How to use our event booking system
December 2021

To register on to a webinar, click on the link on the relevant training page and you'll be taken to our new online booking system.

How to book a place

1. Once in the online booking system, choose the session you'd like to register onto, click 'Select' under 'Tickets' and then click 'View selection'
2. Check the ticket is for the correct session and click 'Book now'. You'll then be asked to provide some generic information
3. If you're registering for an employer drop-in session, you'll also be asked if there's any questions you want to submit prior to the event
4. Once registered, you'll receive an email confirmation of your booking.

How to cancel or change a booking

If you need to cancel a booking, please click the 'View booking' link in your confirmation email, then go to 'Ticket options' and then 'Cancel ticket.' You'll then receive a cancellation confirmation email.

If you want to change to a different session, you'll need to cancel the original booking first, then register to the alternative event.

If the webinar you want to book onto is full, you can add yourself to the waiting list and you'll be informed via email when a place becomes available.

Helpful information

As well as your confirmation email, you'll also receive a reminder email an hour before the event. Both have the option for you to add the event to your calendar. To do this click on the 'event.ics' file attached to your email and add it to your calendar.

All our events are hosted via Microsoft Teams. To attend on the day, you'll need to use the link in your confirmation or reminder email.

We'll also attach the slides for each webinar to the event for you to download prior to the date.

If you're booking on to a member presentation, there'll be a downloadable promotional poster for each session. You can download this from the event and share with your members of staff.