ask guests to keep the private booking link and bring their own QR.

No separate fan account is needed to fill the booking form. Keep private links private. Rejected, expired or cancelled tickets cannot be used for entry.

Present one event

A simple end-to-end demo

SAY THIS

I can show the full event journey, from creating a gig to checking a guest in and reviewing results.

1 Create the gig

My gigs > Create Gig. Use a future date, a valid Maps link and a simple ticket tier.

2 Make a free demo code

Promo codes > Create Promo. Set DEMO100 to 100% with a valid expiry and a small usage limit.

3 Book from the guest page

Open the gig link, choose tickets, apply DEMO100 and submit the free booking.

4 Open the private booking

Show the confirmed booking, event details, private location and one QR per guest.

5 Check a guest in

Live door & scanner: look up the QR, then Confirm guest entry. Show that it cannot be reused.

6 Show the results

Open Sales & insights, Reports and Night recap. If email is enabled, show the confirmation too.

Use clearly named demo records. To show manual approval, open a separate sample pending booking in Payments & guests. A free-code booking confirms immediately.