



GigOps.**AI**

PRODUCT DOCUMENTATION

USER GUIDE

Every feature in every GigOps product, step by step, for
Company Admins, Company Users, crew, athletes and vendors.



Tour**Ops**



Festival**Ops**



Venue**Ops**



Promoter**Ops**



Action**Ops**



Coral**Ops**

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HOW TO USE THIS GUIDE

This guide covers every feature in GigOps, in every product, step by step. It is written for the people who use GigOps day to day: Company Admins, Company Users, and the crew, athletes and vendors who work alongside them.

GigOps is one platform offered as six products, each shaped for a different kind of live event business. Your company has one product, set when it signs up, and a Company Admin can run a tour, a festival or an action sports event side by side in the same account.

PRODUCT	BUILT FOR	YOU WORK IN	EACH ONE HOLDS
TourOps	Touring acts, tour managers, production companies	Tours	Shows
FestivalOps	Festivals and site and production teams	Festivals	Days, with stages and a lineup
VenueOps	Venues, rooms and halls	Your venue	Events
PromoterOps	Promoters and talent buyers	Markets	Shows
ActionOps	Action and adventure sports events	Events	Days, with courses and comps
CoralOps	Marine field research and coral restoration	Programs	Survey days

How the chapters are organised:

- **Chapters 1 to 9** cover the features shared across products: getting started, your company and users, shows and planning, people, travel, on-site operations, money, and vendors and documents. Where a product uses different words, the guide says so.
- **Chapters 10 to 14** cover the features that belong to one product (or two): FestivalOps, VenueOps, PromoterOps, ActionOps and CoralOps.
- **Chapter 15** covers the apps your crew, athletes and vendors sign in to, and the GigOps iOS apps.
- **Chapter 16** covers the GigOps API.

Every feature opens with an **Available in** line naming the products that include it. Steps name buttons and fields in **bold**, exactly as they appear on screen. If you do not see a module, it is either not part of your product, switched off for your company by a Company Admin, or outside your access level. In the app, **Ask GigOps** answers questions from this same material.

GETTING STARTED

Every Company User starts here: signing in, finding your way around, your daily view, your inbox and in-app help. Crew, athletes and vendors use their own apps, covered in chapter 15.

GETTING STARTED

AVAILABLE IN **ALL PRODUCTS**

GigOps runs your tours, festivals, venues, promotions and events in one place. This section covers the basics every Company User needs: signing in, switching company and tour (or festival, event or market), finding your way around the left menu, the bell, light and dark mode, View only seats, and where to get help. Crew sign in to GigOps Crew instead, with their own crew login.

How do I sign in?

- 1 Open GigOps in your browser.
- 2 On the **Sign in** screen, type your **Email** and **Password**.
- 3 Choose **Sign in** (or press Enter).

If your company requires two-factor authentication, a **Two-factor verification** box asks for the 6-digit code from your authenticator app. Type it and choose **Verify**. Lost your phone? Choose **Use a recovery code** and type one of the recovery codes you saved when you turned two-factor on. If GigOps has updated its Terms, you see **Review our Terms** first: tick the box and choose **Continue**.

I forgot my password. How do I reset it?

- 1 On the **Sign in** screen, type your email in **Email**.
- 2 Choose **Forgot password?**.
- 3 Check your email for the reset link (it expires in 24 hours; look in your spam folder if it does not arrive within a few minutes).
- 4 Open the link, type a **New password** of at least 8 characters, type it again in **Confirm password** and choose **Set password**.

A Company Admin can also send you a reset link from **Users & access** (Edit on your row, then **Send password reset**).

Why was I signed out?

GigOps signs you out after 30 minutes with no activity, so an unattended computer is not left open. You see "Signed out due to inactivity". Sign in again and you carry on where your data left off. A message saying your session expired means the sign-in itself ran out; sign in again.

How do I find my way around the left menu?

The left menu lists the modules your seat can use, grouped into sections such as **Plan**, **Money** and **Operations** (plus product sections like **Festival**, **Competition** or **Venue**). **My day** and **Inbox** sit at the top, **Users & access** at the bottom, and below it the list of shows (or days, or events) on the current tour.

- Choose a section name to collapse or expand it.
- Choose **Customize** at the end of the menu to drag modules into a different order or switch one off in your own menu. **Reset to default** puts it back. This only changes your menu.
- On a phone, the menu is hidden: tap the **Menu** button (three lines, top left) to open it. Modules you do not see are either not part of your product, switched off for the company by a Company Admin, or outside your access level.

How do I switch to another tour, festival or event?

Your work is organised in tours (called festivals, events, programs or markets in the other products). Everything you see, such as shows, tasks and budget, belongs to the one that is open.

- 1 In the top bar, choose the tour name next to your company name.
- 2 Choose the one you want from the list.

You can also choose a tour card in the **Tours** panel at the top of the left menu. The same menu has **+ New tour**, **Edit current tour...** and **Manage tours....** GigOps remembers the last tour you opened, on every device.

How do I create a new tour or event?

- 1 Choose **+** next to **Tours** at the top of the left menu (or **+ New tour** in the tour menu in the top bar).
- 2 Type a **Tour name** and fill in what you know: dates, currency, status, color and **Crew member departments**.
- 3 Choose **Create tour**.

To edit or delete one later, open the tour menu in the top bar and choose **Manage tours...**, then **Edit** or **Delete** on its row. You cannot delete the only tour you have.

Can one company run a tour, a festival and an action sports event?

Yes. A Company Admin opens the tour menu in the top bar, chooses **Manage tours...** and **Edit** on its row, and picks its **Kind**: TourOps (a tour), FestivalOps (a festival) or ActionOps (an action sports event, offered while your company has the ActionOps modules). **Company default** follows your company's product. When you switch to it, the app takes that product's words, menu and modules. Only a Company Admin can change the kind; other seats can still edit everything else. CoralOps and VenueOps companies have no per-tour kind.

I work for more than one company. How do I switch?

If one login has a seat at several companies, your company name in the top bar has a small arrow.

- 1 Choose your company name in the top bar.
- 2 Choose the company you want. Each row shows your role there.

The page reloads in the other company. Notifications and **My schedule** (in the menu under your initials) show items from all your companies, labelled with the company name.

How do I switch between light and dark mode?

Choose the moon (or sun) button in the top bar. Light mode is the default. Your choice is remembered on this device only.

What is the bell, and how do I turn on push notifications?

The bell in the top bar shows your notifications: messages, approvals, changes to records you work on, and items such as tasks waiting for your review or blocked. A dot means something is new.

- 1 Choose the bell to open the list. "You're all caught up." means nothing is waiting.
- 2 Choose a notification to go straight to the record it is about. One from another company is labelled with that company's name and switches you there.

To get notifications even when GigOps is not open, choose your initials (top right), then **Enable push notifications**, and allow notifications when your browser asks.

What is in the menu under my initials?

Choose your initials (top right) to open it:

- **My schedule**: every upcoming show you work, across all your companies.
- **Users & access** and, for Company Admins, **Company settings**.
- **Two-factor authentication**: turn two-factor on or off for your login.
- **Email preferences**: whether you get GigOps news and updates (account emails always arrive).
- **Bugs & feature requests**: tell the GigOps team about a problem or an idea.
- **Enable push notifications**, **Refer a company** (when offered), **Register new company** and **Sign out**.

What is a View only seat?

View only is the free, read-only Company User seat. A View only user sees everything their access covers but cannot create, edit, approve or delete anything. You see a **View only** badge in the top bar, and buttons that would change something are hidden or greyed out. View only users can still use Ask GigOps, read their Inbox, change their own preferences and two-factor, and send bug reports. If you need to make changes, ask a Company Admin to change your access level in **Users & access**.

Where do I get help?

- **Ask GigOps**: the speech-bubble button in the top bar. Ask how to do something ("How do I add travel info?") or about your own records ("Which shows still have no load-in time?").
- **Bugs & feature requests**: in the menu under your initials. Report a bug, request a feature or share an idea; the GigOps team reads every one.
- **GigOps Support**: the GigOps team can look at your account read-only to help you. When they do, a banner across the top says so.

How do I report a bug or request a feature?

- 1 Choose your initials (top right), then **Bugs & feature requests**.
- 2 On the **Send one** tab, choose **Report a bug**, **Request a feature** or **Share an idea**.
- 3 Fill in the summary (for a bug, **What went wrong?**), pick an **Area**, and for a bug a **Severity**.
- 4 Add **Details**: for a bug, the steps, what you expected and what happened.
- 5 Choose **Send bug report** (or **Send request**, **Send idea**).

Your name and the page you are on are attached automatically. The **What you sent** tab lists everything you sent and where each stands (Received, In progress or Being fixed, Done or Fixed, Closed). You get a notification when one moves.

How do I register a new company?

On the **Sign in** screen choose **Register your company** →, or, if you are already signed in, choose your initials and then **Register new company**. The sign-up steps ask for your company, the product you run (TourOps, FestivalOps, VenueOps, PromoterOps or ActionOps) and your first tour or event.

MY DAY

AVAILABLE IN [ALL PRODUCTS](#)

My day is the home screen: the open tour at a glance, the approvals waiting on you, your own travel and the local weather. It opens when you sign in; to come back to it, choose **My day** at the top of the left menu. What it shows follows the tour (or festival, event or market) open in the top bar.

What is on My day?

From top to bottom:

- **Routing & drive-times** (TourOps) and **Subscribe to calendar** buttons.
- **Local weather** for where you are, or a ZIP or city you choose.
- Four tiles for the open tour: **Tour budget**, **Contracted** (with how far over or under budget), **Shows** and **Budget lines**. The money tiles disappear if the Budget module is switched off for the company or for you.
- **Awaiting your approval**: contract and budget approvals assigned to you.
- **Your travel**: your own flights, hotels and per diem. When there is nothing yet you see "Your day is clear" and a **Go to Planning** button.

How do I approve or deny something from My day?

Items assigned to you appear under **Awaiting your approval**, marked **CONTRACT** or **BUDGET**, with who asked.

- 1 Choose **Approve** or **Deny** on the row.
- 2 Or choose **Open** to see the full contract or budget line first.

The same list appears at the top of **Planning**. New approvals show up on their own within about half a minute, and when you come back to the tab.

How do I set the location for the local weather?

- 1 On the **Local weather** card, choose **Use my location** and allow location access, or type a ZIP or city and choose **Go**.
- 2 To pick a different place later, choose **Change**.

The location is remembered on this device. For a venue's forecast, open the show (it shows a **Venue forecast** within 5 days of the show) or use the **Weather** module.

Where do I see my own flights and hotels?

The **Your travel** card lists the travel booked for you on each show: flights or legs with times, hotels with check-in and check-out, and per diem. Choose a card to open that show. The card only appears when something is booked for you. Travel is entered in the **Travel** module.

How do I subscribe to the tour calendar in Google, Apple or Outlook?

- 1 On **My day**, choose **Subscribe to calendar**.
- 2 Choose **Add to calendar** to open it in your calendar app, or choose **Copy** and paste the link into Google Calendar, Apple Calendar or Outlook as a calendar subscription.

Every show on the open tour appears, and the calendar keeps itself up to date as dates change. Anyone with the link can read it, so share it only with people who should see the dates.

How do I see the drive times between shows?

- 1 Open the tour in the top bar.
- 2 On **My day**, choose **Routing & drive-times** (TourOps).

The window lists the shows in date order with the miles and driving time between each pair, and the total driving for the tour. Choose **Recompute** after you change venues or dates. Where there are open nights between two shows, the leg says how many venues on GigOps have an open date in that gap, such as **3 venues within 300 miles** (or **in** the next town, when neither show is at a venue on GigOps). Choose it to open **Find open dates** for those nights, with each venue's drive time from the show before the gap. If you see "Drive-times turn on once a Google Maps server key is set", maps are not set up for your workspace yet; the show order still appears. Ask GigOps Support.

Why are the budget tiles blank or showing a dash?

The tiles show the open tour only. A dash means nothing has been added yet ("No lines yet", "None added yet"). If you switch to another tour in the top bar, the tiles change with it. Ops and Coordinator seats see the budget totals here even though they cannot open budget lines.

INBOX

AVAILABLE IN **ALL PRODUCTS**

Inbox holds your direct messages with other Company Users at your company, laid out like email with a subject and a reply. In the left menu, near the top, choose **Inbox**. Every Company User has an inbox. View only users can read and delete their messages but cannot send. Messages go between Company Users only; to reach crew, use the crew tools in **Comms** or **Crew**.

How do I send a message?

- 1 In **Inbox**, choose **Compose**.
- 2 Under **To**, pick the teammate.
- 3 Type a **Subject** (optional) and your **Message**.
- 4 Choose **Send**.

The message lands in their Inbox straight away, and they get a notification. If nobody else is on your company yet, the form says **Invite a teammate to send a message** and offers **Go to Users & access**.

How do I read a message?

Click the message in the list. It opens with **From**, **To**, when it was **Sent**, and the full text. Opening a message marks it as read. Unread messages have a dot and are counted on the **Inbox** item in the left menu and next to the Inbox title.

How do I reply to a message?

Open the message and choose **Reply**. A new message opens addressed to the sender, with "Re:" and the original subject filled in. Type your reply and choose **Send**. Replies are separate messages; they are not grouped into a thread in Inbox.

How do I see messages I sent?

Use the pills above the list: **Inbox** shows messages sent to you, **Sent** shows the ones you sent (marked with a **Sent** chip), and **All** shows both, newest first.

How do I mark everything as read?

Choose **Mark all read** at the top of Inbox. Every unread message sent to you is marked as read and the unread count clears.

How do I delete a message?

Open the message and choose **Delete**. Deleting removes the message for both you and the other person, so it disappears from their Inbox (or Sent) too. There is no undo.

How will I know when a message arrives?

When someone sends you a message:

- The bell in the top bar shows **New message from** the sender, with the subject or the start of the message. Clicking it opens the message in Inbox.
- The unread count on **Inbox** in the left menu goes up, without reloading the page.
- If you turned on browser notifications (avatar menu > **Enable push notifications**), or you use the GigOps Company app on iPhone, you also get a push notification. Messages are not sent by email.

What is the difference between Inbox and Comms?

Inbox is your direct messages laid out like email, with subjects, **Reply** and **Mark all read**. **Comms** has the team channel (# general) and a **Direct messages** list that shows the same one-to-one messages as a chat. A direct message sent from either place shows in both.

Why can't I send a message?

- **View only** seats can read and delete their messages but cannot send. Ask a Company Admin to change your access level in **Users & access** if you need to write.
- The **To** list only shows other Company Users at your company. If the person is missing, they may not have accepted their invite yet; a Company Admin can check the **Pending** tab in **Users & access**.
- A message needs some text in **Message** and a recipient.

Can I message someone at another company?

No. Inbox is per company: you can only message people at the company you are working in. If you work for several companies, switch company to see and send that company's messages.

ASK GIGOPS

AVAILABLE IN [ALL PRODUCTS](#)

Ask GigOps is an assistant inside GigOps that answers questions in plain words. It can explain how to do something in the app, using this help guide, and it can look up your company's own records, such as shows, advances, invoices, vendors, contracts, incidents, crew, tickets, budget and settlements. Open it with the speech-bubble button in the top bar. It is read-only: it never changes or sends anything. Every Company User can use it, including View only seats.

How do I ask GigOps a question?

- 1 In the top bar, choose the speech-bubble button (**Ask GigOps**).
- 2 Type your question in **Ask a question**.
- 3 Press Enter or choose **Ask**. The button reads **Looking...** while it works.

The answer appears under your question. You can keep asking follow-up questions in the same window; it remembers the last few questions and answers. The conversation stays until you reload the page.

What kinds of questions can it answer?

- **How to use GigOps:** "How do I add travel info?", "Where do I invite a user?", "Why can't I edit the budget?" It answers from this help guide, with the screen and button names.
- **Your own records:** "Which shows still have no load-in time?", "What is outstanding with vendors?", "Which invoices are due this month?", "How many tickets have we sold for Denver?", "Are there any open incidents?" It can look at tours, shows, show schedules, advances, settlements, budget lines, invoices, vendors, RFPs and

quotes, contracts, incidents, the crew roster and ticket counts.

How do I know where an answer came from?

Under each answer, a **Looked at:** line lists what it read, for example "the help guide, shows, a show's advance". If it tried something you do not have access to, that item says (**no access**). Answers name the show, vendor or person and the record a figure came from. Check anything important against the record itself before you act on it.

Why does it say I do not have access?

Ask GigOps looks things up as you. It can only read what your own seat can read, with the same access level, per-person module access and company settings you have on screen. For example, an Ops or Coordinator seat that cannot see invoices or settlements gets an answer saying so; the assistant does not work around it. If you need that information, ask a Company Admin to give you access in **Users & access**.

Can Ask GigOps change or send anything?

No. It only reads. It cannot create, edit or delete records, approve anything, send messages, emails or texts, or invite people. When it explains how to do something, you do it yourself on the screen it names.

How do I tell GigOps whether an answer helped?

Under each answer, **Was this helpful?** has **Yes** and **No**.

- **Yes** sends your thumbs up.
- **No** opens a box, **What were you looking for? (optional)**. Type a note if you like and choose **Send**. Your question, the answer and your note go to the GigOps team, who use them to improve the answers and this help guide. You then see "Thanks, that helps us improve the answers."

Can View only users use Ask GigOps?

Yes. Ask GigOps only reads, so View only seats can use it and can rate answers. It still only sees what a View only seat can read.

Why does Ask GigOps say it is not enabled?

Ask GigOps uses AI, which must be turned on for your company. If you see "Ask GigOps is not enabled for this workspace", or a message that **AI parsing** is switched off for this account, AI is not available for your company. A Company Admin cannot turn it on: it is controlled by GigOps. Contact GigOps Support. If you ask a lot of questions in a short time, you see "Too many requests" with how many seconds to wait. The limit is shared with the other AI features (about 30 requests in 15 minutes).

What if Ask GigOps does not know the answer?

If the help guide does not cover your question, it says so rather than guessing. You can tell the GigOps team what you were looking for with **No** under the answer, or send it from the avatar menu with **Bugs & feature requests**. If your records do not hold the answer (for example, a show has no advance yet), it says what is missing.

Tips for better answers

- Name the show, city, date or vendor you mean: "the 14 March show in Leeds" works better than "the show".
- Ask one thing at a time, and ask about one show when lists are long.
- For a how-to question, say what you want to do, not where you think the button is.

THE GIGOPS PRODUCTS AT A GLANCE

All six products run on the same GigOps platform with the same sign-in, so the core modules work the same everywhere. What changes is the vocabulary on screen, the menu, and the modules each product adds.

WHAT EACH PRODUCT CALLS THINGS

The app swaps these words automatically. This guide uses the TourOps words in shared chapters unless a step differs.

ON SCREEN	TOUOPS	FESTIVALOPS	VENUEOPS	PROMOTEROPS	ACTIONOPS	CORALOPS
Container	Tour	Festival	Venue	Market	Event	Program
Each date	Show	Day	Event	Show	Day	Survey day
Performer	Artist	Headliner	Artist	Artist	Athlete	Lead researcher
Crew module	Crew	Crew	House crew	Local crew	Crew	Field team
Day sheet	Day sheet	Day sheet	Event sheet	Day sheet	Day sheet	Dive day sheet
Stage		Stage			Course	
Set time		Set time			Comp	
Lineup		Lineup			Comp schedule	Survey schedule
Artist advances		Artist advances			Athlete advances	
Village		Village			Activations	
Bookings	Bookings	Bookings	Bookings	Promoter links	Bookings	
Budget	Budget	Budget	Budget	Budget	Budget	Grant budget
CFO view	CFO view	CFO view	CFO view	CFO view	CFO view	Funder view
Settlement	Settlement	Settlement	Settlement	Settlement	Settlement	Grant reconciliation
Logistics	Logistics	Logistics			Logistics	Field gear
Weather	Weather	Weather	Weather	Weather	Weather	Sea state
Incidents	Incidents	Incidents	Incidents	Incidents	Incidents & medical	Dive safety
Promoter	Promoter	Promoter	Promoter / buyer	Co-promoter	Promoter	Funder / partner

RUNNING MORE THAN ONE PRODUCT IN ONE ACCOUNT

A company can run a tour, a festival and an action sports event side by side. A Company Admin sets each tour's **Kind** (TourOps, FestivalOps or ActionOps) under **Manage tours...**, and the app takes that product's words, menu and modules whenever that tour is open. VenueOps and CoralOps companies have no per-tour kind. See chapter 1 for the steps.

WHICH FEATURES ARE IN WHICH PRODUCT

AREA	FEATURE	TOUOPS	FESTIVALOPS	VENUEOPS	PROMOTEROPS	ACTIONOPS	CORALOPS
BASICS	Ask GigOps	■	■	■	■	■	■
BASICS	Getting started	■	■	■	■	■	■
BASICS	Inbox	■	■	■	■	■	■
BASICS	My day	■	■	■	■	■	■
ADMIN	API keys and webhooks	■	■	■	■	■	■
ADMIN	Single sign-on	■	■	■	■	■	■
ADMIN	Users & access	■	■	■	■	■	■
SHOWS	Shows	■	■	■	■	■	■
PLAN	Bookings	■	■	■	■	■	■
PLAN	Comms	■	■	■	■	■	■
PLAN	Documents	■	■	■	■	■	■
PLAN	Offers				■		

AREA	FEATURE	TOUROPS	FESTIVALOPS	VENUEOPS	PROMOTEROPS	ACTIONOPS	CORALOPS
PLAN	Permits		■			■	■
PLAN	Planning (Tasks)	■	■	■	■	■	■
PLAN	Schedule	■	■	■	■	■	■
PLAN	Shows calendar				■		
PLAN	Signatures	■	■	■	■	■	■
PLAN	Venue book				■		
OPERATIONS	CAD	■	■	■	■	■	■
OPERATIONS	Catering	■	■	■	■	■	■
OPERATIONS	Credentials	■	■	■	■	■	
OPERATIONS	Crew	■	■	■	■	■	■
OPERATIONS	Dispatch	■	■			■	■
OPERATIONS	Incidents	■	■	■	■	■	■
OPERATIONS	Logistics	■	■			■	■
OPERATIONS	Merch	■	■			■	
OPERATIONS	Payroll	■	■	■	■	■	■
OPERATIONS	Runners	■	■			■	■
OPERATIONS	Structures sheet	■	■	■	■	■	■
OPERATIONS	Transport	■	■			■	■
OPERATIONS	Travel	■	■			■	■
OPERATIONS	Weather	■	■	■	■	■	■
MONEY	Analytics				■		
MONEY	Budget	■	■	■	■	■	■
MONEY	CFO view	■	■	■	■	■	■
MONEY	Counts			■	■		
MONEY	FX rates	■	■	■	■	■	■
MONEY	Marketing				■		
MONEY	Scenarios	■	■	■	■	■	■
MONEY	Settlement	■	■	■	■	■	
MONEY	Ticketing	■	■	■	■	■	
MONEY	Vendors	■	■	■	■	■	■
REPORTS	Debriefs	■	■	■	■	■	■
REPORTS	Reports	■	■	■	■	■	■
SHARING	Share links	■	■	■	■	■	■
FESTIVAL	Advances		■			■	
FESTIVAL	Lineup		■			■	
FESTIVAL	Site map		■			■	
FESTIVAL	Vendor village		■			■	
FESTIVAL	Wristbands		■			■	
VENUE	Avails			■			
VENUE	Calendar & holds			■			
VENUE	Rentals			■			
VENUE	Spaces			■			
VENUE	Venue profile			■			
COMPETITION	Athletes					■	
COMPETITION	Broadcast					■	
COMPETITION	Clubs and teams					■	
COMPETITION	Judging					■	
COMPETITION	Leaderboards					■	
FIELD PROGRAM	CoralOps field program						■
APPS	GigOps Athlete					■	
APPS	GigOps Crew	■	■	■	■	■	■
APPS	GigOps Vendor	■	■	■	■	■	■
APPS	Mobile apps	■	■	■	■	■	■

YOUR COMPANY: USERS, ROLES AND SIGN-IN

A Company Admin controls who can sign in, what each seat can see and change, and how people sign in. Every product works the same way here.

USERS & ACCESS

AVAILABLE IN **ALL PRODUCTS**

Users & access is where you manage the people at your company who sign in to GigOps: inviting them, choosing their access level, adjusting what each person can do in each module, and the company's settings, security and billing. In the left menu, at the bottom, choose **Users & access** (it is also in the avatar menu at the top right). Every Company User can open it and read the team list and access levels; inviting, editing, removing and company settings are for Company Admins (the **Owner** and **Company Admin** access levels). Team Managers do not see it. Crew are not managed here: they are added in **Crew** and use GigOps Crew.

How do I invite a new user?

- 1 In **Users & access**, choose **Invite user** (top right).
- 2 Type their **Email address** and, if you like, their **First & last name**.
- 3 Pick an **Access level**. The box under it describes what that level can do.
- 4 Add a **Personal note** if you want one in the email.
- 5 Choose **Send invite**.

They get an email with a link to accept. Until they accept, they are listed on the **Pending** tab. If email could not be sent, the invite link is copied to your clipboard so you can send it to them yourself. A Company User sees every tour or event on the account; access is set by level and module (see "How do I give one person more or less access than their level?"), not by tour.

What does the invited person do?

They open the link in the email. If they are new to GigOps, they fill in their name and a password (at least 8 characters), agree to the Terms of Service and Privacy Policy, and choose **Create account**. If they already have a GigOps login with that email address, they sign in and join your company with the same login. The invite only works for the email address it was sent to.

How do I resend or cancel an invite?

- 1 Open the **Pending** tab (it shows how many invites are waiting).
- 2 On the invite's row, choose **Resend** to email the link again, or **Revoke** to cancel it.

If the email cannot be sent, the link is copied to your clipboard instead. The **Pending** tab is only shown to Company Admins.

What can each access level do?

The **Access levels** tab lists every level with a short description and which modules it can edit, only read, or not see. In summary:

- **Owner**: full control of the account, including billing, company settings and every user. Only an owner can change or remove another owner, and only an owner can close the account.
- **Company Admin**: full access to every module, user management (including per-person module access), billing and company settings.
- **Tour Manager** (called **Manager** in PromoterOps): Planning, Budget, Schedule, Settlement, Vendors, Crew, Comms and the operations modules. Cannot invite users, see payroll or change company settings.
- **Finance**: Budget, CFO view, Settlement, FX Rates, Scenarios, Payroll and Merch, with editing. Reads Planning, Schedule and Documents. The crew and operations modules are hidden.
- **Legal**: the same access as Finance, and reviews vendor contracts when asked.
- **Ops**: Planning, Schedule, Vendors, Comms, Crew and the operations modules, with editing. Budget totals on My day only: no budget lines, deal terms, settlements, CFO view or payroll unless a Company Admin gives access.
- **Coordinator**: Planning, Schedule, Crew, Logistics, Travel and Comms, with editing. No money by default, like Ops. Cannot change merch.
- **View only**: reads the shared modules (not crew, credentials, transport, logistics, merch or payroll) and cannot create, edit, approve or delete anything. It is free.
- **Team Manager** (ActionOps): runs one club's athlete roster, app invites, comps and travel proposals. Sees no other club, budget, payroll or crew.

What is a View only user?

View only is the free, read-only Company User seat. A View only user can read what their access covers but cannot create, edit, approve or delete anything; edit buttons are hidden for them and the server refuses their changes. They can still use their own inbox (read and delete messages), notifications, two-factor settings, preferences and Ask GigOps, but they cannot send messages. View only users are not billed and do not count toward your seat limit. To let someone make changes, change their access level.

How do I change someone's access level or name?

- 1 On the **Team** tab, find the person and choose **Edit** on their row.

2 Change their **First name**, **Last name**, **Access level** or **Status**.

3 Choose **Save changes**.

You cannot edit your own access level here. Only an owner can make someone an owner or change an owner, and the company must always keep at least one owner. Moving someone from View only to an editing level starts a paid seat, so it must fit within your plan's seats. In ActionOps, the **Edit user** form also has **Medical lead**: it lets that person see athlete medical notes and the medical panel under Incidents, whatever their access level.

How do I give one person more or less access than their level?

1 On the **Team** tab, choose **Access** on the person's row.

2 In **Module access**, each module shows **Default** (what their access level gives), or you can pick **Off**, **View** or **Edit**.

3 For an Ops or Coordinator seat, the **Money** row at the top opens or closes every money module at once.

4 Choose **Save access**. **Reset all to default** clears every setting.

Off removes the module from their menu and refuses it to them. **View** lets them read it without changing anything. **Edit** lets them use it fully. Changed rows are outlined, and anyone with settings shows a **Custom access** chip on the Team list. Their open GigOps updates straight away.

Why can't I change someone's module access?

- Only Company Admins can change it, and never on their own seat.
- Owners always have full access, so there is nothing to adjust.
- Team Managers work in their own club only, so they have no module access settings.
- A View only user can be given **View** but not **Edit**. Change their access level to let them edit.
- A Company Admin who is not an owner cannot give more access to a module than they have themselves.
- Weather and Dispatch go to **View** at most, and Comms and Inbox are not offered.

How do I deactivate or remove a user?

On the **Team** tab, on the person's row:

- **Deactivate** stops them signing in but keeps them on the list, so you can **Reactivate** them later. A deactivated user is not a billed seat.
- **Remove** takes them off the account. Confirm with **Remove user**. They lose access to all tours and data at once; their activity history is kept. This cannot be undone, so you would invite them again to bring them back. You cannot remove yourself, and only an owner can remove another owner. The company's only owner cannot be removed or deactivated.

How do I send someone a password reset?

1 On the **Team** tab, choose **Edit** on their row.

2 Choose **Send password reset**.

The link goes to their email address only. If email is not set up for your workspace, you see a message saying so; ask GigOps Support for help.

How do I find someone on the team list?

Use the pills above the table (**All**, **Owner**, **Company Admin**, **Tour Manager**, **Finance**, **Ops**, **View only**) to filter by access level, or type in **Search users...** to find someone by name or email. The cards at the top count **Company users**, **Active users** (signed in during the last 30 days) and **Pending invites**.

How do I invite a Team Manager?

In ActionOps, a Team Manager is invited from their club, not from **Invite user**. Go to the club's card and choose **Invite a Team Manager**, type their **Email**, add a **Note (optional)**, and choose **Send invite**. Team Managers see only that club. Only Company Admins see the button.

How do I turn on two-factor sign-in?

1 Open the avatar menu (top right) and choose **Two-factor authentication**, or in **Users & access** > **Company**, choose **Manage** next to **Two-factor (MFA)**.

2 Choose **Turn on two-factor**.

3 Scan the QR code with an authenticator app (Google Authenticator, Authy, 1Password and similar), or type the key shown under it.

4 Enter the **6-digit code** and choose **Verify & turn on**.

5 Save your recovery codes (**Copy codes**), then choose **Done**. They are shown only once; each one signs you in once if you lose your authenticator.

To turn it off, open the same window, choose **Turn off** and enter your password.

How do I require two-factor for everyone?

Only an owner can. Open **Two-factor authentication** and tick **Require two-factor for everyone in** your company. People without two-factor are asked to set it up the next time they sign in, and nobody can turn theirs off while it is required. Someone who works for several companies cannot switch into yours until their two-factor is on. The **Security** card on the **Company** tab also shows **SSO** (single sign-on through your identity provider; a Company Admin sets it up with **Configure**, see the Single sign-on page) and **Session timeout**: after 30 minutes idle you are signed out and sign in again.

How do I change company settings?

1 In **Users & access**, choose **Company settings** (top right), or choose it from the avatar menu.

2 Change the **Company name**, **Industry**, **Primary region**, **Default timezone**, **Default currency**, **Product flavor** and **Default per-diem rates** (**Breakfast**, **Lunch**, **Dinner**, used for crew per diem unless a travel record overrides them).

- 3 Choose **Save settings**.

Only Company Admins see the button. CoralOps companies cannot switch product. In PromoterOps, **Found by name > Edit profile** controls whether tours can find your company by its name. The **Company** tab shows the company's details read-only.

How do I switch modules off for the whole company?

- 1 Open the **Modules** tab (Company Admins only), or choose **Choose modules** in **Company settings**.
- 2 Switch off any module your company does not use, or use **Switch all off** on a group.

Changes save on their own and apply to everyone at the company: the module leaves the menu, Home and the show view, and the matching tab in GigOps Crew. Nothing is deleted; switching it back on brings everything back. My day, Inbox and Users & access cannot be switched off. This only hides modules; who may do what is still set by access levels.

Where are API keys and webhooks?

On the **Developers** tab (Company Admins only; GigOps Support can read it). **API keys** let your own tools read GigOps through the API, one scope at a time; **Webhooks** send an event to your server when something happens. See the API keys and webhooks guide for the steps.

How do I see who did what in the company?

- 1 In **Users & access**, open the **Audit trail** tab (Company Admins only).
- 2 Narrow it with **Everyone** (pick one person), **All actions** (pick one kind of action), and **From** and **To** dates. **Clear** puts them back.
- 3 Newest is at the top; **Load more** at the bottom shows older entries.

The trail records the changes an owner may need to account for later: access levels and roles, module settings, pay rates and payroll exports, documents sent for signature, links shared, revealed or revoked, and more. Nobody can edit or delete it. When GigOps Support looked at your account, the entry names the GigOps person and says it was a GigOps Support session. **Show IPs** adds the network address each action came from; it stays hidden until you ask, and the choice is remembered in this browser.

How do seats and billing work?

You pay for each Company User who can make changes. View only users and crew in GigOps Crew are free. On the **Company** tab, **Plan & billing** shows the plan, **Seats** in use, **Peak this period**, the **Estimated** cost and the **Billing cycle**. Seats added during a period are charged pro rata on the next bill; removed seats come off at renewal. Someone who also works for another company holds a separate seat there, billed to that company. Billing details are for owners and Company Admins; everyone else sees the plan name only.

How do I see seats, invoices or change our plan?

On the **Company** tab, under **Plan & billing**:

- **View seats** lists who holds a paid seat and **Recent seat changes**.
- **View billing** shows the plan, the next charge, Company User seats and **Invoices & receipts** (with **Invoice PDF**, **Receipt** and **Pay now** links). **Update card or cancel** is at the bottom.
- **Subscribe** and **Subscribe yearly** appear when the company has no subscription yet (they read as a free trial offer when one is available).
- **Manage billing** opens the billing portal to update your card or cancel. The **Account plan** card at the top of Users & access also has a **View billing** link.

How do I switch to another company?

If you have a seat at more than one company with the same login, the company name at the top left (before the tour name) has a small arrow. Click it, then pick the company. Each row shows your access level there. If that company requires two-factor and yours is off, turn it on first. To start a brand-new company of your own, choose **Register new company** in the avatar menu.

How do I close the company account?

Only an owner can. On the **Company** tab, under **Close this account**, choose **Deactivate company account**, type the company name to confirm, add a **Reason** if you like, and choose **Deactivate account**. Everyone at the company, users and crew, is signed out and cannot sign back in. Nothing is deleted. To reopen the account, or to delete it for good, contact GigOps Support.

SINGLE SIGN-ON

AVAILABLE IN **ALL PRODUCTS**

Single sign-on (SSO) lets your team sign in to GigOps through your company's identity provider, such as Okta, Microsoft Entra ID or Google Workspace, using OpenID Connect. A Company Admin sets it up under **Users & access > Company > Security > SSO > Configure**. Once it is on, people choose **Sign in with SSO** on the sign-in page and enter their work email.

How do I set up single sign-on?

- 1 In your identity provider, create an OpenID Connect web application. Use the sign-in redirect URL shown at the top of the GigOps **Single sign-on** window (choose **Copy**).
- 2 In GigOps, open **Users & access > Company**, and under **Security** choose **Configure** next to **SSO**.
- 3 Enter the **Issuer URL**, **Client ID** and **Client secret** from your provider.

- 4 Under **Email domains**, list your company's email domains (for example yourcompany.com). Public email providers such as gmail.com cannot be listed, and a domain can belong to one company only.
- 5 Choose the **Access for new seats** (View only unless you pick another) and choose **Save**.

GigOps reads your provider's settings when you save, so a wrong issuer is reported straight away. The client secret is stored encrypted and is never shown again; leave the field empty to keep it.

Who can sign in with SSO?

- People who already hold a seat at your company.
- People you have invited: their invitation is taken up when they first sign in, with the access level on the invitation.
- People with an address at one of your **Email domains** who have no GigOps account yet: they get a new seat with the **Access for new seats** level. Someone who already has a GigOps account at another company needs an invitation before SSO lets them into yours. Owners always sign in with their email and password, so whoever runs your identity provider can never sign in as the owner. Someone signed in through SSO works in your company only: they sign out and back in to work in another company or accept an invitation from one.

What does Require single sign-on do?

Tick **Require single sign-on for everyone but owners** and everyone except owners must sign in through SSO. Their password stops working for your company and sessions that did not come through SSO end. If they also work for another company, a password sign-in takes them there instead. Owners keep their password, so they can always get in to change or remove the setting.

How does two-factor work with SSO?

By default, someone who signs in with SSO and has GigOps two-factor turned on (or works for a company that requires it) still enters their 6-digit code. If your identity provider already enforces two-factor, tick **Our identity provider enforces two-factor** and people signing in with SSO skip the GigOps code step.

Can I sign in with SSO in the GigOps Company app?

Yes. On the iPhone app's sign-in screen, type your work email and tap **Sign in with SSO**. Your identity provider's page opens inside the app; sign in there (if you are already signed in to it in Safari, it may just ask to continue). You come back to the app signed in, or to the two-factor code step if your company asks for it. Close the page to cancel. Owners sign in with their email and password, in the app as on the web. If **Require single sign-on** is on, everyone but owners signs in to the app this way.

What if SSO sign-in fails?

The sign-in page says why: the link expired or was already used (start again), your address is not one your company signs in with, your account needs an invitation, or your provider did not share a verified email. Each refused attempt and each SSO sign-in is recorded in your company's audit trail with the reason. To turn SSO off for a while, untick **Single sign-on is on**; to remove it, choose **Remove**, and everyone signs in with their email and password again (people added through SSO set a password with **Forgot password?**).

TOURS, SHOWS AND PLANNING

Your work is organised in tours (festivals, events, venues, markets or programs in the other products), each holding its shows (days, events or survey days). This chapter covers the shows themselves, the planning checklist, the event schedule and the shared booking record.

SHOWS

AVAILABLE IN **ALL PRODUCTS**

A show is one date on a tour (a day of a festival or event, an event at a venue, a show in a market). Shows are listed at the bottom of the left menu, under **Shows** (called Days or Events in some products), for the tour open in the top bar. Choose a show to open its page: details, advancing, guest list, day sheet and call sheet, crew, schedule, tasks and budget lines. Owners, Company Admins, Tour Managers, Ops and Coordinators can add and edit shows; Finance, Legal and View only seats can read them. **Send alert** is for Company Admins only.

How do I add a show?

- 1 Check the right tour is open in the top bar.
- 2 Choose **+** next to **Shows** in the left menu (or **+ Add show** when the list is empty).
- 3 Fill in **City / Market**, **Date** and **Venue name** (required). Start typing the venue to pick it from Google, which fills **Venue address**.
- 4 Check the **Time zone**, and add **Doors**, **Show time**, **Capacity** and **Status** (Confirmed, 1-Hold, 2-Hold, Want, Cancelled, Moved).
- 5 Add more if you have it: **Performances** (several show times on one date), **Goal ATP**, **Announce date**, **On-sale date**, **Promoter** and their email and phone, **Support act(s)** and **Notes**.
- 6 Choose **Add show**.

In FestivalOps and ActionOps you add a **Day** instead: **Date**, **Day label**, gates, start time, curfew and expected attendance; the site comes from the festival or event.

How do I edit, move or delete a show?

Open the show, then at the top:

- **Edit show**: the same form as Add show. Change the fields and choose **Save changes**.
- **Move to tour...**: pick the **Destination tour** and choose **Move show**.
- **Delete**: confirm to remove the show with its performances and ticket records. If the date is linked with a promoter, the link and its thread go too, and they are told. To change only the status, use the status menu next to the show's name.

Why are the times on a show in a different time zone from mine?

Show times are the venue's local time. When the show has a **Time zone** and you are somewhere else, the show page says "Times are Sydney time" (for example) with the time there now. Set or fix the zone with **Edit show**, **Time zone**.

How do I advance a show with the venue?

- 1 Open the show and choose **Advance**.
- 2 Fill in what you know: **Load-in**, **Soundcheck**, **Doors**, **Set / show time**, **Curfew**, **Stage size**, **Power / electrical**, **Parking**, **Wi-Fi**, the **Venue contact**, **Hospitality** and **Production notes**.
- 3 Choose **Save**.

The badge at the top shows where it stands: Not started, Sent to venue, Returned or Confirmed. When the venue returns it, choose **Mark confirmed** once you have checked it.

How do I fill the advance from an email or rider ("Parse email/rider")?

- 1 Open the show, choose **Advance**, then **Parse email/rider...**
- 2 Paste the venue's advance email or the artist's rider, or choose a PDF or photo under **Or read a file (PDF or photo)**, or pick a file you already uploaded from **Or choose a document you already uploaded**.
- 3 Choose **Extract details**.

The advance form comes back with the load-in, doors, stage, power, hospitality and contact details filled in. Nothing is saved yet: check every field, then choose **Save**. If you see that it is not enabled for this workspace, AI features are off; fill the form by hand.

How do I check the advance against the artist's rider?

- 1 Save any changes to the advance first.
- 2 Choose **Check against rider...**
- 3 Paste the rider, or choose it as a file or from your documents.

- 4 Choose **Check it**.

GigOps compares the saved advance with the rider (power, stage size, curfew against the set, hospitality) and lists anything that looks wrong, from high to low. The findings are advice only and change nothing; you decide what to do about each one.

How do I send the advance to the venue ("Send to venue" and "Draft with AI")?

- 1 In the **Advance** box, choose **Send to venue....**
- 2 Type the **Recipient emails**, separated by commas.
- 3 Leave **Subject** blank for the usual subject, or type your own.
- 4 Write a **Note**, or choose **Draft with AI** to have GigOps write one from the show and advance, asking for what is still missing. Read and edit the draft before you send it.
- 5 Choose **Send**.

The venue gets a link to fill in the advance online, no login needed, and the status becomes Sent to venue. When they submit it, the status becomes Returned and Company Admins are notified. To send the link yourself (by text, for example), choose **Copy link...**; **Disable link** stops the old link working.

How do I manage the guest list?

- 1 Open the show and choose **Guest list**.
- 2 Type the **Guest name**, the **Party** size and the **Type** (Guest, Comp, VIP or Press), then choose **Add**.
- 3 On each row choose **Approve**, **Deny** or **Remove**.

The top shows approved heads, requested heads and entries. **Print** prints the list. Crew can request tickets for shows they work from the **Tickets** tab in GigOps Crew; their requests arrive here as Pending with their name.

How do I give the box office the will-call list?

- 1 In the **Guest list**, choose **Box office link**.
- 2 Choose **Copy** and send the link to the box office.

The box office opens a live, read-only list of approved guests and ticks names off as tickets are picked up, so you see **Picked up** on the guest list. Add a password with **Add password** if the link may be forwarded. **Regenerate** makes a new link and stops the old one; **Disable link** turns it off.

What is on the day sheet, and how do I print it?

- 1 Open the show and choose **Day sheet**.
- 2 Under **Sections**, tick what to include: **Run of show**, **Advance**, **Catering**, **Travel & hotels**, **Crew**, **Team to-do** and **Key contacts**.
- 3 Choose **Print**, or **Save offline copy** for a file that opens on any device without a connection.

The sheet also shows doors and show times, the drive in from the previous show and, within a week of the show, the forecast. Your section choices are remembered. If you open it with no connection, you get the copy this device saved last time.

How do I email the day sheet ("Send day sheet")?

- 1 Open the show and choose **Send day sheet**.
- 2 Type the **Recipient emails**, separated by commas.
- 3 Optionally type a **Subject** and a **Note**, or choose **Draft with AI** for a short summary of the day for crew, including what changed since yesterday.
- 4 Read the draft, edit it, and choose **Send**.

The email has the run of show, the crew list and catering. A crew member whose **Reads messages in** language is set gets the sheet translated into that language (names, times and numbers stay as written).

What is the call sheet?

Choose **Call sheet** on the show for a printable list of the crew working the show (name, department, role, credential, notes) and any equipment assigned to them, with doors and show times. **Print** prints it. **Send call sheet** emails it to the addresses you type.

How do I see and send the catering count?

- **Catering count** shows the total meals for the show, broken down by department from the crew assigned, with any catering notes. **Print** prints it.
- **Send catering count** emails it to the caterer or anyone you type. To plan the meals themselves, use **Manage catering** on the show or the **Catering** module.

How do I put crew on a show?

- 1 Open the show and scroll to its **Crew** section.
- 2 Use the filters: **All**, **Assigned**, **Available** or **Time off**.
- 3 Choose **Assign** next to an available crew member, or **Remove** to take someone off.

Each row warns if the person has requested time off that day or is already working another show the same day. Crew come from the **Crew** module; add them there first. Assigned crew see the show in GigOps Crew.

How do I build the show's schedule (run of show)?

- 1 Open the show and go to its **Schedule** section.

- 2 Choose **Build days...** to lay out travel, off, load-in, show and load-out days around the show date, or **+ Add day** for one day (**Date, Day type, Label**).
- 3 Choose **+ Add item** (or **+ Item** on a day) and fill in the **Day, Start time, End time, Item, Type, Department, Location** and **Notes**.
- 4 Under **Visible to**, tick departments to limit who sees it in GigOps Crew, or leave all unticked for everyone.
- 5 Choose **Add item**.

On each row, **Done** marks it finished, **Edit** changes it and **x** removes it. Tick **Show travel** to see crew flights and shuttles on the days. At a festival or event, travel booked for the whole event (not tied to a day) shows too, on the days it happens, marked as event travel.

How do I share a public schedule?

- 1 On an item in the show's **Schedule**, choose **Publish** for each one the public should see (**Un-publish** takes it off).
- 2 Choose **Share** in the Schedule section header, then **Copy**.

Only items marked **Public** appear, and anyone with the link can view it without a login. **Regenerate** or **Disable link** stops the old link.

Where do I add hotels, flights and rooming for a show?

Hotels, rooming, flights and per diem live in the **Travel** module. On the show, choose **Travel** at the top, or **Open travel for this show** in the **Travel & rooming** box. What you enter there appears on the day sheet under **Travel & hotels** and on each person's **Your travel** card on My day.

How do I see the drive time to a show?

On **My day**, choose **Routing & drive-times** (TourOps) for the miles and driving time between every pair of shows on the tour. The show's day sheet shows "Drive in" from the previous show once routing has been worked out.

How do I send an alert to everyone on a show ("Send alert")?

Company Admins only.

- 1 Open the show and choose **Send alert**.
- 2 Check who it reaches: the crew assigned and the Company Users on the show's travel roster, with how many have an email or phone number.
- 3 Tick **Email, SMS** or both.
- 4 Type a **Subject (email)** and the **Message**, or choose **Draft the day with AI** for a summary of the day, then edit it.
- 5 Choose **Send alert**.

A crew member with a **Reads messages in** language set gets the alert translated into it at send time; the box lists the languages it will use. A channel that is not set up for your company is greyed out. Other Company Admins are notified.

How do I upload documents for a show?

Choose **Documents** on the show to see that show's files, then **+ Upload** to add one (file, name, category). **Download** and **Delete** work on each row. All documents, for every show and the whole tour, are in the **Documents** module.

How do I rearrange the show page?

Choose **Customize** at the top right of the show page. Drag sections (Show details, Open actions, Ticketing, Tasks, Crew, Budget lines, Schedule) into the order you like, switch one off to hide it, or collapse it to its header. **Reset to default** undoes it. This only changes your own view.

Where do I see the emails sent about a show?

On the show page, choose **Emails sent**. It lists the emails GigOps sent from your company about the show (advance requests, day sheets, call sheets, catering counts, offers and, for a venue, its hold and date emails), with the subject, the address, when, who sent it and whether it went. Choose **Open** to read one. A booking's **Overview** has the same list for your side, under **Emails you sent**.

PLANNING (TASKS)

AVAILABLE IN **ALL PRODUCTS**

Planning is the task list for the open tour (or festival, event or market): who does what, by when, for which show. In the left menu, under **Plan**, choose **Planning**. You can view the same tasks as a **List**, a **Board**, a **Gantt** chart or a **Calendar**, save a show's tasks as a template, and tag tasks for crew teams so they see them in GigOps Crew. Owners, Company Admins, Tour Managers, Ops and Coordinators can add and edit tasks; Finance, Legal and View only seats can read them.

How do I add a task?

- 1 In the left menu, choose **Planning**.
 - 2 Choose **+ Add task** (top right).
 - 3 Type the **Task name**.
 - 4 Pick a **Group** (Crew, Logistics & travel, Venue & permits or Sponsors) and a **Status** (To do, In progress, Needs review, Blocked, Done).
 - 5 Choose an **Assignee** and, if the task is for one show, the **Show**.
 - 6 Set a **Due date**, or pick one of the **Due relative to show** options (for example 2 weeks before show) to work it out from the show date.
 - 7 Add a **Budget link** or **Notes** if useful, and tick **Teams** if crew should see it.
 - 8 Choose **Add task**.
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The task belongs to the tour open in the top bar. To add a task straight to a show, open the show and use **+ Add task** in its **Tasks** section.

How do I edit, complete or delete a task?

- To mark a task done, tick the box at the start of its row in the List view. Tick again to reopen it.
- To change anything else, choose the task (its row, its card on the Board, its bar on the Gantt chart or its entry on the Calendar). The **Edit task** box opens; change the fields and choose **Save**.
- To delete it, open it and choose **Delete**, then confirm. The bell shows tasks assigned to you that are **Needs review** or **Blocked**.

How do I switch between List, Board, Gantt and Calendar?

Use the **List**, **Board**, **Gantt** and **Calendar** buttons at the top right of Planning.

- **List**: tasks grouped by Group, with Status, Who, Due and Budget link columns.
- **Board**: one column per status (To do, In progress, Needs review, Blocked, Done). Choose a card to edit it, and change its **Status** there to move it to another column.
- **Gantt**: each task as a bar ending on its due date. Switch between **Weeks** and **Months**, and use **< Prev** and **Next >** to move. Only tasks with a due date appear.
- **Calendar**: a month grid with each task on its due date. Use **< Prev** and **Next >** to change month.
- **Risks**: the risk register for your tours, events and venues, with its heat map (see "How do I use the risk register?").

How do I filter tasks?

- The menu next to the title picks the scope: **Tour-wide** (everything on the tour) or one show.
- The filter buttons pick **All**, **My tasks** (assigned to you), **Overdue**, **Needs review**, **Budget linked** or **Blocked**.
- **All teams** narrows the list to tasks tagged for one crew team. The filters work together, and the Board, Gantt and Calendar follow them too.

What are deadlines, and how are they different from tasks?

A **task** is work someone does. A **deadline** is a date you have committed to, usually to someone outside the company: a permit filing, a final catering count, a rooming list, an artwork deadline. One deadline often creates work for several departments at once, so the two are kept apart: the deadline is the commitment, and the tasks under it are the work to meet it.

In the left menu, under **Plan**, choose **Planning**, then the **Deadlines** button at the top right. The deadlines belong to the event open in the top bar, grouped by section (Event admin, Event build, Event production, Partnerships, Competition, Finance, Contracts, Marketing). The cards above the list count what is open, overdue, at risk and due in the next 14 days. The two menus at the top left narrow the list by section and by status (Open, All, Overdue or at risk, Met, Missed, Waived).

How do I add a deadline?

- 1 In Planning, choose **Deadlines**, then **+ Add deadline**.
- 2 Type **What is due** (for example "Scaffold permit application to the county") and pick a **Section**, and a **Topic** if it helps.
- 3 Set a **Due date**, or leave it blank and use **Or count back from** (the event's first day, last day or load-in) with **Days before it**. A date worked out this way moves when the event moves.
- 4 Pick an **Owner** (a seat here), or type **Or a team name** if a team owns it rather than a person.
- 5 If it cannot start until something else is finished, pick that under **After**, and set **Lead time after this** in days (for example 30 for a permit review). The deadline is flagged **at risk** when its prerequisite is not met in time to leave that many days.
- 6 If the date is one of several rounds, set **Round** (for example 2 of 4) and tick **final** on the last one.
- 7 Add **Notes**, and under **What "done" means** list the conditions one per line. They become a checklist on the deadline.
- 8 Choose **Save**.

How do I mark a deadline met, missed or waived?

Each deadline's row carries a status menu: **Open**, **Met**, **Missed** or **Waived**. Tick the conditions under **What "done" means** as they are satisfied. To add the work, choose **+ To-do** on the deadline and the task is created under it, so the deadline shows what is outstanding.

What does "The final round closes" do?

It is the one field that changes what other people can do. Pick a module there (Travel, Catering, Credentials, Logistics, Crew, Activations, Partners, Permits, Merch or Transport) and tick **final** on that round. Once the due date has passed, **that module refuses changes for this event**: anyone who tries to add or change something in it is told the module closed, and on what date. Nothing is hidden, nothing is deleted and nobody loses a view: the records stay fully readable, printable and exportable. Only writes stop.

Use it for the dates that genuinely hold, for example a final catering count the caterer will not revise, or the day the credential office stops taking names. Leave it blank for a date you chase rather than enforce.

Someone needs a change after the intake closed. What now?

Only the people running that event can make it: whoever is named on the event under **Who runs this event** as its **admin** or **manager**. When one of them makes the change, the app asks why in one line, saves the change, and keeps the answer against the event with their name and the time. Company Admins can read that list back for any event.

A company-wide Owner or Company Admin seat is deliberately **not** enough on its own. If you are not named on the event, you are refused like anyone else, which is the point: the people who agreed the date are the people who can break it. A Company Admin who needs to make the change can add themselves to the event first.

If the date itself was wrong, change the deadline instead of overriding every write: move the due date (the app asks **Why the date moved** and keeps that too), or set its status to **Waived**. A waived round closes nothing.

How do I say who runs an event?

- 1 Choose the event's name in the top bar, then **Edit current event**. (Or, in the event list, choose **Edit** on its row.)
- 2 Under **Who runs this event**, pick **Manager of this event** or **Admin of this event** next to each person, or leave the dash for the people who do not run it.
- 3 Choose **Save**.

The list is on the event's own box, below its dates, and only Owners and Company Admins see it and change it. It is what the closed-intake override checks, and it is per event, so somebody can run one event without running the next.

The event moved. How do I move its deadlines?

Choose **Recompute dates** at the top of Deadlines. Every date set with **Or count back from** is worked out again from the event's new dates; fixed dates are left alone. It is a button rather than something that happens by itself, so you can move an event without the whole calendar shifting under you.

How do I reuse a deadline calendar on another event?

- **Save as template** saves this event's deadlines, with their sections, lead times and prerequisites, under a name you give it. Each date becomes a number of days from the event's first day, so it travels. **Whose rules these are** (for example a county) is optional and worth filling in, since the jurisdiction is usually what makes two permit calendars different.
- **Apply a template** adds a template's deadlines to the event open in the top bar, with every date worked out from this event's dates. The same permit calendar lands correctly on a different week. Templates are company-wide, so a calendar built once serves every event that follows the same rules.

Where do I see the deadlines that are mine?

On **Home**, the **Your deadlines** card lists the ones you own, soonest first, with overdue ones first and flagged. **Your to-dos** does the same for tasks assigned to you across every event. Choose any line to open it. Both cards can be reordered, collapsed or hidden with the rest of Home.

Deadlines with dates also draw on Planning's **Gantt** chart, above the tasks, so you can see the commitments and the work against the same calendar.

How do I use the risk register?

Choose **Risks** at the top right of Planning (next to Calendar). The register lists the risks on your tours, events and venues, the highest score first, with a heat map beside it.

- 1 Choose **+ Add risk**.
- 2 Give it a **Title**, then pick its **Likelihood** and **Impact**, each from 1 (low) to 5 (high). Its score is the two multiplied, from 1 to 25.
- 3 Choose an **Owner** (a company user), a **Review date**, a **Category** if you like, and the **Tour** and **Event** it is about.
- 4 Write **What could happen** and the **Mitigation**, then choose **Save**.

The **Status** moves from **Open** to **Mitigating**, **Accepted** or **Closed**. Choose a risk in the list to open, change or delete it. Use the menus above the list to show one tour, or risks by status (**Not closed** is the default).

What does the risk heat map show?

The grid counts the risks that are not closed by where they sit: likelihood up the side, impact across the bottom. Green squares are low scores (under 8), amber are medium (8 to 14), red are high (15 and over). Under it are how many risks are not closed, how many are high, and how many are past their review date. A review date in the past shows in red in the list.

Who is reminded about a risk?

The owner gets a notification when a risk is given to them, and again on its review date (once for each date; set a new review date and they are reminded again). A risk with no owner reminds the Company Admins. Closed risks do not remind anyone.

How do I link an incident to the risk that predicted it?

Open the risk in **Planning > Risks**. Under the mitigation, pick the incident in **Link an incident that this risk predicted** and choose **Link**. The risk then counts its incidents in the list and names them when you open it. This needs the Incidents module, which FestivalOps and ActionOps use.

Why can't I see a task I created yesterday?

Tasks belong to a tour. If you switched tours in the top bar, Planning shows the tasks for the tour that is open now. Switch back to the other tour, or check the filters: a show scope, **My tasks** or a team filter hides tasks that do not match.

How do I save a show's tasks as a template?

- 1 Open the show (choose it in the show list at the bottom of the left menu).
- 2 In the show's **Tasks** section, choose **Save as template**.
- 3 Type a **Template name** and, if you like, a **Description**.
- 4 Choose **Save template**.

Names, groups, assignees, budget links, notes and team tags are saved. Dates and statuses are not: tasks applied from a template start fresh as To do.

How do I apply a task template to a show?

- 1 Open the show.
- 2 In its **Tasks** section, choose **Apply template...**
- 3 Choose **Apply** next to the template you want.

The template's tasks are added to that show. To remove a template, choose **Delete** next to it in the same list; tasks already applied are kept.

How do teams work, and how do crew see their tasks?

Teams are the departments set on the tour (open the tour menu in the top bar, choose **Edit current tour...**, and fill in **Crew member departments**).

- 1 When you add or edit a task, tick one or more **Teams**.
- 2 Crew in those departments who work the show (or the tour, for a tour-wide task) see it on the **To-Do** tab in GigOps Crew and can tick it done there. They are also notified when they are tagged.

A task with no team ticked stays office-only and is never shown to crew. Crew can add their own to-dos too; those appear on your board like any other task.

How do I link documents to a task?

Open the task (click its row) and scroll to **Documents**.

- 1 To link a file kept elsewhere (Google Drive, Dropbox, a supplier's site), paste its address into the box that starts **https://**, add a **Label** if you like, and choose **Link**.
- 2 To link a file already in Documents, choose **From Documents...**, pick the file, and choose **Link file**. The task points at the file; it stays in Documents with its own access, and a renamed file shows its new name.
- 3 Choose the cross on a link to remove it.

The task's row shows how many documents and comments it has. Anyone who can add and edit tasks can link and remove documents; a person without Documents in their access sees a linked file's place but cannot open it. Crew who see the task in GigOps Crew can open web links; a file in Documents shows to them by name only.

How do I comment on a task and mention someone?

Open the task and scroll to **Comments**.

- 1 Type your comment. To mention someone, type @ and the start of their name, then pick them from the list (for example @jan.tor).
- 2 Choose **Post comment**.

The people you mention hear it on the bell (and by push where they allow it), and the task's assignee hears about any comment on their task. You can mention Company Users who can open Planning and the crew who see the task in GigOps Crew (its teams, on a show or tour they work). Crew can read the thread and answer from the **To-Do** tab. Each comment carries its author and time; you can delete your own, and a Company Admin can delete any. Commenting takes the same access as editing a task.

What does "Budget link" mean on a task?

It is a free-text note tying the task to a cost, for example "Audio - \$5,000". It shows in the **Budget link** column and lets you find these tasks with the **Budget linked** filter. It does not change the budget itself.

Why can't I add or edit tasks?

Adding and editing tasks needs an Owner, Company Admin, Tour Manager, Ops or Coordinator seat. Finance, Legal and View only seats can read Planning but not change it. A Company Admin can change your access level, or give you Edit on Planning alone, in **Users & access**.

Why can't I add or edit risks?

Risks follow the same rule as tasks: Owner, Company Admin, Tour Manager, Ops and Coordinator seats add and change them; Finance, Legal and View only seats read them. A Company Admin can change one person's access to Planning, which covers the risk register too.

How do I make a task template apply to every new show or event?

- 1 Open any show and, in its **Tasks** section, choose **Apply template...**
- 2 Choose **New shows** (New events in VenueOps) next to the template.
- 3 Tick **Apply to every new show**. In VenueOps you can limit it to **Only this show type** (such as Club night) or **Only this room**.
- 4 Choose **Save**.

From then on the template's tasks are added by themselves to every show you add, and in VenueOps to every event when its date is confirmed (or added already confirmed). Each template lands once on each show or event, even if its type changes later; a night that gets its type after the fact picks up that type's templates then. The template shows **Applies to new shows** in the list.

SCHEDULE

AVAILABLE IN **ALL PRODUCTS**

The Schedule module is one calendar of everything happening across the shows on the open tour (or festival, event or market): run-of-show items, catering services and crew travel. In the left menu, under **Plan**, choose **Schedule**. It is a read-only overview: you add and change schedule items inside each show, in its **Schedule** section.

How do I change between month, week and day?

- 1 In the left menu, choose **Schedule**.
- 2 Choose **Month**, **Week** or **Day** at the top right of the calendar.
- 3 Use < and > to move back and forward, and **Today** to jump back to today.

In the month view, choose any day to open it in the day view.

How do I show only some kinds of items?

Use the colored buttons under the calendar controls: **Schedule**, **Catering** and **Travel**. Choose one to hide those items; choose it again to show them. Hotel stays are grouped with Travel, and so is festival and event travel that is not tied to a day. Your choice is remembered in this browser.

How do I add something to the Schedule?

The Schedule calendar is built from your shows, so you add items in the show itself:

- 1 Choose the show in the show list at the bottom of the left menu (or choose **+ Add item** on the Schedule page, which takes you to the show you are on).
- 2 In the show's **Schedule** section, use **Build days...** or **+ Add day** to set up the on-site days, then **+ Add item** for each run-of-show item.

Catering services you plan in Catering, and crew flights and shuttles you enter in Travel, appear here on their own. If no show is open and you have several, GigOps asks you to open a show first.

How do I open the show an item belongs to?

Choose the item on the calendar. GigOps opens that show and scrolls to its **Schedule** section, where you can edit it.

How do I print or export the schedule?

- **Print PDF** prints the calendar view you are looking at (use your browser's "Save as PDF" to keep a file).
- **Export to Excel** downloads every schedule item on the tour as a spreadsheet file (schedule.csv) that opens in Excel, with show, venue, date, day type, times, item, type, department, location, meal, status and notes. If there are no schedule items yet, the export says so and downloads nothing.

Why is the Schedule empty?

The calendar only shows what is on the shows of the tour open in the top bar. "Nothing scheduled yet" means none of those shows has schedule items, catering or crew travel yet. Check you have the right tour open, and that the Schedule, Catering and Travel buttons are not all switched off.

Do crew see the schedule?

Yes. Crew see the schedule for the shows they work on the **Schedule** tab in GigOps Crew. When you add an item in a show, **Visible to** lets you limit it to certain departments; leave every box unticked to show it to all crew on the show.

BOOKINGS

AVAILABLE IN **TOUROPS** **FESTIVALOPS** **VENUEOPS** **PROMOTEROPS** **ACTIONOPS**

Bookings is the shared record between your company and another company on GigOps for one date: a tour (or a promoter buying the room) and a venue, a tour and its promoter, or a festival and an act. Each side keeps its own account, and the booking holds what both of you see: the venue's tech pack, the advance, deal terms, counts, the settlement, documents and a message thread. In the left menu, under Plan, choose **Bookings**. It is in every product except CoralOps. The tabs at the top are **Venues** (venue bookings), **Promoters** (promoter links; a promoter sees **Tours**) and, for tours and festivals, **Festivals** (a festival sees **Acts**).

How do I request a booking at a venue for one of my shows?

- 1 Open the show. When its venue is on GigOps, the show page has a card that says "Venue is on GigOps", with its tech pack completeness.
- 2 Choose **Tech pack** to read the venue's public tech pack first, if you like.
- 3 Choose **Request booking**, and add an optional note for the venue.

The venue places a hold on its calendar and answers. Until then the booking sits under **Waiting on them** in **Bookings**, and the show card shows its status and hold rank. Choose **Open booking** on the card to jump to it.

How do I find open dates at venues and place a hold?

- 1 In **Bookings**, on the **Venues** tab, choose **Find open dates**.
- 2 Set **From**, **To**, **Near (city, or lat,lng)**, **Radius (mi)**, **Capacity min**, **Capacity max** and **Type**, then choose **Search**.
- 3 Each venue shows its open dates and held dates (with how deep the holds go). With several rooms, pick the room in the dropdown first.
- 4 Click a date to place a hold. It goes on the venue's calendar at once, a show is added to your tour, and the booking is requested.

Under each venue, a line gives the distance from your previous stop: the show before the routing gap you searched from, or else your tour's last show before the **From** date. With maps set up it is the drive time and road miles ("3h 05m drive (190 mi) from Denver, CO"); without, or where no route is found, it is the straight-line miles, marked "(straight line, not a drive time)". **Tell me when it opens** sends you a notification when a date in your window opens up, and **Similar venues** searches rooms of a similar size in the same town. Only venues that share their dates with you, or publicly, appear. A promoter places the hold as the buyer and is asked which act it is for (leave it empty if not decided).

How do I answer a booking request as a venue?

- 1 In **Bookings**, requests waiting for you are under **Needs your answer**. Choose **Open**.
- 2 Choose **Accept**.
- 3 Pick the **Space**. If you already hold that date for this act, pick it under **Or link an existing hold**; otherwise a new hold is placed, ranked behind any hold already there.
- 4 Choose **Accept**.

To turn it down, choose **Decline** and add an optional reason. Accepting only holds the date: confirm the hold on **Calendar & holds** when the deal is done, and the booking turns **Confirmed**.

How do I link a hold on my calendar to a tour or promoter? (venue)

- 1 In **Calendar & holds**, open the hold or confirmed event.
- 2 Choose **Link to a tour**.
- 3 Type the GigOps email of the tour manager, or of the promoter buying the date.

They get a booking request to accept. If nobody on GigOps uses that email, the **Invite the promoter to GigOps** window opens instead: fill in **Promoter, Contact name, Email** and an optional note, and choose **Send the invitation**. When they sign up, the hold becomes a booking with them as the buyer.

How do I accept a venue's request as a tour?

When a venue links one of its dates to you, the booking shows under **Needs your answer**. Open it and choose **Accept**. Under **Show**, pick the show on that date, or **Create a new show for this date** to build it from the venue's details. Choose **Accept**.

What do the booking statuses mean?

- **Requested**: one side asked; the other has not answered.
- **Held**: the venue accepted and the date is a hold on its calendar (the rank, such as H1 or H2, shows beside it).
- **Confirmed**: the venue confirmed the hold.
- **Settled**: both sides signed the settlement.
- **Cancelled** or **Declined**: closed, with the reason and time shown on the record. The list groups bookings as **Needs your answer**, **Waiting on them**, **Held**, **Confirmed** and **Closed**. A paused booking means the other company has switched its GigOps account off. Nothing is shared either way until it is back, when the booking picks up where it was. You can still decline or cancel a paused booking, and end a paused promoter or festival link.

How do I cancel a booking?

Open the booking and choose **Cancel booking**, then confirm. The other side is told, and a hold on the venue's calendar is released. A venue can also release the hold or cancel the event from its calendar, which cancels the booking the same way.

What is on the Overview tab?

The venue's tech pack for the booked room: address, capacity, stage, rigging, power, house PA and lights, loading, parking, backstage, catering, merch, curfew, policies and union crew, plus venue contacts, preferred vendors, photos, nearby places and the house crew call. Wifi details appear once the date is confirmed. On the right is the tour or buyer's side: the show, its times, status, support, promoter and on-sale date, and who requested the booking. **History** lists every change. Other cards appear when they apply:

- A fit check of the tour's production needs against the room (**Fits**, **short**, or **Ask** where the tech pack does not say).
- For a returning tour, the changes to the tech pack since its last date there.
- **Request a quote** beside a preferred vendor (tour side) sends that vendor an RFP, kept under Vendors > RFPs.

How do I work the advance on a booking?

- 1 Open the booking and choose the **Advance** tab.
- 2 Fill in **Load in**, **Soundcheck**, **Doors**, **Set / show time**, **Curfew**, **Hospitality** and **Production notes**. Both sides can edit these.
- 3 The venue also fills in **Venue contact**, **Contact email** and **Contact phone**.
- 4 Choose **Save advance**, then **Mark complete** when your side is done.

Stage, power, parking and wifi come from the venue's tech pack and are read-only here (the venue edits them on **Venue profile**). When both sides mark it complete, it shows "Advance confirmed by both". The advance opens once the tour has a show linked to the booking.

How do deal terms work on a booking?

- 1 On the **Deal terms** tab, set **Deal type**, **Deal currency**, **Guarantee**, **Versus or percentage**, **%**, **After-cost split %**, **Promoter fee %** and **Notes**.
- 2 Choose **Propose terms**. The other side sees them and chooses **Accept these terms**, or changes them and chooses **Propose a change**.

A change after acceptance reopens the terms. Once accepted, either side can sign the **Deal memo** with **Sign deal memo** (a typed name), and **Print memo** prints it. The settlement starts from the accepted terms. Two cases have no deal on the booking: when a promoter rents the room (the buyer's deal with the act stays private to the buyer), and when the tour's deal is with a third-party promoter (it is agreed on the promoter link, and **Open the promoter link** takes the tour there).

How does the venue report counts on a booking?

- 1 On the booking's **Counts** tab, fill in **Sold**, **Gross**, **Currency**, **Drop count (night of)** and optional **Notes**.
- 2 Choose **Report counts**.

The tiles show **Sold**, **Gross**, **ATP**, **Drop count**, **Sellable** and **Sell-through**. **Edit allocations** records holds, kills and comps by tier. Under **Manifest**, **Count from** picks the room's manifest to count against (picking one replaces the booking's kills; holds and comps stay). Below, the venue can enter its **House takings** (bar, food, parking and so on) and tick **share** to show each to the other side, then **Save takings**. The tour sees the venue's report read-only. The venue's report counts first, then a promoter's, then the tour's own entries. To report many events at once, use **Import counts...** (see the Counts guide).

How does settlement work on a booking?

On the **Settlement** tab, each side adds its lines (**Add line**; the tour can also **Push budget lines**, and a venue with settlement defaults for the deal's shape gets a button to add that template's lines). The other side chooses **Accept** or **Dispute** on each line. **Record payment** logs deposits and payments, and the **Totals** panel works out the net and the balance due. Both sides then choose **Sign settlement**. When both have signed the same figures, it locks and the booking is **Settled**. **Your internal lines** are your own accounting and the other side never sees them. **Print**, **Export CSV** and **QuickBooks IIF** are under the sign-off. Settlement defaults on your Venue profile are proposed here when the booking confirms. See the Settlement guide for the details.

How do I share documents on a booking?

The **Documents** tab has two columns: **From the venue** (documents the venue set to the Bookings tier, plus confirmed-tier ones once the date is confirmed, and CAD plans you can **Open**) and **From the tour** (rider, stage plot, input list). Each has **Download**.

- Tour side: choose **Share show documents**, tick the show's documents the venue may see, and choose **Save**.
- Venue side: set a document's visibility to **Bookings only** or **Confirmed bookings only** on **Venue profile > Documents & plans**.

How do I message the other side?

Open the booking, choose the **Thread** tab, type in the box and choose **Send** (or press Enter). Both companies see the thread. It closes a week after the booking settles, and stays there to read.

What are the checklist, the post-show report and the rating?

- **Checklist**: the bar above the tabs shows how many shared steps are done, the next open ones and which side owns each. Click it to see them all.
- **Post-show report**: after the night, on **Overview**, choose **Post-show report** for counts, the settlement's state, the checklist and your own incidents and crew hours. **Post the shared part to the thread** shares everything except your incidents and crew hours.
- **Your private record**: once settled, rate the other side **On time** and **Accurate** (1 to 5) with a note, and choose **Save rating**. Only your company sees it.

What is the Promoter tab on a venue booking?

It appears when the tour marked the venue as the promoter of its show. The venue reads what the tour chose to share with its promoter: budget lines, ticket counts, guest list, schedule, documents and CAD plans. The tour changes what appears with **Change what they see**.

How do I link a promoter to a show? (tour)

Open the show. When its promoter is on GigOps, the show page card names it: choose **Link promoter** (or **Ask to link** when it was found by name). When the promoter is not on GigOps, choose **Invite to GigOps...**, fill in **Promoter**, **Contact name**, **Email** and an optional note, and choose **Send the invitation**. Once linked, **What they see...** lets you tick the budget lines, ticket counts, guest list, schedule, documents and CAD plans they see, and **Link to more dates...** asks the same promoter for other dates on the tour. A promoter starts from its own show with **Link to the tour...**

How do I work a promoter link?

- 1 In **Bookings**, choose the **Promoters** tab (a promoter sees **Tours**).
- 2 Links are grouped **Needs your answer**, **Waiting on them**, **Active** and **Closed**. Choose **Open**.
- 3 To answer, choose **Accept** or **Decline**. A promoter accepting picks one of its shows on that date, or creates it in a Market. Several dates asked together can be answered with **Accept all...** or **Decline all**.

The link's tabs are **Overview**, **Deal terms** (propose and accept terms), **Counts** (the promoter reports **Sold**, **Gross** and **Drop**, then **Report counts**), **Shared items** (what each side shares), **Settlement**, **Credentials** and **Thread**. **End link** ends a live link, and **Withdraw request** takes back a request you sent.

Can a show have more than one promoter?

Yes, as co-promoters. The promoter on the link is the lead; other promoters join it on a split of the promoter share.

- 1 Open the promoter link in **Bookings** (the tour or the lead promoter can do this).
- 2 On **Overview**, under **Co-promoters**, choose **Add co-promoter**.
- 3 Enter their **Email**. If the address has a GigOps account, that company is asked to co-promote. If not, enter a **Name** too and they are listed as a contact, with no access.
- 4 Enter a **Role** (for example "Local promoter") and their **Split**, a percentage of the promoter share, then choose **Add co-promoter**.

The splits add up to 100% at most, and the lead keeps whatever the co-promoters leave. **Edit** changes a split or role, and **Remove** takes a co-promoter off the show (their split goes back to the lead). Either side of the link can do this, if they can work the settlement, and the other side is told each time. Asking for a second promoter link on a show that already has a live one is refused with a pointer here.

How do I co-promote a show? (co-promoter)

- 1 In **Bookings**, choose the **Tours** tab (or **Promoters**). The show is listed under **Co-promoting**; your bell also tells you.
- 2 Choose **Open**. Until you answer you see the date, city, venue, who asks and your split.
- 3 Choose **Accept** or **Decline**.

Once accepted, the tabs are **Overview**, **Counts** (the lead's daily wraps), **Marketing** (the lead's marketing on the show) and **Settlement** (the figures the lead and the tour settle on, with the promoter share split into the lead's part and yours). Everything is read only: the lead promoter and the tour keep the settlement. **Leave co-promote** steps away; your split goes back to the lead. Splits and the settlement are money detail, so seats that do not read money (Ops, Coordinator) see the show and counts only.

How do festival links work?

A festival invites an act on its lineup from **Advances**. The invitation lands in the act's **Bookings**, on the **Festivals** tab (the festival sees its acts on the **Acts** tab, along with any invitations sent by email to acts not on GigOps yet, with **Resend** and **Withdraw**).

- 1 The act opens the invitation and chooses **Accept....**
- 2 Pick **One of my shows on this date**, or **Create the show in a tour** from the festival's details.
- 3 Choose **Accept**.

The link's tabs are **Overview**, **Advance**, **Day schedule**, **Site map**, **Info**, **Credentials** and **Thread**. The festival chooses what acts see with **What your acts see.... Decline**, **Withdraw invitation** and **End link** close it.

Who can do what on a booking?

- Answering, cancelling, the advance, the venue's counts and messages: owner, admin, manager, ops and coordinator seats.
- Deal terms, the deal memo and the settlement: owner, admin, manager, finance and legal seats. Seats without money access do not see the **Deal terms** and **Settlement** tabs.
- Sharing documents: seats that can edit Documents.
- Promoter links: owner, admin, manager, ops, coordinator, finance and legal work the link; deal terms need owner, admin, manager, finance or legal.
- View only seats read bookings but cannot change them. A Company Admin can change a person's access to Bookings, Settlement or Documents, and that setting wins over the role.

PEOPLE: CREW, PAYROLL, DISPATCH AND RUNNERS

Everyone who works your events lives here: the crew roster and call sheets, paying them, and directing runners and drivers on the day.

CREW

AVAILABLE IN **ALL PRODUCTS**

The Crew module is your crew roster: the people who work your shows on site (production, stagehands, security, runners, drivers and so on). Here you add crew members, sort them into departments, assign them to shows, book their time off and read their time cards. In the left menu, under Operations, choose **Crew** (in PromoterOps it is called **Local crew**).

Company Admins and Company Users with the Manager, Ops or Coordinator role can use it. Finance, Legal and View only seats do not see it unless a Company Admin turns it on for them. Crew members themselves use the GigOps Crew app, not this screen.

How do I add a crew member?

- 1 In the left menu, choose **Crew**.
- 2 Click **Add Crew** (top right). On an empty roster you can also click **+ Add crew**.
- 3 Fill in **First name**, **Last name** and **Email** (all three are required).
- 4 Choose a **Department** and, if you like, a **Job title** (for example Stage Manager).
- 5 Optional: **Phone**, **Reads messages in** (their language), a **Photo** (headshot) and **Notes**.
- 6 Leave **Password** blank in most cases. GigOps emails them a secure link to set their own password.
- 7 Click **Add crew member**.

The new person appears in the **Team** table. If email is not set up for your workspace, you see a warning instead of the "set-password email was sent" message; use the resend link (see below) once email works.

How does a crew member sign in to GigOps Crew?

When you add someone, GigOps emails them a link to set their password. They then sign in to GigOps Crew (in a browser or the GigOps Crew iPhone app) with their email and that password.

If the email never arrived or the link expired (links last 7 days):

- 1 In **Crew**, find the person and click **Edit**.
- 2 Under **New password**, click **Resend the set-password link**.

You can also type a **New password** for them yourself (8 characters minimum) and click **Save changes**. Leave the field blank to keep their current password.

How do I edit or deactivate a crew member?

- 1 In **Crew**, on the **Team** tab, click **Edit** on their row.
- 2 Change any field: name, email, **Department**, **Job title**, **Phone**, **Reads messages in**, **Photo** or **Notes**.
- 3 To stop someone working with you without deleting their history, set **Status** to **Inactive**.
- 4 Click **Save changes**.

If someone else edited the same person while you had the form open, GigOps reloads the latest version and asks you to re-apply your edit.

How do I remove a crew member?

- 1 In **Crew**, click **Remove** on their row.
- 2 Confirm.

Removing a crew member also deletes their clock events (time card punches) and their equipment assignments. If you only want them to stop working for you, set their **Status** to **Inactive** under **Edit** instead.

How do I set up or change departments?

Departments are the teams crew belong to (for example Sound, Lighting, Security). Each tour or event keeps its own list.

- 1 In **Crew**, at the end of the department filter buttons, click **Manage departments**.
- 2 Type a name and click **Add** (or press Enter). Click the **x** on a department to remove it.
- 3 Click **Save departments**.

The list is used by the **Department** field when you add or edit crew on the current tour or event. You need at least one department. Only Company Admins see **Manage departments**.

How do I find crew by department or name?

On the **Team** tab, click a department button (or **All**) to filter the table, or type in **Search crew...** to search by name, email, department or job title. The stat cards at the top show **Total crew**, **Active**, **Clocked in today** and **Departments**.

In ActionOps, athletes and judges are kept out of the crew roster and head counts. Click the **Judge** (or **Athlete**) department button to see them. Judges are added here with the department set to Judge.

What does "Reads messages in" do?

Reads messages in is the language a crew member reads. Leave it on **English (the company's language)**, or pick one of the listed languages (Spanish, French, German, Japanese and others).

When it is set, GigOps translates what it sends to that person at the moment it sends it:

- show alerts, by email and SMS
- notifications about tasks tagged for their department
- the day sheet email: its subject, the note and the sheet's labels, titles, locations, notes and roles

Names, times and numbers stay as written. If a translation fails, or AI features are not enabled for your workspace, the person gets the original English. Set it under **Add Crew** or **Edit**.

How do I assign a crew member to a show?

- 1 In **Crew**, click **Assign** on their row.
- 2 On the **Shows** tab, pick a show in the drop-down and optionally type a **Role note**.
- 3 Click **Add**.

Their current assignments are listed above, each with a **Remove** button. You can also assign crew from the show itself: open the show and use its **Crew** section (see below).

How do I assign a crew member to a whole tour?

- 1 In **Crew**, click **Assign** on their row and open the second tab (named after your tours or events).
- 2 Pick the tour, add an optional **Role note**, and click **Add**.

This books them onto every show in the tour, including shows you add later, and skips any dates they have time off. The message tells you how many shows were assigned and how many were skipped. Click **Remove** to take them off the tour; that also clears their show assignments on it.

How do I see who is available for a show?

- 1 Open the show and scroll to its **Crew** section.
- 2 Use the filters **All**, **Assigned**, **Available** and **Time off**.

Crew are grouped by department. The summary line counts how many are assigned, available and on time off. Click **Assign** next to an available person, or **Remove** next to an assigned one. A note shows when someone is already working another show that day, or is assigned during their requested time off.

How do I book time off (blackout dates) for a crew member?

- 1 In **Crew**, click **Assign** on their row and open the **Time Off** tab.
- 2 Optionally type a **Reason** (for example Vacation).
- 3 On the calendar, click the start date, then the end date. Click the same day twice for a single day.

The days turn red and the range appears under **Scheduled time off**. A dot on a day means they are assigned to a show then; GigOps warns you if the new time off overlaps shows they are already booked on. To remove time off, click a red day or click **Remove** in the list.

How do I approve time off crew ask for?

Crew ask for time off in GigOps Crew (VenueOps). Each request sends you a notification and waits, marked **Asked for in GigOps Crew**, until someone decides it:

- On the **Schedule** tab, click **Requests**. Time off requests are listed first, with the days and their reason. Add a note if you like and click **Approve** or **Decline**.
- Or open the crew member's **Time off** tab and click **Approve** or **Decline** next to the request.

The crew member is told either way, with your note. Approving does not move their shifts: GigOps tells you how many shifts they still hold on those days, so you can reassign them or turn them into open shifts. Until it is approved, a request does not block anything; scheduling them on one of those days asks you first. Declined requests drop off the list.

How do I see when crew can work? (VenueOps)

Crew set the days they can work in GigOps Crew: any time, only between two times, or not at all, for each weekday. The **Schedule** grid shows it in each person's cells: **Not available** (shaded), the hours they gave (for example **17:00–23:00 only**), **Time off** (red) and **Asked off** for a request still waiting.

If you give someone a shift on a day they said they can't work, outside the hours they gave, or on a day they asked off, GigOps tells you why and asks before scheduling them anyway. Booked time off blocks the shift the same way.

Time off is entered by the office. Crew cannot set their own availability in GigOps Crew.

How do I clock crew in and out with a QR code?

- 1 In **Crew**, click **Scan QR** (top right).
- 2 Optionally choose the **Show** the shift belongs to.
- 3 Allow camera access and point it at the crew member's code: the live badge on the **My Badge** tab of GigOps Crew, or their printed crew QR code.
- 4 When their name appears, click **Clock In**, **Clock Out** or **Catering** (a meal check).

The punch appears straight away on the **Time Cards** tab, with you recorded under **Clocked by**. The live badge code changes every few seconds, so a screenshot of it will not scan.

Where do I get a crew member's QR code?

In **Crew**, click **QR** on their row. The **Crew QR Code** window shows their code, department and credential. You can print it or click **Copy link**. Scanning it with **Scan QR** clocks them in or out the same way as their live badge.

Badge codes are only shown to the people who manage crew. Access passes and laminates are issued separately, in the Credentials module (use **Issue credential** in the crew member's **Edit** form).

How do I read and export time cards?

- 1 In **Crew**, open the **Time Cards** tab.
- 2 Filter by show (**All shows**) and by person (**All crew**).

Each punch shows the crew member, department, show, type (Clock In, Clock Out, Catering), time in the show's time zone, who clocked them, and hours. Hours are worked out when a Clock Out follows a Clock In for the same person and show; an open shift reads **In progress**.

Click **Export CSV** to download every punch. Time cards are visible to people with access to Crew or Payroll. Crew see their own punches on the **Timecard** tab of GigOps Crew.

Breaks punched on the time clock show as **Meal Break**, **Rest Break** and **Break End**. A clock-out that ends a day also shows the day as payroll reads it: hours paid after unpaid meal breaks (or the meal deduction), the break minutes, and **Missed meal** when there was no meal break past the meal time.

How do I build my venue's crew schedule? (VenueOps)

In VenueOps, **Crew** has two more tabs: **Schedule** and **Time clock**. **Schedule** is a week grid: one row per crew member, grouped by department, one column per day, with each person's hours for the week on the right.

- 1 In **Crew**, open the **Schedule** tab. Use the arrows or **This week** to move between weeks. With several venues, pick the venue at the top left.
- 2 Click **+** in a crew member's day to add a shift, or **Add shift** (top right).
- 3 Set **Date**, **Starts**, **Ends** (an end earlier than the start runs past midnight), **Position** and, if it belongs to one, the **Event**. Add **Notes for the crew member** if you like (where to report, what to wear).
- 4 Click **Add shift**. Click any shift to change or delete it.

Each day's column header lists that day's events and how many positions are still open. Shifts not on an event (box office hours, a bar stock-take) are fine too. **Copy last week** copies last week's shifts that are not on an event into this week, as drafts, and skips anyone on time off or already working then.

How do I set up recurring shifts? (VenueOps)

For shifts that repeat every week (box office Tuesday to Saturday, a weekly bar stock-take), use a recurring shift instead of copying weeks.

- 1 On the **Schedule** tab, click **Recurring**, then **Add recurring shift**.
- 2 Pick the **Crew member** (or **Open shift: crew pick it up**, with **Who can pick it up**), the **Position**, the **Days**, **Starts** and **Ends**, and **From** and **Until** (leave **Until** empty to keep it going).
- 3 Click **Add recurring shift**.

GigOps makes the shifts as drafts four weeks ahead, and keeps making them as the weeks go by; you publish them as usual. A day the crew member has time off or is already working is skipped, and the window says which. **Generate now** makes anything due straight away; nothing is ever made twice. A recurring shift shows a small circle arrow on the grid.

- **Change one day:** click the shift on the Schedule and edit it. That day leaves the series, so later changes to the series do not touch it. Deleting one day keeps it deleted.
- **Change the series:** click **Edit the series** in the shift window, or **Edit** in the **Recurring** list, and click **Save the series**. Every day of it from today on changes, except days edited on their own or already punched: published days are changed and the crew member is told once, drafts are made again, and a day that left the pattern (a weekday you unticked, a date past the new end) is removed.
- **End the series:** click **End the series**. Its days from today on are removed (published ones are cancelled with a notice); past days, punched days and days edited on their own stay.

How do I share crew across a group of venues? (VenueOps)

With several venues, crew normally work at any of them. To keep each venue's crew to it, and share some across a group (two rooms in one city, say):

- 1 On the **Schedule** tab, click **Crew pool**.
- 2 Type the group's name under **is in the venue group** (for example **Downtown**) and click **Save**. Do the same, with the same name, at each venue of the group.
- 3 In the table, give each crew member a **Home venue**, and tick **Shared** for those who work across the group. **Any venue** keeps a crew member free to work everywhere.

Each venue's Schedule then lists its own crew, the shared crew of its group and anyone with no home venue. Tick **Show other venues** to see their shifts at the group's other venues (and elsewhere) in the grid; the hours column always counts every venue, so the overtime flag matches payroll. Open shifts reach, and can be picked up by, only crew who work at that venue, and a swap can only go to a coworker who works there. Scheduling someone from outside the pool asks before going ahead. Clash checks always cover every venue.

How do I fill an event's crew call?

When you confirm an event (or add a private event), it gets its crew call from your call templates: the template for its **Show type** in its room, else for its show type, else for its room, else your default template (see Venue profile, Crew calls). So booking a Club night in the Main Hall can call for 3 box office, 6 security and 4 bartenders by itself.

- 1 On the **Schedule** tab, the strip above the grid lists the week's events with how many positions are filled (for example **4/15**). Red means positions are still open. Click one.
- 2 Each position shows its times and who is on it. Pick someone under **Add someone...** and click **Add**.
- 3 The shift takes the position's call and end times. People already working that night are listed last, with the position they are on.

You can open the same window from the calendar: open the event, choose **Crew call**, then **Schedule crew**. If someone has time off that day or another shift that overlaps, GigOps tells you and asks before scheduling them anyway. Putting someone on an event's position also assigns them to its event sheet, so the day sheet and show messages reach them.

How do I see what the week's crew costs? (VenueOps)

If you can see Payroll or the Budget, the **Schedule** tab shows a **Labor** line above the grid: the week's scheduled hours and cost, overtime hours, and how many shifts have no pay rate. Click it to open:

- **Department:** hours, overtime and cost for each department.
- **Event:** each event's crew hours and cost against its **Crew budget**. Click **Set budget** (or **Change**) to give an event its crew budget; a cost over budget shows in red.

Costs use the same rates and rules as payroll, including the overtime rules of each venue and union premiums: hourly crew on each shift's length (a shift with no end time counts the default shift length from Payroll settings), a day, show or flat rate once a day however many shifts, weekly and monthly rates spread over the days worked. When Payroll pays overtime, hours past the weekly or daily thresholds are costed at the overtime rate, counting each person's whole week at every venue. The Schedule's weeks start on the day set as the payroll week start, so the hours column and its overtime flag match payroll. Picking a department narrows the labor line to it.

How do I print or export the week's schedule?

On the **Schedule** tab, pick a department in **All departments** to see only that department's crew (open shifts for it or for anyone stay in the top row). Then:

- **Print** opens the week as a printable table: crew down the side, days across, each shift's times, position and event, and each person's hours. Click **Print** in the window.
- **Export CSV** downloads the week as a spreadsheet, one row per shift: date, day, start, end, hours, crew member, department, position, event, room, status (**Published**, **Draft** or **Open**) and notes.

Both follow the department you picked. Crew also see their published shifts in the calendar they subscribe to from GigOps Crew.

How do I publish shifts to the crew?

New shifts are drafts, drawn with a dashed border. Crew do not see drafts. When the week is ready, click **Publish** (top right of **Schedule**). Each crew member gets one notification (and a push to their phone) listing their new shifts, and the shifts appear on the **Shifts** tab of GigOps Crew. To publish one shift on its own, open it and click **Publish**, or tick **Publish now** when you add it.

After a shift is published, changing its date, times or position tells the crew member, and deleting it tells them it is cancelled.

How do open shifts work? (VenueOps)

An open shift is a shift with nobody on it yet, for your crew to pick up in GigOps Crew.

- 1 On the **Schedule** tab, click + in the **Open shifts** row at the top (or **Add shift** and choose **Open shift: crew pick it up** as the crew member). From an event's crew call, click **Post open shift** on a position.
- 2 Under **Who can pick it up**, choose **Any crew member** or one department.
- 3 Publish it. Every crew member who could take it, and is free then, gets one notification.

The first to tap **Pick up this shift** gets it, and you get a notification saying who. To have a manager approve every pickup instead, open **Requests** and tick **Picking up an open shift needs a manager's approval**. A pickup that would take someone over the weekly overtime threshold always waits for approval when Payroll pays overtime.

How do crew swap or give up shifts?

In GigOps Crew, on a published shift that has not started, crew tap **Swap or give up**:

- **Swap:** they pick a coworker and, if they like, one of that coworker's shifts to take in return, with a note. The coworker accepts or declines in GigOps Crew. Once accepted, the swap waits for a manager.
- **Offer it to the crew:** every coworker who is free then gets a notification and a **Take this shift** card in GigOps Crew. The first to take it gets it once a manager approves; it goes straight to them rather than to the open shifts.
- **Give it up to a manager:** the request goes straight to a manager. Once approved, the shift becomes an open shift for others to pick up.

Until a manager approves, the shift stays with the person who has it. Crew can cancel a request that is still waiting.

How do I approve shift requests?

- 1 On the **Schedule** tab, click **Requests** (the red number is how many wait for you). You also get a notification for each.
- 2 Each request shows who, the shift, anything offered in return, their note, and whether it takes someone into overtime.
- 3 Add a note if you like and click **Approve** or **Decline**. Everyone involved is told.

If the shift changed hands in the meantime, someone has clocked in on it, or a clash has appeared, GigOps says so; for a clash you can approve anyway. The last two weeks of decided requests are listed underneath.

What happens to requests nobody answers?

In the **Requests** window, **Close requests nobody answers after** sets how long a request may wait at one step (48 hours unless you change it; 0 keeps them open). A swap the coworker never answers, a give-up nobody takes, or anything left waiting for a manager closes as **Expired** after that time, and any request still open when its shift starts closes too. The crew member gets a notification saying it expired and that the shift is still theirs (and a coworker who had accepted hears as well). The setting covers every venue.

How does the time clock work? (VenueOps)

- 1 In **Crew**, open the **Time clock** tab. It opens on today; use the arrows to look at another day.
- 2 The cards at the top count who is **On the clock**, **Late**, **Not in**, **Done** and **Still to come**.
- 3 Each shift shows its scheduled times, its punches, hours worked so far and a status. Late counts from the shift's start plus your grace minutes.

Crew on a break show **Meal break** or **Rest break** instead of a status, with their break minutes under the hours; the cards add **On a break** and **Missed meals** when there are any. On someone's row, **Meal break** or **Rest break** starts a break and **End break** ends it. A shift past the meal time with no meal break punched shows **Missed meal** (with **(premium)** under California's rules, see Payroll).

Crew clock in four ways: you scan their badge (**Scan a badge**, or **Scan QR** at the top of Crew), you click **Clock in** or **Clock out** on their row, they clock themselves in from GigOps Crew if you allow it, or they scan their badge at the stage-door tablet (**Kiosk link**: a shared tablet that clocks crew in and out with nobody signed in; see the share links guide). A scanned badge lands on that person's shift automatically. Anyone scanned in at one of the day's events without a shift is listed under **Scanned in without a shift**. The board refreshes itself every minute.

Someone scanned in without a shift. How do I add one?

Under **Scanned in without a shift** on the **Time clock** tab, each person's punches are listed with **Add a shift**.

- 1 Click **Add a shift**. The window shows when they clocked in and out.
- 2 Check the **Position** (their job title is filled in). If they never clocked in, give **Started**; if they are still on the clock, you can give **Ends**.
- 3 Click **Add shift**.

The shift is made on that night's event, from the clock-in to the clock-out, already published, with the punches on it. It then shows on the board and the Schedule like any other shift, and payroll estimates use its length. If it overlaps another shift of theirs, GigOps asks before adding it anyway. Adding it is recorded in the company audit trail.

How do I fix a missed punch?

- 1 On the **Time clock** tab, click **Missed punch** on the crew member's row.
- 2 Choose **Clock in**, **Clock out**, **Meal break start**, **Rest break start** or **Break end**, set **When (venue time)** and give a **Reason** (required).
- 3 Click **Add punch**.

The punch is marked **(added)** and kept, with your reason, in the company audit trail. To remove a wrong punch, click the ✕ next to it; that is recorded in the audit trail too. A shift with punches cannot be deleted until its punches are removed, so hours are never lost by accident.

Can crew clock in from their phone?

Yes, if you allow it. At the bottom of the **Time clock** tab, under **Clocking in**:

- **Crew may clock themselves in from GigOps Crew**: on or off.
- **Must be within (metres)**: how close to the venue they must be (0 lets them clock in from anywhere). This needs the venue's map location, set with the address search on Venue details.
- **Earliest, before the start (min)**: how early before a shift they can clock in.
- **Late after (min)**: the grace before a shift counts as late.

Click **Save**. Crew can only clock in on a published shift of their own. Shifts and the time clock run on the venue's time zone; if the venue has none saved, GigOps fills it in from the venue's location and warns you until it is set.

Who hears when someone is late, and do crew get reminders? (VenueOps)

Under **Alerts**, at the bottom of the **Time clock** tab:

- **Tell the manager on duty when someone is not in by the late time**: when a published shift passes its start plus **Late after (min)** and nobody has clocked in, GigOps sends one notification (and a push) per shift. Several people late at once arrive as one notice. Clicking it opens the **Time clock** tab.
- **Manager on duty**: the person who hears. Leave it on **Everyone who runs crew** to tell every owner, admin, manager, ops and coordinator.
- **Remind crew before a shift (hours)**: each crew member gets a reminder in GigOps Crew (and a push to their phone) that many hours before each published shift. 0 turns reminders off. This one setting covers every venue. A shift published inside that window gets no extra reminder, since publishing already told them.

Click **Save**. Changing a shift's date, start time or crew member sends its reminder and late notice again for the new shift.

Can the act see who is on the house crew? (VenueOps)

On a confirmed booking, the act sees the night's house crew call: each position with its call and end times and how many are on it. Under **Sharing**, at the bottom of the **Time clock** tab, **House crew names on a booking and the day sheet** decides whether they also see who: **Not shared (positions and counts only)**, **First name and initial**, or **Full names**. Only published shifts are named. Click **Save**.

Your own day sheet's **House** table has a **House crew names** switch: on, it lists who is on each position instead of the filled count, and it starts on when you share names, so a day sheet you send the act matches the booking.

Where do I set a crew member's pay rate?

If you can edit Payroll, the **Add Crew** and **Edit** forms show a **Payroll** block: **Pay class** (W-2 employee or 1099 contractor), **Payroll ID**, **Default rate** and **Rate type**. People with View access to Payroll see these fields in **Edit**, marked view only, but cannot change them. Everyone else does not see the block at all. Rates used for payroll estimates are managed in the Payroll module.

Why can't I see the Crew module, or why can't I edit crew?

- Finance, Legal and View only seats do not see **Crew** by default. A Company Admin can change this per person in **Users & access**, using **Access** on that person's row.
- Adding, editing, removing, assigning, booking time off and clock scanning need edit access to Crew (Company Admins, Manager, Ops and Coordinator roles by default).
- **Manage departments** is for Company Admins only.
- A Company Admin may have switched the module off for the whole company.

PAYROLL

AVAILABLE IN **ALL PRODUCTS**

Payroll turns your crew's rates and schedule into pay: an estimate from who is assigned to which shows, actual pay from their clock-in and clock-out times, and a CSV export for your payroll processor. In the left menu, under Operations, choose **Payroll**. It is for Owner, Company Admin, Finance and Legal seats; Tour Manager, Ops, Coordinator and View only seats do not see it unless a Company Admin gives them access. If Payroll is not switched on for your company, it does not appear.

How do I set up a crew member's pay?

- 1 Open **Crew** and add or edit the crew member.
- 2 In the **Payroll** part of the form, pick the **Pay class**: **W-2 employee** or **1099 contractor**.
- 3 Enter their **Payroll ID** (the number your processor knows them by, for example their ADP employee number).
- 4 Enter their **Default rate** and its **Rate type**: Hourly, Daily, Weekly, Monthly, Per show or Flat.
- 5 Save the crew member.

The Payroll fields only show for seats that can edit Payroll.

How do I give someone a different rate for one tour or show?

- 1 In **Payroll**, choose **Crew rates**.
- 2 Under **Add a rate override**, pick the **Crew** member, the **Type** and the **Amount**.
- 3 Pick the **Scope**: all tours and shows, a **Specific tour**, or a **Specific show**.
- 4 Set **Effective from** and **Effective to** if the rate only applies for a time.
- 5 Choose **Add rate**.

The most specific rate wins: a show rate beats a tour rate, which beats the crew member's default rate. The ✕ on a rate deletes it.

How do I estimate payroll from the schedule?

- 1 Pick the **Scope**: the whole tour or one show.
- 2 Check the **Estimate preview**, which updates live from the crew assigned to shows and their rates. It shows each crew member, department, rate type, work date, show, rate, hours, gross and whether the rate is a default or an override.
- 3 Choose **Estimate from schedule** and confirm.

GigOps saves the estimate as entries under **Generated entries** and updates the payroll budget line on each show. Running it again replaces draft and approved estimates in that scope; exported and locked entries are kept. Hourly estimates use the **Default shift hours** in **Settings**.

How do I work out actual pay from the clock?

- 1 Pick the **Scope**.
- 2 Choose **Actuals from clock** and confirm.

GigOps works out each crew member's hours from their clock-in and clock-out times (from GigOps Crew or the Time Cards in Crew) and saves actual pay entries. If a punch is missing or does not pair up, a warning box lists the crew members and the problem; review them before you export. Running it again replaces draft and approved actuals in that scope. In VenueOps, hours on a shift that is not on an event (box office hours, for example) are included when the scope is the whole company, as entries with no show.

How do I approve payroll entries?

Under **Generated entries**, use **Basis** to pick **Actual (clock)** or **Estimate (schedule)**, and **From** and **To** to set the date range. Then, on each entry:

- **Approve** moves a draft entry to approved.
- **Unapprove** puts it back to draft.
- **Mark exported** records that it went to your processor. Exported entries are locked and can no longer change.

How do I export payroll for my processor?

- 1 Set **Basis**, **From** and **To**.
- 2 Pick the **Export format**: **Generic CSV**, **ADP**, **QuickBooks** or **Paylocity**.
- 3 Choose **Export W-2** for employees, or **Export 1099** for contractors.

A CSV downloads in that processor's usual import layout. Hourly pay is sent as hours; other pay as a flat amount. Check the column names against your processor on the first import.

By default the export takes every entry in the range, drafts included, and does not change them; use **Mark exported** once the run is done. To export approved entries only, turn on **Export approved entries only, and mark them exported** in **Settings**: the export then takes the approved entries and marks each one exported as the file is made, so they are locked and the next export does not take them again. Approve the entries you want to pay first.

Is there a record of payroll changes?

Yes. Every export, every crew rate added, changed or deleted (with the old and new amounts), and every run of **Estimate from schedule** or **Actuals from clock** (with how many entries it made and their total) is written to your company's audit trail with who did it and when. There is no screen for the trail yet; a Company Admin can ask GigOps Support for it.

What are the payroll settings?

Choose **Settings** to set:

- **Default shift hours**: the hours an hourly estimate assumes for a show day.
- **Rounding (min)**: how clock times are rounded for actuals.
- **Meal deduction (min)** and **Meal threshold (hours)**: an unpaid meal break taken off shifts longer than the threshold, on days nobody punched breaks. On a day with break punches, the meal breaks actually taken come off instead (rest breaks are paid), and a day past the threshold with no meal break of at least the deduction's length is marked **missed meal**.
- **Default export format**: the format the export picker starts on.
- **Export approved entries only, and mark them exported**: off by default (see the export above).
- **Pay dark days for daily, weekly and monthly crew**: see dark days below.

How are dark days paid?

A dark day is a day on the road with no show: a travel day or a day off between shows. GigOps pays it only for crew whose days on the road you have set:

- 1 Open **Crew**, choose **Assign** on the crew member, and open the **Tours** tab.
- 2 Under the tour, set **On the road** to the first and the last day they are out, and choose **Save dates**. Clear both and save to remove them.
- 3 In **Payroll** > **Settings**, keep **Pay dark days for daily, weekly and monthly crew** ticked (it is on unless you turn it off).

Each day inside those dates on which the crew member has no show (on any tour) and no time off booked is a dark day. It is paid at their daily rate, or a seventh of a weekly rate or a thirtieth of a monthly rate, the same share a show day gets. Crew on hourly, per-show or flat rates are paid for work only, so they get no dark days, and nobody gets them without dates. A day covered by two tours' dates is paid once.

Estimate from schedule adds the dark days as entries that say **Dark day** where the show would be, and keeps their total on its own **Payroll: dark days** line in the tour's budget. **Actuals from clock** adds the dark days up to today that have nothing clocked. Estimating one show leaves dark days out, since they belong to the tour. The exports carry them like any other entry, with **Dark day** in the show column.

What do the cards at the top mean?

Estimated total is the gross of the live estimate for the scope. **Crew · days** is how many crew-day lines it has. **W-2 employees** and **1099 contractors** count the people in it by pay class.

In VenueOps, an hourly estimate for a crew member on an event uses the length of their scheduled shift when it has an end time, instead of the default shift length.

Can payroll pay overtime?

Yes, if you turn it on. Choose **Settings**, tick **Pay overtime**, and set:

- **Overtime after (hours a week)** and **Week starts**.
- **Overtime after (hours a day)** and **Double time after (hours a day)**, if your rules have them (0 turns one off).
- **Overtime rate** and **Double time rate** (1.5 and 2 times pay by default).

It applies to W-2 crew on hourly rates, in estimates and in actuals; 1099 contractors and daily, show or flat rates stay as they are. Hours over the daily thresholds count first, then straight hours past the weekly threshold, never twice. The week is counted across all of a person's shows and shifts, even when you generate one show. Entries show their overtime next to the hours (for example **10 (2 OT)**), and the exports carry it: extra columns in Generic CSV, O/T Hours and double time (code D) in ADP, separate Overtime and Double Time lines in QuickBooks and Paylocity. Choose **Actuals from clock** again after changing the settings. With overtime off, every hour is straight time, as before.

Can overtime follow state rules, or different rules at each venue?

Yes. With **Pay overtime** on, choose the **Overtime rules**:

- **Custom thresholds**: your own numbers, as above.
- **Weekly only (over 40 h at 1.5x)**: straight hours past 40 in the payroll week at time and a half, nothing daily.
- **California**: over 8 hours a day at 1.5x and over 12 at 2x; straight hours over 40 a week at 1.5x; and on the seventh day worked in a row in the payroll week (every day of it worked), the first 8 hours at 1.5x and the rest at 2x.

Under **By venue**, a venue can follow other rules than the company's (a California room in a Nevada company, say). Hours are paid under the rules of the venue they were worked at, while a crew member's week still counts every venue. Each entry keeps the rates it was paid at, so the QuickBooks and Paylocity lines show California's 1.5x even when your own overtime rate is different. The schedule's labor cost and its overtime flag follow the same rules.

For example, \$20 an hour in California for 13, 10, 8, 8, 8, 6 and 10 hours Monday to Sunday: Monday is 8 straight, 4 overtime and 1 double time (\$320); Tuesday 8 and 2 overtime (\$220); Wednesday to Friday 8 straight each (40 for the week); Saturday's 6 hours are past 40, so overtime (\$180); Sunday is the seventh day in a row, 8 overtime and 2 double time (\$320). The week is \$1,520.

What is the meal premium?

Under California's rules, a day of more than 5 hours of work with no meal break of 30 minutes starting by the end of the fifth hour earns the meal premium: one hour at the crew member's regular rate (one a day, for hourly W-2 crew; a 1099 contractor's missed meal is flagged with no premium). GigOps works it out from the break punches on the time clock; under California's rules no meal is assumed when nobody punched one, so the fixed deduction is not taken. Entries show **meal premium** or **missed meal** next to the hours, and the exports carry it (a **Meal Premium Hours** column in Generic CSV, a **Meal Premium** line in QuickBooks, earning code **MEAL** in Paylocity, Earnings 3 **PRM** in ADP). Outside California a missed meal is flagged, with no premium.

How do union premiums work?

Choose **Settings**, then **Union premiums**. Each premium has a **Name**, applies to a **Department**, a **Position** or both (empty is anyone), at one **Venue** or every venue, and pays any of:

- **Percent on top**: a percentage of the day's pay (with its overtime).
- **Flat a day**: an amount for each day worked, once a day however many shifts.
- **Call minimum (h)**: an hourly day shorter than this (all of the day's shifts together) is paid as this many hours (the hours count toward overtime).

Every matching premium adds up; the longest call minimum stands. For example, riggers with a 4-hour call minimum and 10%, plus \$25 a day for production: a 3-hour rigging call at \$30 is paid as 4 hours (\$120), plus \$12 and \$25, so \$157. Entries show the premium next to the hours, the schedule's labor cost includes it, and the exports carry it (**Premium** and **Premium For** columns in Generic CSV, a **Premium** line in QuickBooks, earning code **PRM** in Paylocity and Earnings 3 **PRM** in ADP). Choose **Actuals from clock** again to apply a new premium.

Why is the estimate empty?

The estimate needs crew assigned to shows (in **Crew**) and a rate for them (a **Default rate** on their crew profile, or a rate under **Crew rates**). A crew member with no rate shows **no rate** in red.

Can crew see their pay?

No. GigOps Crew does not show payroll. Crew clock in and out in GigOps Crew, and those times are what **Actuals from clock** uses.

Why can't I see Payroll?

Payroll is for Owner, Company Admin, Finance and Legal seats by default. A Company Admin can open it for another person under **Users & access > Team > Access**. If Payroll is not switched on for your company, it does not appear for anyone.

DISPATCH

AVAILABLE IN **TOUROPS** **FESTIVALOPS** **ACTIONOPS** **CORALOPS**

Dispatch is one live map of everyone moving for you right now: shuttle drivers from Transport and runners from Runners, as long as they are on shift. In the left menu, under Operations, choose **Dispatch**. It is a view only screen: you schedule shuttles in **Transport** and add errands in **Runners**.

Dispatch is in TourOps, FestivalOps, ActionOps and CoralOps (not VenueOps or PromoterOps). Company Admins and Company Users with the Manager, Ops or Coordinator role see it; Finance, Legal and View only seats do not unless a Company Admin turns it on for them.

How do I see all my drivers and runners on one map?

- 1 In the left menu, choose **Dispatch**.
- 2 Drivers show as blue dots and runners as green dots. The list **On shift now** beside the map names each one, with their current run or task and how long ago they last sent a location.
- 3 Click **All**, **Drivers** or **Runners** to filter the map and the list.

The map updates by itself while it is open.

How do I find one driver or runner?

Click their dot on the map, or their name under **On shift now**. The map zooms to them and shows a card with their name, whether they are a driver or a runner, and:

- for a driver, the shuttle run they are on and their next stop with its time
- for a runner, the task they are on and its status

Why is nobody on the Dispatch map?

- Only people who are on shift appear. In GigOps Crew, a driver or runner taps **Go on shift & share location** on their **Transport** or **Runner** tab and allows location access on their phone.
- Someone who has not sent a location for about 15 minutes drops off the map.
- If the list says "Nobody on shift right now.", no one is currently sharing.
- If the map area shows a message instead of a map, Google Maps is not set up for your workspace. The **On shift now** list still works.

Why can't I see Dispatch?

Finance, Legal and View only seats do not see **Dispatch** by default. A Company Admin can turn it on per person in **Users & access**, using **Access** on that person's row (Dispatch can only be set to View, since there is nothing to edit). It is not part of VenueOps or PromoterOps.

RUNNERS

AVAILABLE IN **TOUOPS** **FESTIVALOPS** **ACTIONOPS** **CORALOPS**

Runners handles errands: tasks such as picking something up or dropping it off, who runs them, where your runners are right now, and the expenses they log along the way. In the left menu, under Operations, choose **Runners**.

Runners is in TourOps, FestivalOps, ActionOps and CoralOps (not VenueOps or PromoterOps). Company Admins and Company Users with the Manager, Ops or Coordinator role can use it; Finance, Legal and View only seats do not see it unless a Company Admin turns it on for them. Runners are crew members, who work from the **Runner** tab in GigOps Crew.

How do I add a runner task?

- 1 In **Runners**, click **Add task** (top right).
- 2 Type the **Task** (required), for example Pick up dry cleaning, and any **Details**.
- 3 Fill in **Pickup** and **Drop-off**.
- 4 Optionally **Assign runner** (crew in the runner department are listed first), set the **Priority** (low, normal, high or urgent), the **Show (optional)** and **Needed by** (for example 3:00 pm).
- 5 Leave **Status** as pending, or set it (see below).
- 6 Click **Add task**.

The task appears on the **Tasks** tab, sorted with the most urgent first.

How do I approve, assign or update a task?

On the **Tasks** tab:

- Click **Approve** or **Deny** on a pending task.
- Click **Manage** to edit it: change the details, pick a runner under **Assign runner**, set the **Priority** or **Status**, then click **Save**.
- Click × (or **Delete** in **Manage**) to remove it.

Use **Open** and **All** above the table to hide or show finished, cancelled and denied tasks.

How do I let any runner claim a task?

- 1 Open the task with **Manage** (or create it with **Add task**).
- 2 Leave **Assign runner** empty and set **Status** to **approved**.
- 3 Click **Save**.

The task then shows under **Available to claim** in GigOps Crew. The first runner to tap **Claim this task** gets it, and it moves to Accepted.

What does a runner do in GigOps Crew?

On the **Runner** tab, a runner sees **Your tasks** and **Available to claim**. They step each task through **Accept**, **En route** and **Mark complete**; you see the status change on the **Tasks** tab. To appear on your live map, they tap **Go on shift & share location**, and **End shift & stop sharing** when they are done.

What do the task statuses mean?

- **Pending**: waiting for approval.
- **Approved**: approved; with no runner it is open for any runner to claim.
- **Denied**: turned down.
- **Assigned**: given to a runner.
- **Accepted** and **En route**: the runner has taken it and is on the way.
- **Completed** or **Cancelled**: finished or called off.

How do I see where my runners are?

Open the **Live map** tab. Each runner on shift is a dot on the map and is listed under **On shift now**. Click a dot or a name to zoom to them and see the task they are on. The **On-shift runners** stat counts them. The map needs Google Maps to be set up for your workspace. To see runners and shuttle drivers together, use **Dispatch**.

How do runners log an expense?

In GigOps Crew, on the **Runner** tab, under **Log an expense**, the runner enters the **Amount**, a **Category**, what it was for, and which task it belongs to (or **Not task-specific**). They can attach a **Receipt** (photo or PDF) and tap **Read the receipt** to fill in the amount, category and description from it, then check them and tap **Submit expense**. The expense lands on the **Expenses** tab here as Pending.

How do I approve a runner's expense?

- 1 In **Runners**, open the **Expenses** tab (the **Expenses to review** stat counts pending ones).
- 2 Click **Receipt** to open the attached receipt, if there is one.
- 3 Click **Approve** or **Deny**.

Click **x** to remove an expense.

How do I check a receipt with "Read receipt"?

On the **Expenses** tab, click **Read receipt** on an expense that has a receipt. GigOps reads the merchant, date, total and currency off the receipt and shows them next to what the runner typed, with a warning if the total differs from the amount typed.

Keep or correct the **Amount**, **Currency**, **Category** and **Description**, then click **Save**. Nothing changes until you save. This needs AI features enabled for your workspace and edit access to Runners.

How do I push a runner expense to the budget?

On the **Expenses** tab, approve the expense, then click **Push to budget**. GigOps adds it to the Budget as a line, and the expense shows "in budget". This needs edit access to the Budget (Company Admins, Manager, Finance and Legal roles by default).

Why can't I see Runners, or why can't I change tasks?

Finance, Legal and View only seats do not see **Runners** by default. A Company Admin can change this per person in **Users & access**, using **Access** on that person's row. Adding and managing tasks and expenses needs edit access (Company Admins, Manager, Ops and Coordinator roles by default). Runners is not part of VenueOps or PromoterOps.

TRAVEL, TRANSPORT AND LOGISTICS

Moving people and gear: flights and hotels, ground transport, and shipments with live tracking.

TRAVEL

AVAILABLE IN TOUROPS FESTIVALOPS ACTIONOPS CORALOPS

Travel is where you book and track how your people get to and stay at each show: flights and other travel legs, hotels and rooming, rental cars, shuttles and per diem. In the left menu, under Operations, choose **Travel**. You can also open a show and click **Travel** (or **Open travel for this show**) to jump straight to that show's travel.

Travel is in TourOps, FestivalOps, ActionOps and CoralOps (not VenueOps or PromoterOps). Company Admins and Company Users with the Manager, Ops or Coordinator role can edit it; Finance, Legal and View only seats can read it. Crew see their own travel in GigOps Crew.

How do I add travel info for a show?

Travel is organised per person. First put the person on the show's travel, then add their flights, hotel, car or shuttle.

- 1 In the left menu, choose **Travel**, then click **One show** and pick the show from the drop-down (or open the show and click **Travel**).
- 2 Click **+ Add crew** next to the show name.
- 3 In **Add crew to travel**, click **+ Add** next to a crew member, or next to a person under **Company users**.
- 4 On their travel card, click **+ Add** next to **Travel**, **Hotel**, **Rental car** or **Shuttle**.

Each person's card shows their legs, hotel, car, shuttle and per diem, with **edit** and **delete** links on every item.

How do I add a flight?

- 1 On the person's travel card, click **+ Add** next to **Travel**.
- 2 Choose the **Direction** (Inbound, Outbound or Internal) and keep **Mode** on **Air**.
- 3 Set the **Departs** date (the date field above the flight number), type the **Flight number** (for example UA88) and click **Look up flight**. GigOps fills in the airline, airports and times.
- 4 Check or type **Airline**, **Dep airport**, **Arr airport**, the departure and arrival dates and times, **Confirmation #** and **Notes**.
- 5 Click **Add leg**.

If the arrival date is after the departure date, the form shows "Arrives +1 day" and the leg shows a red **+1**. If flight lookup is not available, just type the details in.

What if a flight number has several stops?

Some flight numbers fly more than one segment (for example Sydney to Singapore, then on to London). **Look up flight** then shows a button for each segment above the airline, such as **1 · SYD → SIN** and **2 · SIN → LHR**. Click one to see or change that segment in the form. **Add leg** adds every segment, each as its own leg, linked to the one booking and sharing its **Confirmation #** and **Notes**; the legs show **segment 1**, **segment 2** and so on. When you edit one of those legs and look the flight up again, the form fills the segment that leaves from the leg's airport.

How does GigOps check the arrival time?

When both airports' time zones are known (the lookup fills them in), the form compares the departure and arrival in UTC. It shows the time in the air, says "Arrives +1 day local time" for an overnight flight, and warns in red when the arrival is before the departure; GigOps will not save such a leg. A flight west across the date line can land on an earlier local date than it left, and that is fine. If you type the airports in by hand, or change an airport after a lookup, the time zones are not known, so GigOps only compares dates and never refuses the leg.

How do I read flights from a confirmation email?

- 1 On the person's travel card, click **+ Add** next to **Travel**.
- 2 Click **Paste email...**
- 3 Paste the airline or travel agent confirmation into the box, or under **Or read a file (PDF or photo)** choose the confirmation as a PDF or photo, or pick one you already uploaded to Documents.
- 4 Click **Extract flights**.

If one flight is found, GigOps fills in the leg form for you to check, then you click **Add leg**. If several are found, you see the list of flights; click **Add N legs** to add them all at once. Nothing is saved until you click add. This needs AI features enabled for your workspace, and is not available to View only seats.

How do I add a train, drive or other ground leg?

- 1 On the person's travel card, click **+ Add** next to **Travel**.
- 2 Set **Mode** to **Drive**, **Train** or **Other**.
- 3 Fill in **From** and **To**, the departure and arrival dates and times, **Confirmation #** and **Notes**.
- 4 Click **Add leg**.

How do I set up a hotel and put crew in it?

Start with the show's hotel, then room people in it.

- 1 In **Travel**, under the show, find **Hotels & rooming** and click **+ Add hotel**.
- 2 Enter a **Label** (for example Crew or Talent), the **Hotel name**, **Address**, **Phone**, **Website**, **Default check-in**, **Default check-out** and **Notes**.
- 3 Under **Room crew**, tick the people staying there, or tick **Add all crew**.
- 4 Click **Add hotel**.

Each hotel card lists its guests, grouped into shared rooms where a room number is shared. Use **Edit** or **Delete** on the hotel card to change it.

How do I change one person's hotel, room type or roommate?

- 1 On the person's travel card, click **+ Add** next to **Hotel** (or **edit** on their hotel).
- 2 Under **Hotel**, pick one of the show's hotels, or choose **One-off / enter manually** and type the **Hotel name** and **Address**.
- 3 Set **Check-in**, **Check-out**, **Room type**, **Nightly rate \$**, **Confirmation #** and **Notes**.
- 4 To share a room, tick **Has roommate** and choose the person under **Roommate**.
- 5 Save.

How do I export a rooming list?

- For one show: under **Hotels & rooming**, click **Export CSV** or **Export PDF**.
- For the whole tour: at the top of **Travel**, click **Export rooming CSV** or **Export rooming PDF**.

The list has the hotel, address, name, role, check-in, check-out, room type, roommate and confirmation for each guest. Click **Change log** under **Hotels & rooming** to see who changed the rooming and when.

How do I add a rental car?

- 1 On the person's travel card, click **+ Add** next to **Rental car**.
- 2 Fill in **Vendor**, **Car class**, **Pickup date**, **Pickup time**, **Pickup location**, **Drop-off date**, **Drop-off time**, **Drop-off location**, **Daily rate \$**, **Confirmation #** and **Notes**.
- 3 Click **Add**.

How do I add a shuttle for one person?

- 1 On the person's travel card, click **+ Add** next to **Shuttle**.
- 2 Fill in **Date**, **Pickup time**, **From**, **To** and **Notes**.
- 3 Click **Add**.

This records a single ride on that person's travel. To run a scheduled shuttle for many people with a driver and stops, use the Transport module (**Schedule shuttle**).

What does "Per diem" mean here, and how is it worked out?

Per diem is the daily meal allowance you pay each person: a rate for breakfast, lunch and dinner for each day they are on the road. GigOps works it out per person:

- **Days:** the person's own start and end dates, or the show's on-site days if you leave the dates blank.
- **Rates:** the person's own rates, or your company defaults if you leave them blank.
- **Catering:** any meal the show's catering schedule provides is deducted automatically.

The card shows the gross, the catering deduction and the **net**, which is what the Travel stat **Per diem (net)** adds up.

How do I change someone's per diem rates or dates?

- 1 On the person's travel card, in the **Per diem** section, click **Edit rates & dates**.
- 2 Set **Start date** and **End date**, or leave them blank to use the show's on-site days.
- 3 Set **Breakfast \$**, **Lunch \$** and **Dinner \$**, or leave them blank to use the company defaults.
- 4 Check the **Preview** table (meals crossed out are provided by catering), then click **Save**.

Company Admins set the default rates in **Company settings** (from the menu under your name), under **Default per-diem rates**.

How do I add per diem to the budget?

On the person's travel card, in the **Per diem** section, click **Add to budget**. GigOps adds their net per diem to the Budget as a line, or updates the same line if you click it again. This needs edit access to the Budget (Company Admins, Manager, Finance and Legal roles by default).

How do I see all travel across the tour?

- 1 In **Travel**, click **Whole tour**.
- 2 Choose **By person** to see each show with its people, or **By mode** to see everything grouped into **Flights & travel**, **Hotels**, **Rental cars** and **Shuttles**.

Use **Collapse all** and **Expand all** to tidy the list. The stat cards show **Shows with travel**, **Unique crew**, **Per diem (net)** and **Hotel cost**. The map above plots each show on the route, coloured by its status (Confirmed, 1st hold, 2nd hold, Want); click a pin to open the show.

Where is the flights board, and how do I get live flight status?

Above the travel list, the **Flights** board lists every flight by departure time, with the flight, route and traveller. Click **Today**, **Tomorrow** or **All** to change the day; "today" is the date at the departure airport.

Click **Live status** to fetch the current status (for example delayed, departed, landed) and gate for today's and tomorrow's flights. If live status is not available for your workspace, you see a message and the board still lists the flights.

How do I remove someone from travel or delete a booking?

- To delete one flight, hotel, car or shuttle: click **delete** on that item and confirm.
- To take a person off a show's travel: click **Remove** on their travel card and confirm. This deletes all their flights, hotel, car and shuttle entries for that show.

How does travel work for a festival or event?

In FestivalOps and ActionOps, people travel to the event as a whole, not to one day. **Travel** opens on **Event travel** ("Not tied to a day"):

- 1 Click + **Add crew** next to **Event travel** and add people.
- 2 Add their flights, hotel, rental car and shuttle on their cards as for a show.

The first stat reads **Travel legs** instead of shows. Older day-by-day travel stays listed below until it is emptied.

How do I manage hotel blocks for an event? (ActionOps)

At the top of **Travel**, open **Hotel blocks** and click **Add hotel block**.

- 1 Enter the **Hotel** (required), **Block name**, **Address**, **Rooms held**, **Room type**, **Rate / night** and who it is **For** (Everyone, Athletes, Crew or Judges).
- 2 Add **Check in**, **Check out**, **Cutoff date**, **Contact**, **Email**, **Confirmation** and **Notes**.
- 3 Click **Add block**.

Each block shows how many rooms are left of those held. Open **Rooming list** on a block to see who is in it, grouped by club, then crew and judges, and click **Rooming CSV** to download it. Click a block to edit or **Delete** it; rooms already booked from it keep their booking.

How do I see the whole event's travel roster? (ActionOps)

At the top of **Travel**, open **Event roster**. It lists every arrival and departure with date, who, group, leg, carrier, times and hotel. Filter with **Everyone**, **Athletes**, **Crew** or **Judges**.

How do I handle travel proposals from teams? (ActionOps)

Team Managers can propose travel for their athletes from their own workspace. Proposals waiting for you are counted on the **Proposals** button at the top of **Travel**.

- 1 Open **Proposals**.
- 2 Read the details (flight, hotel, route, date and note).
- 3 Click **Accept & book** to book it into the event's travel, or **Decline** and give an optional reason.

What do crew see of their travel?

Crew see their own flights, hotel, rental car, shuttles and per diem on the **Travel** tab of GigOps Crew, once they are booked. They cannot edit them; changes are made here.

TRANSPORT

AVAILABLE IN **TOUOPS** **FESTIVALOPS** **ACTIONOPS** **CORALOPS**

Transport runs your crew shuttles: scheduled runs with a driver and stops, ride requests from crew, and a live map of drivers on shift. In the left menu, under Operations, choose **Transport**.

Transport is in TourOps, FestivalOps, ActionOps and CoralOps (not VenueOps or PromoterOps). Company Admins and Company Users with the Manager, Ops or Coordinator role can use it; Finance, Legal and View only seats do not see it unless a Company Admin turns it on for them. Drivers and riders are crew members, who use the **Transport** tab in GigOps Crew.

How do I schedule a shuttle?

- 1 In **Transport**, click **Schedule shuttle** (top right).
- 2 Give it a **Name** (for example AM Crew Shuttle).
- 3 Pick a **Driver**. Crew in the transport department are listed first, marked "driver".
- 4 Pick the **Show / city (for hotel list)** so the stop list offers that show's hotels and venue.
- 5 Under **Schedule**, choose **One-off** and set the **Date** and **Start time** (or see recurring shuttles below).
- 6 Add the **Stops** (at least two), then the **Vehicle**, **Seats**, **Status** and **Notes**.
- 7 Click **Schedule**.

The run appears on the **Schedule** tab. The driver sees it in GigOps Crew.

How do I set up stops on a shuttle route?

In the shuttle form, under **Stops**:

- 1 For each stop, pick a hotel of the chosen show, the show's venue, a site map pin (festivals and events), or **Custom address...** and type the address.
- 2 In the **+min** box, enter how many minutes after the start time the shuttle reaches that stop (for example Hotel 1 at 0, Hotel 2 at 10, Venue at 30).
- 3 Click **+ Add stop** for more stops, or **x** to remove one. A shuttle needs at least two stops.
- 4 Tick **Loop back to the first stop** if the route returns to where it started.

Tick **Show stops on map** to see numbered pins and the route line before you save; click **Update pins** after changes.

How do I set up a recurring shuttle?

- 1 In the shuttle form, under **Schedule**, click **Recurring**.
- 2 Under **Repeat on**, click the days it runs (Su to Sa).
- 3 Under **Start times**, set each time the route leaves the first stop. Click **+ Add start time** for more (for example 08:00 and 17:00).
- 4 Add the stops and click **Schedule**.

Recurring shuttles always show under **Upcoming**. The stop times follow each start time using the **+min** offsets.

How do I make a shuttle private?

In the shuttle form, tick **Private**. Other crew then cannot see the run. Company users, the driver, the crew member whose request is on it, and anyone you add under **Shared with** still see it. Hold Cmd or Ctrl to pick several people under **Shared with**. Private runs show a **PRIVATE** badge.

How do I edit, cancel or delete a shuttle?

On the **Schedule** tab, click **Edit** on the run to change any field, including **Status** (for example cancelled or completed), then click **Save**. Click **Delete** and confirm to remove it. Use **Upcoming** and **All** above the table to switch between runs still to come and every run.

How do crew request a ride?

Crew request rides from the **Transport** tab in GigOps Crew, under **Request a ride**: pickup, drop-off, when, party size, notes, and an optional **Private** tick. Requests land on the **Requests** tab here, and the **Pending requests** stat counts the ones waiting. Crew can cancel their own request while it is still pending.

How do I approve or assign a ride request?

- 1 In **Transport**, open the **Requests** tab.
- 2 For a quick answer, click **Approve** or **Deny**.
- 3 To do more, click **Manage**. You can edit the **Pickup**, **Drop-off**, **When**, **Party** and **Notes**, choose a run under **Assign to shuttle run (driver)**, change the **Status** (pending, approved, denied, scheduled, completed or cancelled), tick **Private request**, and add people under **Shared with**.
- 4 Click **Save**.

People you pick under **Shared with** are added to the assigned run so they can see it. Click **x** or **Delete** to remove a request.

How do I see where the drivers are?

Open the **Live map** tab. Each on-shift driver is a dot on the map, and **On shift now** lists them. Click a dot or a name to zoom to that driver and see their current run and next stop. The **On-shift drivers** stat counts them.

Drivers only appear while they are on shift and sharing their location. A driver who has not sent a location for about 15 minutes drops off the map. The map needs Google Maps to be set up for your workspace. To see drivers and runners together, use **Dispatch**.

How does a driver go on shift and run a shuttle?

In GigOps Crew, a driver opens the **Transport** tab and taps **Go on shift & share location** (their phone asks for location permission). On each assigned run they step it through **Accept run**, **En route to** the first stop, **Arrived at** each stop, and **Complete**. You see the status change on the **Schedule** tab. They tap **End shift & stop sharing** when done.

Crew in the transport department, or anyone assigned as a run's driver, count as drivers. Other crew can tap **Track live & next stop** on an active run they can see.

What do the shuttle statuses mean?

- **Scheduled**: booked, not yet accepted by the driver.
- **Accepted**: the driver has taken the run.
- **At pickup, Boarding, En route, At drop-off, Arrived**: where the run is now.
- **Completed**: finished.
- **Cancelled**: not running.

Why can't I see Transport, or why can't I schedule shuttles?

Finance, Legal and View only seats do not see **Transport** by default. A Company Admin can change this per person in **Users & access**, using **Access** on that person's row. Scheduling, editing and answering requests need edit access (Company Admins, Manager, Ops and Coordinator roles by default). Transport is not part of VenueOps or PromoterOps.

LOGISTICS

AVAILABLE IN

TOUROPS

FESTIVALOPS

ACTIONOPS

CORALOPS

Logistics tracks what moves and what is handed out: inbound and outbound shipments, gear tagged with QR labels that you check out to people and back in, and a simple log of equipment assigned to crew. In the left menu, under Operations, choose **Logistics** (in CoralOps it is called **Field gear**). The page has three tabs: **Shipments**, **Gear** and **Equipment**.

It is in TourOps, FestivalOps, ActionOps and CoralOps (not VenueOps or PromoterOps). Owners, Company Admins, Managers, Ops and Coordinators can edit; Finance, Legal and View only seats do not see it. Some crew can log shipments from GigOps Crew.

How do I add a shipment?

- 1 Open **Logistics** and choose **Add shipment**.
- 2 Pick the **Direction** (Inbound or Outbound) and the **Carrier** (USPS, UPS, FedEx, DHL, LTL / Freight, Courier or Other).
- 3 Paste the **Tracking number**. GigOps guesses the carrier from its format if you have not picked one.
- 4 For freight or courier, type the **Carrier name (LTL / other)**.
- 5 Fill in **Description / contents**, **Reference / PO #**, **Vendor / sender**, **Origin**, **Destination**, **Ship date**, **ETA**, **Status** and **Cost** as needed.
- 6 Optionally **Link to show** and add **Notes**.
- 7 Choose **Add shipment**.

How do I track a shipment with the carrier?

On the **Shipments** tab, a tracking number for USPS, UPS, FedEx or DHL is a link: choose it to open the carrier's own tracking page in a new tab. LTL, courier and other shipments have no carrier link, so update their status by hand.

Do shipments update on their own?

Where live tracking is switched on for GigOps, yes: a USPS, UPS, FedEx or DHL tracking number is followed from the moment you save it. The status, the **ETA** and the newest carrier scan (what happened, where and when) update by themselves, about every half hour, and sooner when the carrier sends the update straight away.

- The newest scan shows under the tracking number. Choose **Scans** on the row to see every scan, newest first, and **Hide scans** to fold them away. **Refresh** inside asks the carrier now.
- When the parcel is delivered, or the carrier reports a problem (a failed delivery, a return to sender), the person who logged the shipment gets a notification. A shipment logged in GigOps Crew notifies the Company Admins instead.
- A status you set by hand stays until the carrier reports something new about the parcel.
- If the carrier cannot find the number, the row says why under the tracking number. Check the number and the carrier, then choose **Edit** to fix it; a new number starts the tracking over.
- LTL, courier and other shipments are never followed live, so update their status by hand.

Without live tracking the tracking number is a link to the carrier's page and nothing updates by itself.

How do I update a shipment's status?

On the **Shipments** tab, use the status list on the shipment's row: Created, In transit, Out for delivery, Delivered, Exception or Cancelled. The change saves straight away. To change anything else, choose **Edit**, make your changes and choose **Save**. **Remove** deletes the shipment.

The counts at the top show **Active shipments** (not delivered or cancelled), **Inbound**, **Outbound** and **Delivered**. Filter the list by direction, carrier or status, including **Open (not delivered)**.

How do I add gear to track?

- 1 Open the **Gear** tab and choose **Add gear**.
- 2 On **One item**, type the **Name** (required) and an **Asset tag** (for example RAD-04).
- 3 Pick the **Category** and **Status**, and add **Make**, **Model**, **Serial**, **Home location** and **Notes** as needed.
- 4 Choose **Add**.

To add many identical items, use the **A batch** tab: set the **Name**, **How many**, a **Tag prefix**, **Start at**, **Category** and **Home location**. A preview shows the names and tags it will create.

How do I print QR labels for gear?

On the **Gear** tab, set the filters to the items you want (or leave them all), then choose **Print labels**. You get one label per item with its QR code and asset tag, ready to print on adhesive stock and stick on each item. If a label is lost or copied, open the item with **Edit** and choose **Rotate code**; the old label stops scanning, so print a new one.

How do I check gear out to someone and back in?

On the **Gear** tab:

- 1 Choose **Check out** on the item.
- 2 Pick who it is going **To** (crew or office users).
- 3 Optionally pick the **Show**, a **Due back** time and **Condition / notes**.

- 4 Choose **Check out**.

When it comes back, choose **Check in** on its row. Items past their due back time show **Overdue**. **History** lists everyone who has had the item, when, and its condition.

How do I scan gear in and out?

- 1 On the **Gear** tab, choose **Scan**.
- 2 Under **Checking out to**, pick the person, or scan their crew badge QR to set them.
- 3 Pick the **Direction**: Auto (out if in, in if out), Check out only or Check in only, and optionally the **Show**.
- 4 Choose **Start camera** and point it at gear labels, or type an asset tag and choose **Go**.

Each scan shows the result (Checked out, Checked in, Already out and so on) and is listed under **This session**. Checking gear in needs nobody selected. Choose **Done** to close and stop the camera.

How do I set up a gear scan station on a tablet?

- 1 On the **Gear** tab, choose **Scan stations**.
- 2 Choose how long new links work for (7 days, 30 days, 90 days or 1 year; 30 days unless you change it).
- 3 Type a name (for example "Production office") and choose **Add station**.
- 4 Choose **Copy link** and open it on the tablet.

A station link opens a check-out screen with no login, so anyone holding it can check gear in and out. Treat it like a key. **Disable** or **Enable** it, **Rotate link** if a device goes missing (the old link stops working), or **Delete** it.

Why does the gear station say its link has expired?

Station links expire, like scanner links in Credentials. Each station shows the date its link works until, and **Link expired** once it has passed; the tablet then shows "This station link has expired" and checks nothing in or out. Choose **Renew link** in **Scan stations**: the date moves on by the time chosen at the top of the window and the link stays the same, so the tablet works again after a reload. Links made before expiry existed got 30 days from the day it shipped.

What do the gear statuses mean?

- **Available**: on the shelf and free to check out.
- **Out**: checked out to someone; **Overdue** when it is past its due back time.
- **Maintenance**, **Lost** or **Retired**: set by you with **Edit**. Gear with one of these statuses cannot be checked out until you change it back.

Delete item (inside **Edit**) removes the item and its whole checkout history.

How do I assign equipment to a crew member?

The **Equipment** tab is a simple log of radios, vests and badges handed to crew.

- 1 Choose **Assign Equipment**.
- 2 Pick the **Crew member** and **Equipment type** (Radio, Vest, Credential Badge or Other).
- 3 Optionally add the **Equipment ID / number**, a **Show** and **Notes**.
- 4 Choose **Assign**.

Choose **Returned** when it comes back, or **Remove** to delete the record. Filter by show, crew member, or active and returned. Crew see what is assigned to them in the **Equipment** tab of GigOps Crew. For items you want to scan, use the **Gear** tab instead.

Can crew log shipments from GigOps Crew?

Yes, crew in the Logistics or Transport department, or whose role title includes "manager" or "logistic", get a **Logistics** tab in GigOps Crew (on the iPhone, under **More**). There they can **Log a shipment**, edit or remove one, and update its status. Their shipments appear on the office **Shipments** tab. With live tracking on, each card shows the newest carrier scan, and **Carrier scans** opens every scan.

ON-SITE OPERATIONS

The modules your team runs on the ground: feeding people, credentialing them, watching the weather, logging incidents, learning from each event, and drawing the site.

CATERING

AVAILABLE IN **ALL PRODUCTS**

Catering plans the meals for each show (or festival day): meal times, head counts, cost per person, menus, and a check-in kiosk at the catering door that counts who actually ate. In the left menu, under Operations, choose **Catering**. The page lists every show with its meals, covers and cost, and the header has **Caterer report**, **Actuals**, **Caterer link**, **Check-in departments** and **Department cards**.

It is in every product. Owners, Company Admins, Managers, Ops and Coordinators can plan meals; Finance, Legal and View only can read. Only a Company Admin can type over a live check-in count.

How do I add a meal to a show?

- 1 Open **Catering** and choose **Manage** on the show's row.
- 2 Under **Add a meal**, pick the **Meal** (Breakfast, Lunch, Dinner, Snack or Other). Breakfast, lunch and dinner fill in a usual start time and a three hour serving window.
- 3 Adjust **Starts**, **Ends** and **Date**.
- 4 Leave **Head count** blank to use the automatic number, or type one. Add any **Extra guests**.
- 5 Enter the **Cost / person**, and optionally the **Vendor**, **Location** and **Notes** (dietary needs, allergies).
- 6 Optionally type the **Menu text**.
- 7 Choose **Add meal**.

The meal appears in the table above the form with its time, covers, per person cost and total. The totals feed a Catering line in the budget automatically.

How is the head count for a meal worked out?

Each meal's covers come from, in order:

- 1 The **Head count** you typed on the meal, if any.
- 2 Otherwise the per-department allotments you set for that meal (marked "allotted").
- 3 Otherwise the number of crew assigned to the show (marked "auto").

Extra guests are always added on top. The hint next to **Head count** tells you what a blank field will use for that meal. In ActionOps, tick **Include athletes** to add the athletes entered in a comp that day when the count is automatic.

How do I change or remove a meal?

- 1 Choose **Manage** on the show's row in **Catering**.
- 2 In the meals table, choose **Edit** on the meal. The form below fills in with its details.
- 3 Make your changes and choose **Save changes**, or **Cancel edit** to leave it as it was.

To remove a meal, choose **Delete** on its row and confirm. The catering budget line updates after every change.

How do I add a menu to a meal?

- 1 Choose **Manage** on the show, then **Edit** on the meal.
- 2 Type the menu in **Menu text**, or under **Menu PDF** choose a PDF file and **Upload PDF** (up to 20MB).
- 3 Choose **Save changes**.

A meal with a menu shows a **Menu** button in the table. From there, or while editing, choose **Print menu** to print it. Use **View** or **Remove** next to an attached PDF to open or delete it. The PDF upload is only offered once the meal exists, so add the meal first. A caterer can also add menus through the caterer link, if you allow it.

Why does the meal date say "for per diem"?

The **Date** on a meal tells GigOps which day the meal is served. Travel uses it to deduct catered meals from that day's per diem, so set it to the day the meal is actually served.

How do I set up the departments crew check in under?

Departments are the buttons crew tap on the check-in iPad. They are shared by every show, so you name them once.

- 1 Choose **Check-in departments** in the Catering header.
- 2 Type a name in **Add a department** and choose **Add**. If you have none yet, **Use this tour's departments** copies the crew departments already set on the tour.
- 3 Use **Rename** or **Remove** on any department.

A department that already has check-ins is taken off the kiosk rather than deleted, so past counts stay attributed.

How do I run the catering check-in on an iPad?

- 1 Open **Catering** and choose **Check-in** on the show's row (or **iPad check-in & allotments** inside **Manage**).
- 2 Choose **iPad link** and open that link on the iPad at the catering door.
- 3 Crew tap their department and check in. No login is needed. They can also scan a department card or their badge.

The board shows **Checked in**, **Allotted** and **Over / under** for the show, and whether the kiosk link is live. The **Live counts** tab lists each meal by department. Choose **Refresh** to reload. The kiosk follows the clock to pick the meal being served.

How do I set meal allotments per department?

- 1 Open the check-in board (**Check-in** on the show's row).
- 2 Choose the **Allotments** tab. Each row is a department and each column a meal.
- 3 Type the head count each department is allotted for each meal. Leave a cell blank for no allotment.
- 4 Choose **Save allotments**.

Allotments become the meal's head count when no number is typed on the meal, and the board shows each department on count, over or under. You need at least one meal and one department first.

How do I correct a check-in count?

Only a Company Admin can do this. On the check-in board's **Live counts** tab, type the real number over the department's **Checked in** figure. Raising it adds hand-entered check-ins. Lowering it asks you to confirm, then deletes check-ins (hand-entered ones first, then the most recent scans), which cannot be undone. **Reset to 0** clears a meal's check-ins. Under **Guests & notes**, **Remove** takes a single check-in off the count. Other seats see the counts as numbers only.

How do I print department cards for crew to scan?

- 1 Choose **Department cards** in the Catering header (also on the check-in board).
- 2 Design the card: front and back text, colours, logo and QR size, with a live preview.
- 3 Pick the **Card stock** (Avery 8471 business cards, Avery 5392 badges, A4 10-up, or plain Letter with cut guides) and set **Cards per department**.
- 4 Choose **Save design** to keep it, then **Print all departments**, or **Print these** on one department's row for a reprint.

Every card for a department carries the same code, so reprinting never stops old cards working. **Reset code** does stop every printed card for that department; use it only when cards go missing. Use your print dialog's "Save as PDF" if you need a file.

How do I send the caterer their head counts?

- 1 Choose **Caterer report** in the Catering header.
- 2 Pick the tour, and the **From** and **To** dates (today and the next six days by default).
- 3 Choose **Group by** (Day or Meal), **Detail** (Totals only, or Break down by department) and **Changes** (Show changes since last sent, or Numbers only).
- 4 Choose **Download CSV** or **Print / PDF**.

Exporting records what you sent, so the next report can show the caterer exactly which numbers moved.

How do I give the caterer a live link?

- 1 Choose **Caterer link** in the Catering header and pick the tour.
- 2 Choose whether to **Show check-in counts** and whether to **Let the caterer add menus**.
- 3 Choose **Create the link**, then **Copy link** and send it to the caterer only.

The page needs no login, stays current, and never shows costs. You can add a password with **Add password**. **Rotate** replaces the link at once (the old one stops working) and **Revoke** turns it off. You get a notification when the caterer adds a menu.

How do I compare planned meals with what was eaten?

Choose **Actuals** in the Catering header. Pick the tour and a date range (the last week by default), then **Group by** Meal or Day and **Detail** Totals only or by department. The report shows planned against checked-in heads and what the difference cost, which is the sheet to check a caterer's invoice against. Meals with no check-ins at all are counted at the bottom. Choose **Download CSV** or **Print / PDF** to export it.

How do I get a catering count from the show page?

On a show's page, choose **Catering count** to see the day's meal total by department, ready to print, or **Send catering count** to email it. Type the recipients' emails (comma-separated), add an optional note, and choose **Send**.

Why is there a Catering line in my budget I did not add?

GigOps keeps one Catering budget line in step with your meals: adding, changing or deleting a meal, or saving allotments, updates its amount. You do not need to enter catering costs in the budget by hand.

CREDENTIALS

AVAILABLE IN [TOUROPS](#) [FESTIVALOPS](#) [VENUEOPS](#) [PROMOTEROPS](#) [ACTIONOPS](#)

Credentials handles access passes: the zones (gates) a pass can open, the pass types (AAA, Local Crew, Photo...), the passes you issue to people, laminate designs and printing, and scanning to check a pass at a gate. In the left menu, under Operations, choose **Credentials**. The tabs are **Passes**, **Requests**, **Types**, **Zones**, **Designs** and **Scan**, with **Print laminates**, **Export credentials**, **Bulk issue** and **Issue pass** in the header.

It is in every product except CoralOps. Owners, Company Admins, Managers, Ops and Coordinators can edit; Finance, Legal and View only seats do not see it. If it is missing, a GigOps Admin may have switched credentials off for your company.

How do I get started with credentials?

Set things up in this order:

- 1 **Zones:** the gates and areas a pass can open (Stage, Backstage, Pit, Catering, Parking...).
- 2 **Types:** the kinds of pass, each granting a set of zones.
- 3 **Passes:** one per person, of a type.

Then design and print laminates, or let people carry a digital pass, and scan passes at the gates.

How do I add access zones?

- 1 Open the **Zones** tab.
- 2 Choose **Add common zones** to add a typical set at once (Stage, Backstage, Pit, FOH, Dressing Rooms, Catering, Production Office, Loading Dock, Parking, Bus / Lot), or choose **Add zone**.
- 3 For a new zone, type the **Name** and pick a **Color**, then choose **Add zone**.

Use **Edit** or **Remove** on a zone's row to change or delete it.

How do I create a pass type?

- 1 Open the **Types** tab and choose **New type**.
- 2 Type the **Name** (required), for example "All Access", and a short **Badge code** such as AAA.
- 3 Pick the **Kind** and a **Color** (the colour band on the laminate).
- 4 Under **Grants access to**, tick the zones this pass opens.
- 5 Choose **Create type**.

Manage kinds lets you set your own list for the **Kind** menu (or **Add common kinds**). To retire a type, **Edit** it and untick **Active**; **Remove** deletes it, and passes already issued keep their details.

How do I issue a pass?

- 1 Choose **Issue pass**.
- 2 Pick the **Pass type** and the **Holder kind** (Crew, Company user, Guest, Vendor or Other).
- 3 For crew, company users and vendors, pick the person from the list; this fills in the name and org. Otherwise type the **Holder name** (required) and **Org / company**.
- 4 Set the **Scope** (the whole tour, or one show), the **Format** (Printed laminate or Digital (phone)) and the **Valid from** and **Valid to** dates.
- 5 Optionally add a **Photo** (under 2MB) and **Notes**. A crew member's own photo is used if you add none.
- 6 Choose **Issue pass**.

You can also choose **Issue credential** on a crew member's record in Crew.

How do I issue passes to a whole group at once?

- 1 Choose **Bulk issue**.
- 2 Pick the **Pass type**.
- 3 Under **Issue to**, choose **All crew**, **All company users**, **All vendors**, or **Approved guests for a show**.
- 4 Set the **Scope / show** (required for a show's approved guests), the dates and the **Format**.
- 5 Choose **Issue passes** and confirm the count.

How do I edit, void or delete a pass?

On the **Passes** tab, each pass shows its holder, type, zones, show, valid dates and status. Choose **Edit** to change the name, org, scope, format, dates, photo, notes or **Status** (Active, Void, Expired). The type and holder kind cannot be changed once issued. **Void** stops the pass working at once, and scanning it shows VOID. **Delete** removes the pass but keeps its scan history. Filter the list by holder, status or show.

How do I print laminates?

Choose **Print laminates** in the Credentials header. GigOps prints every active, printed pass that matches the filters on the **Passes** tab, with your tour logo, the pass type's colour band, the holder's name and photo, the zones and a QR code. Digital passes are left out. Set the filters first to print just one show or one holder kind.

How do I design my own credential layout?

- 1 Open the **Designs** tab and choose **New design**.
- 2 Pick a **Card size** and orientation (**Portrait** or **Landscape**), and set a **Background** or upload **Artwork** (for example a full design with blank spaces).
- 3 Place the holder name, access levels, QR code and other fields: drag to move, drag a corner to resize, arrow keys nudge, Delete removes.
- 4 Use **Preview with** to see it with a real pass.

- 5 Choose **Save design**.

A design can be assigned to pass types so each type prints on its own layout.

How do I export credentials for a card printer?

- 1 Choose **Export credentials** (header or **Designs** tab). You need at least one design.
- 2 Pick the **Design** (or "By pass type" to use each type's assigned design), the **Pass type** and the **Scope**.
- 3 Leave **Printed passes only** and **Active passes only** ticked, or untick them.
- 4 Choose the **Output**: a ZIP of PNG files, one per credential, or a print sheet (print or save as PDF). Pick a **Resolution**.
- 5 Choose **Generate**.

The count above the button says how many credentials will be made, and how many are skipped because their type has no design.

How do I check a pass at a gate from the office?

- 1 Open the **Scan** tab.
- 2 Pick the gate in the zone list, or **Any zone (identity only)** to check who someone is.
- 3 Choose **Start camera** and point it at the pass QR, or paste a pass token or link and choose **Verify**.

The result shows ACCESS GRANTED, ZONE DENIED, VOID, EXPIRED or NOT FOUND, with the holder's name, photo, type and zones. **Recent scans** lists the latest checks, including scans from gate devices. **Scans today** at the top counts them.

How do I give a gate guard a scanner with no login?

- 1 Open the **Zones** tab and choose **Public link** on the gate's zone.
- 2 Choose **Enable public scanner link**.
- 3 Choose **Copy link** and open it on the guard's phone or tablet.

The link only checks access for that gate. If a device is lost, choose **Regenerate** (the old link stops working at once), or **Disable** to turn it off.

How do I set up the GigOps Scan app?

- 1 On the **Scan** tab, choose **Scanner app**.
- 2 Choose **Create scanner app link**.
- 3 In GigOps Scan on the device, scan the QR code shown, or paste the link.

The device gets every zone, the credential list and the key that checks phone badges, so it keeps scanning with no signal, and its scans land in the scan log. Because it opens every gate, keep it to devices your head of security runs and give gate crew their gate's own link. If a device is lost, choose **Regenerate** and **Rotate key**. Printed badges are not affected by either.

What is the Requests tab?

When a date is shared with a promoter or a festival on GigOps (in Bookings), one company issues the credentials for that date and runs its gates, and the other asks it for passes. The **Requests** tab lists every such linked date on the tour, split into **You issue the credentials** and **Another company issues them**, with what is waiting, issued and allocated. A number on the tab counts asks waiting on you. Choose **Open** on a date to work it, or **Open the link** to go to the link itself.

How do I approve passes another company asks for?

On a date you issue (Requests tab, **Open**):

- 1 Under "What ... can ask for", type a **Limit** for each pass type and choose **Save limits**. A blank or zero limit takes that type off what they can ask for.
- 2 Under **Waiting on you**, choose **Approve** or **Deny** on each ask, or tick several and use **Approve selected** or **Deny selected**.
- 3 Under **Issued**, choose **Revoke** to take back a pass.

An approval becomes a pass in your Credentials, valid that day, printed with your laminates, and your scanners know it at once.

How do I ask another company for passes for my people?

On a date another company issues (Requests tab, **Open**), **Your allocation** shows what you may ask for. Under **Ask for passes**:

- 1 Pick the **Pass**.
- 2 Tick crew from **Your crew** and people from **Your team**, or type anyone else by name under **Anyone else, by name** (Add another for more rows).
- 3 Optionally add a note.
- 4 Choose **Send request**.

Your requests shows each ask's status. Use **Cancel** on a waiting ask, or **Release** on an approved one. Crew on GigOps Crew carry an approved pass in the app; anyone else picks theirs up from the issuing company.

How do crew see and scan passes in GigOps Crew?

Crew see their passes under **My Badge** in GigOps Crew, including passes another company issued them on a linked date. Crew in the Security department, or whose role title includes "security", "guard" or "manager", also get a **Scan** tab: they pick a gate, choose **Start camera** and scan a credential QR, or paste a token.

WEATHER

AVAILABLE IN [ALL PRODUCTS](#)

Weather shows current conditions, a 5-day forecast and detailed wind for a show's venue or any place you type in. In the left menu, under Operations, choose **Weather** (in CoralOps it is called **Sea state**). It opens on your next upcoming show that has a venue.

It is in every product and every seat can read it. Owners and Company Admins can connect an on-site weather station; nothing else on the page is edited. If you do not see it, a GigOps Admin may have switched weather off for your company.

How do I see the forecast for a show?

- 1 Open **Weather**.
- 2 Pick the show from the show list at the top (only upcoming shows are listed).

GigOps uses the show's venue address, or its venue name and city, to find the forecast. If the show has no venue address yet, you are told so; add the venue details on the show first.

How do I check the weather somewhere else?

Type a ZIP or city in the **ZIP or city** box at the top of **Weather** and choose **Go** (or press Enter). The show list clears while you look at a typed location.

What does the Weather page show?

- **Current conditions:** temperature in °F, conditions, feels like, and the place it is for.
- **Wind:** speed, gusts, direction (an arrow showing where it blows to, and the compass point it comes from), humidity and feels like.
- **5-day forecast:** high and low, conditions, chance of rain, and wind with gusts for each day. The show's own day is highlighted.
- **On-site station:** live readings from your own weather station on site, when one is connected (see below). Where GigOps has no station service switched on, this panel does not appear.

How do I connect an on-site weather station?

Owners and Company Admins can connect an Ambient Weather station, one for each venue or event.

- 1 In your Ambient Weather account (ambientweather.net), open **Account** and create an **API key**.
- 2 Open **Weather**, pick the show, and choose **Connect** on the **On-site station** panel.
- 3 Paste the key in **Ambient Weather API key** and choose **Find stations**.
- 4 Pick the **Station**, give it a **Name**, and choose the **Event** and, if it is only for one date, the **Show**.
- 5 Set any alert lines you want (see below) and choose **Connect station**.

The key is stored encrypted and is never shown again. To change a station, choose **Settings** on the panel; leave the key blank to keep the saved one. **Disconnect** removes the station and its key.

What does the On-site station panel show?

The station tied to the show you picked (or to its event; with several stations, pick one from the list on the panel). It shows **Wind** and its direction, **Gusts**, **Temp** with feels like, **Rain rate** with today's total, and **Lightning** (strikes today, and how far and how long ago the last one was) when the station has a lightning sensor. Readings refresh every couple of minutes. A reading more than half an hour old shows its age, so you know the station has stopped reporting. If the station account refuses the saved key, the panel says so; a Company Admin enters it again in **Settings**.

How do weather alerts from a station work?

In **Settings**, each alert line is optional: **Gusts (mph)**, **Sustained wind (mph)**, **Rain rate (in/hr)**, **Lightning within (mi)** (a strike in the last 30 minutes) and **Temperature at or over (°F)**. When a reading reaches a line, everyone who runs the day (owners, Company Admins, managers, ops and coordinators) gets a notification, once. The panel shows the lines it is over. When the readings drop back under a line, the alert clears, and the next crossing notifies again. A course's **Hold above wind (km/h)** line on the same event alerts too, so a gust over a course hold line reaches the team straight away. Old readings never raise an alert.

Why does Weather say it is unavailable?

The forecast comes from an outside weather service. If it cannot be reached, you see "Weather is unavailable right now" with a **Retry** button. Try again in a moment. If a typed place cannot be found, check the spelling or try a ZIP code.

Where else does weather appear?

- **My day** shows local weather from your location or a saved ZIP or city. Choose **Use my location**, or type a ZIP or city and choose **Go**; **Change** picks another place.
- A show's page shows a **Venue forecast** when the show is within 5 days.
- The day sheet includes the venue forecast when the show is within about a week.

INCIDENTS

AVAILABLE IN [ALL PRODUCTS](#)

Incidents is the health and safety and operations log: injuries, security issues, weather, lost and found, equipment problems and anything else the office needs a record of, with severity, status, who is handling it and how it was resolved. In the left menu, under Operations, choose **Incidents**. Pick the tour, festival or event in the panel above the menu first.

It is in every product. In CoralOps it is called **Dive safety** and in ActionOps **Incidents & medical**. Owners, Company Admins, Managers, Ops and Coordinators can log and edit incidents; Finance, Legal and View only seats do not see it. Crew report incidents from GigOps Crew.

How do I log an incident?

- 1 Open **Incidents** and choose **Log incident**.
- 2 Under **What happened?**, give it a short title (required), for example "Crowd surge at Main Stage barrier".
- 3 Pick the **Type**, the **Severity** (Low, Medium, High or Critical) and the **Status**.
- 4 Optionally pick the **Day** and **Stage**, and in ActionOps the **Athlete**.
- 5 Enter the **Location** and when it **Occurred** (now, by default).
- 6 Write the **Details**: what happened, who was involved, actions taken.
- 7 Optionally pick who it is **Assigned to**.
- 8 Choose **Log incident**.

High and critical incidents notify the Company Admins straight away.

What incident types can I choose?

The **Type** list depends on your product:

- Most products: Medical, Security, Weather, Lost & found, Ejection, Technical, Fire, Other.
- ActionOps: Athlete injury, Medical, Course hold, Weather, Equipment failure, Security, Crowd, Technical, Lost & found, Other.
- CoralOps: Medical, Equipment, Environmental, Near-miss, Technical, Other.

How do I update or resolve an incident?

Use the status list on the incident's card to move it to **Open**, **In progress**, **Resolved** or **Closed**; it saves straight away. To change details, reassign it or record how it ended, choose **Open** on the card (or click it). When the status is Resolved or Closed, a **Resolution** box appears: describe how it was resolved and choose **Save**. Crew who reported it see the status and resolution in GigOps Crew.

How do I find incidents in the log?

The cards at the top count **Open**, **In progress**, **High / critical open** and **Resolved** incidents. Use the **All status**, **All severity** and **All type** filters to narrow the list. Open incidents are listed first, highest severity first, then newest.

How do I write up an incident for the records?

- 1 Open the incident from the log.
- 2 Choose **Write-up**.
- 3 GigOps drafts a write-up from the log entry, with a **Title** and the text.
- 4 Check it against what happened and edit it.
- 5 Choose **Copy** and paste it where you need it.

Nothing is saved or sent from the Write-up window. If AI drafting is not enabled for your workspace, the draft does not fill in and you write it yourself.

How do I delete an incident?

Open the incident and choose **Delete**, then confirm. It is removed from the log permanently. To keep a record but take it off the open list, set its status to **Closed** instead.

How do crew report an incident from GigOps Crew?

In GigOps Crew, crew open the **Incidents** tab and fill in **Report an incident**: a short title, the category and severity, the show (or not show-specific), the location, when it occurred and what happened. Then they choose **Submit report**. The Company Admins are notified straight away, and the report appears in the office log. Under **Your reports**, crew follow each report's status and resolution as the office works it. If someone needs urgent medical help, call emergency services first.

Who gets notified about incidents?

When a High or Critical incident is logged in the office, the Company Admins are notified. When crew report an incident from GigOps Crew, the Company Admins are notified whatever the severity.

What is the Medical panel in ActionOps?

In ActionOps, people who can read medical notes (owners, Company Admins, Ops, and the person a Company Admin made the medical lead) see **Log** and **Medical panel** buttons above the incident list. The **Medical panel** shows open athlete injuries and medical incidents, the athletes marked injured, and the athletes' medical notes with emergency contacts and coaches. Choose **Log** to go back to the full log.

Why does Incidents say "Select a festival first"?

The log is kept per tour, festival or event. Pick one in the panel above the left menu, then open **Incidents** again.

DEBRIEFS

AVAILABLE IN **ALL PRODUCTS**

Debriefs ask the people who worked a show how it went, then gather the answers per show and per tour. In the left menu, under **Reports**, choose **Debriefs**. You build your own forms, send one after a show to the Company Users and crew you pick, and read the summaries on the **Answers** tab. Debriefs belong to Planning: whoever can open Planning can read the answers, and whoever can add and edit tasks can build and send forms.

How do I build a debrief form?

- 1 Choose **New form** (top right).
- 2 Name it, and add a line for the top if you like.
- 3 Add questions with the buttons under the list: **Rating 1 to 5**, **Yes or no**, **Choice** (one option per line, 2 to 12 of them) and **Text**. Tick **Required** on any that must be answered.
- 4 Use **Up** and **Down** to reorder and **Remove** to drop one.
- 5 Choose **Save form**.

A form holds up to 30 questions. Editing a form later never changes what an earlier send asked, and deleting a form keeps the answers it already collected.

How do I send a debrief after a show?

- 1 On the **Forms** tab, choose **Send** on the form.
- 2 Pick the show. Only shows on or before today are listed: a debrief goes out once the show is over.
- 3 Tick the Company Users and crew to ask. The crew who worked the show come ticked.
- 4 Choose **Send debrief**.

Company Users hear it on the bell and answer in a window in the app; crew hear it in GigOps Crew and answer on the **To-Do** tab. Sending the same form for the same show again adds the people you tick without asking anyone twice. View only seats cannot answer, so they are not on the list.

Can a debrief send itself after every show?

Yes. In the form (**New form**, or **Edit** on one you have), tick **Send it by itself after each show**, then choose:

- how long after the show it goes out, 1 to 14 days;
- every tour, or only one;
- **The crew on the show** (the crew who worked it, on the show or its tour), and any Company Users to ask as well.

Choose **Save form**. It starts with today's shows, so switching it on never asks about earlier ones. A show you already sent the form for by hand is left as it is, and cancelled or moved shows are skipped. The form list shows **By itself, N days after each show** under the form. To stop it, untick the box and save.

Who gets a debrief by email?

Anyone a notification cannot reach yet: a Company User with no browser notifications and no GigOps app signed in, or a crew member with no GigOps Crew app signed in and no browser notifications. They get the bell too, plus an email with a link to answer. Crew who have never set a password can use **Forgot password, or never got your link?** on the GigOps Crew sign-in page.

How do I answer a debrief?

Choose the debrief on the bell, or **Answer** under **Waiting for your answers** at the top of Debriefs. Answer the questions (those marked * are required) and choose **Send answers**. You can open it again later and change your answers.

How do I read the answers?

Open the **Answers** tab. Pick **Every show**, one tour or one show under **Summarise**.

- A rating shows its average and how many gave each score.
- Yes or no shows the counts, and a choice shows how many picked each option.
- Text answers are listed with who wrote them and the show. Under each form a table lists every show it went out for: how many answered, each rating's average for that show, and who has not answered yet.

Why can't I build or send a form?

Building and sending take the same access as adding and editing tasks (owners, Company Admins, Tour Managers, Ops and Coordinators by default, or a person a Company Admin gave Edit on Planning). Others can read the answers if they can open Planning.

STRUCTURES SHEET

AVAILABLE IN **ALL PRODUCTS**

The structures sheet is an event's numbered list of tents, scaffold, buildings, trailers and other structures, kept in step with the event's CAD map. Place a tent on the map and it takes the next number in its zone and a row on the sheet at once; the number shows on the map in the colour of its kind. Take it off the map and its row is struck through and keeps its number, so nobody else's number moves. When you want the gaps closed, renumber. The sheet holds everything else about each structure:

walls and doors, flooring, heat, lights and safety, tables and chairs, load-in and load-out dates, signage and notes. In the left menu, under Operations, choose **Structures**. It opens as its own full page; choose **Back** to return. Anyone who can save CAD drawings can edit the sheet; other seats can read it. The sheet can also price each structure and say who pays for it (see the cost questions below); that side follows your Budget access.

How do I start a sheet for an event?

- 1 In the left menu, under Operations, choose **Structures**.
- 2 Pick the event at the top left.
- 3 Choose **Start the structures sheet**.

To carry last year's sheet into this year's event, pick it under **Start from** before choosing the button (see the next-edition question below). You can also start it from CAD: open a drawing filed under the event and choose **Start the structures sheet** in the right panel. A new sheet starts with the columns of a tent sheet (walls, flooring, heat, safety, tables and chairs, dates, signage) and these kinds: Tent (rental), Tent (sponsor owned), Scaffold, Building, Trailer and Other.

How do zones and their numbers work?

A zone holds a run of numbers, for example Venue A 1 to 30 and Venue B 31 to 45. An item in a zone takes the lowest free number in its run, so items added later land beside their neighbours. Runs never overlap. Items with no zone take the lowest number that no zone holds. To set zones, choose **Zones** at the top of the sheet: add a zone with its name and its first and last number, or change a zone's name or run in place. Deleting a zone keeps its items, with their numbers, and no zone. If a zone runs out of numbers, the sheet says so; widen its run or renumber.

How do I number tents from the map?

- 1 In CAD, open the event's drawing. In the right panel, under **Structures sheet**, the drawing's **Event** must be the event (or the drawing's show must belong to it).
- 2 Under **New items**, pick where new items go: **By zone area** (the zone whose marked area they are placed in), a particular zone, or **No zone**.
- 3 Place a tent from the blocks library. With **Number tents as they are placed** ticked, it takes its number straight away.
- 4 Choose **Save**. Saving links it to its row for good and fills in its size, area and map-grid square.

Anything else (a rectangle or area drawn as scaffold, a trailer, a custom block) joins the sheet when you select it and choose **Add to the structures sheet**. A copy of a numbered item takes a number of its own. Which kinds of block join on their own is set under **Columns and kinds** on the sheet.

How do I mark an area as a zone?

In CAD, draw the area (or a rectangle) around the part of the site, select it, and in its properties set **Zone area** to the zone. With **New items** on **By zone area**, whatever is placed inside it joins that zone and takes its next number.

What happens when I take something off the map?

Delete it in CAD and save. Its row is struck through on the sheet and keeps its number until you renumber; the reason and when it happened are in its history. If nobody had entered anything for it and it was placed in the last twelve hours, its row is simply removed and its number is free again (a tent dropped in the wrong place does not leave a struck row behind). Put the shape back (Undo, or restore a draft) and save, and its row comes back with its number. You cannot strike a row on the sheet while its item is on the saved map; take it off the map instead. Rows that only the sheet holds (a carpet, a walkway) are struck or brought back from the row itself.

How do I edit the sheet?

Pick a tab (**Structure**, **Walls & doors**, **Floor, heat & safety**, **Tables & chairs**, **Schedule**, **Signage & notes**, or **All columns**) and type into a cell. A tick or a choice saves at once; typing saves when you leave the cell or press Enter, which moves to the same column in the next row. Escape puts the cell back. **Wall LFT** is worked out from the walls chosen per side and the structure's size, and **Heat days** from the heat start and stop dates. Each zone has totals for its number columns, and the sheet has totals at the bottom. Size, area and grid come from the map; for an item that is not on a map, type its width and length. Use the search box and the zone, kind and department filters to narrow the list, and untick **Struck rows** to hide them.

How do I go between the sheet and the map?

Choose **Map** at the top of the sheet. It opens the event's CAD map in the same window, with the item you last worked on selected (the button then reads, for example, **Map: #86**); a cell you were typing in is saved first. If the event has more than one map, pick which one beside the button. If it has none yet, the button reads **Draw the map** and starts one filed under the event. In CAD, **Structures sheet** in the top bar brings you back, on the selected item's row.

How do I change one item's number or zone?

Choose its number at the left of the row. In the item's window, type a new **Number** (it must be free) or pick another **Zone**, then **Save**. Moving it to another zone keeps its number; an item outside its zone's run is marked with "!" until you renumber. The window also shows the item on the map, strikes or brings it back, removes a struck row for good, and lists its history.

How do I renumber?

- 1 Choose **Renumber** at the top of the sheet.
- 2 Pick **Within each zone's numbers** (each zone runs from the start of its run) or **Straight through from 1, zone by zone**.
- 3 Choose whether struck rows are cleared off the sheet (their numbers are reused) or keep their numbers.
- 4 Choose **Preview** to see every number that would change, then **Renumber**.

The numbers on the map change with the sheet, and each drawing keeps a "Before renumber" draft first, so you can compare or go back. The history lists every old and new number. Printed copies of the sheet or the map are out of date afterwards.

How do I add columns or change kinds?

Choose **Columns and kinds** at the top of the sheet. Rename the sheet; add, rename, recolour or delete kinds (the colour is the item's number badge on the map); tick which kinds of block are numbered as they are placed; rename columns, move them to another tab, change a choice column's choices, hide or delete them; or add a column (text, number, date, tick box or choice) and the tab it goes on. Hiding a column keeps what is in it. Choose **Save**.

How do I export or print the sheet?

Choose **Export CSV** for a spreadsheet of every column, zone by zone, struck rows marked. Choose **Export Excel** for a workbook with the sheet, the order and the dates on their own tabs; a seat that sees the costs also gets the costs, the billbacks and the final bills. Choose **Print** to print the tab you are on.

How big are the numbers on the map?

CAD sizes them to the drawing. To change it, set **Number size** under **Structures sheet** in the right panel (in the drawing's units); clear it to go back to automatic. The numbers print with the plan.

Who sees the costs?

The **Costs** and **Billbacks** tabs and the **Price list**, **Shared costs** and **Bill to** buttons show for seats that can see the Budget. Seats that can edit the Budget (owners, admins, managers, Finance and Legal, or a seat given Budget edit) change prices and bill-to; others read them. Ops and Coordinator seats do not see money unless their seat is given Budget access. Editing the rest of the sheet still goes by CAD access, so Finance can set prices without changing the structures.

How do I set up the price list?

Choose **Price list** at the top of the sheet.

- **Structure prices** price the structure itself. Give each a name, the kind it is for (or any kind), a size (or any size), a price, and whether it is charged once, per heat day or per day on site. An item takes the most specific match: a price for its kind and size beats one for its size, which beats one for its kind, which beats one for anything. For example, "10×10 frame tent, Tent (rental), 10 × 10, 500" and "Frame tent, other sizes, Tent (rental), 1200". Width and length match either way round.
- **Add-ons** price a sheet column by the unit: solid sidewall at 2.50 a foot of **Wall LFT**, plywood floor at 1.75 a square foot, a small propane heater at 40 a heat day, chairs, tables, lights. Pick the column (or **Floor area (SF)**), the price per unit and how often it is charged. Every item with a quantity in that column picks it up. Changes save as you make them, and every item's figures update at once. Deleting a price sends the items that had chosen it back to matching by kind and size.

How do I price one item differently?

On the **Costs** tab, each row has a **Price list** choice: **Matched** (what the list found for it, named), **No price**, or any structure price. Type a figure in **Price** to replace the list's price for that item; clear it to go back. Add-ons follow the item's columns. To add a one-off cost (a delivery surcharge, a bought carpet), choose the item's number or its **Bill to** cell to open it, and under **Costs** type the charge and its amount, then **Add charge**. An item charged per day without its heat or load-in and load-out dates shows **needs dates**.

How do shared costs work?

Some costs belong to many items: the tent crew's labour, a permit, snowcat moves on one course. Choose **Shared costs**, add the cost with its vendor and amount, and pick what it is spread over (all items, or one zone) and how: **By share of cost** (each item's price, add-ons and charges), **Equally**, or **By floor area**. Each item's part shows in its **Shared** column and its window; the parts always add up to the cost to the cent. Struck items take no part.

How do I say who pays?

Choose **Bill to** for the list of who can be billed: the event, its departments, sponsors and partners. A new sheet starts with the event and its departments; **Add the event's departments** brings in any added since. Each item is billed to the department in its **Dept.** column (shown as "by dept.") until you split it. To split, open the item and under **Bill to** add shares: an amount comes off first, and percentages are of what is left. For example, the broadcaster pays 1,500 and the Broadcast department pays 100% of the rest. Choose **Save bill-to**. Anything not billed to anyone shows in amber on the row, its zone and the **Billbacks** tab. Deleting someone from the list takes their shares off every item.

How do I get the billbacks?

Choose the **Billbacks** tab: each party's total and number of items, the amount not billed to anyone, and the sheet total, with a line that checks they add up. Choose a party's row to see its items. **Statement** downloads that party's lines as CSV; **All statements (CSV)** downloads everyone's. The shared costs and how each was spread are listed underneath. **Export CSV** on a seat that sees costs adds the price, add-ons, charges, shared costs, total and bill-to to every row.

How do I see what to order?

Choose the **Order** tab. It counts the structures by kind and size (three 10 × 10 rental tents, two 20 × 20) and adds up every number on the sheet: feet of wall, square feet of floor, heaters, tanks, tables, chairs, lights, banners. Each line lists the item numbers it comes from. The zone and kind filters at the top narrow it to part of the site, and a seat that sees the costs can pick one vendor to see only the items priced from that vendor. Choose **Send to a vendor** to email it (the figures and the dates in the email, a CSV attached), or **Print**.

How do I see what happens on each day?

Choose the **By date** tab. Each day lists what goes in, starts, heats and comes out, from every date column on the sheet: load-in begins, first day in use, heat start and stop, load-out begins and load-out complete. Choose an item's number to open it.

How do I share the sheet with a vendor?

Choose **Share** at the top, say who the link is for and how long it lasts, and choose **Make the link**; it is copied for you to paste into an email. Whoever opens it sees a read-only page with the structures and what was entered for them, the order and the dates, with no sign-in. A seat that sees the costs can make a link for one vendor's items only, and a seat that edits the costs can add that vendor's prices. No department, bill-to or other vendor's price is shown. The list shows how often each link was

opened; choose **Turn off** when it is no longer needed.

How do I check a vendor's final bill?

Choose the **Final bill** tab. **By vendor** shows what the sheet expects from each vendor (its price-list lines, the charges naming it and its shared costs), the same with the final amounts entered so far, what it has invoiced and the difference. Choose a vendor to add an invoice (its number, date and amount) or delete one. **Line by line** has a **Final** box for each item and shared cost: type what the vendor actually billed for it. The billbacks stay on the estimate until you choose **Final amounts where entered** at the top; then a line with a final amount bills that instead of its price, add-ons and charges, and a shared cost with one spreads that. Name a charge's vendor when you add it so it counts toward that vendor.

How do I keep the Budget in step?

On the **Billbacks** tab, tick **Keep the event's Budget in step** and pick the category. The event's Budget then has a line for each party billed (a department's line carries its department), one for what nobody pays, and for a sponsor or partner an income line for what it pays back. The lines change as the sheet changes; untick it to take them off the Budget. Only a seat that edits the Budget can turn it on.

How do I send a sponsor its statement?

On the **Billbacks** tab, each party has **PDF** (its statement, item by item), **CSV** and, for a seat that edits the costs, **Send**: the party's billing contact fills in the address (add others, or a note), and the statement goes as a PDF attachment. **Summary (PDF)** at the bottom is everyone's totals on one page.

What goes at the top of a statement?

The event's logo at the top left, then two blocks: **Bill to** (the party, its billing contact, address, email and phone) and **Billing contact** (who on your side answers questions). Set each party's billing contact under **Bill to** at the top of the sheet, and your own in the **Billing contact on statements** line of the **Billbacks** tab (with none, the company's name is used). Replies to a statement sent by email go to that billing contact. The logo is the one uploaded in the event's settings; a statement shows a PNG or JPEG logo, so upload it in one of those (an SVG, WebP or GIF logo is left off, and the Billbacks tab says so).

How do I start next year's sheet from this year's?

Open the new event, and under **Start from** pick last year's sheet. Tick **Bring its map** to copy its CAD map into the new event with the structures placed as they were, and (for a seat that edits the costs) **Bring its prices, shared costs and bill-to**. Every structure still standing comes across with its number, zone, walls, floors and heat; its dates and **Install complete** are cleared. The **Costs** and **Billbacks** tabs then show last year's figures beside this year's.

How do I copy prices from another event?

Choose **Price list**, then **Copy from another event**. Pick the event and what to bring: the price list, the shared costs, the bill-to list. Anything this sheet already has is skipped.

CAD

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The CAD editor is where you draw stage plots, venue floor plans and festival site maps to scale: fences, cable runs, routes, zones, tents and trucks from a blocks library, symbols, a legend, a map grid and a title block, over a site photo or PDF if you like. In the left menu, under Operations, choose **CAD**. It opens as its own full page; choose **Back** at the top right to return to GigOps. Owners, admins, managers, ops and coordinators can save drawings; other seats can look but their saves are refused. It works with a mouse, a pen or touch, including pinch zoom on a tablet. The panels and buttons follow the light or dark mode you chose in GigOps; the drawing itself always shows on white, the way it prints.

How do I start a new drawing?

- 1 In the left menu, under Operations, choose **CAD**.
- 2 Choose **New** in the top bar.
- 3 Type a name in the **Untitled drawing** box.
- 4 Under **Scale** in the left panel, pick **Units** (feet or meters) and **Snap**.
- 5 Draw, then choose **Save** (or Ctrl/Cmd+S).

The status next to the top bar says "Saved" with the time. The drawing's number stays in the address, so a reload comes back to it.

How do I open or delete a saved drawing?

Choose **Open** in the top bar and pick the drawing, or pick it under **Drawings** at the bottom of the right panel. To delete a drawing, choose **Open**, then the bin icon next to it in the **Open drawing** list, and confirm. Deleting cannot be undone. If the open drawing has unsaved changes, GigOps asks before it opens another one.

How do I link a drawing to a show?

In the top bar, use the **No show** dropdown next to the drawing name and pick the show (date, city and venue), then choose **Save**. Pick **No show** to unlink it.

What do the drawing tools do?

In the left panel under **Tools**:

- **Select** (V) to pick and move items, **Pan** (H, or hold Space) to move the view.
- **Line** (L), **Rect** (R) and **Measure** (M). Hold Shift for 45 degree steps or a square.
- **Path** (P): tap point after point for a fence, cable or route; tap the first point to close it, or choose **Done**.

- **Area (A)**: tap the corners of a zone; tap the first corner or **Done** to close it. It shows its area and perimeter.
- **Text (T)** and **Curved text (K)**: curved text bends along points you tap, such as a road name.
- **Delete**: tap an item to remove it. **Multi-select**: taps add to the selection. **Undo** and **Redo** are in the top bar (Ctrl/Cmd+Z, Ctrl/Cmd+Shift+Z).

How do I draw something at an exact size?

With **Rect**, **Line** or **Measure** on, a size bar appears over the canvas. Type the width and length for a rectangle, or the length and angle for a line, then click where it goes (or press Enter to drop it in the middle of the view). Sizes take feet and inches (**20' 6"**) or metric (**6m** , **300cm**). Angles read 0 as pointing right and 90 as straight up. On **Path**, the length and angle place the next point exactly. The x button clears the typed sizes.

How do I add tents, trucks, staging and other blocks?

Find the item in the **Blocks library** in the left panel (use **Search blocks**). Tap it to drop it in the middle of the view, or drag it onto the plan with a mouse. To make your own, choose **+ New block** and set its name, category, width, length, height, shape and colour, then **Save block**. Or select items you drew and choose **Make block** to save them as a library block. Your company's own blocks have edit and delete buttons; the shared library cannot be edited. Deleting a block from the library leaves copies already placed on drawings as they are. A placed block is the size of the real thing (a 10 × 10 tent, a 40' container), so it moves and turns but does not stretch: it has only the round turn handle, and its size shows in its properties. For something of another size, pick the block of that size, make your own block, or draw a rectangle. A block stretched on an older drawing shows **Back to its own size**. Symbols are not real-world sizes, so their corner handles still resize them.

How do I place symbols like first aid, AED or exits?

Open **Symbols** in the left panel, pick a symbol and tap the plan to place it, as many as you need. Choose another tool to stop. Cameras and number tags count up by themselves. Corner handles resize a symbol and the round handle turns it.

How do I style fences, cables and zones?

Before drawing a line, path, rectangle or area, pick a style in the size bar; or select a shape and pick its style under **Selected** in the right panel. A drawing starts with styles such as power cable, timing line, soft fence, bike rack fence, chain link fence, route, emergency route, lane / road, staging, tents / gear yard, parking and no access. Choose **+ New style** to add one, or the pencil next to a style to edit or delete it. Tick **Curved** to bend a path or area smoothly through its points.

How do I add a legend, compass, scale bar or map grid?

In the left panel under **Annotate**, choose **Legend** (lists what is on the plan with counts and keeps itself up to date), **Compass** (turn it to match north on your backdrop), **Scale bar**, or **Map grid** (lettered rows and numbered columns so a spot can be called out as E7). Select one to change its options under **Selected**. On a map grid, **Fit to the drawing** re-covers the plan.

How do I put a site photo or PDF under my drawing?

- 1 Choose **Backdrop** in the top bar and pick an image (PNG, JPEG, WebP) or a PDF. For a PDF with several pages, it asks which page.
- 2 The image lands in view in placement mode. Drag it into place, pull a corner to resize it, turn it with the rotate handle.
- 3 Choose **Calibrate**, tap two points a known distance apart and type the distance, so the image matches real-world scale.
- 4 Choose **Done** to lock it.

To move it later, choose **Move / resize** under **Backdrop** in the right panel. **Remove backdrop** takes it off.

How do I import a DXF or DWG file?

Choose **Import DXF** in the top bar and pick a .dxf file. GigOps imports DXF. A DWG has to be saved as DXF first: open it in AutoCAD, QCAD or LibreCAD, choose Save As, pick .dxf, and import that file. The importer reads lines, polylines and circles. A closed polyline (a tent or a building drawn as one outline, which is how Visio saves shapes as DXF) comes in as an area, so it can be put on the structures sheet like a tent placed from the library; an open one comes in as lines.

How do I use layers?

Under **Layers** in the right panel, choose **+ New layer**. Tap a layer to make it the active one (new items go on it), double-click to rename it, pick its colour, and use the buttons on its row to hide, lock or delete it. Hidden layers stay out of the legend and the print takeoff.

How do I copy, rotate or repeat items?

Select one or more items and use the bar that floats over the canvas: **Duplicate**, **Rotate** (90 degrees), **Repeat** (copies in a row right, down, left or up, with a gap, for parking, toilet banks or barricade), **Make block** and **Delete**. On a tablet, **Edit** opens the properties drawer.

How do I number tents on the event's structures sheet?

In the right panel, under **Structures sheet**, set the drawing's **Event** (or link one of the event's shows) and, if the event has no sheet yet, choose **Start the structures sheet**. Tents you place from the blocks library then take the next number in their zone and appear on the sheet; select anything else and choose **Add to the structures sheet**. The number shows on the plan in its kind's colour; saving the drawing keeps the sheet in step, and deleting an item strikes it from the sheet. See the Structures sheet help for zones, renumbering and the sheet's columns.

How do I go between the plan and the structures sheet?

Choose **Structures sheet** in the top bar (it shows once the drawing's event has a sheet). The drawing saves first, since the sheet shows the plan as last saved, and the sheet opens in the same window; if a numbered item is selected, the sheet opens on its row. On the sheet, **Map** brings you back to this drawing, on the item you last worked on there.

How do I save numbered drafts and compare them?

- 1 Choose **Drafts** in the top bar.
- 2 Type a name in **Save as** (for example "Sent to fire marshal") and notes under **What changed**, then choose **Save draft**.
- 3 Under **Saved drafts**, choose **Compare** on a draft to see what changed against the drawing now, or pick two drafts under **Compare**.

Added items are marked green, removed ones orange, changed or moved ones blue. **Changes** lists each one (tap to zoom to it), **Fill notes** writes them into the title block, and **Done** goes back to editing. **Restore** puts the drawing back the way a draft had it; nothing is saved until you choose **Save**, and Undo brings it back.

How do I fill in the title block?

Under **Title block** in the right panel, choose **Revision**, **watermark**, **notes**. Set the **Revision** (for example "Draft 1"), **As of** date, **Watermark** (for example "Confidential") and **Changes in this revision**, one per line, then **Save**. They print on the sheet. Saving a draft also writes its name and notes here.

How do I print the plan or save it as a PDF?

- 1 Choose **Print** in the top bar. The sheet shows on the plan as a frame.
- 2 Pick the **Paper** (Letter to ARCH E, A4 to A0) and **Turn** (Landscape or Portrait).
- 3 Pick the **Scale**: fit to page (**The whole drawing** or **What is on screen**), or a fixed scale such as 1" = 20' or 1:500. At a fixed scale, drag the page to choose what prints, or choose **Center the page on the drawing**.
- 4 Leave **Legend**, **takeoff** and **tagged items** ticked to add those pages after the plan.
- 5 Choose **Print**, then **Print / Save PDF**.

Print at 100% in your browser's print dialog so the scale holds.

How do I attach a drawing to my venue profile?

In VenueOps, on **Venue profile**, open the **Documents & plans** tab and choose **Attach existing drawing**. Pick the drawing and its visibility, then **Attach**. Tours that book you see attached plans on their booking's **Documents** tab when the visibility allows, and open them read-only.

How do I keep a copy of a venue's plan?

A venue's plan you open from your booking opens read-only. Choose **Save a copy** in the top bar to put a copy in your own CAD drawings, named after the venue with "(copy)" at the end and linked to your show. It keeps the plan's layers, items, styles and backdrop, already scaled, and the title block notes where it came from. The button then reads **Open your copy**. The copy is yours alone: the venue never sees it, and changes the venue makes to its plan later do not reach it. Only the tour side can save a copy, and only seats that can save drawings.

How do I see my stage plot on a venue's plan?

- 1 Set the stage width and depth under **Production needs** when you edit your tour. These are the sizes the booking's fit check reads.
- 2 Open the venue's plan from your booking and choose **Add stage plot**.
- 3 A dashed rectangle your stage's size appears in the middle of the view, on a layer of its own, with your show's stage plot document fitted inside when it is a picture or a PDF (for a PDF with several pages, it asks which page). The solid edge marked **DOWNSTAGE** is the front of the stage.
- 4 Drag it into place and turn it with the round handle, **Rotate** or the **Rotation** box under **Selected**. It keeps its size.
- 5 Choose **Save a copy** to keep it where you put it, or **Remove stage plot** to take it off.

The plot is drawn from the sizes you set and the picture you uploaded; it does not list the items on your plot separately. Without a stage width and depth there is no **Add stage plot** button. The venue sees the same outline on its side, with your picture only when you shared the stage plot document on the booking.

MONEY

Budgets, currencies, what-if scenarios, the finance overview, settling each date, merch, ticketing and reports.

BUDGET

AVAILABLE IN **ALL PRODUCTS**

Budget holds every cost and income line for the tour you have selected, grouped into categories and sub-categories, with an approval trail for overages. In the left menu, under Money, choose **Budget** (it is called **Grant budget** in CoralOps). Owner, Company Admin, Tour Manager, Finance and Legal seats can edit it; View only can read it. Ops and Coordinator seats do not see budget lines unless a Company Admin gives them access.

How is the budget organised?

- **Categories** are the top level (for example Production, Logistics & Travel). The list is shared by every tour in the company and is managed in **CFO view > Categories**.
- **Sub-categories** sit under a category and carry the **Budget envelope**: the amount you plan to spend in that group, in its own currency.
- **Line items** sit under a sub-category. Each one has a **Charge amount** (shown in the **Pre-event** column), a currency, a status and a cost type. Every line item must belong to a sub-category, so you add a sub-category before your first line. Lines left without one show under an amber **Unassigned** heading until you move them.

How do I add a sub-category?

- 1 In **Budget**, choose **Add sub-category** (or the + on a category's row).
- 2 Pick the **Category**.
- 3 Type the **Sub-category name**, for example "Flights".
- 4 Enter the **Budget envelope** and pick its **Currency**.
- 5 Choose **Add sub-category**.

To rename a sub-category, click its name in the table and type. To change its envelope, click the amount and type a new one. The trash icon on its row deletes it; its lines become unassigned and need a new sub-category.

How do I add a budget line?

- 1 Choose **Add line** (or the + on a sub-category's row, which fills in the sub-category for you).
- 2 Pick the **Category** and **Sub-category**. **+ New sub-category** under the picker makes one on the spot.
- 3 Type the **Line item name**.
- 4 Enter the **Charge amount** and pick the **Currency**.
- 5 Under **Assign to show(s)**, leave it tour-wide or tick one or more shows.
- 6 Set the **Status** and the **Cost type**, and an **Account code** and **Notes** if you use them.
- 7 Choose **Add line**.

A line assigned to several shows is split evenly between them in the CFO view and in Settlement.

How do I edit or delete a budget line?

- Click the amount in the **Pre-event** column to change it in place.
- Change the status with the status picker on the row, and the currency with the **Cur** picker.
- Choose the pencil icon on the row for the full **Edit budget line** form, then **Save changes**.
- Choose the trash icon to delete the line. To change many lines at once, tick their boxes. A bar appears where you can **Delete** them, **Change status...**, **Move to sub-category...** or **Reassign show(s)...** (including **Tour-wide (no show)**). **Clear** unticks them.

What do the cost types mean?

- **Shared expense (hits settlement)**: a show cost that comes off the gross in the show's settlement. This is the default.
- **Internal cost (our cost)**: your own cost. It counts in your budget but stays out of the settlement.
- **Money in (merch net, sponsorship)**: income, not a cost. It counts as revenue in the CFO view. The pills above the table (**Consolidated**, **Internal**, **Shared**, **Money in**) filter the table by cost type.

What do the statuses mean?

Each line is **Pending**, **Review**, **Approved** or **Done**. Lines that are **Approved** or **Done** count as committed spend in the CFO view. Lines that are **Pending** or **Review** are listed on the CFO view's **Approvals** tab.

How do I request approval for an overage?

- 1 On a line that has gone over its budget, choose **@ Request approval** under its status.

- 2 Under **Request approval from**, pick a teammate.
- 3 Add a **Message (optional)**, for example why the quote went up.
- 4 Choose **Send request**.

The request appears on the approver's **My day** under **Awaiting your approval**, and a note is added to the line. Once a request exists, the badge on the line shows who it went to and where it stands; click it to see the **Approval chain**.

How do I approve or deny a budget request?

Open **My day**: requests sent to you are under **Awaiting your approval**. Choose **Approve** or **Deny**, or **Open** to see the approval chain first. You can also click the approval badge on the line in Budget. Approving sets the line to **Approved**. Only the person the request was sent to can resolve it, or an Owner, Company Admin, Finance or Legal seat.

How do I add notes or comments to a line?

Choose the speech-bubble icon on the line. The **Notes** window shows the thread; type in **Add a comment...** and choose **Post comment**. Approval requests and decisions are added to the thread automatically. Anyone who can read the budget can comment.

How do I see the budget for one show?

At the top of Budget, switch from **Tour** to **By show** and pick the show in the picker next to it. Choose **Tour** again to see everything. You can also sort the table by show with the **Show** column heading.

How do I find lines that need attention?

Use the filter pills above the table: **All**, **Over budget**, **Flagged** (over their envelope or waiting on an approval) and **Pending approval**. **Search line items...** finds lines by name. **Grid lines** and **Compact** change how the table looks.

How do I import my chart of accounts?

- 1 Choose **Import chart of accounts** (also on the empty budget).
- 2 Choose a CSV or Excel (.xlsx) file, up to 15 MB. **Download a template** gives you an example layout.
- 3 Choose **Continue**.
- 4 Match each part of the budget to a column: **Category (section)**, **Sub-category**, **Line item (account name)**, **Account code**, **Account type**, **Budget amount**, **Currency**. Only the line item and category are needed. If the file has several sheets, pick the **Sheet**.
- 5 Check the options: **First row has column names**, **A blank category or sub-category repeats the one above**, **Use only my chart's categories**, **Rows with no category go under**, and **Currency when the file has none**.
- 6 Check the preview, then choose **Import** (the button shows how many line items).

Each section becomes a category, each group a sub-category and each account a line item with its account code. Accounts already in the budget are left as they are. Balance-sheet accounts (assets, liabilities, equity) and total rows are left out, and income accounts come in as money in. Only the first 5,000 rows are read.

Can GigOps match the import columns for me?

Yes. When your file has a header row and GigOps cannot tell which column holds the line item or the amount, it uses AI to suggest the match, and a message says how many more columns it matched. Always check the matches before you import. If AI is not switched on for your workspace, you match the columns yourself in the same screen.

How do I export the budget?

Choose **Export**. A **budget.csv** file downloads with the category, line item, account code, vendor, cost type, currency, budget, pre-event amount, variance and status of every line. It opens in Excel or Google Sheets.

Where do account codes come from?

Account codes are your own coding (GL accounts, cost centres, job codes). Add them in **CFO view > Categories > Account codes**, then pick one in the **Account code** field of any budget line. The code shows on the line and in the export.

Why can't I add or change budget lines?

Editing the budget is for Owner, Company Admin, Tour Manager, Finance and Legal seats. View only reads it. Ops and Coordinator seats see budget totals on **My day** only, unless a Company Admin opens Budget for them under **Users & access > Team > Access**.

FX RATES

AVAILABLE IN **ALL PRODUCTS**

FX rates holds the exchange rates GigOps uses to convert budget lines, ticket counts and settlements between currencies. In the left menu, under Money, choose **FX rates**. Every seat that uses money reads these rates; Owner, Company Admin, Tour Manager, Finance and Legal seats can add currencies and change rates.

How are rates written?

Every rate is the amount of that currency per one US dollar, shown as a pair such as **USD/EUR**. For example a EUR rate of 0.92 means one dollar buys 0.92 euros. US dollars are always available and need no rate.

How do I add a currency?

- 1 Choose **Manage currencies**.
- 2 Under **Add currency**, pick the **Currency**. The live rate fills in both rate fields when it is available.
- 3 Check the **Budget rate (per USD)**: the rate you planned with.
- 4 Check the **Current rate (per USD)**: today's rate.
- 5 Choose **Add currency**.

The currency then appears in every currency picker in the app (budget lines, sub-categories, ticket records, deal terms).

What is the difference between the budget, current and override rates?

The table under **Rate overrides** has three rates for each currency:

- **Budget rate**: the rate you planned the tour on.
- **Current rate**: the latest live rate, shown in red when it is above your budget rate and green when below.
- **Override rate**: the rate GigOps actually calculates with. It starts at the current rate, and you can type your own. The cards at the top show each current rate and how far it is from the budget rate.

How do I set my own rate?

Type the rate in the **Override rate** box for that currency. It saves as you type, and budget totals and other converted figures update straight away. Use this to lock a contracted rate or model a what-if.

How do I get today's rates?

Choose **Refresh rates**. GigOps fetches the live rate for each tracked currency and updates the **Current rate** column; the pill at the top shows the time of the last refresh. Refreshing never changes your override rates. If a currency is not in the rate provider's data, a message names it and its rate stays as it was.

How do I remove a currency?

Choose **Manage currencies** and **Remove** next to the currency. A currency marked **In use** (by a tour or a ticket record) cannot be removed.

Which currency are totals shown in?

Totals in Budget, the CFO view and Scenarios are shown in your company's **Default currency**, set by a Company Admin under **Users & access > Company settings**. That currency needs a rate here (unless it is US dollars); without one, totals are shown in US dollars.

Why does Settlement say there is no FX rate?

When a cost or ticket record in a show's settlement is in a currency with no rate here, Settlement shows a warning naming the currency and counts that amount as dollars. You cannot lock the settlement until you add the currency here with **Manage currencies**.

SCENARIOS

AVAILABLE IN **ALL PRODUCTS**

Scenarios lets you try what-if changes to a tour's budget, category by category, and save the versions you want to keep, without touching the real budget. In the left menu, under Money, choose **Scenarios**, or choose **Scenarios** at the top of **Budget**. Owner, Company Admin, Tour Manager, Finance and Legal seats can save scenarios; View only can look at them. Ops and Coordinator seats do not see it unless a Company Admin gives them access.

How do I model a budget change?

- 1 Select the tour in the tours panel, then open **Scenarios**.
- 2 Each budget category is a row with its **Baseline** amount.
- 3 Drag the slider under **Adjust** (from half to one and a half times the baseline), or type an amount in the **Scenario** box and press Enter.
- 4 The Δ column shows the change for that row.

The cards at the top show the **Baseline total**, the **Scenario total**, the **Variance** against the baseline and the percentage over or under it.

Where does the baseline come from?

The baseline for each category is the sum of its sub-category budget envelopes, plus any older lines that carry their own budget, converted to your company currency with the rates under **FX rates**. **Money in** lines are left out. If the tour has no budget lines or sub-categories yet, Scenarios asks you to add them first and offers **Go to Budget**.

Does a scenario change my budget?

No. Scenarios never change budget lines or envelopes. To make a change real, edit the budget in **Budget**.

How do I start over?

Choose **Reset to baseline**. Every row goes back to its baseline amount.

How do I save a scenario?

- 1 Adjust the rows.
- 2 Choose **Save scenario**.
- 3 Name it and confirm.

It is saved on the tour and listed under **Saved scenarios** with its total, how far it was from the baseline when you saved it, when and who saved it. Everyone with access to the money modules sees the same list.

How do I open or delete a saved scenario?

Under **Saved scenarios**, choose **Load** to put its amounts back on the table, or **Delete** to remove it. If a category in the saved scenario is no longer in the budget, it is skipped and a message says how many; a category added since stays at its baseline.

Why is Margin impact empty?

The **Margin impact** card shows **Add revenue to calculate**: Scenarios models costs only and does not read revenue yet. For revenue and margin by show, use **CFO view** > **Portfolio P&L**.

Why does Save scenario say to select a tour first?

Scenarios are saved on a tour. Pick a tour in the tours panel, then save again.

CFO VIEW

AVAILABLE IN **ALL PRODUCTS**

The CFO view rolls the budget, ticket revenue and approvals up into a finance dashboard: profit and loss by show, committed spend by category, variance and the approval trail. It also holds the company's budget categories and account codes. In the left menu, under Money, choose **CFO view** (in CoralOps it is the **Funder view**). Owner, Company Admin, Tour Manager, Finance and Legal seats can use it; View only reads it; Ops and Coordinator seats do not see it unless a Company Admin gives them access.

What is on the CFO view?

The view has seven tabs:

- **Portfolio P&L**: revenue, budget, committed spend and margin for each show, plus a tour-wide row.
- **Cash flow**: committed spend against budget for each category, as bars.
- **Approvals**: budget lines still **Pending** or in **Review**.
- **Variance report**: budget, committed, variance and percentage used for each category.
- **Audit trail**: the latest budget approval requests and what became of them.
- **Categories**: the company's budget categories and account codes.
- **Saved reports**: reports kept with their filters, which can be emailed weekly or monthly (see "How do I save a report and have it emailed?"). The view reads the budget and ticket records as they are; there is nothing to enter on the first five tabs. If there are no budget lines or shows yet, it shows **No financial data yet** with a **Go to Budget** button.

Where does the revenue figure come from?

On **Portfolio P&L**, a show's revenue is its ticket gross from Ticketing (the count that makes the show's total) plus any **Money in** budget lines on it. When a show has no ticket records yet, revenue is projected from the show's capacity times its goal average ticket price, and marked with an asterisk. Everything is converted to your company currency with the rates under **FX rates**.

What counts as committed spend?

A budget line counts as committed once its status is **Approved** or **Done**. **Money in** lines are never spend. The budget figure comes from the sub-category envelopes plus any older lines that carry their own budget, so nothing is counted twice. A line shared by several shows is split evenly between them.

How do I look at one quarter or year?

Use the period picker at the top right: **All periods**, **Full year** for each year your shows run, or a quarter such as **Q2 2026**. Shows are placed by their date. Tour-wide lines and sub-category envelopes are counted when the tour's dates overlap the period you picked.

How do I approve the lines on the Approvals tab?

The **Approvals** tab lists every line still **Pending** or in **Review**, with its amount, category, shows and status. Choose **Open in Budget** to go to the budget and change the line's status there. Approval requests sent to you also appear on **My day** under **Awaiting your approval**.

How do I export or print the CFO view?

- **Export** downloads a CSV of the tables on the view (one row per figure).
- **Board pack** opens your browser's print dialog with every tab laid out; choose to save as PDF there.
- **QuickBooks** (when your GigOps server has QuickBooks set up) connects your QuickBooks Online and sends approved costs and settled shows to it. See "How do I sync to QuickBooks Online?" below.

How do I sync to QuickBooks Online?

A Company Admin connects it once:

- 1 On the CFO view, choose **QuickBooks**, then **Connect QuickBooks**, and sign in to Intuit to pick your QuickBooks company.
- 2 Back on GigOps, the **QuickBooks accounts** window opens. Choose the **Vendor bills go to** (bills in QuickBooks need a vendor; one such as "Tour expenses" covers them all), a **Default expense account**, a QuickBooks expense account for each of your account codes, the **Income account** and **Deposit to** account for settled shows, and optionally **Sync from** (a date: nothing dated before it is sent) and **Sync every night**.
- 3 Choose **Save**.

Then choose **Sync now** in the **QuickBooks** window. Owners, Company Admins and Finance seats can sync; anyone a Company Admin gives Edit on the CFO view can too.

What goes over:

- Every budget line whose status is **Approved** or **Done** (not **Money in** lines) becomes a **bill** for its committed amount, on the QuickBooks account its code is mapped to (or the default expense account), dated by its first show.
- Each show's latest locked settlement becomes a **journal entry**: your share of it (the act's share, or the promoter's share in PromoterOps) debited to the **Deposit to** account and credited to the **Income account**.
- **VenueOps rentals**: each client you invoice becomes a **customer** (if QuickBooks already has a customer with exactly that name, GigOps uses it instead of making a second one), each issued rental invoice an **invoice** to that customer, and each payment recorded on it a **payment** applied to that invoice into the **Deposit to** account. Choose the **Product or service** the invoice lines go on, and a **Sales tax item** for invoices with tax, under **Rental invoices** in the accounts window. A credit goes on the invoice as a discount line, so its balance matches GigOps. Voiding an invoice in GigOps voids it in QuickBooks, and a payment removed in GigOps is deleted there. Refunds are not sent: the sync log names each one once, to record in QuickBooks as a refund receipt or a check.
- Amounts are converted into your QuickBooks company's currency with the rates under **FX rates**. A line in a currency with no rate waits until you add one.

Syncing again is safe: a record that has not changed is not sent again, a changed one updates the same bill or journal entry in QuickBooks, and nothing is created twice. If you edit a bill in QuickBooks, the next sync after a change in GigOps replaces your edit, so make changes in GigOps. **Sync log** lists every sync, what it created or updated, and why anything was not sent.

How do I disconnect QuickBooks?

A Company Admin opens **QuickBooks** and chooses **Disconnect**. GigOps tells Intuit to end the connection and forgets it. Bills and journal entries already in QuickBooks stay there, and reconnecting the same QuickBooks company later sends nothing twice. If the window says QuickBooks no longer accepts the connection, choose **Reconnect**.

How do I save a report and have it emailed?

- 1 Open the **Saved reports** tab and choose **New report**.
- 2 Name it, and pick the **Report**: **Tour P&L** (gross, costs, net and the artist's share per show, in dollars), **Settlement summary** (which shows are settled and which are still open), **Ticket counts and pace** (capacity, sold, sell-through and gross per show), or **Custom report** to build your own (see "How do I build my own report?").
- 3 Pick the **Tour** (or all tours) and the **Dates**: a fixed range, or one that moves with the calendar, like **Last month** or **Next 90 days**.
- 4 To have it emailed, set **Schedule** to **Weekly** or **Monthly**, the **Day** (weekly: 1 is Monday to 7 Sunday; monthly: 1 to 28) and tick the **Recipients**.
- 5 Choose **Preview** to check it, then **Save**.

On its day each recipient gets an email with the totals in the body and the whole report attached as a CSV, once per week or month. Only company users who can read that report can be recipients (Ops and Coordinator seats, for example, do not get a P&L unless a Company Admin gives them access), and that is checked again on the day it goes out. **Open** shows the report now, **CSV** downloads it, and **Send now** emails it to its recipients straight away. The person who saved a report, or a Company Admin, can change or delete it. Email has to be set up on the server for anything to be sent.

How do I build my own report?

In **New report**, pick **Custom report** as the **Report**. A builder opens:

- 1 Choose the **Source**: **Shows**, **Budget lines**, **Settlements**, **Ticket counts** or, on VenueOps, **Rental invoices**.
- 2 Tick the **Fields** you want as columns.
- 3 Optionally **Group by** a field (a status, a client, a city) or by **Month**, and tick the **Sums** to total (amounts, tickets sold, capacity). Not grouped, each record is a row; grouped, each group is a row with how many records it holds and its sums. Money in more than one currency is summed per currency.
- 4 Filter with the **Tour**, the **Dates** (they read the source's own date: the show date, a budget line's first show, an invoice's issue date) and a **Status** if you only want, say, unpaid or approved ones.
- 5 **Preview**, then **Save**. A custom report is opened, downloaded, scheduled and sent like the others.

You only see the sources and fields your access includes: Budget lines need Budget, Settlements need Settlement, Ticket counts need Ticketing (or Counts), Rental invoices need Rentals. Ops and Coordinator seats see rental invoices without their amounts unless a Company Admin sets Rentals to View or Edit for them. A recipient who could not read every field of a custom report cannot be added to it.

How do I manage budget categories?

- 1 Open the **Categories** tab.
- 2 Under **Budget categories**, type a name in **New category name** and choose **+ Add**.
- 3 Use the arrows to reorder, or the trash icon to remove one.
- 4 Choose **Save changes**. **Reset to defaults** puts back the standard list.

Changes to categories are only saved when you choose **Save changes**. Removing a category that lines still use only takes it out of the picker; those lines keep their category until you edit them.

How do I add account codes?

- 1 Open the **Categories** tab and go to **Account codes**.
- 2 Type the code (for example 6100) and a label (for example Production expenses).
- 3 Choose **+ Add**.

Codes save immediately. Use the pencil icon to edit one and the trash icon to remove it. Each code shows how many lines use it. Pick a code on any budget line in the **Account code** field; it appears on the line and in the budget export.

What is the programme summary in CoralOps?

In CoralOps the view opens with a **Programme summary**: survey days done, dives logged, reef sites, fragments held, corals outplanted, certification and permit status, and the grant budget planned and committed. **Share funder link** makes a read-only link for funders that needs no login, and **Subscribe (iCal)** gives a calendar link for the programme.

Why can't I see the CFO view?

The CFO view is a money module. Ops and Coordinator seats do not have it by default; a Company Admin can open it for one person under **Users & access > Team > Access**. If the module is switched off for your whole company, a Company Admin turns it back on under **Users & access > Modules**.

SETTLEMENT

AVAILABLE IN **TOUROPS** **FESTIVALOPS** **VENUEOPS** **PROMOTEROPS** **ACTIONOPS**

Settlement is where you agree a show's deal terms, check its box office counts and costs, see the split between artist and promoter, and lock the result as the official record. In the left menu, under Money, choose **Settlement**, then pick the show on the left. From a show's page you can also choose **Settlement**. It is in every product except CoralOps (in FestivalOps and ActionOps the shows are days). Owner, Company Admin, Tour Manager, Finance and Legal seats can edit and lock; View only can read; Ops and Coordinator seats do not see it unless a Company Admin gives them access.

How do I open a show's settlement?

- 1 Choose **Settlement** in the left menu.
- 2 Find the show in the list on the left (**Search shows...** filters it by city or venue).
- 3 Click the show.

The header shows the show, a **Draft** or **Locked** pill, and the buttons **Review before lock**, **Export PDF**, **Send for signature** and **Lock & close**. Below it are five tabs: **Revenue**, **Costs**, **Deal terms**, **Totals** and **History**.

How do I set the deal terms?

- 1 Open the show and choose the **Deal terms** tab.
- 2 Pick the **Deal type**: Guarantee, Versus, Percentage, Flat, Door deal, Flat rent, Four-wall, Co-pro or Other.
- 3 Pick the **Deal currency**, or leave it on the box office currency.
- 4 Fill in the fields the deal type shows: **Guarantee** (or **Rent** or **Fee**), **Versus or percentage**, **% of net**, **After-cost split to artist %** and **Promoter fee, % of costs and guarantee**.
- 5 Add **Notes** if needed.
- 6 Choose **Save deal terms**.

A line under the fields explains how the chosen deal type works out the artist's share. The **Totals** tab updates with the new terms.

How do the deal types work out the artist's share?

- **Guarantee**: the guarantee, plus the after-cost split of what is left once the guarantee and the promoter fee are covered.
- **Versus**: the larger of the guarantee and the percentage of the net after the promoter fee.
- **Percentage**: the percentage of the net after the promoter fee, never below zero.
- **Door deal**: the percentage of the door after costs and the promoter fee, never below the guarantee.
- **Flat rent** and **Four-wall**: the artist keeps the net and pays the rent.
- **Co-pro**: the guarantee plus the percentage of what is left after it and the promoter fee; a loss is shared at the same percentage.
- **Flat** and **Other**: a flat fee whatever the house does (for Other, write the real terms in the notes).

Where do the ticket counts come from?

The **Revenue** tab lists the ticket records for the show by performance, with **Sold**, **ATP (local)**, **Gross local** and **Gross USD**, and the **Total gross USD**. A line above the table says whose count it is: the venue's report on the booking, the promoter's report on the promoter link, or your own entries in Ticketing. Only one source is used, never a sum. When the venue and the promoter report different counts, a warning shows both and the venue's count is used.

What costs are in the settlement?

The **Costs** tab lists your **Shared** budget lines on the show and the invoices linked to it, each in its own currency with a USD equivalent. Internal and money-in lines stay out. A line spread over several dates carries its share. Invoices that are cancelled, on an internal line, or already counted in their budget line are listed but not counted, with the reason shown. In ActionOps, the prize money from the day's comps is listed here too.

How do I enter actual costs?

On the **Costs** tab, type the real amount in the **Actual, own currency** box next to a budget line or invoice. The settlement then uses that amount instead of the quote, and the **Totals** tab updates. Amounts are in the line's own currency. Actuals are kept when you lock, and the page shows the amounts from the last lock until someone changes them.

How do I read the Totals tab?

Totals shows the settlement in US dollars: **Gross revenue (tickets)**, **Total costs (lines + invoices)**, **Net**, **Artist share**, **Promoter share** and **Net to artist**. When the deal is in another currency, the artist share is also shown in that currency. The figures are the same ones that will be locked.

What does Review before lock do?

Review before lock asks AI to read the settlement as it stands on screen (deal terms, box office counts and daily wraps, cost lines and invoices, including actuals you typed) and list anything that looks wrong, one sentence each. It is advice only; nothing is changed and you still decide whether to lock. If AI is not switched on for your workspace, it says reviews are not enabled.

How do I lock a settlement?

- 1 Check the figures on every tab.
- 2 Choose **Lock & close** and confirm.

Locking saves a snapshot of the deal, counts, costs, actuals and totals as the official record, and the pill changes to **Locked** with the date. Your source data is not changed. You can lock again later; each lock adds a new row to **History**. A settlement cannot be locked while any amount is in a currency with no rate under **FX rates**.

How do I see past locked settlements?

Open the **History** tab. Each locked snapshot shows when it was locked and its gross and net to artist. Choose **View** to see it as a statement: the deal, ticket counts, costs with any actuals, invoices and the result, exactly as it was frozen, and who locked it.

How do I export or print a settlement?

Choose **Export PDF**. Every tab is laid out and your browser's print dialog opens; choose to save as PDF there.

How do I send a settlement for signature?

- 1 Open the show and choose **Send for signature**.
- 2 GigOps draws the settlement as a PDF and opens it in **Signatures** as a draft, with the signers filled in where it can.
- 3 Add the promoter's email if it is missing, check the fields, and send it.

A note under the header then shows where it stands (out for signature, how many have signed). When the last signer signs, the settlement locks and the signed copy lands in **History**. See the Signatures help for sending and signing.

How do I send the deal terms as a deal memo?

When the promoter or venue is not on GigOps, the **Deal terms** tab has **Send deal memo for signature**. Save the deal terms first, then choose it: GigOps draws a deal memo PDF and opens it in **Signatures** for you to add the promoter's email and send. The tab then shows the memo's status, and warns you if the terms have changed since it was sent so you can send a new version.

Why can't I lock this show here?

- **The show settles on a booking:** when the show is booked with a venue on GigOps, a banner says so. Both sides settle and sign on the booking (**Bookings**, then the booking's **Settlement** tab), and the signed settlement lands in this history. **Open the booking** takes you there.
- **The show settles on a promoter link:** when the deal is agreed with a promoter on GigOps, both sides sign on the link's **Settlement** tab. **Open the settlement** takes you there.
- **A currency has no FX rate:** add it under **FX rates**.
- **Your seat cannot lock:** locking is for Owner, Company Admin, Tour Manager, Finance and Legal seats.

How does settling on a booking or promoter link work?

On a booking's or promoter link's **Settlement** tab, each side lists its show costs. The other side can **Accept** or **Dispute** each line; you can **Edit** or **Withdraw** your own. The tour can bring in its budget lines (**Push budget lines** on a booking, **Bring in budget lines** on a link). **Record payment** logs deposits and balances already paid. **Your internal lines** are your own accounting: the other side never sees them and they stay out of the split. The **Totals** box shows gross, accepted show costs, net, the split, payments and the balance due. When the figures are right, choose **Sign settlement**. Once both sides have signed the same figures, it locks for both and lands in both companies' history. If the figures change after you sign, choose **Sign again**; **Withdraw signature** takes yours back before the lock.

How are co-promoters shown in a promoter link's settlement?

When a show has co-promoters, the **Totals** box on the link's **Settlement** tab splits the **Promoter share** into the lead's part and each co-promoter's, by their split. The split is between the promoters: it does not change what the tour is owed, it is not part of the signed figures, and changing it does not clear a signature. A co-promoter on GigOps reads the same totals on its own record, with its own part as **Your share**, and cannot change anything.

What does it mean when deal terms say "proposed"?

When a show's deal is agreed with a promoter or venue on GigOps, the **Deal terms** tab says so. Saving there proposes your terms to them, and they accept on the promoter link or the booking. The tab shows the status: not proposed yet, waiting for them to accept, accepted with the date, or new terms they proposed for you to accept.

MERCH

AVAILABLE IN TOUROPS FESTIVALOPS ACTIONOPS

Merch runs the merchandise operation: a product catalog, a settlement for each show (count sheet, venue fee, net to the artist), stock on hand by size, and sales reports. In the left menu, under Operations, choose **Merch**. The page has four tabs: **Products**, **Settlements**, **Inventory** and **Reports**, with totals for active products, units sold, gross sales and net to artist across the tour.

It is in TourOps, FestivalOps and ActionOps (not VenueOps, PromoterOps or CoralOps). Owners, Company Admins, Managers, Finance, Legal and Ops can edit; Coordinators can read; View only seats do not see it. Crew who sell merch count stock from GigOps Crew.

How do I add a product?

- 1 Open **Merch** and choose **Add product**.
- 2 Type the **Name** (required), for example "Tour tee".
- 3 Pick a **Category**: Apparel, Accessory or Bundle (soft goods), or Music, Print or Other (hard goods).
- 4 Optionally add a **SKU**, the **Price** and the **Unit cost**.
- 5 List the **Sizes**, comma-separated (S, M, L, XL). Leave it blank for a one-size item.
- 6 Optionally set **Low-stock alert at**, the **Status** (Active or Inactive) and **Notes**.
- 7 Choose **Add product**.

How do I edit or remove a product?

On the **Products** tab, choose **Edit** on the product, change what you need, and choose **Save**. Set **Status** to Inactive to keep it in the catalog but out of new count sheets. **Remove** deletes it from the catalog; past settlements keep their own copy of the product's name, price and cost, so they stay accurate.

What are soft goods and hard goods?

Venues usually take a different percentage of merch sales for soft goods (clothing and accessories) and hard goods (music, prints and the like). GigOps decides which a product is from its **Category**: Apparel, Accessory and Bundle are soft; Music, Print and Other are hard. The category list in **Add product** shows which is which. The settlement applies the **Soft goods %** and **Hard goods %** to each group.

How do I settle merch for a show?

- 1 Open the **Settlements** tab. Every show is listed with its status (Not started, Draft or Settled).
- 2 Choose **Start** (or **Open**) on the show.
- 3 Enter the **Seller** and **Currency**.
- 4 Under **Venue deal**, fill in the **Soft goods %**, **Hard goods %**, any **Flat fee**, the **Sales tax %** and any **Seller commission %** or **Seller commission flat**.
- 5 Fill in the **Count sheet** for every product and size.
- 6 Choose **Save** to keep a draft, or **Save & settle** to finalise it.

The totals box updates as you type, ending with **Net to artist**.

How do I fill in the count sheet?

The count sheet has a row for every active product and size, with **Open**, **+Add**, **Comp** and **Close** columns. Enter the stock you started with, anything added during the night, anything given away, and what was left at the end. GigOps works out **Sold** (open plus added, minus comps and closing) and the **Gross** for each row. Choose **Pull opening from stock** to fill the **Open** column from your inventory.

How is net to artist calculated?

Prices are treated as including sales tax. GigOps takes the gross sales, backs out the **Sales tax %**, then subtracts the venue fee (the soft and hard goods percentages on sales before tax, plus any flat fee) and the seller commission (its percentage on sales before tax, plus any flat amount). What is left is **Net to artist**. The totals box also shows **Cost of goods** (units sold times unit cost) and **Gross profit**.

How do I check the cash and card takings?

In the settlement, under **Reconciliation (optional)**, enter the **Cash sales** and **Card sales**. The **Cash + card vs gross** line shows the total and the difference from the count sheet's gross, and turns amber when they are a dollar or more apart. This does not change the net; it helps you spot a miscount.

How do I connect Square?

If your merch table takes payments with Square, a Company Admin can connect the company's own Square account so each show's sales can be pulled into its settlement. Open **Merch** and choose **Connect Square**, then sign in to Square and allow access. GigOps asks only to read your business name, items, orders and payments: it never takes a payment, holds money or changes anything in Square.

Once connected, the button reads **Square connected**. Choose it to pick which Square **Locations to read** (up to ten; all active ones to start with) and **Save locations**, to **Reconnect**, or to **Disconnect**. If Square stops accepting the connection (it was removed in Square, for example), the button reads **Reconnect Square**. The **Connect Square** button only appears when Square is set up for GigOps; without it, Merch works exactly as before.

How do I pull a show's sales from Square?

- 1 Open the show's settlement from the **Settlements** tab (a draft; a settled one has to be re-opened first).
- 2 Fill in the **Open** column, or choose **Pull opening from stock**.
- 3 Choose **Pull sales from Square**. GigOps reads the completed sales from 6am on the show's date to 6am the next morning, on the clock where the show is. To change the window, edit the start and end and choose **Refresh** (up to 72 hours).
- 4 Check the summary: orders, units matched, cash, card, tips, refunds, and any items that are not in your catalog.
- 5 Choose **Apply to sheet**. Each row's **Close** becomes open plus added, minus comps and what Square sold; items rung up at zero (a 100% discount) count as **Comp**; and **Cash sales** and **Card sales** are filled.
- 6 Review the sheet and choose **Save**. Nothing is saved until you do.

A Square item matches a product by its SKU, or else by name, and its variation (such as "M") matches the product's size. Items that match nothing are listed and left off the sheet, but stay in the cash and card totals. Tips are not counted as sales. Returns come off the units sold and refunds off the cash or card total they went back to. Gift card and other payments are reported, since the sheet has no field for them.

What happens when I settle a show?

Save & settle saves the settlement and marks it **Settled**. If **Write closing to inventory on settle** is ticked (it is by default), each product's closing count becomes its stock on hand. A settled settlement can no longer be changed from GigOps Crew. To make changes, open it and choose **Re-open**, which puts it back to Draft.

How do I add merch income to the budget?

Open a settled settlement and choose **Add net to budget**. GigOps adds the net merch revenue to the budget as income. The settlement then shows **Added to budget** (and "in budget" on the Settlements tab), and the button does not appear again, so it is never added twice.

How do I delete a merch settlement?

Open the settlement from the **Settlements** tab and choose **Delete**, then confirm. The settlement and all its counts are removed, which cannot be undone. The show stays in the list as Not started.

How do I adjust stock on hand?

- 1 Open the **Inventory** tab. Each active product shows its stock by size and total.
- 2 Choose **Adjust** on the product.
- 3 Enter the quantity on hand for each size, and optionally the **Low-stock alert at** number.
- 4 Choose **Save stock**.

Sizes at or below the low-stock number are highlighted in amber. Settling a show with **Write closing to inventory on settle** also updates stock.

What do merch reports show?

The **Reports** tab rolls up every settlement on the tour: **Gross sales**, **Venue fees**, **Net to artist**, **Units sold**, **Cost of goods**, **Gross profit**, **Shows settled** and **Sales tax**. Below are **Sales by category**, **Top sellers** and a **Per show** table with each show's status, units, gross, venue fee and net. It is empty until you start at least one settlement.

How do merch sellers count stock in GigOps Crew?

Crew in the Merch department, or whose role title includes "merch" or "seller", get a **Merch** tab in GigOps Crew (on the iPhone, under **More**). It lists the shows they are assigned to. They open a show, fill in the count sheet (**Open**, **Comp**, **Close**) and the **Cash** and **Card** collected, and choose **Save counts**. The office sees the counts in the show's settlement. Once the office settles the show, the crew count sheet is read only.

TICKETING

AVAILABLE IN **TOUROPS** **FESTIVALOPS** **VENUEOPS** **PROMOTEROPS** **ACTIONOPS**

Ticketing keeps the ticket counts for every show: tickets sold, average ticket price, gross in the local currency and in US dollars, and sell-through against capacity. These counts feed Settlement and the CFO view. In the left menu, under Money, choose **Ticketing**. It is in every product except CoralOps. Owner, Company Admin, Tour Manager, Finance, Legal and Ops seats can add and change records; Coordinator and View only seats can read them.

How do I add a ticket count?

- 1 Choose **+ Add ticket record**.
- 2 Pick the **Show**. If the show has several performances, pick the **Performance**, or **All performances (show total)**.
- 3 Set the **Date entered**.
- 4 Enter **Tickets sold** and the **Average ticket price (local)**. **Gross sales (local)** works itself out.
- 5 Pick the **Local currency**. The **FX rate** → **USD** fills in from your FX rates.
- 6 Add **Notes** (comps, holds and so on) if needed.
- 7 Choose **Add record**.

You can also add a record from a show's ticketing page with **+ Add ticket record**.

How do I edit or delete a ticket record?

On the record's row, choose **Edit** to change it and **Save changes**, or **Delete** to remove it. Records another company reported, and daily wraps, are changed elsewhere (see below).

What do the columns and totals mean?

Each row shows the show, **Date entered**, **Sold**, **Capacity**, **Variance** (sold minus capacity), **Sell-through**, **ATP**, **Gross (local)**, **Cur, FX → USD** and **Gross (USD)**. The cards above the table add up **Tickets sold**, **Capacity**, **Variance** with sell-through, **Gross (USD)** and **Blended ATP** (dollars per ticket). Capacity is counted once per show or performance, however many records it has.

How do I see one show's tickets?

Use the **Filter** pickers above the table to choose a show and, if it has them, a performance. **Clear filter** shows everything again. For a fuller view of one show, open the show and its ticketing card: it shows the show's totals **By performance** or **Combined**, its ticket records, and **Manage in ticketing** to come back here.

Why is a record "Not in the total"?

A show's total uses one count, never a sum of several. In order, it uses the venue's count reported on a booking, else the promoter's count reported on a promoter link, else your own records. When a reported count is in use, your own records for that show are still listed but marked **Not in the total**. The same rule is used by Settlement and the CFO view.

What does "Reported by" mean on a row?

The count came from another company: the venue through the booking, or the promoter through the promoter link. It is read-only for you, and they correct it on their side. If they are no longer on the show, the row says so and you can **Delete** it.

What is a daily wrap?

A wrap is the box office's running total at the close of a day: sold and gross to date, plus capacity, holds, kills and comps. Wraps are kept in **Counts** (PromoterOps), and the latest wrap becomes the show's own count here, shown as a **Daily wrap** row. To change it, choose **Open Counts** on that row. A wrap entered on a show linked to a tour is also reported to the tour on the promoter link.

How do I pull counts from a ticketing system automatically?

- 1 Open the show's page and find **Ticket counts from the box office**.
- 2 Choose **Add feed**.
- 3 Pick the **Provider**: Eventbrite (enter the **Event ID**) or a **JSON feed URL** (enter the **Feed URL**). Providers that are not set up for your workspace are greyed out. A JSON feed is fetched as it is, with nothing added, so if its numbers should not be public, put a token of your own in the URL.
- 4 Give it a **Label** if you like, then choose **Add feed**.

GigOps pulls sold and gross into the show's count on a schedule (every six hours by default). Each feed shows its last pull, whether it worked, and the sold and gross it got. Use **Pull now** to pull at once, **Pause** or **Resume** to stop and restart it, and **Remove** to delete it (counts already pulled stay on the show). On a show kept in daily wraps, each pull is saved as that day's wrap.

How are ticket counts converted to dollars?

Each record stores the rate to US dollars from **FX rates** at the time you saved it. Add the currency under **FX rates** first if it is not in the **Local currency** list. Counts another company reported convert through your current FX rates.

Why can't I add ticket records?

Adding and changing ticket records is for Owner, Company Admin, Tour Manager, Finance, Legal and Ops seats. Coordinator and View only seats can read them. Adding a ticket feed is for seats that edit show content (Owner, Company Admin, Tour Manager, Ops and Coordinator).

REPORTS

AVAILABLE IN **ALL PRODUCTS**

Reports is one place for every report. In the left menu, under **Reports**, choose **Reports**. The top runs a report on the spot; below it, **In their modules** links the reports that live in other parts of GigOps. You only see what your access covers: a money report needs the module it reads (Budget or Settlement), and a card only shows when you can open its module.

How do I run a report?

- 1 Under **Run a report**, pick the **Report**, a **Tour** (or All tours) and the **Dates** (choose Custom dates to set your own).
- 2 Choose **Run**. The totals show first, then the rows.
- 3 Choose **Download CSV** to take it to a spreadsheet, or **Save or schedule...** to keep it with its filters and have it emailed (this opens the CFO view's saved report window, filled in).

Which reports run here?

- **Tour P&L**, **Settlement summary** and **Ticket counts and pace**, the same as the CFO view's saved reports.

- **Budget drift:** how the budget and what is committed against it moved day by day, from a snapshot GigOps takes every day. History starts the first day the snapshot ran; there is nothing from before that.
- **Settlement vs budget:** each cost line of every locked settlement, what it was budgeted at against what it settled for, largest difference first. A line the settlement did not change settled at its quote, a real zero.
- **Travel footprint:** per traveller, the flights, an estimated distance flown, hotel nights, car days and an estimated CO2e. A flight's distance comes from its departure and arrival times and time zones; a flight without them is counted but adds no distance. It carries no money, so anyone who can open Travel can run it.

What is under "In their modules"?

Saved and scheduled reports and the Report builder (CFO view), the Portfolio P&L and variance (CFO view), Settlements, Budget, Counts, Ticketing, Analytics, Payroll and Debriefs, each opening where it lives. A card is missing when that module is not part of your access or your product.

Why is a report missing from the list?

The money reports follow the money modules: Ops and Coordinator seats do not see Budget or Settlement by default, so Budget drift, Settlement vs budget and the P&L stay off their list. A Company Admin can change a person's access in Users & access.

VENDORS, DOCUMENTS, SIGNATURES AND SHARING

Working with the outside world: your vendors and the vendor marketplace, your document library, signing contracts in GigOps Sign, private share links and messaging.

VENDORS

AVAILABLE IN [ALL PRODUCTS](#)

Vendors is where you keep the outside businesses you hire (audio, lights, catering, security and so on), ask them for quotes through RFPs, compare and award quotes, draw up and approve contracts, and log their invoices. In the left menu, under Money, choose **Vendors**. The page opens on **Summary**, with tabs for **Vendors**, **Marketplace**, **Promoters**, **RFPs**, **Quote comparison**, **Contracts** and **Invoices**.

It is in every product. In CoralOps there is no **Marketplace** tab, and in PromoterOps the **Promoters** tab reads **Co-promoters**. Owners, Company Admins, Managers, Ops and Coordinators can add and change vendors, RFPs, quotes and contracts; Finance, Legal and View only can read them. Invoices are money detail (see "Who can see and edit invoices?").

How do I add a vendor?

- 1 Open **Vendors** and choose + **Add vendor** (top right).
- 2 Type the **Vendor name** (required).
- 3 Pick a **Category** (Audio, Video, Lights, Logistics, Shipping, Venue, Catering, Security or Other).
- 4 Optionally fill in **Contract value**, **Contact name** and **Contact email**.
- 5 Choose **Add vendor**.

The vendor appears on the **Vendors** tab. You can also copy a vendor in from the **Marketplace** tab with **Add to my vendors**. A contract can only name a vendor that is on this list, so add the vendor first.

How do I edit or delete a vendor?

- 1 Open the **Vendors** tab.
- 2 On the vendor's row, choose **Edit**.
- 3 Change the name, **Category**, **Contract value**, **Contact name**, **Contact email** or **Notes**, and set the **Contract status** (Draft, Sent, Signed, Active, Expired, Cancelled) and **COI status** (Pending, Requested, Current, Expired).
- 4 Choose **Save changes**.

To remove a vendor, choose **Delete** on its row and confirm. This cannot be undone.

How do I track a vendor's certificate of insurance (COI)?

Each vendor has a **COI status**, shown in the **COI** column of the **Vendors** tab: Pending, Requested, Current or Expired. To change it, choose **Edit** on the vendor, set **COI status**, and choose **Save changes**. Current shows green and Expired shows red, so you can scan the list for vendors who still owe you a certificate.

What does the Summary tab show?

The **Summary** tab gives a quick read of your vendor work:

- **Active vendors** and **Open RFPs** (RFPs still in draft or sent).
- **Open invoices** and **Total invoiced**, converted into your company currency. Cancelled invoices are left out.
- **Spend by category**, totalled from invoices by the vendor's category.
- **Upcoming invoices due**, the next five unpaid invoices by due date.

The invoice figures only show for people who can see invoices.

How do I create an RFP (request for proposal)?

- 1 Choose + **New RFP** at the top of the Vendors page.
- 2 Type an **RFP title** (required), for example "PA system rental, Mexico leg".
- 3 Optionally pick the tour (or festival, event) it belongs to, a **Category**, a **Response deadline** and an **Estimated value**.
- 4 Describe the work in **Scope description** (dates, quantities, what you need).
- 5 Choose **Create RFP**.

The RFP is listed on the **RFPs** tab with its deadline, value, how many quotes it has and its status. Choose **View** to see its details and the quotes received, or **Close RFP** to stop taking quotes. **Delete** removes the RFP and all of its quotes.

How do I add a quote from a vendor?

You need at least one RFP first.

- 1 Open the **Quote comparison** tab and choose **+ Add quote**.
- 2 Pick the **RFP** it answers.
- 3 Pick the **Vendor** from your list, or leave it on manual entry and type the **Vendor name**.
- 4 Enter the **Amount** (required) and **Currency**, and optionally **Valid until**, **Payment terms** and **Notes**.
- 5 Choose **Add quote**.

To fill the form from the vendor's PDF or photo instead of typing, use **Read it from a file** at the top of the form (see "How do I read a quote or invoice from a file?").

How do I compare quotes and award one?

- 1 Open the **Quote comparison** tab.
- 2 Pick the RFP in the **RFP** list. Its quotes are listed lowest amount first, with currency, **Valid until**, terms and status.
- 3 On the quote you want, choose **Award**. The RFP is marked awarded and the quote shows **Awarded**.
- 4 On the awarded quote, choose **Draft contract** to start a contract filled in from it.

Delete on a quote removes it. Amounts in different currencies are listed as entered, so check the currency column when comparing.

How do I read a quote or invoice from a file?

Add quote and **Add invoice** both start with a **Read it from a file** box.

- 1 Choose the vendor's file (a PDF or a photo), or pick a document you already uploaded from **Or choose a document you already uploaded**.
- 2 Choose **Read it**.
- 3 GigOps fills in the form fields it found (vendor, number, total, currency, dates, terms) and lists the **Line items**.
- 4 Check every field. Nothing is saved until you press **Add quote** or **Add invoice**.

If the file has no printed total, the amount is left empty and a message tells you what the lines add up to. Files over about 18MB are too large to read. If reading is not enabled for your workspace, you will see a message asking you to enter it by hand.

How do I fix the line items after reading a file?

After **Read it**, a **Line items** grid appears in the quote or invoice form with **Description**, **Qty**, **Unit**, **Amount** and **Budget line** for each line.

- Edit any cell directly.
- Use the **Budget line** list on each row to match the line to one of your budget lines (or leave it on no line).
- Choose **Remove** to drop a line, or **Add a line** to add one.
- The total under the grid ("Lines add up to") updates so you can compare it with the amount.

The lines are saved with the quote or invoice when you press the form's save button.

How do I log a vendor invoice?

- 1 Choose **+ Invoice** at the top of the Vendors page.
- 2 Optionally use **Read it from a file** to fill the form from the vendor's PDF or photo.
- 3 Pick the **Vendor**, and enter the **Invoice number** and **Amount** (required) with its **Currency**.
- 4 Add the **Issue date** and **Due date**.
- 5 Optionally link a **Show** and a **Budget line**.
- 6 Set the **Status** (Pending, Approved, Paid, Overdue, Cancelled). If you pick Paid, a **Paid date** field appears.
- 7 Choose **Add invoice**.

To change an invoice later, open the **Invoices** tab and choose **Edit** on its row (status, paid date, amount, due date, notes), then **Save changes**. **Delete** removes it.

Who can see and edit invoices?

Invoices are money detail, tied to the Budget module. The **+ Invoice** button, the **Invoices** tab and the invoice figures on **Summary** only show for people who can see the budget. Owners, Company Admins, Managers, Finance and Legal can add and edit invoices, and so can reading a file into an invoice. Ops and Coordinators do not see invoices unless a Company Admin gives them Budget access in **Users & access**.

How do I create a contract?

- 1 Open the **Contracts** tab and choose **+ New contract**, or choose **Draft contract** on an awarded quote.
- 2 Pick a **Standard template** (your default is preselected) to fill in the standard clauses, or start blank. Optionally pick **Start from quote** to copy a quote's vendor, value, terms and scope.
- 3 Type the **Contract title** and pick the **Vendor** (both required).
- 4 Pick the **Show / event**, and fill in the dates, **Contract value**, scope, payment and other terms.
- 5 Under **Finance coding**, set the **Year**, **Category**, **Sub-category**, **Line item** and **Department** if you want the value to go into the budget once Finance approves.
- 6 Choose **Create contract**.

Tick **Priority** to put the contract at the top of the list and of reviewers' queues. **EZ** marks it as a fast-track contract.

How do I send a contract for legal and finance review?

- 1 On the **Contracts** tab, choose **Open** on the contract.
- 2 Choose **Submit for review**.
- 3 Pick a **Legal reviewer**, a **Finance reviewer**, or both, and add a **Message** if you like.
- 4 Choose **Send for review**.

The contract moves to **In review**. Each reviewer sees it under **Awaiting your approval** on My day and in Planning, and only the person assigned can **Approve** or **Deny** it. Use **Send approval email** to remind reviewers who have not answered, or **Add reviewer** to bring in someone else. When every reviewer approves, the contract becomes **Ready to send**. If anyone denies it, it shows **Changes needed** and you can edit and resubmit.

How does an approved contract get into the budget?

When the Finance reviewer approves a contract that has a **Category** set under **Finance coding**, GigOps adds a budget line for the contract value, once, linked to the contract's show. The contract shows "Rolled into budget" under Finance coding. If no category is set, nothing is added to the budget.

How do I send a contract to the vendor and record it as signed?

Open the contract from the **Contracts** tab. What you can do depends on its status:

- **Send for e-signature** draws the contract as a PDF in Signatures (GigOps Sign) for both sides to sign. Check the signers there, then send it. Once sent, the button reads **Open e-signature**. It only shows if you have Signatures.
- **Mark sent to vendor** records that you sent it yourself (status **Sent to vendor**). It does not email anyone.
- **Import signed contract** uploads the signed PDF or image (up to 20MB) and marks the contract **Completed**. **Download signed copy** gets it back later.
- **Export PDF** opens a printable copy of the contract with signature lines.

Delete is only offered while a contract is a draft or needs changes.

How do I set up contract templates?

- 1 Choose **Contract templates** at the top of the Vendors page, or **Manage templates** on the **Contracts** tab.
- 2 Choose **+ New template**.
- 3 Give it a **Template name** and write your standard **Scope of work**, **Travel**, **Other considerations**, **Payment schedule**, **Payment terms**, **Hold harmless / indemnification** and **Additional terms**.
- 4 Tick **Set as default template** if new contracts should start from it.
- 5 Choose **Create template**.

Use **Edit** or **Delete** on a template in the list to change or remove it.

What does "Check against template" do?

Open a contract and choose **Check against template**. GigOps compares the contract clause by clause with the template it was made from, or your default template if it was not made from one, and lists what differs or is missing. The findings are advisory only: nothing is changed or saved, and a person decides what to do about each one. You need at least one contract template; without one you are asked to add a template first.

What is the Marketplace tab?

The **Marketplace** lists vendors who signed up through GigOps Vendor and were checked by the GigOps team. Open the **Marketplace** tab, stay on **Browse**, and narrow the list with the search box (vendors, services, cities), the category list, **Works with** and the reach list. Vendors who work with your kind of product are listed first. Choose a vendor's card to see its profile: categories, where it is based, reach, insurance, services, past clients and contact details.

From the profile you can choose **Add to my vendors** to copy it into your **Vendors** list, **Add to village** (FestivalOps and ActionOps; Activations in ActionOps) or **Add to venue vendors** (VenueOps), or **Request a quote**. Not in CoralOps.

How do I request a quote from a marketplace vendor?

- 1 On the **Marketplace** tab, open the vendor's card and choose **Request a quote**.
- 2 Fill in **What do you need?** (required), and optionally **Event**, **Budget**, **From**, **To** and **Location**.
- 3 Write the **Message** (required), or choose **Draft with AI** to have it written for you.
- 4 Choose **Send request**.

The vendor gets the request in GigOps Vendor and by email, with your name and email, so they can reply to you directly. The conversation opens straight away and is kept under **Your requests**.

How does "Draft with AI" work for a quote request?

In the **Request a quote** form, type at least **What do you need?**, plus any event, dates, location and budget you know, then choose **Draft with AI**. GigOps writes the message from what you typed and puts it in the **Message** box. Nothing is sent: read it, edit it, then choose **Send request**. If AI drafting is not enabled for your workspace, write the message yourself.

Where do I see replies from marketplace vendors?

On the **Marketplace** tab, choose **Your requests**. Each request shows the vendor, what you asked for, who asked, the last activity and a status (Sent, Replied, Closed, or Vendor removed). A number on the **Marketplace** tab and on **Your requests** counts unread replies, and a dot marks each new one. Choose a request to read the thread, write a **Reply** and choose **Send**. Use **Close request** when you are done (or **Reopen request** later), and **View vendor** to go back to the profile.

How do I get a vendor I work with into the marketplace?

Vendors list themselves. On the **Marketplace** tab, choose **Copy the GigOps Vendor link** (shown when the list is empty or at the end of the list) and send it to the vendor. They sign up on GigOps Vendor, and their listing appears in the marketplace once the GigOps team approves it.

What is the Promoters tab?

The **Promoters** tab (Co-promoters in PromoterOps, Promoters and buyers in VenueOps) is your directory of promoters, built automatically from the Promoter field on your shows. Choose **+ Add promoter** to add one by hand with **Promoter name**, **Email** and **Phone**. Use **Edit** to change the details or add **Notes**, and **Delete** to remove a promoter from the directory. Deleting does not change any existing shows.

How do I see what we emailed a promoter?

In the **Promoters** tab, choose **History** next to the promoter (or the **History** tab when you edit one). It lists every email GigOps sent them from your company, newest first: venue emails about holds and dates, offers, advance requests, call sheets, day sheets, catering counts and invitations, with the subject, when, who sent it and whether it went. An email counts for a promoter when it was sent about their hold or event, or to their email address. Choose **Open** to read the words as they went (private links in it are hidden). Only your company sees its own emails.

DOCUMENTS

AVAILABLE IN **ALL PRODUCTS**

Documents keeps your files in one place: riders, stage plots, contracts, permits, insurance, settlements, W-9s, invoices and anything else, for the whole tour (or festival, event or market) or for one show. In the left menu, under **Plan**, choose **Documents**. Owners, Company Admins, Tour Managers, Ops and Coordinators can upload and delete; Finance, Legal and View only seats can view and download.

How do I upload a document?

- 1 In the left menu, choose **Documents**.
- 2 Choose **+ Upload**.
- 3 Under **File**, choose the file. The **Document name** fills in from the file name; change it if you like.
- 4 Pick a **Category** (Rider, Stage plot, Contract, Permit, Insurance, Settlement, W-9, Invoice or Other).
- 5 Under **Show / scope**, leave the tour (all shows) or pick one show.
- 6 Choose **Upload**.

Files can be up to 20MB. You can also upload from a show: open the show, choose **Documents**, then **+ Upload**.

How do I find a document?

The list shows each file's name, category, show or tour, who uploaded it and the date, with the newest first. Use the **All categories** menu at the top to show one category only (for example **Riders** or **Contracts**). The count next to the title is the total number of files.

How do I download or delete a document?

On the document's row, choose **Download** to save it, or **Delete** and confirm to remove it. Deleting cannot be undone.

How do I see the documents for one show?

Open the show and choose **Documents** in its row of buttons. You see only that show's files, with **Download**, **Delete** and **+ Upload**. Files uploaded for the whole tour are in the Documents module, not on each show.

How do I send a document for signature?

On a PDF's row, choose **Send for signature**. This starts a GigOps Sign document from the file, where you choose who signs and where. The button appears for PDFs when you can use the **Signatures** module.

What does "Attach to every venue booking" mean?

On a tour-wide rider or stage plot (one with no show picked), tick **Attach to every venue booking** and every venue you book on GigOps sees that file on its booking. Untick it to stop sharing it. This option appears in TourOps and PromoterOps.

Can the AI readers use a document I already uploaded?

Yes. Wherever GigOps can read a file for you (for example **Parse email/rider...** on a show's advance, or **Check against rider...**), the box offers **Or choose a document you already uploaded**. PDFs and photos (JPEG, PNG, GIF, WebP) from Documents appear in that list.

Why can't I upload or delete documents?

Uploading and deleting need an Owner, Company Admin, Tour Manager, Ops or Coordinator seat. Finance, Legal and View only seats can see and download documents but not change them. A Company Admin can change your access in **Users & access**.

How do I get a summary of a rider or a contract?

- 1 Next to a document (in Documents, a show's **Documents**, or Venue profile > **Documents & plans**), choose **Summarize**.
- 2 Choose **Summarize** in the window that opens.

GigOps reads the file (a PDF, a photo, or a text file, up to 20MB; a long text is read from the start) and lists what it is, the **Key terms**, **Money**, **Dates**, **Hospitality**, **Technical needs** and **Red flags**. The summary is kept with the document, so **Summary** opens it again, and **Summarize again** makes a new one. Check anything that matters against the document itself. The document's words are only read: anything written in it that asks the AI to do something is listed as a red flag. When AI is not set up for your workspace, the window says so and nothing is sent. View only seats can read a summary but not make one.

SIGNATURES

AVAILABLE IN **ALL PRODUCTS**

Signatures is GigOps Sign: you send a PDF, a contract, a settlement or a deal memo for signature, choose who signs and in what order, and get back a sealed copy where every page and signature carries a QR code that proves who signed and when. In the left menu, under Plan, choose **Signatures**. Every paid seat can send documents (Owner, Company Admin, Tour Manager, Finance, Legal, Ops and Coordinator); View only can read the list. Signers do not need a GigOps account.

How do I send a PDF for signature?

- 1 In **Signatures**, choose **+ Send a document**.
- 2 Choose the **PDF** (up to 20 MB) and give it a **Title**.
- 3 Pick a **Show (optional)** if it belongs to one.
- 4 Choose **Upload and add signers**.
- 5 Add who signs, place their fields on the pages, and choose **Send for signature** (see the sections below).

Nothing is sent until you choose **Send for signature**. Drafts save themselves as you work. You can also start from a PDF in **Documents** with its **Send for signature** button.

How do I add signers?

In the draft, under **Who signs**:

- 1 Choose **+ Add signer** (or **+ Add me** to add yourself).
- 2 Fill in their **Full name** and **Email**.
- 3 Add a **Role (optional)**, and **Signs for a company (optional)** if they sign for a business; they then confirm they are authorized to sign for it, and the certificate says so.
- 4 Under **They confirm who they are with**, pick **Just the emailed link**, **A code by email**, **A code by text** (enter their mobile number) or **An access code you give them** (set a code of 4 to 20 characters and tell them yourself; it is never emailed).

Remove takes a signer off, with their fields. A document can have up to 20 signers.

How do I set the signing order?

With two or more signers, tick **Sign in this order**. Each signer then gets the link only when the one before them has signed, in the order listed. Leave it unticked and everyone gets their link at once.

How do I place signature fields on the pages?

- 1 On a signer's card, choose **Place fields**. Their colour shows on the fields you drop.
- 2 Under **Place fields**, pick what to drop: **Signature**, **Initials**, **Date signed**, **Name** or **Text**.
- 3 Click the page where it goes. Drag a field to move it, drag its corner to resize it, and tap it for its details.
- 4 For a **Text** box, say **What goes in it** (for example PO number) and whether **They have to fill it in**.

Name and date fill themselves in. A signer with no signature field signs on the certificate page only. A QR code is stamped beside every signature.

How do I set a deadline or reminders?

Under **Deadline and reminders**, set **Expires** (never, or a number of days after it is sent) and **Reminders** (only when you send one, or every 1, 2, 3 or 7 days until they sign). Automatic reminders stop after six. When a document expires, everyone still to sign is told and their links stop working.

How do I send it?

Choose **Send for signature** and confirm. The document cannot be changed once it is sent. If a signer could not be emailed, a message says so; use **Copy signing link** on their card to send it yourself. **Delete draft** removes a draft that was never sent.

How do I see who has signed?

The list shows every document with its status (**Draft**, **Out for signature**, **Signed**, **Declined**, **Voided**, **Expired**), how many of its signers have signed, and when it was sent. The tabs filter it: **All**, **Waiting on others**, **Drafts**, **Signed**, **Declined**, **voided**, **expired** and **Templates**. Open a document to see each signer's status (**Not sent**, **Sent**, **Opened**, **Signed**, **Declined**, **Suggested changes**) and the **Audit trail** of everything that happened.

How do I remind a signer or send them their link?

Open the document. On a signer who has not signed:

- **Send a reminder** emails them again.
- **Copy signing link** copies their personal link to send yourself (the trail records that you handed it over).
- **Sign now** appears on your own place when it is your turn.

How do I change who signs?

On a signer who has not signed, choose **Change signer**, enter the new person's **Full name** and **Email**, pick how they confirm who they are, and choose **Change signer**. The old link stops working and the new signer gets their own, now or when it is their turn. A signer can also pass their place on from the signing page with **Pass it to them**.

What does the signer see?

The signer opens their private link, confirms who they are if you asked for a code, reads the document and signs at the end: they draw or type their signature and initials. They can also **Suggest changes** before signing, **Decline to sign** with a reason, or pass it to the right person. When everyone has signed, each signer and you get the sealed copy by email.

What do I do when a signer suggests changes?

Open the document: **Suggested changes** lists what they proposed, as redlines. Then either:

- **Keep it as it is**: the signers are told it stands as sent, and they can sign or decline.
- **Make a new version** (or, for a contract, tick the clause changes and choose **Accept the ticked changes**): change the PDF, settlement or deal terms and send the new version. It replaces this one, and the signers see what changed.

How do I send a new version, or cancel a document?

- **New version** makes a new draft with the same signers and fields: an uploaded PDF takes a new file, and a contract, settlement or deal memo is drawn again from the record as it is now. It replaces the old one when you send it. **What changed** shows the differences.
- **Void** stops a document that is out; give a reason, which the signers see. Their links stop working.

How do I download the signed copy?

Open the document and, under **Files**, choose **Download signed copy** (once everyone has signed) or **Download original**. The **Files** section also shows each file's fingerprint.

How does someone check a signed document with the QR code?

Anyone can scan any QR code on the signed copy, or open **Verification page** from the document. The page needs no account and shows the document's status, who signed and when, how each signer confirmed who they were, and the fingerprints. Someone can also type the code printed under the QR code, or drop a PDF they were given under **Check a copy** to see whether it is exactly the signed document. **Copy its link** copies the verification page's address.

Who can read the whole document on the verification page?

By default, anyone with a code can read the whole document there. Untick the box about the verification page (in the draft, or on a sent document) to show only its status, signers and fingerprints.

How do I use templates?

Open an uploaded document you send often, place its fields, and choose **Save as template**. Under the **Templates** tab, choose **Use** to start a new draft with the same PDF, roles and fields; you only fill in who signs. **Rename** and **Delete** manage templates; deleting one does not affect documents already sent.

How do I send a contract, settlement or deal memo for signature?

- **Contract**: in **Vendors > Contracts**, open the contract and choose **Send for e-signature**.
- **Settlement**: in **Settlement**, open the show and choose **Send for signature**. The settlement locks when the last signer signs.
- **Deal memo**: in **Settlement > Deal terms**, choose **Send deal memo for signature** (for a promoter or venue not on GigOps). GigOps draws the PDF and opens it in Signatures as a draft. Add any missing email, check the fields, and send it. Settlements and deal memos signed by both sides inside GigOps (on a booking, a promoter link or an accepted offer) are sealed here as records too, with nothing to send.

Why can't I send documents?

Sending is for paid seats. View only can read the Signatures list but not send. A settlement or deal memo also needs edit access to Settlement, and a contract edit access to Vendors.

SHARE LINKS

AVAILABLE IN **ALL PRODUCTS**

Share links are private web addresses you send to people outside your company so they can see or fill in one thing without a GigOps account: a venue's advance form, an offer for an artist's agent, a document to sign, the box office will-call list, a public schedule, a caterer's head counts, a media accreditation form or a results page. Each one is created where the thing lives (the show page, Catering, Offers, Signatures and so on). Creating, regenerating and disabling links needs edit rights in the module the link belongs to (see "Who can create and manage share links?"). View only seats cannot manage links.

How do share links work in general?

Most links open in a small window with the same controls:

- **Copy** puts the link on your clipboard to send by email or text.
- **Open** shows you the page as the recipient sees it.
- **Regenerate** makes a new link. The old one stops working immediately, so send the new one to anyone who still needs it.

- **Disable link** turns the link off. Anyone who has it loses access. Choose **Create new link** later to share again. The first time you open the window, GigOps creates the link for you. Anyone who has a link can use it, so send it only to the people it is for. Each page opens with a short note saying who sent it and what it is for.

How do I send the advance form to a venue?

- 1 Open the show and choose **Advance**.
- 2 Choose **Send to venue...**, type the venue's addresses in **Recipient emails (comma-separated)**, adjust the **Subject** and message, and choose **Send**. GigOps emails them the link. **Draft with AI** writes the message for you to edit.
- 3 To send it yourself instead (by text or from your own email), choose **Copy link...** and use **Copy**.

The venue fills in the **Show Advance** form (load-in, soundcheck, doors, curfew, parking, power, Wi-Fi, hospitality and more) and chooses **Submit advance**. A venue that is not on GigOps yet can also choose **Claim your venue on GigOps** from it. When they submit, the advance shows as returned and you can choose **Mark confirmed**.

How do I stop a venue's advance link from working?

- 1 Open the show and choose **Advance**.
- 2 Choose **Disable link** and confirm.

The link already emailed to the venue stops working. You can send a fresh one any time with **Send to venue...** or **Copy link.... Regenerate** in the **Copy link...** window also replaces the link.

How do I send an offer to an artist's agent? (PromoterOps)

- 1 In the left menu, choose **Offers** and open the offer.
- 2 Choose **Send to the agent** (or **Send revised offer** after a counter).
- 3 Set **Open until** and, if you like, a **Message (optional)**. **Draft with AI** writes a cover note for you to edit.
- 4 Choose **Send**.

If the offer has an agent email, the agent gets the link by email. If not, or if the email cannot go out, GigOps shows the link with **Copy link** so you can send it yourself. Later, **Copy the agent's link** on the offer copies it again. The agent can **Accept** (with a typed name), **Counter** or **Decline**, without an account.

How do I withdraw an offer or record an answer given by phone?

On the offer, choose **Withdraw** and confirm: the agent's link then says the offer was withdrawn. If the agent answered by phone or email, choose **Record the answer**, pick **Accepted** or **Declined**, add a note and choose **Record**. Accepted books the show just as the agent's own acceptance would.

How do I give a signer their GigOps Sign link?

When you send a document for signature, each signer is emailed their own private link. To hand a link over yourself, open the document in **Signatures** and, on the signer's row, choose **Copy signing link**. The link works for that signer only, and the audit trail records that you handed it over. Other buttons on the row:

- **Send a reminder** emails the signer again.
- **Change signer** lets someone else sign in their place; the old link stops working.
- **Sign now** appears on your own row and opens your link. On their link, the signer confirms who they are if you asked for it, reads the document, then can **Sign the document**, **Suggest changes**, **Decline to sign** or **Pass it to the person who should sign**.

How do I stop all signing links for a document?

Open the document in **Signatures** and choose **Void**. Type a reason (the signers see it) and confirm. The signers are told and their links stop working. To try again, choose **New version**, which keeps the same signers and fields.

What is the QR code on a signed document?

When everyone has signed, GigOps seals the document with a QR code on every page and beside each signature. Anyone who scans it, or types its code on the **Check a signed document** page, sees the record GigOps holds for that document: what it is, who signed and when, its fingerprints and what happened. They can also drop in the PDF they were given under **Check a copy** to make sure it matches (it is checked in their browser and not uploaded). In **Signatures**, open the document and choose **Verification page** to see it, or **Copy its link** to send it. The box **The verification page shows the whole document to anyone with its code** decides whether that page shows the full document or a summary only.

How do I send the box office the will-call list?

- 1 Open the show and choose **Guest list**.
- 2 Choose **Box office link**.
- 3 Choose **Copy** and send it to the box office.

The box office sees a live, read-only list of approved guests and ticks **Picked up** as each party collects tickets, so you can see who has arrived and newly added comps stand out. They use **Refresh** to see the latest list.

How do I put a password on the will-call or caterer link?

In the **Box office link** window (or the **Caterer link** window), find the password section below the link and choose **Add password**. The recipient then has to type the password to open the page. Later you can choose **Show** to look it up and re-send it, **Change** to replace it (the old one stops working), or **Remove** it. Add a password when you expect the link to be forwarded.

How do I share a public schedule for a show?

- 1 Open the show and go to its **Schedule** section.
- 2 On each item you want to share, choose **Publish**. Published items show a **Public** tag; **Un-publish** takes one off.
- 3 Choose **Share**, then **Copy**.

Only items marked Public appear on the page. Anyone with the link can view it without signing in.

How do I give the caterer a live head-count link?

- 1 In the left menu, choose **Catering**, then **Caterer link**.
- 2 Pick the tour (or event) the link is for.
- 3 Choose whether to **Show check-in counts** (live "checked in so far" against each meal) and **Let the caterer add menus** (they type a menu or attach a PDF per meal, and you are notified).
- 4 Choose **Create the link**, then **Copy link** and send it to the caterer only.

The caterer sees what to prepare, never your costs. The two switches change the link they already have. **Rotate** replaces the link (the old one stops at once) and **Revoke** turns it off. The window also shows whether the link expires.

How do I set up the catering check-in iPad?

- 1 Open the show and choose **Check-in kiosk** (or **Check-in** on the show's row in **Catering**).
- 2 Choose **iPad link**, then **Copy** or **Open**.
- 3 Open the link on the iPad at the catering door.

Crew tap their department and check in, with no login, and the counts appear live on the board. Use **Regenerate** or **Disable link** in the same window if the iPad is lost or the event is over.

How do I set up the time clock tablet at the stage door? (VenueOps)

- 1 In **Crew**, open the **Time clock** tab and choose **Kiosk link** (top right).
- 2 Choose **Copy** or **Open**, and open the link on the tablet at the stage door.
- 3 On the tablet, choose **Start camera** (and **Front camera** or **Back camera**), or plug a barcode scanner into it.

Crew open **My Badge** in GigOps Crew and hold it up: the first scan clocks them in on their shift at that venue, the next clocks them out, and the screen shows their name, shift and the time. For a break, crew tap **Meal break** or **Rest break** above the camera before scanning, and **End break** when they are back; the tablet goes back to **Clock in or out** after each scan. Nobody signs in on the tablet. A crew member with no shift there, or scanning too early, is told to see a manager. Use **Regenerate** or **Disable link** in the same window if the tablet goes missing. Only people who can edit Crew can create the link.

How do I open media accreditation applications? (ActionOps)

- 1 In the left menu, choose **Broadcast**, then the **Media** tab.
- 2 Choose **Accreditation form link**, then **Copy**.
- 3 Send it to press, photographers and broadcast crews, or post it.

Applicants fill in their name, outlet, email, role, the days they need and an optional headshot, and choose **Send application**. Applications land under **Broadcast > Media**, where you **Approve** (issuing a credential pass of the type you choose) or **Decline**. To close applications, choose **Disable link**.

How do I share the live results page? (ActionOps)

- 1 In the left menu, choose **Leaderboards**.
- 2 Choose **Results link**, then **Copy**.

The page shows live results for broadcast partners and the media room, with no login. Only comps with **Board on the public results page** ticked show their standings; the others show their schedule and status. Choose **Regenerate** or **Disable link** if the link is shared too widely.

Someone says my link shows "Link unavailable". Why?

The link was disabled, replaced with **Regenerate** (or **Rotate**), has expired, or the thing it points to was removed. Open the same window in GigOps, create or copy the current link and send it again. For a GigOps Sign link, the document may have been voided, replaced by a new version, or the signer changed.

Who can create and manage share links?

Company Users with an edit role (owner, admin, manager, ops, coordinator) can create, copy, regenerate and disable most share links: advance, will-call, public schedule, caterer, catering check-in, media accreditation, results and the scanner links. A Company Admin can also give someone edit access to a module in their access settings. Other links follow their module:

- **Offers** (PromoterOps): sending, withdrawing and recording answers is for owner, admin, manager, finance and legal roles.
- **GigOps Sign** links: edit access to Signatures. View only seats cannot manage links.

COMMS

AVAILABLE IN [ALL PRODUCTS](#)

Comms is your company's team chat: channels for the whole company or for a few people, plus direct messages with each teammate. In the left menu, under **Plan**, choose **Comms**. Every company has **# general**, which everyone at the company can read and post in. Messages are saved, new ones appear while you have Comms open, and the number on **Comms** in the left menu is how many messages you have not read yet. Comms is for Company Users; crew are reached through show alerts, the day sheet and GigOps Crew.

How do I post in a channel?

- 1 In the left menu, choose **Comms**.
- 2 Choose the channel under **Channels** (for example **# general**).
- 3 Type in the box at the bottom ("Message #general").
- 4 Press Enter or choose **Send**.

Everyone who can read that channel sees it, with your name and the time.

How do I start a new channel?

- 1 In **Comms**, choose + next to **Channels**.
- 2 Enter a **Name**. Names are lower case, with numbers and dashes: "Load In" becomes **# load-in**.
- 3 Add a **Topic** if you like, and pick a **Tour** if the channel is about one tour.
- 4 Under **Who is in it**, choose **Everyone at the company**, or **Only the people I pick** and tick the people.
- 5 Choose **Create channel**.

You are always a member of a channel you open. A channel for picked people shows a lock next to its name, and nobody else at the company sees it in their list.

How do I mention someone?

Type @ and the start of their name, then choose them from the list that appears. The mention reads like **@jane.doe** (first name, a dot, last name). If nobody else at the company shares their first name, **@jane** works too. The person gets a notification in their bell (and a push notification if they turned those on) that opens the channel. A mention only reaches someone who can read the channel: mentioning a person who is not in a locked channel does nothing.

How do unread counts work?

Each channel shows the number of messages you have not read yet, and **Comms** in the left menu shows the total. Opening a channel marks it read, which also clears any mention of you in it from the bell. Your own messages never count as unread. When you join a company, its older messages do not count as unread.

How do I change a channel's topic or members?

- 1 Open the channel in **Comms**.
- 2 Choose **Channel settings** at the top right.
- 3 Change the **Topic**, the **Tour** or the ticked members, then choose **Save**.

The person who opened the channel and Company Admins can do this. Only a Company Admin can rename a channel or switch it between everyone and picked people.

How do I archive or restore a channel?

A Company Admin opens the channel, chooses **Channel settings**, then **Archive channel**. An archived channel moves to **Archived** at the bottom of the channel list: everyone who could read it still can, but nobody can post in it. To bring it back, open it from **Archived**, choose **Channel settings**, then **Restore channel**. **# general** cannot be archived or renamed, and it is always open to everyone.

Can a Company Admin see locked channels?

Yes. Company Admins see every channel in their list, including locked channels they are not in, so they can rename, archive or fix the members of any channel. A locked channel they are not in does not add to their unread count.

How do I send a direct message to one teammate?

- 1 In **Comms**, find the person under **Direct messages** in the left panel.
- 2 Choose their name.
- 3 Type your message and press Enter or choose **Send**.

A direct message goes to that person's **Inbox** too, so they see it even if they do not open Comms. Only active Company Users at your company are listed; invite someone in **Users & access** first if they are missing.

Why can't I post in Comms?

View only seats can read Comms but not post: View only is a read-only seat, so the message box is replaced by a note. A View only person can still be a member of a locked channel, read it and be mentioned in it. Ask a Company Admin to change your access level in **Users & access** if you need to write. An archived channel takes no new messages either; a Company Admin can restore it. If your message disappears from the box and an error shows, it was not sent; your text is put back so you can try again.

What is the difference between Comms and Inbox?

Comms is the shared channels plus quick direct messages. **Inbox** is your direct messages laid out like email, with a subject, Reply and Mark all read. A direct message sent from either one shows in the other person's Inbox.

Can crew use Comms?

Not yet. GigOps Crew has no messages area, so channels are for Company Users only. Reach crew with **Send alert** on a show, the day sheet, or the crew tools in **Crew**.

FESTIVALOPS

FestivalOps runs a festival as an edition of days at one site, with stages, a lineup and per-artist advancing. Most of these modules also appear in ActionOps under competition words (Comp schedule, Athlete advances, Activations).

LINEUP

AVAILABLE IN **FESTIVALOPS** **ACTIONOPS**

The Lineup is your festival's run of acts: the stages, and who plays each stage at what time on each festival day. In the left menu, under Festival, choose **Lineup**. It belongs to FestivalOps (in ActionOps the same screen is called **Comp schedule**, stages are **Courses** and each slot is a comp). Owners, admins, managers, ops and coordinators can edit it; Finance, Legal and View only seats do not see it unless a Company Admin gives them access.

How do I open the lineup for the right festival?

- 1 At the top of the left menu, under **Festivals**, pick the festival you are working on.
- 2 In the left menu, under Festival, choose **Lineup**.

The heading under **Lineup** names the festival. If you see "Select a festival first", no festival is picked yet.

How do I add a stage?

- 1 In **Lineup**, choose **Manage stages** (or **Add a stage** on an empty lineup).
- 2 Type the **Stage name** (for example "Main Stage").
- 3 Pick a **Color**. Set times on that stage are marked with it.
- 4 Add **Notes** if you like.
- 5 Choose **Create stage**.

The stage appears as a chip in the bar at the top of the lineup, and as a column on every festival day.

How do I rename, recolor or delete a stage?

- 1 In the stage bar at the top of **Lineup**, choose the pencil next to the stage name.
- 2 Change the **Stage name**, **Color** or **Notes** and choose **Save**.

To delete a stage, choose the small x next to its name (or **Delete** inside the stage form) and confirm. Its set times are kept: they move to an **Unassigned** column on their day until you give them another stage.

How do I add a set time?

- 1 In **Lineup**, choose **Add set time**.
- 2 Pick the **Day**.
- 3 Type the **Act / artist** and pick the **Stage**.
- 4 Set **Start** and **End**.
- 5 Add a **Label / notes** if you like (for example "Headline set").
- 6 Choose **Add**.

You need either an act or a stage. If you see "Add a festival day first", the festival has no days yet: add its days, then come back.

How do I change or remove a set time?

- 1 In **Lineup**, choose the set time card on its day and stage.
- 2 Change any field and choose **Save**.

To remove it, open the card, choose **Delete** and confirm "Remove this set time?". Removing a set time also takes the act off the **Advances** board.

How is the lineup laid out?

Each festival day is a heading, with one column per stage under it. Cards in a column run in start-time order and show the time (or **TBA** with no start time), the act and its label. A set time with no stage sits in an **Unassigned** column. The day heading shows the day's label from the festival schedule and its city.

How does the lineup connect to Advances?

Every set time with an act appears on the **Advances** board, grouped by day, so you can advance each act: contacts, arrival, soundcheck, input list, rider and production. Add the act on the Lineup first, then open **Advances** to work its advance or invite the act to advance with you on GigOps. See the Advances help for the steps.

Why can't I edit the lineup?

Editing stages and set times is limited to owner, admin, manager, ops and coordinator roles. Finance, Legal and View only seats can read it at most, and only when a Company Admin turns the module on for them in their access settings. If the buttons are missing, ask a Company Admin to check your access to **Lineup**.

What changes in ActionOps?

In ActionOps the screen is **Comp schedule: Manage courses** sets up each course (with a course type, surface, spectator capacity, wind and visibility hold thresholds and a site map pin), and **Add comp** adds a competition instead of a set time. Choosing a comp card opens the comp, with its round, field size and status. When broadcast windows exist, a **Broadcast windows** tick shows each day's windows above the courses.

ADVANCES

AVAILABLE IN FESTIVALOPS ACTIONOPS

Advances is where you advance every act on your festival lineup: its tour manager, arrival and departure, soundcheck, ground transport, input list, stage plot, dressing room, tech and hospitality. You can also build advance forms that the acts fill in themselves, and invite an act to advance with you from its own GigOps account. In the left menu, under Festival, choose **Advances** (the page is titled **Artist advances**). It belongs to FestivalOps; in ActionOps it is **Athlete advances**. Forms, invitations and "What your acts see" are FestivalOps only.

Why is an act missing from Advances?

The board lists every set time on the **Lineup** that has an act. Add the act on the Lineup first (in the left menu, under Festival, choose **Lineup**, then **Add set time**). Acts are grouped by festival day, each with its stage, time and tour manager. If you see "Select a festival first", pick the festival under **Festivals** at the top of the left menu.

How do I advance an act?

- 1 In **Advances**, choose the act's row.
- 2 Set the **Status** and **Party size**.
- 3 Under **Tour manager / contact**, fill in **Name**, **Email** and **Phone**.
- 4 Under **Schedule**, fill in **Arrival**, **Soundcheck**, **Departure** and **Ground transport**.
- 5 Under **Production**, fill in **Input list / channels**, **Stage plot (notes / link)**, **Dressing room**, **Monitors / backline / tech** and **Hospitality / rider**.
- 6 Add **Internal notes** for your team only.
- 7 Choose **Save advance**.

What do the advance statuses mean?

Each act shows one of **Not started**, **In progress**, **Received** or **Confirmed**. You set it yourself in the act's advance. The cards at the top count **Acts**, **Not started**, **In progress** and **Confirmed**, and the dropdown above the list filters the board to one status.

How do I invite an act to advance with me on GigOps?

- 1 In **Advances**, open the act.
- 2 Under **Advance with the act on GigOps**, type the **Tour manager's email** and an optional **Note**.
- 3 Choose **Invite on GigOps**.

If the act's company is on GigOps, the invitation lands in its account and the row shows **Invited** until it accepts, then **On GigOps**. If not, it gets an email with your set and a link to join; the row shows **Invited by email**. Once linked, the act sees and edits the same advance (never your internal notes) and can ask you for credentials.

How do I resend or withdraw an emailed invitation?

- 1 In **Advances**, open the act. A box shows who the invitation was emailed to and when.
- 2 Choose **Resend** to send it again, or **Withdraw** to cancel it.

If the box says the email did not go out, choose **Resend**. You can do the same from Bookings > **Acts**, under **Invited by email**.

How do I build an advance form for my acts?

- 1 In **Advances**, choose **Advance forms....**
- 2 Choose **New form from the library** (travel, catering, passes, tax, production) or **New blank form**.
- 3 In **Edit form**, set the **Name**, an optional **Due date** and a **Note to your acts**.
- 4 Untick sections you do not need, add **From the library** sections, or choose **Add your own section**.
- 5 Choose **Questions** on a section to edit its questions, or **Add a question**. Pick a type such as **Short answer**, **Yes or no**, **One choice**, **File upload**, **List of rows** or **Bank details**, and tick **Required** or **Lock once confirmed**.
- 6 Choose **Save form**.

The default form goes to every act. To give one act another form, open its advance and pick the form there.

How do I send the form to my acts?

- 1 In **Advances**, choose **Advance forms....**
- 2 On the form, choose **Open to acts**, then **Send to acts**.

Acts on GigOps get a bell and an email and fill it in on their festival link; acts invited by email get a private link and need no account. The message on screen counts the acts straight away; the emails go out just after, and your bell says how many went (and how many acts email did not reach). **Remind** nudges every act with sections still open, and the reminder tick on the form sends reminders a week and two days before the due date. **Close** stops new answers; acts can still read theirs.

How do I change the default form or delete a form?

- 1 In **Advances**, choose **Advance forms....**
- 2 On the form you want every act to get, choose **Make default**.
- 3 To remove a form, choose **Delete** and confirm.

Answers already given stay with each act, and acts that were on a deleted form move to your default form.

How do I check and confirm an act's answers?

- 1 In **Advances**, open the act and choose **Check answers...** in the form box.
- 2 Read each section. Choose **Confirm** when it is right, or type what needs changing and choose **Ask for changes**.

Confirming a section sets its answers going: passes for a list you mapped to pass types, the meal head count in that day's Catering, and times on the run of show. The act hears when you ask for changes. The row on the board shows **Form** with sections sent out of the total.

Can I download the answers?

Yes. In **Advance forms...**, a form that is open or closed shows **Download:** followed by one link per section. Choose a section to download every act's answers for it.

How do I control what my acts see?

In **Advances**, choose **What your acts see....** Its tabs are **Schedule** (Private, Their set only or Full schedule, plus who sees each run-of-show row), **Site map** (Private, Locations you tick, or Whole site map), **Documents** (tick what acts can download), **Note and contacts** and **Announcements** (choose **Send to every act**, with or without an email). Contracts, settlements, invoices, W-9s and insurance are never shared.

Who sees the bank details an act enters?

A **Bank details** question is stored encrypted. Owners, admins and finance can choose **Reveal** to see the details, and each reveal is logged; everyone else sees the last four digits. The act can replace them but never read them back.

Why can't I edit advances or send invitations?

Editing advances and forms needs an owner, admin, manager, ops or coordinator seat. Inviting acts and changing what they see needs one of the seats that work festival links (owner, admin, manager, ops, coordinator, finance or legal). View only seats read only. If a button is missing, ask a Company Admin to check your access to **Advances**.

SITE MAP

AVAILABLE IN FESTIVALOPS ACTIONOPS

The site map holds the points of interest on your festival site: gates, medical and first aid, water, toilets, food and bars, info, ATMs, accessibility, lost and found, parking, camping, production and stages. Each location can carry coordinates and shows as a pin on a satellite map. In the left menu, under Festival, choose **Site map**. It belongs to FestivalOps (and ActionOps). Owners, admins, managers, ops and coordinators can edit it. For a drawn plan of the site, use the CAD editor instead.

How do I add a location?

- 1 At the top of the left menu, under **Festivals**, pick the festival.
- 2 In the left menu, under Festival, choose **Site map**.
- 3 Choose **Add location**.
- 4 Type the **Name** (required, for example "Main Gate").
- 5 Pick the **Type**, and add a **Zone (optional)** and **Status**.
- 6 Type the **Latitude** and **Longitude**, or leave them empty.
- 7 Add **Notes** if you like and choose **Add location**.

How do I drop a pin on the map?

Click (or tap) the spot on the map. The **Add location** form opens with **Latitude** and **Longitude** already filled in from where you clicked. Give it a name and type and choose **Add location**. The map opens on satellite view, and once there are pins it zooms to fit them.

How do I edit or delete a location?

- 1 Choose the location in the list under the map, or choose its pin on the map.
- 2 Change any field and choose **Save**.

To delete it, open it, choose **Delete** and confirm. To keep it but hide it from your acts' "whole site map", set **Status** to **Inactive** instead; inactive locations show faded in the list.

Why is there no map, only a list?

The map needs Google Maps to be connected for your workspace. Without it you see "Site map appears here once Google Maps is connected for this workspace" and your locations are still listed below, grouped by type, with their coordinates. A location with no coordinates shows "No coordinates" and has no pin.

How do I filter the site map by type?

Use the **All types** dropdown above the list. The list and the pins on the map both narrow to that type. Next to it you see how many locations there are and how many are mapped, and a colour key for each type in use.

Can my acts see the site map?

Only if you share it. In **Advances** (or Bookings > **Acts**) choose **What your acts see...**, then the **Site map** tab, and pick **Private** (your team only), **Locations you tick** or **Whole site map** (every active location). Acts linked to your festival on GigOps then see the shared locations, with directions, on their festival link.

How is the site map different from Credentials zones?

The site map is where things are on the ground. Access-control zones (who may enter backstage, the pit and so on) are set up in **Credentials**. The **Zone** field on a location is a free-text label to help you group locations, not an access zone.

Why can't I add locations?

Adding, editing and deleting locations is limited to owner, admin, manager, ops and coordinator roles. Finance, Legal and View only seats can read the site map at most, and only when a Company Admin turns it on for them.

VENDOR VILLAGE

AVAILABLE IN FESTIVALOPS ACTIONOPS

The vendor village is your list of stalls on the festival site: food, beverage, merch, craft, sponsor activations, info points and services, with each one's booth, utilities, fees and contact. In the left menu, under Festival, choose **Village**. It belongs to FestivalOps (in ActionOps it is called **Activations**). Owners, admins, managers, ops and coordinators can edit it; Finance, Legal and View only seats do not see it unless a Company Admin gives them access.

How do I add a vendor to the village?

- 1 At the top of the left menu, under **Festivals**, pick the festival.
- 2 In the left menu, under Festival, choose **Village**.
- 3 Choose **Add vendor**.
- 4 Type the **Vendor / business name** (required).
- 5 Pick a **Category** and a **Status** (new vendors start as **Pending**).
- 6 Fill in **Location / booth**, **Space size**, **Power**, **Water** and **Load-in** as you know them.
- 7 Add the money: **Booth fee**, **Amount paid** and **Rev share %**.
- 8 Add the **Contact name**, **Email**, **Phone** and any **Notes**.
- 9 Choose **Add vendor**.

How do I find a vendor in the marketplace and add them?

- 1 In **Village**, choose **Find vendors**. This opens Vendors > **Marketplace**, filtered to festival vendors.
- 2 Open a listing to see its services, past clients and contact.
- 3 Choose **Add to village**.

The vendor lands in the village as **Pending**, and the listing then says "In the village". You can also choose **Request a quote** from the listing. **Find vendors** only works if you have access to the Vendors module.

How do I change a vendor's status?

On the vendor's card, pick the new status in the dropdown at the bottom right: **Pending**, **Confirmed**, **On site**, **Settled** or **Cancelled**. It saves straight away. You can also open the vendor and change **Status** there.

How do I edit or remove a vendor?

- 1 On the vendor's card, choose **Open** (or the vendor's name).
- 2 Change any field and choose **Save**.

To remove a vendor, open it, choose **Delete** and confirm "Remove this vendor from the village?". If you only want to stop counting them, set the status to **Cancelled** instead: cancelled vendors stay on the list but drop out of the totals.

What do the numbers at the top mean?

- **Vendors**: every vendor that is not cancelled.
- **Confirmed**: vendors that are Confirmed, On site or Settled.
- **Booth fees**: the total booth fee of every vendor that is not cancelled.
- **Outstanding**: booth fees not paid yet (fee minus amount paid). Each card shows **Fee**, **Paid** and either **Due** with the balance or **Paid in full**.

How do I track booth fees and payments?

Enter the agreed **Booth fee** and, as money comes in, update **Amount paid** on the vendor. The card's **Due** amount and the **Outstanding** total update when you save. **Rev share %** records a revenue-share deal on the vendor; it is a note of the terms and does not change the balance. Amounts show in the festival's currency.

How do I filter the village?

Use the two dropdowns above the list: **All category** to pick one category (Food, Beverage, Merch, Craft, Sponsor, Activation, Info, Service, Other), and **All status** to pick one status. If nothing matches, the list says "No vendors match the filter".

Why can't I add or edit vendors?

Writing to the village is limited to owner, admin, manager, ops and coordinator roles. Finance, Legal and View only seats can read it at most, and only when a Company Admin turns it on for them. Adding a marketplace vendor to the village also needs edit access to the village.

WRISTBANDS

AVAILABLE IN FESTIVALOPS ACTIONOPS

Wristbands tracks bulk wristband batches for a festival or event, one batch per tier (GA, VIP, Artist, Crew...), from ordering through production, delivery and distribution, with quantities and cost. In the left menu, under Festival (Event in ActionOps), choose **Wristbands**. Pick the festival or event in the panel above the menu first.

It is in FestivalOps and ActionOps. Owners, Company Admins, Managers, Ops and Coordinators can edit; Finance, Legal and View only seats do not see it. Individual named passes are issued in Credentials, not here.

How do I add a wristband batch?

- 1 Open **Wristbands** and choose **Add batch**.
- 2 Type the **Batch name** (required), for example "GA Weekend".
- 3 Pick the **Tier** (GA, VIP, Artist, Crew, Vendor, Sponsor, Press, Child or Other), the **Type** (RFID, Fabric, Vinyl, Silicone, Paper or Other) and the **Status**.
- 4 Optionally set the **Day scope** (for example "Weekend" or "Fri") and a **Color**.
- 5 Enter the quantities **Ordered**, **Received** and **Distributed**, the **Unit cost** and the **Supplier**.
- 6 Add any **Notes** and choose **Add batch**.

How do I update a batch as it moves along?

Use the status list on the batch's card to move it through **Planned**, **Ordered**, **In production**, **Shipped**, **Received**, **Distributing** and **Complete** (or **Cancelled**). The change saves straight away. To update quantities, choose **Open** on the card (or click the card), change **Received** or **Distributed**, and choose **Save**.

How do I see how many wristbands are left?

Each batch card shows Ordered, Received and Distributed, and how many are left (received minus distributed), with a bar for how much has gone out. The totals at the top of the page add up **Ordered**, **Received** and **Distributed** across all batches that are not cancelled, and **Cost** is the received quantity times the unit cost.

How do I find a batch quickly?

Use the **All tier** and **All status** filters above the list to show one tier or one status. Clear both to see every batch again.

How do I delete a wristband batch?

Choose **Open** on the batch, then **Delete**, and confirm. To keep the record but stop counting it, set its status to **Cancelled** instead; cancelled batches are left out of the totals.

Why does Wristbands say "Select a festival first"?

Wristband batches belong to one festival or event. Pick it in the panel above the left menu, then open **Wristbands** again.

Why can't I see Wristbands?

Wristbands is only in FestivalOps and ActionOps, and it is not shown to Finance, Legal or View only seats unless a Company Admin gives them access in **Users & access**. It is also switched off with Credentials if a GigOps Admin turned credentials off for your company.

PERMITS

AVAILABLE IN FESTIVALOPS ACTIONOPS CORALOPS

Permits is the register of everything you have to be given permission for: the authority, the number, what it covers, when the filing has to be in, where the application has got to, when it expires, and the inspections that come with it. In the left menu, under Plan, choose **Permits**.

What it is called and what it holds follows your product. An event tracks special event, building, tent and structure, fire safety, electrical, crane and rigging, road closure, parking, noise, amplified sound, signage, health and food, liquor, pyrotechnics, drone, environmental, trade waste and broadcast permits. A research programme tracks research, MPA access, collection, CITES and import or export permits, and the page is called **Permits & CITES**. Owners, Company Admins, Tour Managers, Ops and Coordinators add and change permits; the cards at the top count what is open, which filings are due, how many inspections are ahead, and what is expiring or expired.

How do I add a permit?

- 1 In the left menu, under Plan, choose **Permits**.
- 2 Choose **Add permit** (top right).
- 3 Pick a **Type**, and a **Stage** for where the application is (see below).
- 4 Fill in the **Authority** (the office that issues it) and the **Permit number** once you have one.
- 5 For an event, give the **Jurisdiction** (whose rules apply, for example a county) and an **Owner**, the person who files it.
- 6 Describe what it covers in **Scope**, for example "three 40x60 tents, athlete village".
- 7 Choose the event it belongs to, or leave it company-wide.
- 8 Set **File by** (the date the application has to be in), **Applied on**, **Issued on** and **Expires on** as each becomes true.
- 9 Add **Notes** for conditions or what the authority asked for, and choose **Add permit**.

A permit needs at least a type, an authority or a number. Leave the expiry blank for an open-ended permit.

What do the stages mean?

Stage is where the application has got to: **Not started**, **Preparing**, **Submitted**, **In review**, **Issued**, **Rejected** or **Not required**. It is a different question from **Status**, which describes the permit once it exists (Active, Pending, Expired, Suspended). An application can sit in review with no permit yet, and last year's permit can be Issued and Expired at the same time without anything being wrong.

The dot at the start of a permit's row reads the whole picture: red for expired or rejected, amber for expiring within a month or a filing date close with nothing submitted, blue while it is with the authority, green once it is good.

How does the filing date work itself out?

A permit has to be in hand by the day the work it allows begins, and the authority takes as long as it takes. Give it both and the app says when the application has to go in:

- 1 Open the permit and set **Needed in hand by** to the day the work starts.
- 2 Set **Review days** to the turnaround the authority states, for example 30.

The permit then shows "worked back from that date less the review days", and the filing date it arrives at is what the list, the reminders and the calendar all use. Typing a date in **File by** yourself always wins; clear it and the worked-out date comes back.

What goes on the calendar for a permit?

If the permit belongs to an event, its filing date is an entry on that event's advance calendar as soon as there is a date, named "File: " and the permit. It carries the review days as the lead time after it, which is how anything waiting on the permit gets flagged **at risk** when the filing is cutting it fine. Set **File after** on the permit to whatever has to be finished before you can file (an engineering package, another permit being issued) and the filing lands in that chain, so it is flagged at risk if the thing before it is late.

As the application moves, the entry follows: it reads as met once the stage is Submitted, In review or Issued, missed if it is Rejected, and comes off the calendar entirely if the permit turns out to be **Not required**. Like an inspection's entry, it is marked **From a permit** in Planning and carries **Open the permit** instead of the usual controls, because the permit owns it.

Who is reminded about a permit?

- **Before a filing date.** If a permit has a **File by** date and is still Not started or Preparing, its owner and your Company Admins are told once, three weeks ahead by default.
- **Before an expiry.** Company Admins are told within 30 days of the expiry date, and again if it lapses. Renewing a permit (changing its expiry) arms that reminder again.
- **Before an inspection.** Its owner and your Company Admins are told once, a week ahead by default. Each of these is sent once so the bell does not fill with the same date. Changing an inspection's date or time, or a permit's filing or expiry date, arms the reminder again.

How do I schedule an inspection?

- 1 Open the permit and find the **Inspections** box.
- 2 Choose **+ Schedule an inspection**.
- 3 Say what is being inspected (for example "Final structural"), then set the **Date**, the **Time** and how many **Minutes** it should take.
- 4 Fill in the **Inspector**, their **Phone** and **Email**, and pick **Who meets them** from your team.
- 5 Set **Where** (for example "Buttermilk, village lot") and **Notes** for what has to be ready, for example the stamped drawings.
- 6 Choose **Schedule it**.

One permit can have as many inspections as it needs: a rough-in, a final, a re-inspection. Each one keeps its own date, time and contact.

What does scheduling an inspection put on the calendar?

If the permit belongs to an event, a scheduled inspection becomes an entry on that event's advance calendar straight away, on its own day and at its own time, under the **Inspections** topic in the **Event build** section. You will see it:

- in Planning under **Deadlines**, and on the **Gantt** chart with everything else dated,
- on **Home**, under **Your deadlines**, for whoever is meeting the inspector,

- in the event's subscribed calendar feed, so it lands in the calendar app on your phone with the inspector's name and number on it (see "How do I subscribe to the tour calendar in Google, Apple or Outlook?" in the Home help).

The inspector's name, phone and email and the place all travel with it, because the person reading it on their phone at the gate is the one who has to make the call.

If the permit is company-wide, there is no event calendar to put it on, and the box says so. Choose an event on the permit and its inspections appear on that event's calendar; take it off the event and they come off again.

How do I move or cancel an inspection?

Open the permit, choose the inspection, change what you need and choose **Save**. The calendar entry follows: a new date or time moves it, a new inspector or place rewrites it.

To call one off, set its **Status** to **Called off**. The inspection stays on the permit as a record, and the calendar entry comes off. Set it back to **Scheduled** and the entry comes back. Clearing the date does the same thing. **Delete** removes the inspection and its calendar entry for good.

How do I record what happened at an inspection?

Open the inspection and set its **Status** to **Passed** or **Failed**, and write what was said in **What happened**, including anything that has to be fixed. The calendar entry reads as met when it passed and missed when it failed, so the event's calendar shows how the build actually went.

Why can't I edit an inspection from the calendar?

Because the permit owns it. A calendar entry that came from an inspection is marked **From a permit** and carries **Open the inspection** instead of the usual controls, which takes you to the inspection itself. It is one record in one place: if the calendar could be edited too, the next save on the permit would quietly undo it.

How do I record what a permit costs?

Open the permit and fill in the **Fee**, its **Fee status** (To pay, Paid or Waived) and a **Receipt or ref** if you have one. If the permit belongs to an event, the fee goes straight onto that event's budget as a line called "Permit" and the permit type, under the **Permits** category, pending while it is still to pay and approved once it is paid. Change the amount and the line changes; mark it Waived, clear the amount, or take the permit off the event and the line comes off. Marking it Paid dates it for you.

A company-wide permit has no event budget to sit on, so its fee is kept on the permit and counted in the **Fees to pay** card at the top of the page.

Who can see what a permit costs?

A fee is money, so it follows the same rule as a sponsorship value: Owners, Company Admins and Finance see it, and so does whoever is named as the permit's **Owner**, because they are the one filing it and paying it. Everyone else runs the module without it: they see the permit, its stage, its dates and its inspections, and whether there is a fee still to pay, but not the amount, not the receipt reference and not the page total. The fee fields are not on their form at all, and the server drops them from anything they send, so nobody can set a fee they cannot see.

A permit pack never carries fees, only the filings: what a permit costs changes between events and a pack is shared.

How do I reuse a jurisdiction's permits on the next event?

The filings a county wants rarely change between events, so save them once as a **pack**:

- 1 Set one event's permits up properly, with their authorities, review times and the day each is needed.
- 2 On the Permits page, choose **Save as a pack**, give it a name and say whose rules they are.

Each filing date is kept as a number of days from that event's first day, so it travels.

To use one, open the event you want them on and choose **Apply a pack**, then **Apply** next to it. Every permit in the pack is added to that event with its authority, jurisdiction, review time and a filing date counted from the new event's own dates, each one Not started with nothing filed yet, and each with its filing already on that event's calendar. Nothing already on the event is touched, so applying a pack twice gives you two sets: apply it once, to a fresh event.

Packs sit alongside the deadline templates in Planning, so a pack that also carries ordinary deadlines works the same way.

How do I schedule the visit after a failed one?

Open the failed inspection. It offers **Schedule a re-inspection**, which starts a new visit with the same inspector, phone, email and place, named as a re-inspection, with what has to be fixed already in its notes and no date until you book one. The failed visit stays on the permit as the record of what happened.

How do I attach the permit document?

Save the permit first, then open it and use the scan field at the bottom to attach the issued permit or the stamped drawings. The file is held with the permit and opens from there.

Why can't I see Permits?

Permits is part of ActionOps, FestivalOps and CoralOps. On a touring, venue or promoter account the module is not there at all. Within a company, Finance, Legal and View only seats do not see it by default, because it is operational; a Company Admin can give one person Permits in **Users & access** if they need it.

VENUEOPS

VenueOps runs a venue: its profile and tech pack, its rooms and spaces, holds and avails, the venue calendar and private rentals.

VENUE PROFILE

AVAILABLE IN **VENUEOPS**

The Venue profile is your tech pack, entered once: stage and rigging, power, audio and video, loading and parking, backstage and wifi, catering and merch, policies and crew, contacts, nearby places, photos, vendors, documents and plans. Every tour or promoter that books you gets it on their booking, and it also feeds your public venue page. In the left menu, under Venue, choose **Venue profile**. It belongs to VenueOps. Owners, admins, managers, ops and coordinators can edit it; View only seats read it.

How do I create my venue profile?

- 1 In the left menu, under Venue, choose **Venue profile**.
- 2 Choose **Create venue profile**.
- 3 Type the **Venue name** (required). When Google search is available, pick your venue from the search above the name and the address, phone and website fill in.
- 4 Fill in **Street address, City, State / region, Country, Venue type, Max capacity, Timezone, Phone, Website** and **Booking email**.
- 5 Choose **Create venue**.

The profile opens on **Stage & rigging** so you can carry on. Picking the venue from the Google search also sets its map position, which tours use to find you by distance.

How do I fill in the tech pack?

- 1 In **Venue profile**, choose a tab: **Overview, Stage & rigging, Power, audio & video, Loading & parking, Backstage & wifi, Catering & merch** or **Policies & crew**.
- 2 On the room tabs, pick the **Space** at the top first (each room has its own tech).
- 3 Fill in the fields and choose the **Save** button at the bottom of the tab (for example **Save stage & rigging**).

The **Tech pack completeness** bar shows a percentage and lists what is still missing.

How do I import my existing tech pack?

- 1 In **Venue profile**, choose **Import tech pack**.
- 2 Paste the text of your tech pack or house rider into the box, or under **Or read a file (PDF or photo)** choose a file, or pick a document you already uploaded.
- 3 Choose **Find fields**. GigOps reads it and lists the fields it found.
- 4 Untick anything wrong.
- 5 Choose **Apply selected**.

Nothing is saved until you apply. Room fields go onto the space selected on the profile, so pick the right space first. If nothing is found, try a cleaner copy of the text. Import needs AI to be enabled for your workspace; without it you see "AI parsing is not enabled for this workspace."

How do I change the venue's name or address, or delete the venue?

Choose **Edit details** at the top of **Venue profile**, change the fields and choose **Save**. To delete the venue, open **Edit details** and choose **Delete venue**, then confirm. Its spaces, contacts and vendors are deleted; documents and plans are kept but detached.

Can I have more than one venue?

Yes. Choose **Add venue** at the top of **Venue profile**. When you have more than one, a dropdown next to the venue name switches between them, and **Calendar & holds, Spaces** and **Avails** follow the venue you picked.

What is the public page, and what does it show?

Every venue has a public page anyone with the link can open. Choose **Public page** to see it, or **Copy link** to share it. It shows your overview and the public parts of the tech pack, contacts marked **Show on public page**, preferred vendors, photos and documents set to **Public page**. Wifi details, house notes, local crew notes, private contacts and other documents never appear on it. If your open dates are public (see **Avails**), the page links to them and offers a calendar subscription of the open dates. Your logo, when you add one, sits at the top of the page. The page works on a phone and follows the visitor's light or dark setting.

How do people ask me for a date from the public page?

When your open-dates page is off, or has a password, the public page shows a **Request a hold** form: **Your name, Email, Company, Artist / act, Date**, the **Room** (with more than one), **Other dates that work** and **Notes**. No account is needed. Each request holds one date: it goes onto **Calendar & holds** as a ranked hold with the person as agent, the company as the event title and the other dates in the notes, and your admins get a notification. It also shows under **Hold requests from your public pages**

on **Avails**. The person is told the request was sent and that you will reply by email; the form never tells them whether the date is free, so it cannot be used to read your calendar. A request for a date that is taken, dark or already full on its ladder is not placed; you get a notification with their details to answer by email instead. To turn the form off, untick **Hold request form on your venue page** on **Avails**; the page then shows your email address.

How do I add my logo?

- 1 In **Venue profile**, choose the **Photos** tab.
- 2 Under **Logo**, choose **Upload logo** and pick a PNG, JPEG or WebP image (512 KB at most).

The logo shows at the top of your public venue page, your open-dates page and its embed. Choose **Replace** to change it or **Remove** to take it off. It is not one of the room photos.

How do I add contacts?

- 1 In **Venue profile**, choose the **Contacts** tab.
- 2 Choose **Add contact**.
- 3 Fill in **Name**, **Role**, **Email** and **Phone**. Tick **Primary contact** and, if you want it on the public page, **Show on public page**.
- 4 Choose **Add contact**.

Contacts not marked public are shared with your bookings only.

How do I upload documents and plans?

- 1 In **Venue profile**, choose the **Documents & plans** tab.
- 2 Choose **Upload document**, pick the **File**, give it a **Name** and **Category**.
- 3 Pick the **Visibility**: **Public page**, **Bookings only**, **Confirmed bookings only** or **Private**.
- 4 Choose **Upload**.

You can change a document's visibility later from its row. Under the plans list, **Attach existing drawing** links a CAD drawing to the venue and **Open CAD** opens the editor; **Detach** removes a plan.

How do I add photos of the room?

- 1 In **Venue profile**, choose the **Photos** tab and **Add photos**.
- 2 Pick the **Room** (or **Whole venue**) and the tech pack **Section** (Loading, Rigging, Stage and so on).
- 3 Choose the photos (PNG, JPEG, WebP or GIF, up to 6 MB each) and an optional **Caption**.
- 4 Choose **Upload**.

Photos are public, like your tech pack: they show on the public page and on bookings beside their section.

How do I list nearby places for visiting crews?

On the **Nearby** tab, choose **Add place**, pick the **Kind** (hospital, pharmacy, laundromat, late food and so on), and fill in **Name**, **Address**, **Phone**, **Hours** and **Notes**, then **Save**. Tours see this list on their booking; it is not on the public page. When drive times are available, they fill in from the venue when you save.

How do I add my preferred or required vendors?

On the **Vendors** tab, choose **Add vendor**, fill in the **Vendor name**, **Category** and contact details, and tick **Preferred** or **Required by the house** (exclusive catering, house security). Choose **Find in marketplace** to add a vendor from the vendor marketplace, or **Copy to other venues** to reuse the list. Tours can ask a preferred vendor for a quote straight from their booking.

How do I track insurance, certificates and inspections?

On the **Compliance** tab, choose **Add item**. Pick the **Kind** (insurance, fire certificate, occupancy permit, liquor licence, inspections) and the **Room**, and fill in **Title**, **Reference**, **Issued**, **Expires**, **Next inspection**, an optional **File** and **Notes**, then **Save**. Each item shows **Current**, **Due soon** or **Expired**, and your admins get a notification 30 days before anything expires or falls due. Compliance is private to your company.

What are Settlement defaults and Crew calls?

- **Settlement defaults**: your standard costs (rent, facility fee, staffing, card fees, tax). When a booking confirms, they are proposed on its settlement automatically. Choose **Add default** to add one. A tick can show a rough cost calculator on your public page, built from the shared lines only.
- **Crew calls**: call templates (box office, bar, security, stagehands) with positions, counts, call times and end times. Choose **Add template**. A template can be for a **Show type** (Club night, Seated show, Wedding) and **In room** (one of your spaces). When you confirm an event or add a private event, it gets the template for its show type in its room, else for its show type, else for its room, else the **Default** one. Fill the positions on Crew, Schedule. Settlement defaults can be edited by owners, admins, managers, finance and legal.

What does the Analytics tab show?

Booked days by space and month, your promoter book (holds, confirmed, conversion, average gross and whether they settled on time), where holds come from, and bookings with tours, from your calendar, bookings and locked settlements. With several venues, pick **This venue** or **All venues**.

How do I change the emails my venue sends?

- 1 In **Venue profile**, choose the **Emails** tab. It lists every email your venue sends promoters and agents: **Hold confirmation**, **Proposal cover**, **Deposit reminder**, **Date confirmed**, **Hold moved up**, **Hold challenged** and **Hold released**, with when each goes.

- 2 Choose **Edit** next to one.
- 3 Change the **Subject** and the **Body**. Click a placeholder, such as {venue}, {date}, {act}, {contact_name} or {fees}, to put it where the cursor is. {fees} lists your shared Settlement defaults.
- 4 Watch the preview on the right, filled with sample values, then choose **Save**.

Leave a blank line between paragraphs; a paragraph whose placeholders are all empty is left out. **Use the default words** fills the form with the original text, and **Reset to default** puts it back for good. Every venue your company runs uses the same words. View only seats can preview them but not change them.

How do I claim my venue, or dispute who holds it?

A tour's booking request reaches the venue on GigOps that holds its building's Google place. Under the venue's name, Venue profile says where you stand: **Confirmed as yours**, **Not confirmed** (only you have registered it), **Contested** (another company has too, so requests reach neither) or **Held by another company**.

- 1 Make sure the venue was picked from the Google search (Edit details); claims need it.
- 2 Choose **Claim this venue** (or **Dispute ownership** when another company holds it).
- 3 Check the line about your work email: it matches when your email is on the venue's website domain. A personal mail address never matches.
- 4 Add a **Note for the GigOps team** and, if you can, a **Document** such as a lease, a licence or a letter on the venue's letterhead (PDF, JPEG or PNG, up to 5MB). A note or a document is needed when your email does not match.
- 5 Choose **Send for review**.

A GigOps Admin reviews it and you hear by email and on the bell. Approved, the building is yours on GigOps and no other company can take it. Owners and Company Admins can claim, and can **Withdraw** a claim while it waits.

What is the page GigOps built for my venue before I joined?

When tours on GigOps play a venue that is not on GigOps yet, there is a page for it at app.gigops.ai/place/ followed by its Google place code. It shows only the venue's name and town, as the tours entered them, nothing about the tours, and it is kept out of search engines. **Claim this venue** on it signs you up for VenueOps with your venue profile started from what the tours entered, and files your claim for review. Once a venue on GigOps holds the building, the page sends visitors to that venue's own page.

SPACES

AVAILABLE IN **VENUEOPS**

Spaces are the rooms and stages inside your venue (a main room, a ballroom, a patio stage), each with its own capacity, stage size, tech and ticket manifests. Holds, bookings and counts are all kept per space. In the left menu, under Venue, choose **Spaces**. It belongs to VenueOps. Create your venue on **Venue profile** first; until then, Spaces says "Create the venue first".

How do I add a space?

- 1 In the left menu, under Venue, choose **Spaces**.
- 2 Choose **Add space**.
- 3 Type the **Name** (required, for example "Main room").
- 4 Fill in **Capacity (standing)**, **Capacity (seated)**, **Stage width (ft)**, **Stage depth (ft)**, **Stage height (ft)** and **Notes** as you know them.
- 5 Choose **Add space**.

You can also add a space from any room tab on **Venue profile**, next to the **Space** picker.

Where do I enter a space's full tech?

The space form only holds the basics. The full tech for each room (rigging, power, loading, backstage, wifi, catering) lives on the **Venue profile** tabs. On a space's card in **Spaces**, choose **Stage & rigging**, **Power & AV** or **Loading** to jump straight to that tab with the space already picked.

How do I edit or delete a space?

- 1 On the space's card in **Spaces**, choose **Edit**.
- 2 Change the fields and choose **Save**.

To delete it, open **Edit**, choose **Delete** and confirm. A venue always needs at least one space, so the last one cannot be deleted.

What does a space card show?

Each card shows the space's name, its standing and seated capacity (or "Capacity not set"), its stage size (or "Stage size not set") and its catering mode, plus buttons for **Stage & rigging**, **Power & AV**, **Loading** and **Manifests** (with how many it has).

What is a manifest, and how do I add one?

A manifest is one way you scale the room (GA, seated, in the round): its price tiers, the capacity of each, and the seats it kills. A booking in the room counts its sellable number from the default manifest, or the one picked on its **Counts** tab.

- 1 On the space's card, choose **Manifests**.
- 2 Choose **Add manifest**.
- 3 Type the **Name** and tick **The room's default** if it is the usual layout.

- 4 Under **Price tiers**, fill in each **Tier**, **Capacity** and **Price**; choose **Add a tier** for more.
- 5 Under **Kills**, choose **Add a kill** for seats you will not sell (camera position, mix position), with the **Tier**, **Seats** and **Why**.
- 6 Choose **Save manifest**.

The list shows each manifest's **Capacity**, **Kills**, **Sellable** and **Potential gross**.

How do I change or delete a manifest?

In **Manifests**, choose **Edit** on the manifest, change it and choose **Save manifest**. To remove it, open it, choose **Delete** and confirm. Bookings that used it go back to the room's default.

I have several venues. Which venue's spaces am I seeing?

The venue name shows at the top of **Spaces**. With more than one venue, use the dropdown next to it to switch. The choice carries over to **Venue profile**, **Calendar & holds** and **Avails**.

Why can't I add or edit spaces?

Adding and editing spaces needs an owner, admin, manager, ops or coordinator seat. Editing manifests needs one of the same seats. View only seats can read the spaces but not change them.

AVAILS

AVAILABLE IN **VENUEOPS**

Avails is where you choose who sees your open dates: a public open-dates page anyone can use to request a hold, a listing in the tours' **Find open dates** search, and private shares with the agents, promoters and tours you pick. It also lists the hold requests waiting for your answer. In the left menu, under Venue, choose **Avails**. It belongs to VenueOps. Create your venue on **Venue profile** first. Changing these settings needs an owner, admin, manager, ops or coordinator seat.

What do other people see of my calendar?

Dates only, never names. An open date shows as open, a held date as held (and, at the "Dates and holds" level, how deep the holds go), and booked and dark dates as unavailable. The acts, promoters and agents on your calendar are never shown. When you have several rooms, each room's dates are shown on their own, so a busy main room never reads as open because a smaller room is free.

How do I turn on my public open-dates page?

- 1 In **Avails**, under **Public open-dates page**, tick **Public open-dates page is on**.
- 2 Choose **Open page** to see it, or **Copy link** to share it.

Anyone with the link sees your dates and can click an open date to request a hold, with no account needed. Your public venue page also links to it. Untick the box to take the page down.

Can I put a password on the open-dates page?

Yes. With the page on, choose **Add password** under it and enter one (at least 4 characters). Visitors then see "This link is protected" and enter the password once; it lasts the working day in that browser tab. **Show** looks the password up again so you can re-send it, **Change** replaces it (everyone needs the new one) and **Remove** opens the page to anyone with the link again. While the page has a password, your public venue page labels its button **Open dates (password)**, keeps the **Request a hold** form for everyone else, and your website embed shows a button to the page instead of the dates.

Can people subscribe to my open dates in their calendar?

Yes. The open-dates page has **Subscribe** (for Google Calendar, Apple Calendar or Outlook) and an **iCal link (https)**, and **Copy calendar link** on **Avails** copies the same link for you to send. The feed has the next six months: each open date as "Open at" your venue (naming the rooms that are open when you have more than one), and each held date as "Held", never with a name. With a password on the page, the link carries a key that only the unlocked page shows, and changing the password retires every copy of the old link. Turning the page off stops the feed.

What happens when someone requests a hold from the public page?

The request goes straight onto your **Calendar & holds** as a ranked hold, behind any hold already on that date, with the person's name, email, phone, company and act, and the note "Requested from the open-dates page". Your admins get a notification, and the request is listed under **Hold requests from your public pages** with an **Open** button. A date whose hold ladder is full under your **Hold rules** shows as taken and takes no more requests. From there you treat it like any other hold: confirm it, release it, or link it to a tour or promoter on GigOps. The person's email gets rank changes and challenges like any agent email on a hold.

How do I show my open dates on my own website?

- 1 Turn on the public open-dates page.
- 2 Choose **Copy embed code**.
- 3 Paste the code into your website's HTML.

It shows your open dates on your site, and a click opens your open-dates page to request a hold.

How do I appear in tours' searches on GigOps?

Under **Discoverable to tours on GigOps**, tick **Appear in tour searches**. Tours and festivals routing near you then see your open dates in **Find open dates** and can place a hold in one click. This needs the public open-dates page on as well. Tours search by distance, so set your address with the map search on **Venue profile** (Edit details); until then Avails reminds you.

How do I share my tech pack on the GigOps API?

On the **Tech pack on the GigOps API** card, tick **Share my tech pack on the API**. Agents' and tours' own tools can then read your tech pack through the GigOps API with their API key: exactly what your public venue page shows (rooms and their public tech-pack fields, public contacts, preferred vendors and the list of public documents), never the wifi, the confirmed-tier fields or your calendar. Untick it to stop. See the API keys and webhooks guide for how the API works.

How do I share my avails with one agent, promoter or tour?

- 1 Under **Shared with**, choose **Share avails**.
- 2 Enter their GigOps **Email**.
- 3 Pick the **Level: Dates only**, or **Dates and hold depth** (also shows how many holds are on each date).
- 4 Optionally set **Expires in (days)**; leave it empty for no end.
- 5 Choose **Share**.

Their whole company sees your dates in **Find open dates**, even with the public page off, and they get a notification. The email must belong to someone already on GigOps; if not, the message says so, and you can send them the public page instead.

How do I stop sharing with someone?

In the **Shared with** table, choose **Revoke** beside the company and confirm. The table shows each **Company**, the email it was shared **Via**, the **Level** and when it **Expires**.

Where do I answer hold requests from tours?

Under **Hold requests waiting for you**, each request shows its date, the act or tour, the company and its hold rank. Choose **Answer** to open the booking and accept or decline it, or **Open bookings** for the full list. Requests from tours on GigOps also appear in **Bookings** under **Needs your answer**.

How do tours find and hold my dates?

On their side, in **Bookings**, they choose **Find open dates**, search by dates, distance, capacity and venue type, and click one of your open dates. That places a hold on your calendar (ranked behind any already there) and sends you a booking request. A held date can still take a hold behind the current one. They can also ask to be told when a date in a window opens. A promoter holds the date as the buyer.

CALENDAR & HOLDS

AVAILABLE IN **VENUEOPS**

Calendar & holds is your venue's diary: holds ranked per space and date (H1, H2, H3...), confirmed shows, private events, dark days and maintenance. Confirming a hold creates the event sheet for the night and releases the other holds on that date. In the left menu, under Venue, choose **Calendar & holds**. It belongs to VenueOps. Create your venue on **Venue profile** first; until then the page says "Create the venue first". Owners, admins, managers, ops and coordinators can change the calendar; other seats read it.

How do I read the calendar?

- Pick the space at the top (**All spaces**, or one room). With several venues, the first dropdown switches venue, and **All venues** shows every venue on one grid (pick one venue to add holds).
- Choose **Month**, **Year** or **Holds** for the view. Use the arrows and **Today** to move.
- Colours follow the legend: **Confirmed**, **Hold**, **Private** and **Dark**. A hold chip shows its rank, such as **H1**. A dashed red hold is under challenge.
- A day with more than three items shows how many more (for example "+2 more"). A weekday closed by a dark-day rule reads "Dark by rule". In **Year**, click a month or a day to open that month.

How do I filter the calendar?

Under the toolbar, the **Show** row ticks which kinds of entry appear: **Shows** (confirmed events), **Holds**, **Rentals and private** (private events) and **Internal** (dark days, maintenance and weekly dark rules). The dropdown beside them shows one promoter's entries only (**Every promoter** shows all). **Show everything** clears the filters. The month grid, the year grid and the counts under the grid follow the filters, and the line under the grid says "(filtered)" while one is on. The **Holds** view follows the promoter you pick but always lists every hold. Your filters are remembered for you in this browser, so the calendar opens the way you left it.

How do I add a hold?

- 1 Click a day on the month grid, or choose **Add hold**.
- 2 Check the **Type** is **Hold** and pick the **Space** (or **All spaces** to hold every room).
- 3 Set the **Start date** and, for a run, the **End date**.
- 4 Fill in **Artist / act** or **Event title** (one of them is required), and optionally **Promoter**, **Agent**, **Agent email**, **Agent phone**, **Expires in (days)** and **Notes**.
- 5 Choose **Place hold**.

The hold is ranked automatically behind any hold already on those dates for that space, and the toast tells you its rank. A hold cannot go on a date that is confirmed, private, dark or under maintenance for that space, or on a weekday that is dark by rule.

How does the hold ladder work?

Each space and date has its own ladder: the first hold is H1, the next H2, and so on. **Hold rules** sets how deep it goes (see below); with a depth set, ranks read "H2 of 3". When a hold is released, expires or loses a challenge, every hold below it moves up one rank. If a hold has an **Agent email**, that address is emailed when its rank moves and when it is challenged. The **Holds** view lists every open hold with its **Date**, **Space**, **Rank**, **Act**, **Promoter / agent** and **Expires**, with **Open**, **Challenge** and **Confirm** buttons.

How do hold expiry dates work?

In **Expires in (days)**, enter how many days the hold lasts. Leave it empty to use your venue's default, which the field shows as a placeholder ("never" when there is none). When a hold passes its expiry, it is released automatically and the holds below move up. The event view shows "Hold expires" with the time.

How do I challenge a hold?

A lower hold can challenge the hold directly above it on the same space and dates, when both are active.

- 1 In the **Holds** view, choose **Challenge H1** (or whichever rank is above) on the lower hold's row, or open the lower hold and choose the same button.
- 2 Confirm. The message says how many hours the holder gets (48 by default).

The challenged hold turns dashed red with "answer by" and its deadline. Its agent gets an email and your admins get a notification. The holder must confirm or release before the deadline; if they do neither, the hold is released automatically and the challenger moves up. A hold can be under only one challenge at a time. **Hold rules** changes the challenge window.

How do I set the hold rules?

- 1 Choose **Hold rules**.
- 2 Set **Holds per date**: how deep the ladder goes on one date in one space (H1 to Hn, up to 20). Leave it empty for no limit, which is how every venue starts.
- 3 Set the **Challenge window (hours)** (48 to start) and **Holds expire after (days)** (empty is never).
- 4 Choose **Save**.

The rules cover every hold: the ones you place, the ones tours request and the ones from your public page. Once a date's ladder is full, the next hold on it is refused with "The hold ladder ... is full", moving a hold onto it is refused too, and your open-dates page and tour searches show that date as taken. Holds already placed keep their rank when you lower the depth.

How do I confirm a hold?

- 1 Open the hold (click its chip, or **Open** in the **Holds** view).
- 2 Choose **Confirm**, and confirm the message.

Every other hold on those dates for that space is released (their agents are emailed), an event sheet is created for the night, and the house crew call is added from your call templates (the one for the event's **Show type** and room, else the default). If the hold is linked to a booking, the booking becomes **Confirmed**, the tour or buyer is told, and the confirmed-tier tech pack (wifi) opens to them. You can also add a confirmed event directly: choose **Add event** and set **Type** to **Confirmed**.

How do I edit or release a hold?

Open the hold, change **Artist / act**, **Event title**, **Show type**, **Start**, **End**, **Space**, **Load in**, **Doors**, **Show**, **Curfew**, **Promoter**, **Agent**, **Agent email**, **Agent phone** or **Notes**, and choose **Save**. Moving a hold to other dates or another space re-ranks it there. To let the date go, choose **Release hold** and confirm. Holds below it move up. If the hold was linked to a booking, the booking is cancelled and the other side is told. **History** in the event view lists every change, release, promotion, challenge and confirm.

How do I add a private event, dark day or maintenance?

- 1 Choose **Add event**. The **Add to calendar** window opens on **Private event**.
- 2 Keep **Private event**, or set **Type** to **Dark**, **Maintenance** or **Confirmed**.
- 3 Pick the **Space**, **Start date** and **End date**, and fill in **Artist / act**, **Event title** and **Notes** as needed.
- 4 Choose **Add**.

Holds cannot be placed on these dates. To remove one, open it and choose **Delete**.

How do I set weekly dark days?

- 1 Choose **Dark days**.
- 2 Tick the **Weekdays** the room never books.
- 3 Pick the **Space** (or **All spaces**) and an optional **Label**, such as "Closed Mondays".
- 4 Choose **Add rule**.

Those weekdays show as dark, and a hold on one is refused. Choose **Remove** beside a rule to delete it. For a one-off dark day, add a **Dark** event instead.

How do I cancel a confirmed event?

Open the event and choose **Cancel event**, then confirm. The event sheet is kept and marked cancelled. If the event was linked to a booking, the booking is cancelled and the other side is told. A confirmed event cannot be deleted; cancel it instead.

What else can I do from a confirmed event?

- **Open event sheet** opens the show created for the night.

- **House crew call** opens the house crew call (private events have one too): each position with its times and who is on it. Add a position with its dept, count, call and end time and choose **Add**, or pick **Apply a template...** and **Apply**. Choose **Schedule crew** to put people on the positions. The tour or buyer sees this call on the booking once the date is confirmed.
- **Show type** (Club night, Seated show, Wedding) picks which call template the event gets. An event confirmed without one, for example from a tour's booking, gets its call when you set the type, if it has none yet.
- **Announce date** and **On-sale date** sit under the times once the date is confirmed. They are saved on the event's show, and the calendar chip's tooltip shows them.
- **Email** sends one of your venue emails about the night (see below).
- **Link to a tour** sends a booking request to the tour manager or promoter by their GigOps email (see Bookings). **Open booking** appears once it is linked.

How do I subscribe to my venue calendar in Google, Apple or Outlook?

- 1 Choose **Subscribe**.
- 2 Choose **Copy link** to copy the **Subscribe (webcal)** link, or copy the **HTTPS** link.
- 3 Add it to your calendar app as a subscribed calendar.

The feed has confirmed events, holds (as tentative), private events and dark days, and stays live. Anyone with the link can read it. If it leaks, choose **Rotate** for a new link, or **Revoke** to turn it off.

With more than one space, the window also lists **One space only**: a feed per space with only that room's entries, for someone who runs one room. Choose **Create link** beside a space, then **Copy link**. Each space feed has its own **Rotate** and **Revoke**, separate from the venue feed and from each other.

How do I bring in events from another calendar?

- 1 Choose **Import**.
- 2 Paste the calendar's **iCal / webcal link** (Google, Outlook or iCloud).
- 3 Add a **Label**, pick the **Space**, and choose whether it **Shows as Private event** or **Dark day**.
- 4 Choose **Add and sync**.

The calendar refreshes every hour. In the list, **Sync now** refreshes it at once, **Pause** and **Resume** stop and restart it, and **Remove** deletes the subscription and the events it brought in.

Why was my hold refused?

The message names the reason: the space is already confirmed, private, dark or under maintenance on that date, the date is a dark day by rule, or the date's hold ladder is full under your **Hold rules**. Pick another date or space, or release the blocking item first. Adding or editing holds also needs an owner, admin, manager, ops or coordinator seat.

How do I email a promoter or agent about a hold or an event?

- 1 Open the hold or the event on the calendar and choose **Email**.
- 2 Pick the **Email: Hold confirmation** (a live hold), **Proposal (with your standard fees)**, **Deposit reminder** or **Date confirmed** (a confirmed event).
- 3 **To** starts with the agent's email, else the promoter's from your directory. For a deposit reminder, add the **Amount due** and the **Due date**.
- 4 Add a **Note** if you like; it fills the {note} placeholder.
- 5 Check the preview and choose **Send**.

The words come from Venue profile > **Emails**, and replies go to your own email address. The email is kept on the event (its **Emails** list), on the show, and on the contact's **History** in Vendors > Promoters and buyers. When email is not set up on GigOps the email is kept but not sent, and it says so.

Which emails go out by themselves?

When a hold above another is released, the hold that moves up hears it (**Hold moved up**). When a hold is challenged, its holder hears the deadline (**Hold challenged**). When a date is confirmed to another event, the other holds on it hear they were released (**Hold released**). Each goes to the hold's agent email, in your words from Venue profile > **Emails**, and is kept on the event and the contact like the ones you send.

RENTALS

AVAILABLE IN **VENUEOPS**

Rentals is the private side of your venue: the weddings, corporate events, graduations and film shoots you rent rooms for. It keeps your clients and their contacts, the inquiry pipeline, rate cards per room, proposals the client accepts online, the rental on your calendar with its contract, the functions and orders that deliver it, the work orders your house crew tick off, and the invoices and payments. In the left menu, under Venue, choose **Rentals**. It belongs to VenueOps. Create your venue on **Venue profile** first; until then the page says "Create the venue first".

Anyone with a paid seat can add clients, inquiries, rentals, functions, orders and work orders. Prices (rate cards, services, proposals, contracts, invoices and payments) and **Settings** belong to owners, admins, managers, finance and legal. Ops and coordinators do not see invoices, payments or the aging unless a Company Admin sets **Rentals** to View or Edit for them in Users & access. View only seats read everything they can see and change nothing.

How do I track an inquiry?

- 1 Open the **Pipeline** tab and choose **New inquiry**.

- 2 Give it a **Title** (such as "Smith wedding"), pick the **Client** (or **New client...** to add one with a contact and email), the **Room**, the dates, **Guests**, **Source** and **Value**, and optionally **Close by** and **Notes**.
- 3 Choose **Add inquiry**.

The board shows each stage (**Inquiry**, **Qualified**, **Proposal**, **Contract**, **Booked** and **Lost**) with the count and value in it. Click a card to move its stage or change it. An inquiry moves to Proposal when you send its proposal, to Contract when the client accepts, and to Booked when the rental contract is signed; Booked cannot be set by hand. For a lost one, say why in **Lost reason**.

How do I set up rate cards and services?

- **Rate cards:** choose **New rate card**, name it, pick the room (and an event type if the card is only for one). It starts with a weekday and a weekend full-day rate; choose **Edit** on each to set the price, or **Add rate** for another. A rate has a **Day part** (full day, half day morning or afternoon, evening, by the hour), the **Days** it applies to (any day, weekdays or weekends), whether it is **Flat** or **Per hour**, a **Minimum hours**, a **Minimum charge** and a **Deposit %**.
- **Services:** your catalog of what you sell on top of the room, such as AV, staffing, catering, furniture, cleaning and power. Each has a price per unit, a **Taxable** tick, the **Crew department** that delivers it and, for the GL export, a **Revenue account**. Untick **In the catalog** to stop offering one.

How do I set up packages?

A package bundles room rates and services at one price, such as a wedding package with the ballroom for the day, a dance floor and the bartenders.

- 1 Open the **Packages** tab and choose **New package**.
- 2 Name it, then **Add a rate** (from your rate cards, with hours for an hourly rate) and **Add a service** (from your catalog) for everything it includes, each with a quantity.
- 3 Set the **Package price**, whether it is **Taxable**, a **Revenue account** for the GL export and, if it is only sold at one venue, the **Venue**. Choose **Add package**.

The list shows each package's price beside what its items cost on their own at today's prices. Untick **Offered** to stop using one without deleting it. Packages are set by those who price rentals; everyone can read them.

How do I write and send a proposal?

- 1 From an inquiry choose **Write proposal**, or open the **Proposals** tab and choose **New proposal**.
- 2 The room's rate for each date fills in from its rate card (weekday or weekend). Add more with **Add a rate**, **Add a service**, **Add a package** (one line at the package price that names what is in it) or **Add a line**, and change any quantity or price. Untick **Tax** on a line that is not taxable.
- 3 Set **Valid until**, the tax rate, an **Introduction** and the **Terms**, then choose **Save**.
- 4 Choose **Send**. It goes with your "Proposal cover" email (Venue profile > **Emails**), the PDF attached and a private link where the client reads it and accepts or declines. **Copy client link** gives you the link to send another way.

Once sent, a proposal is changed by choosing **Revise**, which drafts the next version with the same number; sending it replaces the old one. A proposal past its valid-until date expires. If a client says yes by phone, choose **Record acceptance**.

What happens when the client accepts?

Accepting on the link (with a typed name and a tick) books the rental: it goes on **Calendar & holds** as a private event in that room, linked to the client, so no show, hold or other rental can be placed over it. If the room has been taken in the meantime, the client is told the dates are no longer open and you get a notice. Your team hears of every answer on the bell. Open the rental from **Rentals** (or **Open rental** on the calendar event) and choose **Send contract to sign**: the contract is drawn from the rental, its accepted proposal, the payment schedule and your **Rental contract terms** (Settings), and goes through Signatures to you and the client. When both sign, the rental reads **Contracted** and its inquiry **Booked**.

How do functions block a room?

A function is one part of the event in a room: a ceremony, a dinner, a keynote. On the rental choose **Add function**, then set the room, the date, when it starts and ends, the **Setup before** and **Strike after** minutes, the **Setup style**, the expected and guaranteed guests and a floor plan from CAD. The room is held from the start of setup to the end of strike, past midnight if need be. Another function in that room in that window, a show, another rental or a dark day is refused with the reason. A function in another room or on another day than the rental's own event gets its own entry on the calendar. Change a rental's room or dates in **Rentals**; the calendar will not move or delete it.

How do orders and work orders reach the crew?

- On a function choose **Add order** to order a service from the catalog (or something not in it). It goes to the service's crew department.
- Choose **Draw from the orders** to make the work orders: one per function and department, with the room set and strike for the stagehands, due when setup starts. Drawing again after the orders change keeps what the crew already ticked off. **Add work order** writes one by hand, for a department or one crew member.
- Your house crew see their department's work orders (and any assigned to them) in GigOps Crew under **Work orders** (on the web and in the iPhone app), tick each item as they go, add photos of the job with **Add a photo**, and choose **Finish and sign off**: a note (needed if something is not ticked), the name of whoever signs it off, and a signature drawn with a finger on the phone. Whoever drew the work order hears when it is done.
- On the rental, the work orders list says how many photos each has and whether it was signed. Open one to see the photos (click one for full size), the signature and who signed. **Remove** under a photo takes it off the record. Setting a finished work order back to **Open** clears its signature, so the next finish is signed again.
- **Event order** prints every function with its room, setup, guests and orders, and the work orders, as a PDF for the operations meeting. Prices show only for those who can see money.

How do I see every room on one day?

Open the **Day grid** tab, or choose **Day grid** on a rental to open it on the rental's first day. Each room is a row and each hour a column, from 6 in the morning (earlier if something starts earlier) to midnight, or on to the small hours when something runs past midnight.

- A function shows its own time solid, with its setup before it and its strike after it hatched, so you can see when the room is held but not in use.
- A rental with no function that day, a show (load-in hatched, then doors or show time to curfew), a hold (dashed, with its rank, such as H1), a private event and dark or maintenance time each have their own colour; the key is under the grid. A weekday your venue is dark by rule shows as dark all day.
- Things that overlap in one room stack in lanes. Hover over a block for its times; click a function or rental to open the rental.
- Use the arrows, the date or **Today** to change day, and **Print** for a landscape page of the grid alone. The grid shows no prices.

How do I invoice a rental?

- 1 On the rental choose **Create invoice**. The accepted proposal's lines and every order not yet invoiced become its lines; you can change them while it is a draft.
- 2 Choose **Issue**. It gets its number, its terms and a payment schedule: a deposit (your Deposit %, due a few days after) and the balance (due before the event), or one payment when the event is close. **Edit schedule** changes it; the payments must add up to the total.
- 3 Choose **Send** to email it with your "Rental invoice" words, the PDF and a link to the invoice page, where the client sees what is paid, what is owed and when.

The client gets your "Deposit reminder" email before each payment is due (the reminder days in Settings) and again if it passes unpaid, when your Company Admins hear of it too. **Send reminder** sends one now.

How do I record payments, credits and refunds?

On the invoice choose **Record payment**. A **Payment** is money received; a **Credit** lowers what the client owes without money changing hands; a **Refund** gives back money received. A payment or credit cannot be more than the balance, and a refund cannot be more than was received. **Remove** takes out an entry recorded by mistake. An invoice with payments on it cannot be voided until they are refunded or removed. Online card payment is not switched on yet.

How do I see what clients owe?

- **AR aging** lists each client's unpaid payments by how far past their due date they are (not yet due, 1 to 30 days, 31 to 60, 61 to 90, over 90), as of the day you pick. Payments are applied to the schedule in date order.
- A client's page shows the balance owed across their invoices, their inquiries, proposals, rentals and every email sent to them.
- With QuickBooks Online connected (CFO view > **QuickBooks**), a sync sends your rental clients as customers, issued invoices as invoices and payments as payments applied to them; see the CFO view guide.
- **Download CSV** under GL export gives a double-entry journal for your accounting system for the dates you pick: invoices issued, payments, credits, refunds and voids, in the account codes set in **Settings** from your chart of accounts.

How do I send a client their statement?

Open the client (the **Clients** tab). Once an invoice has been issued to them, the balance line has **Statement PDF** and **Send statement**.

- The statement lists every invoice, payment, credit, refund and void with a running balance, the invoices still open with what is owed on each and when the next payment is due, and the aging (not yet due, 1 to 30 days, 31 to 60, 61 to 90, over 90 days late).
- **Send statement** asks who it goes to (the client's email or main contact by default), the day it is **As of**, an optional **From** date (everything before it becomes one brought-forward balance) and a note. It goes with your "Rental invoice" email (Venue profile > **Emails**) with the statement attached as a PDF, the balance as the amount, the next due date and a link to the oldest open invoice. **Preview PDF** shows it first. The email is kept on the client with the others.
- Sending is for those who price rentals; reading the statement follows who can see invoices.

What is in Settings?

Per venue: the tax name and rate, the currency, the proposal and invoice numbering, how long proposals stay open, the invoice terms, the deposit percentage and when the deposit and balance fall due, the reminder days, your standard proposal terms and rental contract terms, and the accounts for the GL export (receivable, rental revenue, sales tax payable, cash, credits).

PROMOTEROPS

PromoterOps runs a promoter or talent buyer's book, organised in Markets: offers to agents, the venues you buy from, the calendar of shows by state, daily ticket counts, marketing spend and the year's analytics.

OFFERS

AVAILABLE IN **PROMOTEROPS**

Offers is where a promoter writes an offer to an artist's agent: the deal, the ticket scaling and the show costs, with what they come to at a sellout. The agent answers on a private link with no account, and an accepted offer becomes the show with its deal. In the left menu, under Plan, choose **Offers**. Offers is part of PromoterOps only.

How do I write a new offer?

- 1 In the left menu, under Plan, choose **Offers**.
- 2 Choose **New offer**.
- 3 Type the **Artist**.
- 4 Pick a **Room** from your venue book (or leave it on **Not in the venue book**) and the **Date**.
- 5 Choose **Write the offer**.

The offer opens as a draft on its own page, where you fill in the rest. A room from the venue book starts the show costs from that room's rent and cost defaults.

Can I write an offer from a show or from a room in the venue book?

Yes, from either place:

- **From a show:** open one of your shows. When it has no offer, the show page says **No offer on this date**. Choose **Write an offer**. The show's date, room and Market carry over.
- **From a room:** in the left menu, under Plan, choose **Venue book**, then choose **Write an offer** on the room's row. The offer starts with the room's cost defaults.

When a show already has an offer, its show page shows the offer's status and an **Open offer** button.

How do I fill in the deal, ticket scaling and show costs on an offer?

Open the offer from the list in **Offers**, then fill in the sections:

- 1 **Act and agent:** **Artist**, **Genre**, **Agency**, **Agent** and **Agent email** (the offer link is sent there).
- 2 **Date and room:** **From the venue book**, **Market**, **Venue**, **City**, **Date** and **Capacity**. Picking a room from the book fills the venue name and city.
- 3 **Deal:** **Deal type**, then the **Guarantee** (it reads **Rent** for a flat rent or four-wall deal, and **Floor** for a door deal), **Currency**, **Percentage**, **Split after costs (%)** and **Promoter profit (%)**.
- 4 **Ticket scaling:** choose **Add a ticket type** for each tier, with its name, price and number of tickets.
- 5 **Show costs:** choose **Add a cost** for each cost, with its category, description, basis (**Flat**, **Per ticket** or **% of gross**) and amount.
- 6 **Terms the agent reads:** support, radius clause, merch split, production and so on.
- 7 **Internal notes:** only your team sees these.
- 8 Choose **Save**.

Per ticket and percent costs are counted at a sellout. When the offer is accepted, each cost becomes a budget line on the show.

What do the "At a sellout" figures on an offer mean?

The **At a sellout** panel on the right of an offer works out, as you type, what the deal comes to if every ticket sells:

- **Tickets** and **Gross potential** come from the ticket scaling.
- **Show costs** and **Net** come from the costs you entered.
- **Artist at a sellout** is the artist's share under the deal type.
- **You at a sellout** is what is left for you.
- **Break-even** is how many tickets you need to sell to cover the flat costs and what you owe the artist.

The agent sees the gross, the costs, the net and the artist's share. Your share and the break-even stay with your team.

How do I send an offer to the agent?

- 1 Open the offer in **Offers**.

- 2 Check the agent's email under **Act and agent**.
- 3 Choose **Send to the agent** (or **Send revised offer** when it has been sent before). What is on screen is saved first.
- 4 Set **Open until**, the date the offer expires. It defaults to a week from today.
- 5 Add an optional **Message**, or use **Draft with AI** to write one.
- 6 Choose **Send**.

The agent gets a private link by email. The offer must have an artist, a date, a venue and a deal type before it can go out. Once sent, the offer is fixed: withdraw it if you need to change the terms.

How do I use "Draft with AI" for the cover note on an offer?

- 1 Open the offer in **Offers** and choose **Send to the agent** (or **Send revised offer**).
- 2 Next to **Message (optional)**, choose **Draft with AI**.
- 3 The message box fills with a short note to the agent built from the offer: the artist, date, venue, deal, terms note, expiry and, for a revised round, the agent's last counter.
- 4 Read it, edit it, then choose **Send**.

Your internal notes are never used for the draft. If AI is not set up for your workspace, you see "Drafting is not enabled for this workspace. Write it by hand."

What if the agent has no email, or the email does not go out?

If the offer has no **Agent email**, or the email could not be sent, choosing **Send** shows the **Offer ready to send** window with the agent's link. Choose **Copy link** and send it to the agent yourself. You can copy it again later with **Copy the agent's link** on the offer page.

The link lets anyone who has it accept the offer, so only share it with the agent.

What does the agent see, and how do they answer an offer?

The agent opens the private link with no account. They see the deal, the ticket scaling, the show expenses, the figures at a sellout and your terms. They can:

- **Accept and sign:** type their full name and tick **I accept this offer on behalf of the artist**.
- **Counter:** say what they would accept (deal type, guarantee, percentage, a note) and choose **Send counter**.
- **Decline the offer:** with an optional reason.

You get a notification in the bell when the agent opens the offer, counters, accepts or declines.

How do I know if the agent opened my offer?

Open the offer in **Offers**. While it is with the agent, the banner at the top says when it was sent, whether it has been opened ("Opened ..." or "Not opened yet") and the date it is open until. The **History** list on the right shows every step: written, sent, opened, countered, accepted and so on, with who did it and when. You also get an "Offer opened" notification the first time the agent opens each round.

How do I answer a counter from the agent?

- 1 In **Offers**, a counter shows as **Countered**, and the list says how many counters are waiting for your answer.
- 2 Open the offer. The banner shows what the agent asked for and their note.
- 3 Change the terms yourself, or choose **Use their terms** to copy the agent's deal type, guarantee and percentage into the form.
- 4 Choose **Save**, then **Send revised offer**.

The revised offer goes out as the next round on the same link. You can also **Withdraw** it or **Record the answer** instead.

How do I change or withdraw an offer I already sent?

An offer that is with the agent cannot be edited. To change it:

- 1 Open the offer in **Offers** and choose **Withdraw**, then confirm. The agent's link then says the offer was withdrawn.
- 2 Change the terms and choose **Save**.
- 3 Choose **Send revised offer** to send it again.

A declined or expired offer can also be revised and sent again. An expired offer needs a new **Open until** date.

How do I record an answer the agent gave by phone or email?

- 1 Open the offer in **Offers**.
- 2 Choose **Record the answer**.
- 3 Pick **Accepted** or **Declined** under **Answer**, and add a **Note** (for example "Agreed on a call with the agent").
- 4 Choose **Record**.

Recording it as accepted books the show exactly as the agent's own acceptance would, on the terms in the form.

What happens when an offer is accepted?

Accepting books the show. The offer page shows a **Booked** section with each step:

- The show is added to the Market (or an existing show is confirmed). Choose **Open show** to go to it.
- The deal is written to the show, kept to your side.

- Each show cost is added to the show's budget.
- When the venue is on GigOps, a hold is asked of the venue with you as the buyer (**Open booking**). Otherwise, hold the date with the venue directly.
- When a tour on GigOps matches the agent's email and the date, a link is asked of the tour (**Open link**).

If a step could not be done, choose **Finish booking** to try again. An accepted offer cannot be edited or deleted: change the deal on the show.

Where is the signed record of an accepted offer?

When the agent accepts on the link, the banner on the offer says who signed it and when, with a terms code. Under it you find **Sealed with GigOps Sign**, with a **Verification page** link and **Download signed PDF**. The sealed copy can take a few seconds to appear after acceptance. An offer you recorded yourself says "recorded by your team" and has no signature.

How do I duplicate, print or delete an offer?

Open the offer in **Offers**, then:

- **Duplicate** copies the terms to a new draft, for another date or another act.
- **Print** opens a printable copy of the offer with the deal, scaling, costs and the figures at a sellout.
- **Delete** removes a draft, or a declined, withdrawn or expired offer. An offer that is with the agent must be withdrawn first, and an accepted offer stays as the signed record of the deal.

What do the offer statuses mean?

The offers list has four tabs: **Open**, **Accepted**, **Closed** and **All**.

- **Draft**: not sent yet.
- **Sent**: with the agent. A later round shows "round 2" and so on.
- **Countered**: the agent asked for different terms and is waiting for your answer.
- **Accepted**: booked.
- **Declined**, **Expired** or **Withdrawn**: closed, and you can revise and send it again.

An offer expires on its **Open until** date if the agent has not answered.

Who can write and send offers?

Company Admins and Company Users with the Manager, Finance or Legal role can write, send and record offers. View only seats can read them. Ops and Coordinator seats do not see Offers by default, because offers are deal terms. A Company Admin can change this for one person in their access settings. GigOps Support never sees the agent's link.

VENUE BOOK

AVAILABLE IN **PROMOTEROPS**

The Venue book is the list of rooms you play, on GigOps or not, with their rent and cost defaults and the open dates a venue has shared with you. An offer written for a room starts from its costs. In the left menu, under Plan, choose **Venue book**. The Venue book is part of PromoterOps only.

How do I add a venue that is on GigOps to my venue book?

- 1 In the left menu, under Plan, choose **Venue book**.
- 2 Choose **Add a room**.
- 3 Under **Find it on GigOps**, type the venue name or town.
- 4 Choose **Add** next to the venue in the results. A venue already in your book says **In your book**.

The room opens so you can add its contact and cost defaults. A GigOps room you hold a date at, or book an offer at, joins your book by itself.

How do I add a room that is not on GigOps?

- 1 In **Venue book**, choose **Add a room**.
- 2 Under "Not on GigOps? Add it by name.", fill in **Room**, **City** and **Capacity**.
- 3 Choose **Add room**.

The room opens straight away so you can add the address, contact and cost defaults.

How do I set a room's rent and cost defaults?

- 1 In **Venue book**, choose **Edit** on the room's row.
- 2 Under **Rent and cost defaults**, choose **Add a cost** for each charge.
- 3 For each cost, pick the category, type a description, pick the basis (**Flat**, **Per ticket** or **% of gross**) and enter the amount.
- 4 Choose **Save**.

A new offer at this room starts with these costs, and you can still change them on the offer. The **Costs** column in the list shows how many defaults each room has.

How do I edit a room's details or contact?

- 1 In **Venue book**, choose **Edit** on the room's row.
- 2 Change **Room, City, Capacity, Address, Contact, Email, Phone** or **Notes**.
- 3 Choose **Save**.

For a room that is on GigOps and listed publicly, the window also has a **Their tech pack on GigOps** link.

How do I star a room in my venue book?

In **Venue book**, choose the star at the start of the room's row. Starred rooms sort to the top of the list. Choose it again to unstar.

How do I find open dates and ask a venue for a hold?

- 1 In **Venue book**, choose **Find open dates**. For a room marked **Dates shared**, you can choose **Open dates** on its row instead.
- 2 Set **From, To, Near (city, or lat,lng), Radius (mi), Capacity min, Capacity max** and **Type**, then choose **Search**.
- 3 Each venue card lists its open dates. With more than one room at a venue, pick the room first.
- 4 Choose a date to request a hold.

Only venues on GigOps that share their calendar with you, or publicly, appear here. A hold you place joins your Market as a show.

How do I get told when a venue date opens up?

- 1 In **Venue book**, choose **Find open dates** and search for the dates you want.
- 2 On the venue's card, choose **Tell me when it opens**.

You get a notification when a date in that window opens. The venues you are watching are listed under **Watching** at the bottom of the window. Choose **Stop** to stop watching one.

How do I find venues like one I already play?

In **Find open dates**, choose **Similar venues** on a venue's card. The search reruns for rooms in the same town within about a third of its capacity.

How do I write an offer for a room in my venue book?

In **Venue book**, choose **Write an offer** on the room's row. The new offer starts with that room and its rent and cost defaults. This button shows only to seats that can write offers.

How do I remove a room from my venue book?

- 1 In **Venue book**, choose **Edit** on the room's row.
- 2 Choose **Remove from the book** and confirm.

Offers written for the room keep their venue.

What do "On GigOps" and "Dates shared" mean in the venue book?

- **On GigOps**: the room is a venue that runs on GigOps, so a hold you ask for lands on its calendar and becomes a shared booking.
- **Dates shared**: the venue shares its open dates with you. Its row has an **Open dates** button.

A room with neither is one you added by name. Hold dates with that venue directly.

Who can edit the venue book?

Every seat at a promoter company can read the venue book. Company Admins and Company Users with the Manager, Finance or Legal role can add, edit and remove rooms and their cost defaults. Other seats see **Open** instead of **Edit** and read the room only.

SHOWS CALENDAR

AVAILABLE IN **PROMOTEROPS**

The Shows calendar shows every show across your Markets in the state it is in: offer out, hold, confirmed, on sale, past due for settlement or settled. It also places offers that are out with an agent on their dates. In the left menu, under Plan, choose **Shows calendar**. It is part of PromoterOps only, and every seat at a promoter company can read it.

How do I switch between the month view and a list in the Shows calendar?

- 1 In the left menu, under Plan, choose **Shows calendar**.
- 2 Choose **Month** for a month grid, or **List** for a list.

In **Month**, use the arrows to go to the previous or next month, and **Today** to come back to this month. A day with many shows shows the first four and "+ more". In **List**, shows are grouped into **Upcoming** (by month), **No date yet** and **Past**.

What do the states in the Shows calendar mean?

- **Offer out**: an offer for the date is with the agent.
- **Hold**: the date is held at the venue, or the show's status is a hold. A ranked hold shows as H1, H2 and so on.

- **Confirmed:** the show is confirmed, booked from an accepted offer, or confirmed by the venue.
- **On sale:** confirmed and its on-sale date has come.
- **Past due settlement:** the show has played and is not settled yet.
- **Settled:** the settlement is locked.
- **Date passed:** the date went by without the show being confirmed.
- **Cancelled** and **Pending** cover the rest.

The state is worked out for you from the show, its venue booking, its offers, its on-sale date and its settlement.

How do I filter the Shows calendar?

- Use **All Markets**, **All venues** and **All artists** at the top to narrow the calendar.
- Choose one of the state chips (for example **Hold** or **Past due settlement**) to see only shows in that state. Each chip shows how many there are in the month. Choose it again to clear it.
- Choose **Clear filters** to show everything again.

How do I open a show or an offer from the Shows calendar?

Choose it on the calendar or in the list. A show opens its show page in its Market. An offer that is out opens in **Offers**. Hover over a show on the month grid to see its artist, venue, state and whether it is linked to a tour.

Why is there an offer on a date with no show in the Shows calendar?

An offer that is out with an agent and is not tied to a show yet sits on its date as **Offer out** until it is accepted. When the agent accepts, the offer becomes the show and the calendar shows the show instead. A show that already exists and has an offer out also gets an **Offer out** tag.

Seats that cannot read Offers (Ops and Coordinator by default) see the shows and their states, but not the offers.

What do "Linked with" and "Link waiting" mean in the Shows calendar?

In the **List** view, a show linked to a tour on GigOps shows **Linked with** and the tour's company name. **Link waiting** means a link has been asked for and not answered yet. Open the show to work the link.

How do I add a show to the Shows calendar?

Shows land on the calendar from your Markets: add a show to a Market, book an offer, hold a date at a venue, or accept a tour's link request. When the calendar is empty, you can choose **Add a show** there.

COUNTS

AVAILABLE IN VENUEOPS PROMOTEROPS

Counts are the box office's ticket numbers for a show: sold, gross, and later the drop. In PromoterOps, the **Counts** module (in the left menu, under Money, choose **Counts**) tracks every show's daily wraps, sell-through and sales pace. In VenueOps, you report counts on each booking, or many at once with **Import counts...** in **Bookings**, which reads a CSV or a pasted count email. Either way, a reported count goes to the other side of the booking or link.

How do I import counts for many events at once? (VenueOps)

- 1 In the left menu, under Plan, choose **Bookings**.
- 2 On the **Venues** tab, choose **Import counts...**
- 3 With more than one venue, pick the **Venue**.
- 4 Choose the **CSV file** tab to import a file, or **Paste a count email** to read a report.

The button appears once you have at least one held or confirmed booking, for owner, admin, manager, ops and coordinator seats.

What should my counts CSV look like?

One row per event, with a header row:

- **event_date** (YYYY-MM-DD) and **sold** to date are required. Fill in **gross** to date too; an empty gross counts as 0.
- Optional: **currency**, **drop**, **room** and **artist**. Room and artist tell apart two events on the same date. Choose **Download a template** for a ready-made file. Pick the file under **CSV file** and choose **Import**. Files up to 500 KB and 500 events at a time.

My ticketing company's export has different column names. Will it work?

Often, yes. When the file's headers do not include a sold column and a date column GigOps recognises (for example "Tix Sold" or "Show Dt"), GigOps asks AI which column is which and sends its matches with the file, so you can import the box office's own export without renaming the columns. If AI is not enabled for your workspace, or it cannot match a column, the import uses the headers as they are, and rows it cannot read are listed as skipped. Renaming the headers to match the template always works.

How do I import counts from a pasted count email?

- 1 In **Import counts...**, choose **Paste a count email**.

- 2 Paste the daily count email or report from your ticketing company into the box, or under **Or read a file (PDF or photo)** choose the report as a PDF or photo (or one you already uploaded to Documents).
- 3 Choose **Read the counts**. GigOps reads the events and their totals into rows.
- 4 Check each row. You can fix the **Date**, **Event**, **Sold**, **Gross**, **Cur** and **Drop** right in the table, and untick any row that is wrong.
- 5 Choose **Report these counts**.

Nothing is reported until you choose **Report these counts**. If no counts are found, the window says "No event counts were found in that text"; try a cleaner copy. Reading needs AI to be enabled for your workspace; without it you see "AI parsing is not enabled for this workspace. Import a CSV instead."

Can I import a PDF or a photo of the count report?

Yes. Choose **Paste a count email**, then under **Or read a file (PDF or photo)** choose the report, and choose **Read the counts**. You check the rows the same way before anything is reported. A CSV file goes under **CSV file** instead.

What happens on the booking when counts are imported?

Each row is matched to the held or confirmed booking (with a linked show) that plays that date. When two bookings share a date, the room or the act tells them apart. The count is then reported exactly as if you had entered it on the booking's **Counts** tab: the booking's sold, gross and drop update, your settlement defaults are refreshed against the new gross, any settlement signatures on the booking are cleared so both sides sign the new figures, and the other side gets a notification. The result says how many counts were reported on how many bookings.

Why were some rows not imported?

The result lists each skipped line with its reason:

- "No event date (YYYY-MM-DD)": the date is missing or in another format.
- "No sold count": the sold number is missing.
- "No held or confirmed booking with a linked show on" a date: there is no live booking that night, or the tour has not linked a show yet.
- Several bookings on one date: add the **room** or the **artist** to the row.
- A sold, drop or gross that is not a number of zero or more, or a currency that is not a three-letter code like USD. Fix the rows and import them again; a later import replaces the earlier count.

How do I report counts for one booking? (VenueOps)

Open the booking in **Bookings** and choose the **Counts** tab. Fill in **Sold**, **Gross**, **Currency**, **Drop count (night of)** and optional **Notes**, and choose **Report counts**. **Edit allocations** records holds, kills and comps, and **Count from** picks the room's manifest. See the Bookings guide for the rest of the tab.

What does the Counts module show? (PromoterOps)

Every show with its count and pace, in tabs: **On sale**, **Not on sale yet**, **Past** and **All**. With several Markets, filter with **All Markets**. The tiles show **Shows**, **Sold** (against sellable), **Gross** (in dollars) and **Behind pace**. Each row shows **Sold**, **Sell-through**, **Gross** with the average ticket price, **Last wrap** (the day's sales and since when) and **Pace** (sold per day against what is needed per day to sell out). A show is **On track**, **Behind pace** or **Sold out**.

How do I enter a daily wrap? (PromoterOps)

- 1 In **Counts**, choose **Enter a wrap**, or **Wrap** on a show's row.
- 2 Pick the **Show** and the **Wrap date**.
- 3 Fill in **Sold to date** and **Gross to date** (required), and **Currency**.
- 4 Optionally fill in **Capacity**, **Holds**, **Kills**, **Comps** and **Notes**. Empty fields keep what the wrap before said.
- 5 Choose **Save the wrap**.

The day's sales are worked out from the wrap before. When the show is linked to a tour, saving also reports the count to the tour on the promoter link, and the toast says so.

How do I import wraps from a CSV? (PromoterOps)

- 1 In **Counts**, choose **Import wraps**.
- 2 Choose **Download the template**. It lists your shows on sale with their ids.
- 3 Fill in one wrap per row: the show (its id, or its date and venue), **wrap_date**, **sold_to_date** and **gross_to_date**; currency, capacity, holds, kills, comps and notes are optional.
- 4 Pick the file and choose **Import**.

The result says how many wraps on how many shows were imported, and lists lines it skipped with the reason. A wrap for a day already entered replaces it.

How do I see, edit or remove a show's wraps? (PromoterOps)

Choose **History** on the show's row. It lists every wrap with **Sold**, **That day**, **Gross**, **Holds**, **Kills** and **Comps**, and whether it was entered, imported or came from a ticket feed. Choose **Edit** to change a wrap, or **Remove** to delete it (the count goes back to the wrap before). **Enter a wrap** adds a new one.

What do sellable, sell-through and pace mean?

- **Sellable** is the capacity less kills.
- **Sell-through** is sold as a share of sellable.

- **Pace** is sold per day since the on-sale date, counting both days. **Needed** is what is still unsold divided by the days left to the night. A show under 40% sold at the halfway mark is behind pace, and the bell tells you once. Set the on-sale date on the show for pace to work.

Where does a show's count come from when several sides report?

One count is used, never a sum. The venue's report on a booking comes first, then the promoter's report on a promoter link, then your own entries and wraps. A count reported by another company reads "reported by the venue" or "reported through the link", and they correct it on their side.

Who can enter and import counts?

- VenueOps: reporting and importing counts needs an owner, admin, manager, ops or coordinator seat.
- PromoterOps Counts: entering, importing, editing and removing wraps needs an owner, admin, manager, finance, legal or ops seat. View only seats read counts but cannot change them. A Company Admin can change a person's access, and that setting wins over the role.

MARKETING

AVAILABLE IN **PROMOTEROPS**

Marketing tracks what each show spends to sell: radio, digital, print, outdoor and street, planned against actual and against the deal's advertising budget. In the left menu, under Money, choose **Marketing**. Marketing is part of PromoterOps only.

How do I add marketing spend for a show?

- 1 In the left menu, under Money, choose **Marketing**.
- 2 Choose **Add spend**.
- 3 Under **For**, pick the show.
- 4 Pick the **Channel**: Radio, Digital, Print, Outdoor, Street or Other.
- 5 Describe the buy under **What** (for example "Two-week radio flight") and pick a **Vendor** if you have one.
- 6 Enter **Planned** and **Spent**, the **Currency** and the **Date**.
- 7 Add **Notes** if you like, then choose **Add**.

You can enter the planned amount first and fill in **Spent** later.

How do I add a marketing buy that covers a whole Market?

- 1 In **Marketing**, choose **Add spend**.
- 2 Under **For**, pick the Market from the **A whole Market** group instead of a show.
- 3 Fill in the channel, what, amounts and date, then choose **Add**.

A buy across a whole Market counts in that Market's totals on the **By Market** tab. It is never shown to a tour, because it is not one date's spend.

How do I edit or remove a marketing line?

- 1 In **Marketing**, open the **Every line** tab (or the **By show** tab, then **Lines** on the show).
- 2 Choose **Edit** on the line, change it and choose **Save**.
- 3 To delete it, choose **Remove** and confirm.

Where does a show's advertising budget come from?

The **Advertising budget** column in **Marketing** shows what each show's spend is measured against:

- For a show booked from an accepted offer, it is the advertising agreed in the offer ("agreed in the offer"). When that cost was per ticket or a percent, it is worked out at a sellout.
- For any other show, it is the show's Marketing budget lines ("from the budget").

A show with neither says **No budget set**. **Against the budget** shows how much is left, or how much you are over.

What happens when a show goes over its advertising budget?

In **Marketing**, open the show from the **By show** tab with **Lines**. When spend is over the advertising budget, it says by how much. In the settlement with a linked tour, marketing comes in up to the advertising budget, and the amount over it stays yours.

How do I show a marketing line to the tour?

When a show is linked to a tour on GigOps, you can share single lines with them:

- In **Marketing**, tick **Shown** in the **Tour** column of the line, or
- When adding or editing the line, tick **Show the tour**.

The line then shows on the promoter link for that date, read-only, while your Marketing section on the link is switched on. Untick it to stop sharing.

What are the By show, By Market and Every line tabs in Marketing?

- **By show**: each show's planned and spent totals, its advertising budget and where it stands against it, with **Lines** to see that show's buys.
- **By Market**: each Market's totals in dollars at your FX rates, including buys across the whole Market.

- **Every line:** every buy, with its date, what it is for, channel, vendor, amounts and whether it is shown to the tour.

Why does Marketing say "No rate for" a currency?

Market totals are shown in dollars using your FX rates. When a line is in a currency with no rate set, Marketing says **No rate for** that currency. Add the rate under FX rates in the left menu, under Money, and the totals include it.

Who can edit marketing spend?

Company Admins and Company Users with the Manager, Finance or Legal role can add, edit and remove marketing lines. View only seats can read them. Ops and Coordinator seats do not see Marketing by default, because it is money. A Company Admin can change this for one person in their access settings.

ANALYTICS

AVAILABLE IN PROMOTEROPS

Analytics is a year of your book at a glance: sell-through by room, genre and Market, what settled shows left you, marketing per ticket, how your offers did, and the on-sale pace of each show. In the left menu, under Money, choose **Analytics**. Analytics is part of PromoterOps only, and it reads your data without changing anything.

How do I change the year or the Market in Analytics?

- 1 In the left menu, under Money, choose **Analytics**.
- 2 Use the arrows on either side of the year to step back or forward a year.
- 3 When you have more than one Market, pick one from **All Markets** to see only that Market.

The year and the Market apply to everything on the page. If the year you picked has no shows, Analytics tells you which years do.

What do the tiles at the top of Analytics mean?

- **Shows:** shows dated in the year, and how many have played or are on sale.
- **Sold:** tickets sold, out of what was sellable.
- **Sell-through:** the share of sellable tickets sold, on shows with a capacity.
- **Gross:** ticket gross, in dollars.
- **Kept per settled show:** the average you kept per settled show, and what share of gross that was.
- **Marketing per ticket:** what you spent on marketing for each ticket sold.
- **Offers taken:** accepted offers as a share of the offers that were decided.

How do I see sell-through by room, genre or Market?

In **Analytics**, go to **Sell-through** and choose **By room**, **By genre** or **By Market**. Each row shows the shows, tickets sold, sellable, sell-through and gross. Played and settled shows count as final; shows on sale count to date.

A show's genre is set on the show, or comes from the offer that booked it. Shows with no genre are grouped together.

What does the On-sale pace chart in Analytics show?

On-sale pace draws one small chart per show that keeps daily wraps: the share of its sellable sold, day by day, from the on-sale date to the show. The thin diagonal line is an even pace to a sellout, so a curve under it is behind. Each card has a pace tag (**On track**, **Behind pace** or **Sold out**).

Hover over a chart (or focus it and use the arrow keys) to read each day. Open **The wraps as a table** under a chart to see the numbers. A show needs at least two daily wraps, entered in Counts, before it gets a chart.

What does "Settled shows" show in Analytics?

Settled shows lists each show settled in the year: its date, gross, what you kept (your share of the net, less anything you absorbed on a promoter link) and that as a share of gross. The last row is the average kept. A show counts here once its settlement is locked. Shows settled on a promoter link are marked "settled on the promoter link".

How is "Marketing per ticket" worked out in Analytics?

Each show's own marketing buys are divided by its tickets sold, next to its advertising budget. The year's figure divides everything spent, including buys across a whole Market, by every ticket sold. Spend comes from Marketing; tickets come from Counts and Ticketing.

What does the Offers section in Analytics show?

Offers covers offers for dates in the year: how many are out now, accepted, declined, lapsed, withdrawn and still drafts. "Taken" is accepted out of accepted, declined and lapsed; withdrawn ones and those still out are not counted. It also shows how many days agents took to answer on average, and how each deal type did.

Why is a section missing from my Analytics?

Analytics only draws the sections your access lets you read. For example, someone without access to Settlement does not see **Settled shows**, and someone without Marketing does not see **Marketing per ticket**. Ops and Coordinator seats do not see Analytics at all by default, because it is money and sales. A Company Admin can change this for one person in their access settings.

Why does Analytics say there is no FX rate?

Analytics shows money in dollars at your FX rates. When an amount is in a currency with no rate, Analytics counts it as dollars and says so at the bottom of the page. Add the rate under FX rates in the left menu, under Money.

Can I change anything in Analytics?

No. Analytics only reads your shows, counts, settlements, marketing and offers. To change a number, change it where it comes from: the show, Counts, Settlement, Marketing or Offers.

ACTIONOPS

ActionOps runs action and adventure sports events: athletes with their own app, clubs with Team Manager seats, live judging, leaderboards and broadcast windows. It also uses the FestivalOps modules in chapter 10 under competition words.

ATHLETES

AVAILABLE IN **ACTIONOPS**

Athletes is the field: every athlete invited to the event, with their discipline, club, nation, bib and status. Athletes use their own app, GigOps Athlete, to see their comps, results, travel and pass. In the left menu, under Competition, choose **Athletes**. It is part of ActionOps only.

How do I add an athlete?

- 1 In the left menu, under Competition, choose **Athletes**.
- 2 Choose **Add athlete**.
- 3 Fill in **First name**, **Last name** and **Email** (all three are required) and **Phone**.
- 4 Under **Competition**, set the **Primary discipline**, **Category**, **Nation (3-letter)**, **Bib**, **Federation ID**, **World rank**, **Club / team**, **Stance**, **Status**, **Date of birth** and **Sponsors**.
- 5 Under **Contacts**, add the coach, agent and emergency contact.
- 6 Choose **Add athlete**.

The athlete is emailed an invitation to GigOps Athlete. If email is off, the message says so: send them the app link yourself. If they already have a GigOps login, you are told that too.

How do I import a start list of athletes?

- 1 In **Athletes**, choose **Import**.
- 2 Paste one athlete per line, comma or tab separated: first, last, email, nation, discipline, bib. Nation, discipline and bib are optional, and a header row is skipped.
- 3 Leave **Email each athlete an app invite** ticked to invite them all, or untick it.
- 4 Choose **Import**.

You can import up to 500 rows at a time. If some rows fail (for example a mistyped email), the window stays open and lists each skipped row with the reason, so you can fix them and import again.

How do I read an athlete list from an email or a messy list with AI?

- 1 In **Athletes**, choose **Import**.
- 2 Paste the start list, entry list or email, in any shape, into the box.
- 3 Choose **Read with AI**.
- 4 The box is rewritten as clean rows (first, last, email, nation, discipline, bib) and a line says how many athletes were read.
- 5 Check the rows. Add an email to any athlete without one, or they cannot sign in.
- 6 Choose **Import**.

Nothing is saved until you choose **Import**. Clubs are not imported this way: set them on each athlete afterwards. If AI is not set up for your workspace, paste comma-separated rows instead.

Can I import athletes from a file?

The **Import** window reads pasted text. To use a spreadsheet, copy the rows from it and paste them into the box, then choose **Import** (or **Read with AI** if the columns are not in the expected order).

How do I edit an athlete?

- 1 In **Athletes**, choose **Open** on the athlete's card, or select their name.
- 2 Change any field.
- 3 Choose **Save**.

Changing the email moves their login to the new address.

How do I change an athlete's status?

On the athlete's card in **Athletes**, pick the new status from the list: **Invited**, **Confirmed**, **Withdrawn** or **Injured**. The change saves at once. You can also change **Status** inside the athlete's form.

How do I send an athlete the GigOps Athlete app link?

On the athlete's card in **Athletes**, choose **Send app invite** (or **Resend app link** if they have signed in before). The card shows **Has signed in** or **Never signed in**, so you can see who still needs a nudge.

How do I handle athletes under 18 (guardian consent)?

A Company Admin can turn on **Require guardian consent for under-18 athletes** in **Company settings**. It is off until someone turns it on.

With it on, an athlete whose **Date of birth** makes them under 18 shows **Consent pending**. Fill in **Guardian name**, **Guardian email** and **Guardian phone** under **Parent or guardian** on the athlete. When you add an under-18 athlete with a guardian email, or add the guardian email later and save, the guardian is emailed a private link. Athletes who were already on the list when the setting was turned on are not emailed by themselves: open each one and choose **Resend consent link**.

On the link, the guardian types their name, ticks that they are the parent or guardian and gives consent. The athlete then shows **Guardian consent given** with the name and time; the IP address is kept with it. **Resend consent link** sends a fresh link and the old one stops working.

The athlete can still sign in to GigOps Athlete while consent is pending; their comps say **Awaiting guardian consent**, and the start list shows it beside their name. Turning the setting off clears the pending marks but keeps every consent already given.

How do I change the list of disciplines?

A Company Admin opens **Company settings** (from the company menu) and chooses **Manage disciplines** under **Disciplines**. Every company starts from the built-in list.

- To add your own, type its name (for example "Women's Rail Jam") and choose **Add**. Adding a name you already had brings that one back rather than making a second.
- To stop offering one, choose **Remove**. Athletes and comps that already have it keep it, and their forms show it as "removed from the list".
- To bring a removed one back, choose **Restore** under **Removed**.

The list shows how many athletes and comps carry each discipline. The importer matches a discipline by its name as well as its key.

How do I find an athlete in the list?

In **Athletes**, type in **Search name, email, nation...**, or use the filters for discipline (**All disciplines**), status (**All statuses**) and club (**All clubs**). Only disciplines that someone in the field rides appear in the list.

How do I remove an athlete?

- 1 In **Athletes**, open the athlete.
- 2 Choose **Remove** and confirm.

Their comp entries and results go with them, so withdraw an athlete instead (set the status to **Withdrawn**) if they have already competed.

Who can see an athlete's medical notes?

The **Medical** section of the athlete form shows only to Company Admins and Ops seats. Other seats do not see the field at all.

What do the numbers at the top of Athletes mean?

- **Athletes**: everyone in the field except withdrawn athletes.
- **Confirmed**: athletes with the status Confirmed.
- **Nations**: how many nations are represented.
- **Signed in**: athletes who have signed in to GigOps Athlete at least once.

Who can manage athletes?

Company Admins and Company Users with the Manager, Ops or Coordinator role can add, import, edit and remove athletes. Finance, Legal and View only seats do not see Athletes by default. A Team Manager sees only their own club's roster here (see Clubs and teams).

What do athletes see in GigOps Athlete?

Athletes sign in to GigOps Athlete with the email you entered. The app has five tabs: **My comps**, **Results**, **Travel**, **Pass** and **Alerts**. They see their comps and start positions, their results and standings, their travel, and the pass they show at the start gate.

CLUBS AND TEAMS

AVAILABLE IN **ACTIONOPS**

Clubs and teams holds the national squads, clubs and brand teams your athletes ride for, and the Team Manager seats that run them. In the left menu, under Competition, choose **Clubs & teams**. It is part of ActionOps only.

How do I add a club or team?

- 1 In the left menu, under Competition, choose **Clubs & teams**.

- 2 Choose **Add club**.
- 3 Fill in **Club / team name** (required), **Short code**, **Type** (National squad, Club, Brand team, Independent or Team) and **Country (3-letter)**.
- 4 Pick a **Colour**. It marks the club's athletes across the app.
- 5 Add the **Contact name**, **Email**, **Phone** and **Notes**.
- 6 Choose **Add club**.

How do I edit or delete a club?

- 1 In **Clubs & teams**, choose **Open** on the club's card.
- 2 Change the details and choose **Save**, or choose **Delete** and confirm.

Deleting a club keeps its athletes on the event: they simply lose the club.

How do I put an athlete on a club?

- 1 In the left menu, under Competition, choose **Athletes**.
- 2 Open the athlete.
- 3 Pick the club under **Club / team** and choose **Save**.

Each club card in **Clubs & teams** shows how many athletes it has.

What is a Team Manager seat?

A Team Manager is a paid seat for the person who runs one club, such as a national team coach or a brand's team manager. They sign in to GigOps and see only their own club: its roster, its athletes' comps and start positions, their travel, and their prize money. They can add their own athletes and invite them to GigOps Athlete. They see no budget, payroll, crew or other club.

How do I invite a Team Manager for a club?

- 1 In **Clubs & teams**, choose **Invite a Team Manager** on the club's card.
- 2 Enter their **Email** and an optional **Note**.
- 3 Choose **Send invite**.

They get an invitation to join your company with the Team Manager seat for that club. Only Company Admins see the **Invite a Team Manager** button.

What does a Team Manager see when they sign in?

A Team Manager's left menu shows only **Athletes**, with their club's name next to the logo. The Athletes view has four tabs:

- **Roster**: their club's athletes, with **Add athlete**, status and **Send app invite**.
- **Comps**: every comp their athletes are entered in, with the course, bib, heat, start position and entry status.
- **Travel**: their travel requests and the travel the organiser has booked for their athletes.
- **Prize money**: awards their athletes have earned and whether each is pending, approved or paid.

How does a Team Manager add athletes to their club?

- 1 Sign in as the Team Manager and open **Athletes**, **Roster** tab.
- 2 Choose **Add athlete**, fill in the form and choose **Add athlete**.
- 3 Choose **Send app invite** on the athlete's card to send the GigOps Athlete link.

The athlete is added to the Team Manager's own club automatically.

How does a Team Manager ask for travel for an athlete?

- 1 In **Athletes**, open the **Travel** tab.
- 2 Choose **Propose travel**.
- 3 Pick the **Athlete** and the **Direction** (**Arriving** or **Leaving**).
- 4 Paste the airline's confirmation under **Confirmation email (optional)** and choose **Read with AI** to fill in the flight, or type the **Date**, **Carrier**, **Flight**, **From**, **To**, **Departs** and **Arrives**.
- 5 Add a **Note for the organiser** if needed and choose **Send request**.

A confirmation with several legs sends each leg as its own request. Requests show as **Waiting** until the organiser books or declines them, and can be withdrawn while waiting.

How do I accept a Team Manager's travel request?

Requests from Team Managers appear at the top of the **Travel** view for the event. Choose **Accept & book** to book it, or **Decline** with an optional reason. The Team Manager sees the result on their **Travel** tab, and booked travel shows under **Booked**.

Why can't a Team Manager see the rest of the event?

A Team Manager seat is scoped to one club on purpose. Everything outside their club's roster, comps, travel and prize money is closed to them, including the budget, payroll, crew, other clubs and company settings. If they need more, invite them as a Company User with a different role instead.

Who can manage clubs?

Company Admins and Company Users with the Manager, Ops or Coordinator role can add, edit and delete clubs. Only Company Admins can invite a Team Manager. Finance, Legal and View only seats do not see Clubs & teams by default.

JUDGING

AVAILABLE IN **ACTIONOPS**

Judging is the results desk's run board: the judge panel for each comp, every run as it opens and is scored, and the corrections. Judges score from their phones in GigOps Crew, and the desk watches the scores land here in large type. In the left menu, under Competition, choose **Judging**. It is part of ActionOps only.

How do I pick which comp to judge?

- 1 In the left menu, under Competition, choose **Judging**.
- 2 Pick the comp from the list at the top. Each entry shows its name, day, time and status.

Judging opens on the comp that is running, or the next one not complete. If it says "No comps to judge yet", put comps on the Comp schedule with a start list first. You need an event selected.

How do I assign a judge panel to a comp?

- 1 In **Judging**, pick the comp and choose **Judge panel**.
- 2 On the **Judges** tab, tick the judges sitting on this panel. Seats run J1, J2 and so on in the order listed.
- 3 Choose **head** next to the head judge.
- 4 Choose **Save panel**.

Judges are crew members whose department is set to Judge. If the list is empty, add them under Crew with the department Judge first. The head judge can correct a score after a run is scored.

Can the head judge run the panel without scoring?

Yes. On the **Judges** tab, choose **head** next to the head judge and tick **The head judge runs the panel without scoring**, then **Save panel**. The head judge does not need a ticked seat of their own.

A head judge who does not score has no seat in the run score or the tie-break, and a run closes without waiting for them. In GigOps Crew they see each seat's mark as it lands and the run score so far, and they can pick a seat under **Mark for** to send a mark for a judge whose phone is down. The desk cannot enter a score under the head judge's name.

How do I set league rules (whole-number marks, drop from five, cut results)?

Open the comp's details (**Edit details**) and use the **Scoring rule** rows:

- **Places on a judge's mark:** **Any** (the default) takes any mark the range allows. **Whole numbers** refuses 78.5; 1 to 3 allow that many places. GigOps Crew catches a mark with too many places before it is sent.
- **Drop high and low from:** with **Drop high and low** ticked, how many marks a run needs before the highest and lowest are dropped. 3 is the default. Set 5 and a five-judge panel averages its middle three while a three-judge panel averages all three.
- **Results:** **Rounded** (the default) or **Cut (truncated)**. Cut keeps the places and drops the rest, so marks of 71, 72 and 72 make 71.66 rather than 71.67.

A comp you do not change keeps scoring exactly as before.

How do judges score from GigOps Crew?

A crew member whose department is Judge gets a **Judging** tab in GigOps Crew. It lists **Your panels** and shows the run that is open right now. The judge types the score (and each criterion, if the comp has criteria) and taps **Send score**. While the run is open they can **Replace score**.

With no signal, the score is saved on the phone and sends itself when the phone is back online. The desk sees each seat's score appear on the run board as it lands.

How do I open the next run?

In **Judging**, choose **Open next run**. The button names the athlete and run number next in start order. The open run then shows at the top in a blue box marked **Now dropping**, with each judge's seat and the run score.

To open a specific run out of order, choose **Open** in that athlete's run column in the table.

How do I enter or correct a score from the desk?

- 1 In **Judging**, choose **Enter score** on the open run, or ... on a scored run in the table and then **Enter score**.
- 2 Pick the **Seat** you are entering for.
- 3 If the comp has criteria, fill each one in: the score is filled in as their average, and you can type over it.
- 4 Type the **Score** and choose **Save score** (or **Correct score** for a run already scored).

With no judge panel assigned, the score you enter is the run score.

How do I enter times or points for a timed or points comp?

For a **Timed** comp, choose **Enter time** on the run and fill in **Time (seconds)** and **Penalty (seconds)**. For a **Points** comp, choose **Enter points**. Then choose **Save**. A timed comp ranks on best time, lower wins.

To have times arrive by themselves, choose **Timing feed** on the run board and hand the key to your timing vendor. Times land on the board as they arrive. Rotate or disable the key if it leaks.

How do I mark a fall, DNS, DNF or void run?

On the open run in **Judging**, or from ... on a run in the table, choose **Fall**, **DNS**, **DNF** or **Void**. DNS, DNF and Void ask you to confirm. To undo it, choose **Reopen run**, which opens the run for scoring again.

How do I see the score history for a run?

In **Judging**, choose **History** on the open run, or ... on a run in the table and then **History**. It lists every score sent for the run with the time, the seat and who entered it. Struck-through scores were replaced by a later one. Nothing is ever deleted.

How do I run a head to head comp?

For a **Head to head** comp, the run board shows the bracket. Choose **Open next matchup** (or **Open matchup** on a matchup in the bracket) to open a run for each side, then **Mark won** (or **Won** in the bracket) for the winner. The loser's run settles with it and the winner moves up a round. Pick single or double elimination under **Bracket (head to head)** in the comp's details.

How do I check athletes in at the start gate?

In **Judging**, scan the athlete's Pass into **Start gate: scan the athlete's Pass** (a hardware scanner types the code and presses Enter), or type it and choose **Check in**. You can also choose **check in** under an athlete's name. Checked-in athletes show **at the gate**, and the board counts how many are at the gate. Choose **at the gate** to clear a check-in.

What does "Suggested hold" mean on the run board?

When a course has a wind or visibility hold line set (**Hold above wind (km/h)** or **Hold below visibility (m)** on the course) and the day's forecast crosses it, **Judging** shows a **Suggested hold** banner. It is your call, not the app's: choose **Put on hold** to hold the comp, and every athlete on the start list is told. When the forecast is inside the lines, a short forecast line shows instead.

How do I add a video clip to a run?

- 1 In **Judging**, choose ... on the run in the table.
- 2 Paste the link under **Clip of this run (link)** and choose **Save**.

The panel sees it for review, and the athlete sees it on their Results tab in GigOps Athlete. A run with a clip shows a small play mark on the board.

How do I complete a comp, reopen it, or advance athletes?

- **Complete comp** writes the final ranks and locks scoring. Every athlete on the list is told their place, and prize awards are written from the comp's prize breakdown.
- **Reopen comp** clears the final ranks until the comp is completed again. Only a Company Admin can reopen a comp.
- **Advance top** moves the top athletes into the next round. It shows once the comp is complete, when its details link it to another round under **Advances from** and set **How many advance**.

How do I keep a chaperone log for doping control?

- 1 Open the comp (from the Comp schedule, or **Judge panel** in **Judging**) and choose the **Chaperone log** tab.
- 2 Pick the **Athlete** selected for testing from the start list, type the **Chaperone's** name, check the **Notified** time and choose **Add**.
- 3 As it happens, choose **Arrived now** when the athlete reaches the testing station and **Tested now** when the test is done.

Remove takes an entry out of the log. The athlete sees their own entry (the chaperone and the three times) under **Doping control** on the Results tab in GigOps Athlete, read only. The log follows the same access as the comp itself.

Who can use Judging?

Company Admins and Company Users with the Manager, Ops or Coordinator role can run the board, open runs and enter scores. Reopening a completed comp is for Company Admins only. Judges score from GigOps Crew, not from this screen. Finance, Legal and View only seats do not see Judging by default.

LEADERBOARDS

AVAILABLE IN **ACTIONOPS**

Leaderboards shows live standings for each comp, worked out from the judged runs and updated as scores land. It has a full-screen board mode for the ops-room TV, exports and printed results, the public results page and the comp's prize money. In the left menu, under Competition, choose **Leaderboards**. It is part of ActionOps only.

How do I see the standings for a comp?

- 1 In the left menu, under Competition, choose **Leaderboards**.
- 2 Pick the comp from the list at the top.

The board lists each athlete's rank, bib, name, nation, club, each run and their score. The tiles above show the comp's **Status**, how many athletes are **Ranked**, the **Leader** and the **Format**. Standings update by themselves as the desk and the judges score. You need an event selected.

How is the leaderboard ranked?

The ranking follows the comp's format, set in the comp's details:

- **Best run, Best trick or Jam:** the best scored run.
- **Best two runs:** the total of the two best.
- **Average of runs:** the average.
- **Timed:** the best time, lower wins.
- **Head to head:** wins in the bracket.
- **Points:** points entered by the desk.

The run that counts is in bold. Ties follow the comp's **Tie-break** setting. Withdrawn, DNS, DNF and disqualified athletes show their status instead of a rank.

How do I show the leaderboard on a TV in the ops room?

- 1 In **Leaderboards**, pick the comp.
- 2 Choose **Board mode**.

The board fills the screen in large type. When more than one comp is running, it cycles through them every 20 seconds. Choose **Exit** or press Escape to leave board mode.

How do I export the results?

In **Leaderboards**, pick the comp, then:

- **CSV** downloads the board: rank, bib, athlete, nation, club, each run, score and status.
- **Federation export** downloads the file for a federation's results desk in the format picked beside it: **FIS-style CSV**, **World Skate CSV**, **WSL-style heat sheet CSV** or **Generic JSON**. Each carries the rank, bib, the athlete's **Federation ID**, names, nation, year of birth, runs and score in that federation's columns.

Which columns does each federation export carry?

Set each athlete's **Federation ID** (their FIS code, World Skate id or WSL id) on the athlete first: every format reads it. A run that did not count shows DNS, DNF or VOID in its column, and the status column reads OK, DNS, DNF or DSQ (a withdrawn athlete reads DNS).

- **FIS-style CSV:** Rank, Bib, FederationID, LastName, FirstName, Nation, YearOfBirth, Gender (the athlete's category), Club, Run1 to RunN, Score, Status.
- **World Skate CSV:** Rank, Bib, WS_ID (the Federation ID), SURNAME in capitals, Given_Name, NOC (the 3-letter nation), Gender (M or W from the category), YOB, Run_1 to Run_N, Best (the best run), Total (the comp's score), Result_Status.
- **WSL-style heat sheet CSV:** Heat, Place_In_Heat (the order within the heat by the comp's ranking), Overall_Rank, Jersey (the bib), WSL_ID, Surfer (full name), Country, Wave_1 to Wave_N (one per run), Heat_Total (the comp's score, so best two waves on a best two runs comp), Status.
- **Generic JSON:** one document with the comp (name, discipline, category, round, format, date, status and the scoring rule) and every result with rank, status, bib, federation id, names, nation, year of birth, category, club, heat, score, best and each run (number, status, score, time, penalty, won).

How do I print the results?

In **Leaderboards**, pick the comp, then:

- **Results sheet** prints the official results for this comp.
- **Day results** prints every comp on the same day in one sheet, marked official where complete and provisional where not.

Both open in a new window. If nothing opens, allow pop-ups for GigOps.

How do I share a public results page?

- 1 In **Leaderboards**, choose **Results link**.
- 2 Copy the link and send it to broadcast partners or the media room.

The page and its feed need no login. Only comps with **Board on the public results page** ticked in their details show their standings; the rest show schedule and status. Choose **Regenerate** to replace the link or **Disable link** to switch it off.

How do I keep a comp's standings from athletes until it is complete?

Open the comp's details on the Comp schedule and tick **Hide board from athletes until complete**, then save. In **Leaderboards**, the comp then says "Hidden from the athlete app until complete". You still see the live board.

How do I set and pay prize money for a comp?

- 1 Open the comp's details on the Comp schedule and fill in **Prize money by place (comma separated)**, for example 10000, 5000, 2500. Save.
- 2 When the comp is completed in Judging, an award is written for each place.
- 3 In **Leaderboards**, the **Prize money** section under the board lists each award. Choose **Approve**, then **Mark paid**, or **To payroll** to add it to Payroll as a draft entry.

Before the comp completes, the section shows the breakdown the awards will follow.

Who can see and pay prize money?

The **Prize money** section under the board shows to Company Admins and Company Users with the Manager role. Prize awards also appear in Settlement, under Costs, for the money seats. Team Managers see their own athletes' awards on their **Prize money** tab, read-only.

What do athletes and teams see of the leaderboard?

Athletes see standings and their own results on the **Results** tab of GigOps Athlete, unless the comp hides its board until complete. When a comp is completed, every athlete on the list is told their place.

Who can use Leaderboards?

Company Admins and Company Users with the Manager, Ops or Coordinator role can read the leaderboards. Finance, Legal and View only seats do not see Leaderboards by default.

BROADCAST

AVAILABLE IN **ACTIONOPS**

Broadcast tracks who is carrying the event, when, how it is delivered and where: your broadcast partners, the windows they carry on the comp schedule, and any comp running outside its window. It is also where media accreditation applications land. In the left menu, under Competition, choose **Broadcast**. It is part of ActionOps only.

How do I add a broadcast partner?

- 1 In the left menu, under Competition, choose **Broadcast**.
- 2 Choose **Add partner**.
- 3 Fill in **Partner name** (required), **Type** (Network, Streamer, Over the air, Radio or Syndicator) and **Home territory**.
- 4 Add the **Contact, Email, Phone** and **Truck / compound position**.
- 5 Choose **Add partner**.

Partners are listed on the **Partners** tab with how many windows each one has.

How do I add a broadcast window?

- 1 In **Broadcast**, choose **Add window**. You need at least one partner and one competition day first.
- 2 Pick the **Partner** and the **Day**.
- 3 Set **Start** and **End** (both required) and an optional **Label**, for example "Day 1 prime time".
- 4 Tick the **Delivery** (Cable, Streaming, OTA, Satellite, Radio).
- 5 Pick the **Market** (Domestic, International or Worldwide) and, for international, the **Countries (2-letter, comma separated)**.
- 6 Set the **Status** and tick **Live**, or untick it for delayed or tape.
- 7 Tick the **Competitions carried** and add **Feed notes**.
- 8 Choose **Add window**.

How do I choose which competitions a window carries?

In **Broadcast**, open the window and tick the comps under **Competitions carried**, then choose **Save**. Only comps on the window's own day are offered. If the day has none, add comps on the Comp schedule first and then edit the window.

What do the window statuses mean, and what is "On air now"?

A window is **Planned**, **Confirmed**, **On air**, **Aired** or **Cancelled**. **Broadcast** shows an **On air now** banner, and counts it in the **On air** tile, for any window marked **On air** or whose times hold the current minute on its day where the event is. A window that runs past midnight stays on air until its end the next morning. The banner refreshes every minute.

How do I see the broadcast day on one timeline?

In **Broadcast**, open the **Timeline** tab. Each day shows a lane per partner with its windows as bars, and a **Comps** lane underneath, by the hour. A comp outside its window shows as a gap, and comps in conflict are marked in amber. Choose a window bar to edit it, or a comp to open it.

What does the Conflicts tab in Broadcast show?

The **Conflicts** tab lists anything that does not line up:

- **Outside its window:** a comp carried by a window runs outside the window's times.
- **Wrong day:** a comp is carried by a window on a different day.
- **Partner double-booked:** two windows for the same partner overlap.

Choose **Open the competition** to go to the comp that causes it. When nothing is wrong it says "Every window lines up". Windows in conflict also have an amber border on the **Windows** tab.

How do I email a partner when a comp they carry moves?

- 1 In **Broadcast**, open the **Partners** tab and choose the partner.
- 2 Tick **Email this contact when a competition they carry moves**.

- 3 Choose **Save**.

It is off by default, because it sends your schedule detail outside the company. The partner's card then says "Notified on changes".

How do I take media accreditation applications?

- 1 In **Broadcast**, open the **Media** tab.
- 2 Choose **Accreditation form link** and copy the link to the public form.
- 3 Share it with press, photographers and broadcast crews.

Each application lands on the **Media** tab with the applicant's name, outlet, role, contact, days and photo. Choose **Regenerate** or **Disable link** in the link window to close applications. The **Media** tab appears when Credentials is switched on for your company.

How do I approve or decline a media application?

On the **Media** tab in **Broadcast**, pick the credential type for the pass on a pending application, then choose **Approve**. A credential pass is issued with the applicant's photo and outlet. Choose **Decline** to turn it down, with an optional note for the applicant. The applicant hears either way when email is set up.

How do I edit or delete a partner or window?

In **Broadcast**, choose the partner on the **Partners** tab, or the window on the **Windows** tab, change it and choose **Save**. Choose **Delete** to remove it. Deleting a partner removes its windows too; the competitions are untouched.

Who can use Broadcast?

Company Admins and Company Users with the Manager, Ops or Coordinator role can add and edit partners and windows. Finance, Legal and View only seats do not see Broadcast by default.

CORALOPS

CoralOps runs multi-site marine field research and coral restoration programs, using the core modules under field vocabulary (Field team, Grant budget, Sea state, Dive safety) plus its own field program tools.

CORALOPS FIELD PROGRAM

AVAILABLE IN CORALOPS

CoralOps runs the field side of a marine research or coral restoration program: reef sites, the dive team's certifications, dive logs, permits and restoration (nurseries, genotypes, fragments and outplanting). In the left menu, under Field program, choose **Reef sites**, **Certifications**, **Dive logs**, **Permits** or **Restoration**. These modules are part of CoralOps only. Company Admins and Company Users with the Manager, Ops or Coordinator role can add and edit records; Finance, Legal and View only seats do not see these modules unless a Company Admin gives them access.

What are CoralOps' words for the usual GigOps screens?

CoralOps keeps GigOps' engine and uses field-research words for it: a tour is a **Program**, a show is a **Survey day**, crew are the **Field team**, the advance is the **Site brief**, the day sheet is the **Dive day sheet**, the venue is the **Reef site**, a promoter is a **Funder / partner**, the budget is the **Grant budget**, the CFO view is the **Funder view**, settlement is **Grant reconciliation** and incidents are **Dive safety**.

What is in CoralOps, and what is not?

CoralOps uses the same engine as the rest of GigOps, with its own words: a tour is a **Program**, a show is a **Survey day**, Budget is the **Grant budget**, the CFO view is the **Funder view**, Logistics is **Field gear**, Weather is **Sea state**, Incidents is **Dive safety**, and the per-day Advance is the **Site brief**.

The Field program section of the left menu holds the modules only CoralOps has: **Reef sites**, **Certifications**, **Dive logs**, **Permits** (the screen is titled **Permits & CITES**) and **Restoration**.

CoralOps runs the operation, not the science. It does not analyze survey observations (transect counts, benthic cover and so on); the partner surveys it takes are a partner's summary held for your review. Keep the science in MERMAID, and link each reef site to its MERMAID site with the **MERMAID site id** field.

A company is CoralOps or it is not, chosen when the account is created. You cannot switch a CoralOps company to TourOps or FestivalOps (or back) in settings.

How do I add a reef site?

- 1 In the left menu, under Field program, choose **Reef sites**.
- 2 Choose **Add reef site**.
- 3 Type the **Name** (for example "East Fore Reef"). It is the only required field.
- 4 Fill in what you know: **Programme**, **Protection status**, **Habitat / zone**, **Depth min (m)**, **Depth max (m)**, **Latitude**, **Longitude**, **MERMAID site id** and **Notes**.
- 5 Choose **Add reef site**.

Leave **Programme** on **Company-wide (no programme)** for a site several programs share. A site needs a latitude and longitude to appear on the map.

How do I add a reef site by clicking the map?

- 1 In **Reef sites**, find the spot on the map (it opens in satellite view).
- 2 Click the map where the site is. The **Add reef site** window opens with **Latitude** and **Longitude** already filled in.
- 3 Add the **Name** and any other details, then choose **Add reef site**.

Each site shows as a dot colored by its protection status. Click a dot to open that site. If the map area says it appears once Google Maps is connected, the map is not set up for your workspace: the sites are still listed below it and you can type coordinates by hand.

How do I edit or delete a reef site?

- 1 In **Reef sites**, click the site in the list (or its dot on the map).
- 2 Change any field and choose **Save**, or choose **Delete** and confirm.

Deleting a site does not delete the records that point to it: survey days, dive logs, nurseries, genotypes and outplanting records stay, but lose their link to the site. There is no undo.

What do the protection statuses and the numbers on Reef sites mean?

Protection status is one of **MPA**, **No-take**, **Restricted**, **Open** or **Unknown** (or left unspecified). It sets the color of the site's dot on the map and in the list. Use the **All protection** dropdown above the list to show one status only.

The cards at the top count:

- **Reef sites:** every site.
- **Mapped:** sites with coordinates.
- **Protected:** sites marked MPA, No-take or Restricted.
- **MERMAID-linked:** sites with a MERMAID site id.

How do I link a reef site to MERMAID?

Open the site in **Reef sites** and paste the site's MERMAID ID into **MERMAID site id**, then choose **Save**. The site then counts as **MERMAID linked**. For now the ID is stored as a reference so your team can find the matching MERMAID site; CoralOps does not pull reef-health data from MERMAID.

How do I record a diver's certification?

- 1 In the left menu, under Field program, choose **Certifications**.
- 2 Choose **Add certification**.
- 3 Pick the **Diver** (required).
- 4 Pick the **Agency** (PADI, SSI, NAUI, BSAC, CMAS, AAUS, GUE, TDI, SDI or Other) and type the **Level** (for example "Rescue Diver" or "AAUS Scientific Diver").
- 5 Add the **Certificate number**, **Issued on** and **Expires on**.
- 6 Choose **Add certification**.

Leave **Expires on** blank for a qualification that does not lapse. A diver can hold several certifications: add one record for each.

Why is the Diver list empty in Certifications or Dive logs?

Divers are your crew members. If no one appears in the **Diver** list, add your field team first: in the left menu, under Operations, choose **Crew** and add each person. Then come back and record their certifications or dives. The list shows each person's name and role title.

How do certification expiry alerts work?

Each certification card shows a colored badge: **Valid**, **Expires in** a number of days (amber, within 30 days), **Expired** (red) or **No expiry**. The cards at the top count **Certifications**, **Valid**, **Expiring soon** and **Expired**, and the **All statuses** dropdown filters the list.

Company Admins get a notification in the bell when a certification is within 30 days of expiring, or has already expired. Each certification alerts once. When the diver renews, open the certification, change **Expires on** and choose **Save**: the alert is re-armed for the new date.

How do I edit or delete a certification?

In **Certifications**, click the certification card. Change any field and choose **Save**, or choose **Delete** and confirm.

How do I log a dive?

- 1 In the left menu, under Field program, choose **Dive logs**.
- 2 Choose **Log a dive**.
- 3 Pick the **Diver** (required). Add the **Dive #** and **Date**.
- 4 Pick the **Reef site** and the **Survey day** the dive belongs to.
- 5 Fill in **Time in**, **Time out**, **Max depth (m)**, **Bottom time (min)**, **Surface interval (min)**, **Gas** (for example "air" or "nitrox32") and **Notes**.
- 6 Choose **Log dive**.

Only the diver is required, so you can log the basics on the boat and fill in the rest later. To change or remove a dive, click its card, then choose **Save** or **Delete**.

Why can't I find the survey day I want in the dive log?

The **Survey day** list only shows the survey days of the program you have selected. Switch to the right program at the top of the screen (or under **Programs** in the left menu), then open **Dive logs** again. If no program is selected, the list is empty. Survey days are listed by their location and date.

What do the numbers on Dive logs show?

The cards at the top add up every dive logged: **Dives**, **Divers** (how many different people dived), **Deepest** (the greatest max depth) and **Bottom time** (the total, shown in hours once it passes two hours). To see one person's dives, pick them in the **All divers** dropdown above the list.

How do I add a permit?

- 1 In the left menu, under Field program, choose **Permits**.
- 2 Choose **Add permit**.
- 3 Pick the **Type**: **Research**, **MPA access**, **Collection**, **CITES**, **Import/export** or **Other**.
- 4 Set the **Status**: **Active** (the default), **Pending**, **Expired** or **Suspended**.
- 5 Fill in the **Authority** (for example "Belize Fisheries Dept"), **Permit number**, **Scope** (for example "coral collection, 3 sites"), **Programme**, **Issued on** and **Expires on**.
- 6 Choose **Add permit**.

A permit needs at least a type, an authority or a number. Leave **Expires on** blank for an open-ended permit, and **Programme** on **Company-wide (no programme)** for a permit that covers all your work.

How do permit expiry alerts work?

Each permit card shows a badge: **Valid**, **Expires in** a number of days (within 30 days), **Expired**, or the permit's status when it has no expiry date. The cards at the top count **Permits**, **Active**, **Expiring soon** and **Expired**, and the **All types** dropdown filters the list by type.

Company Admins get a notification in the bell when a permit is within 30 days of expiring, or has expired. Each permit alerts once; changing its **Expires on** date after a renewal re-arms the alert. The **Status** field is yours to set: an expired date does not change the status by itself.

To edit or delete a permit, click its card, then choose **Save** or **Delete**.

How do I attach a scan of a certification card or a permit?

Open the certification (in **Certifications**) or the permit (in **Permits**) and, under **Scan**, choose **Upload scan** and pick a PDF or an image (PNG, JPEG, WebP or GIF, 20 MB at most). Save the record first if it is new. **View scan** opens the file in a new tab, **Replace scan** uploads a newer one, and **Detach** takes it off the record; the file stays in Documents either way. Everyone who can read certifications and permits can view the scan; only the roles that can edit them can upload one.

How is the Restoration screen organized?

In the left menu, under Field program, choose **Restoration**. It has four tabs, each with a count: **Nurseries**, **Fragments**, **Genotypes** and **Outplanting**. The button at the top right changes with the tab (**Add nursery**, **Add fragments**, **Add genotype**, **Record outplanting**).

The cards at the top show **Nurseries**, **Fragments held** (fragments marked Growing or Ready), **Outplanted** (the total count across outplanting records) and **Genotypes**.

A good order to set up: add your reef sites, then nurseries, then genotypes, then fragments in each nursery. Click any card on a tab to edit or delete it.

How do I add a coral nursery?

- 1 In **Restoration**, open the **Nurseries** tab and choose **Add nursery**.
- 2 Type the **Name** (required, for example "Tree Bank A").
- 3 Pick the **Reef site**, the **Structure** (**Tree**, **Table**, **Rope**, **Frame** or **Other**) and the **Status** (**Active** or **Retired**).
- 4 Add **Installed on**, **Capacity** and **Notes**.
- 5 Choose **Add nursery**.

Each nursery card shows how many fragments it holds. A retired nursery stays in the list, faded. Deleting a nursery also deletes all its fragment records, so retire it instead if you want to keep the history.

How do I add a coral genotype?

- 1 In **Restoration**, open the **Genotypes** tab and choose **Add genotype**.
- 2 Type the **Species** (for example "Acropora cervicornis"), the **Genotype tag** (for example "ACER-014"), or both. One of the two is required.
- 3 Pick the **Source reef site** it was collected from and add **Notes**.
- 4 Choose **Add genotype**.

Deleting a genotype keeps the fragment and outplanting records that used it; they just lose the genotype link.

How do I record fragments in a nursery?

- 1 In **Restoration**, open the **Fragments** tab and choose **Add fragments**.
- 2 Pick the **Nursery** (required), type the **Count** and set the **Status**: **Growing** (the default), **Ready**, **Outplanted** or **Lost**.
- 3 Pick the **Genotype** if you track it.
- 4 Add **Date in**, **Last checked**, **Survival %** and **Notes**.
- 5 Choose **Add fragments**.

You need a nursery first: if there is none, add one on the **Nurseries** tab. Use one record per batch (for example, one genotype in one nursery). After a nursery check, open the record and update **Last checked**, **Survival %** and the **Count**.

How do I record an outplanting?

- 1 In **Restoration**, open the **Outplanting** tab and choose **Record outplanting**.
- 2 Pick the **Reef site** (required) and type the **Count** of corals outplanted.
- 3 Pick the **Genotype** and the **Survey day** if you like. The survey day list shows the selected program's days only.
- 4 Add **Outplanted on**, **Method** (for example "epoxy" or "nail & cable tie"), **Survival %** and **Notes**.
- 5 Choose **Record outplanting**.

You need at least one reef site first (add it under **Reef sites**). Recording an outplanting does not take the corals out of the nursery count by itself: open the fragment record on the **Fragments** tab and lower its **Count** or set its **Status** to **Outplanted**, so **Fragments held** stays right.

How do I fill in a survey day's site brief (the dive plan)?

Open the survey day and choose **Site brief**. The **Dive plan** at the top takes the **Depth range**, the **Entry type** (boat, shore or liveaboard), **Hazards**, **Planned transects** and **Who is diving**. Choose **Save**. **Copy link...** gives you a link a local partner can open with no account to fill the brief in, dive plan included; their answers come back to the brief.

How do partners send us survey data?

- 1 In **Reef sites**, with the program selected, choose **Partner link** and copy it.

- 2 Send it to the partner (a local dive operator, a reef check team). With no account, they pick one of the program's reef sites or type the site's name, and send the survey date, depth, visibility, water temperature, hard coral cover, bleaching and their observations.
- 3 Each survey lands under **Partner surveys** on **Reef sites**, waiting for review. Choose **Accept** or **Reject** (a rejection asks for an optional note, kept with the survey).

The form ignores automated sign-ups and limits how many surveys one address can send a day. Rotate or disable the link from the same **Partner link** window; a disabled link stops answering at once.

How do I share a funder dashboard link?

- 1 Select the program you want to share (at the top of the screen, or under **Programs** in the left menu).
- 2 In the left menu, under Money, choose **Funder view**.
- 3 In the **Programme summary** panel at the top, choose **Share funder link**.
- 4 Choose **Copy** and send the link to your funders.

The funder opens a read-only programme dashboard with no login: survey days done, dives logged, reef sites, corals outplanted, certification and permit status, the restoration totals (nurseries, fragments held, outplanted, genotypes) and the grant budget planned and committed. It shows totals only, never anyone's name, and the figures are counted fresh each time the page loads.

If you see "Select a programme first", pick a program and try again. Creating the link needs the Manager, Ops or Coordinator role or a Company Admin seat.

How do I stop a funder link from working?

In **Funder view**, choose **Share funder link** to open the link window again. Choose **Regenerate** to make a new link (the old one stops working at once, so send the new one to the funders who should keep access), or **Disable link** to turn it off. To share again after disabling, choose **Create new link**. The funder then sees "This funder link is invalid".

How do I put the survey schedule in my calendar?

Select the program, then in the left menu, under Money, choose **Funder view**. In the **Programme summary** panel, choose **Subscribe (iCal)** and copy the link into Apple Calendar, Google Calendar or Outlook. The calendar lists the program's survey days and stays in sync as the schedule changes. No login is needed to read it, so share it only with your team.

Who can use the CoralOps field modules?

- **Company Admins** and Company Users with the **Manager**, **Ops** or **Coordinator** role can view, add, edit and delete reef sites, certifications, dive logs, permits and restoration records, and can create the funder link.
- **Finance**, **Legal** and **View only** seats do not see these modules by default; a Company Admin can give them access.
- Certification and permit expiry alerts go to Company Admins.
- Crew members (your divers) are the people records are about, but they do not log dives or certifications themselves in GigOps Crew; a Company User enters them.

APPS FOR CREW, ATHLETES, VENDORS AND YOUR PHONE

The people around your events get their own sign-in and their own app. This chapter covers each one, and the GigOps iOS apps.

GIGOPS CREW

AVAILABLE IN [ALL PRODUCTS](#)

GigOps Crew is the app your on-site crew use on their phones: their badge, schedule, travel, to-dos, timecard and more. Crew open it in a browser at the GigOps Crew address (the link in their welcome email), or in the GigOps Crew iPhone app. Crew seats are separate from Company User seats: a crew member signs in with their own crew login and only sees their own shows and records. This guide is inside the app too: the **Help** tab on the web, or **More** then **Help** on the iPhone. The office adds and manages crew in the web app: in the left menu, choose **Crew**.

How does a crew member sign in?

- 1 Open GigOps Crew (the link from the welcome email, or the GigOps Crew iPhone app).
- 2 Type **Email** and **Password**.
- 3 Tap **Sign In**.

The app opens on the **Schedule** tab. A venue's house crew open on **Shifts**, and on the iPhone a judge opens on **Judging**. A session lasts about 12 hours; when it runs out, the sign-in screen says "Your session expired" and they sign in again. On the web, **Sign Out** is at the top right; on the iPhone it is under **More**, in **Account**. The iPhone app can also sign in with Face ID or Touch ID, turned on under **More**, in **Account**. An athlete account is not shown GigOps Crew: it is sent to GigOps Athlete instead. Judges do use GigOps Crew, with the **Judging** tab.

Why does the iPhone app ask me to agree to the Terms?

The first time someone signs in to the GigOps Crew iPhone app, and again whenever the Terms of Service or Privacy Policy change, the app shows **Before you carry on** with both documents. Tap a document to read it in full, then tap **Agree and continue**. The agreement is recorded once per person, so signing in on another phone, at another company or in GigOps Athlete does not ask again until the documents change. **Sign out** on that screen leaves without agreeing.

A crew member forgot their password or lost their welcome link. What do they do?

On the GigOps Crew sign-in screen they type their email and tap **Forgot password, or never got your link?** on the web, or **Forgot your password?** in the iPhone app. If the address is on a crew list, a set-password link is emailed. The link opens GigOps Crew on the web, where they set the password; then they sign in on the web or in the iPhone app. Set-password links expire after 7 days, so an old one may no longer work.

What are the tabs in GigOps Crew?

On the web, every crew member sees **My Badge, Incidents, Transport, Runner, Timecard, Equipment, Schedule, To-Do, Travel, Tickets** and **Help**. Some tabs only appear for certain people:

- **Logistics**: crew in the logistics or transport department, or with "manager" or "logistics" in their job title.
- **Merch**: crew in the merch department, or with "merch" or "seller" in their job title.
- **Scan**: crew in the security department, or with "security", "guard" or "manager" in their job title.
- **Judging** (ActionOps): crew in the Judge department.
- **Shifts** (VenueOps): a venue's house crew see their published shifts here, open shifts they can pick up, swap requests from coworkers, and their own requests.
- **Work orders** (VenueOps): a venue's house crew see the jobs the office drew for their department from a rental (setting a room, AV, staffing), or assigned to them. A tab also disappears when a Company Admin switches its module off for the company (for example Travel, Transport, Runners, Incidents, Logistics, Merch or Credentials). On a phone the tab row scrolls sideways. The iPhone app has five tabs at the bottom: **Badge, Schedule, To-Do, Travel** and **More**. For a judge, **Judging** takes the place of To-Do, and for a venue's house crew **Shifts** does; To-Do then moves to More. **More** holds the rest: **Report an incident, Timecard, Equipment, Tickets, Transport, Runner, Work orders, Logistics, Merch, Scan credentials, Notifications** and **Help**, each for the same people as on the web, then **Account**.

What is on the My Badge tab?

My Badge shows the crew member's name, job title, department, status and company, a live clock and a QR code. The QR code changes every 20 seconds, so a screenshot will not scan: crew show the live screen at the gate or to whoever clocks them in. Below the badge:

- **My credentials**: the passes your company issued them, with their zones.
- **Passes from other companies**: passes another company issued when you asked (for example a festival's artist pass). Each one has **Show pass code**, its own rotating code that scans only at that company's gates. Shuttle drivers, runners and judges also see a shortcut to their own tab.

How do crew clock in and out?

At a venue with a time clock tablet at the stage door, crew open **My Badge** and hold it up to the tablet: once to clock in on their shift, again to clock out. For a break, they tap **Meal break** or **Rest break** on the tablet and scan, then **End break** and scan again when they are back.

Before each published shift, GigOps Crew sends a reminder (two hours out unless the venue changed it), with the shift's time, position and notes; tapping it opens **Shifts**.

At a VenueOps venue that allows it, crew clock themselves in: on the **Shifts** tab, a shift starting within the hour shows **Clock in**, and **Clock out** once they are on the clock. The venue can require them to be on site, in which case the phone shares its location once when they tap the button. Otherwise someone in the office scans their badge:

- 1 In the web app, in the left menu, choose **Crew**, then **Scan QR**.
- 2 Pick the **Show (optional)**.
- 3 Point the camera at the crew member's live **My Badge** QR code.
- 4 Choose **Clock In**, **Clock Out** or **Catering**.

The crew member sees each shift on their **Timecard** tab: **Show**, **Date**, **Clock In**, **Clock Out** and **Hours** (the hours paid, after unpaid meal breaks, with the break minutes and **Missed meal** when a day had none). A shift that has a clock-in but no clock-out shows **In Progress**. Times show in the show's own time zone.

On the clock, the **Shifts** tab also shows **Start meal break** and **Start rest break**, and **End meal break** (or **End rest break**) while one runs; **Clock out** comes back once the break is over. A meal break is unpaid and a rest break is paid. If the meal time passes with no meal break, the shift says so: take one, or tell your manager.

How do crew pick up, swap or give up shifts?

On the **Shifts** tab (VenueOps):

- **Open shifts you can pick up:** open shifts at every venue they work at (with a crew pool, its venues are listed), tap **Pick up this shift**, or **Ask for this shift** where a manager approves pickups. A shift that clashes with one of theirs, or with time off, says why it can't be taken.
- **Swap or give up** on one of their own shifts: pick a coworker who works at that venue (and one of their shifts in return, if they like) and tap **Ask them**; tap **Offer it to the crew** to let any coworker who is free take it; or tap **Give it up to a manager** to hand it back to the open shifts. A coworker accepts first where there is one, then a manager approves. The shift stays theirs until then.
- A coworker's offered shift shows under **Asked of you** with **Take this shift**: the first to take it gets it once a manager approves.
- Requests nobody answers expire after a while (48 hours unless the venue changes it) or when the shift starts, with a notification; the shift stays theirs.
- **Asked of you:** a coworker's swap request, with **Accept** and **Decline**.
- **Your requests:** what they asked for and where it stands, with **Cancel** while it is waiting. A notification about a shift opens the Shifts tab.

How do judges score in GigOps Crew?

A crew member whose department is Judge gets a **Judging** tab (ActionOps). It lists **Your panels** and shows each run as the desk opens it, usually within a few seconds. The judge types the score (and each criterion, if the comp has criteria; the score fills in from them) and taps **Send score**. While the run is open they can **Replace score**. On the web, a score sent with no signal is kept on the phone and sent when signal comes back; if it is then not accepted, the tab says so, so the judge can tell the head judge or the desk. If the tab says "No comps to judge", the organiser has not seated them on a panel yet.

How do crew ask for time off and say when they can work?

On the **Shifts** tab (VenueOps), under **Time off**, tap **Ask for time off**, pick the first and last day, add a reason if they like and tap **Send to my manager**. The request shows **Waiting for a manager** until it is approved or declined; they get a notification either way. A request still waiting can be cancelled with **Cancel**; once decided, only a manager can change it. Until it is approved their shifts stay as they are.

Under **Days I can work**, each weekday is **Any time**, **Only between** two times, or **Can't work**. Tap **Save my week**. Managers see it on the schedule and are warned before giving them a shift outside it.

How do I log an expense and use "Read the receipt"?

Expenses are logged on the **Runner** tab.

- 1 Open the **Runner** tab and find **Log an expense**.
- 2 Next to **Receipt (optional)**, choose the receipt photo or PDF (up to 6MB).
- 3 Tap **Read the receipt**. GigOps reads the total, a category and a description into the form and shows what it read, for example the merchant, date and amount.
- 4 Check the **Amount**, **Category** and **What was it for?** fields, and pick a task if the expense belongs to one.
- 5 Tap **Submit expense**.

Nothing is submitted when you tap **Read the receipt**, so always check the amount first. If nothing can be read, type the amount yourself. The expense appears under **Your expenses** as **Pending** until the office approves, denies or reimburses it; you can **Cancel** a pending one. If receipt reading is not enabled for your company, the button says so and you type the amount in. In the iPhone app you attach a receipt photo and type the amount; **Read the receipt** is on the web.

How does a crew member report an incident?

- 1 Open the **Incidents** tab (on the iPhone, **More** then **Report an incident**).
- 2 Under **Report an incident**, type what happened in a few words.
- 3 Pick the category (for example Medical, Security, Weather, Lost & found, Technical, Fire) and the severity (Low, Medium, High or Critical).
- 4 Pick the show, or leave **Not show-specific**.
- 5 Add the location, check the **Occurred** time and describe who was involved and what has been done.
- 6 Tap **Submit report** (on the iPhone, **Submit**).

The report goes straight to the office's Incidents board and Company Admins are notified. A High or Critical report says "The office has been alerted". Each report then shows under **Your reports** with its status (Open, In progress, Resolved, Closed) and any resolution the office adds. If anyone needs urgent medical help, call emergency services first.

Where do crew see their schedule and day sheet?

On the **Schedule** tab, each show is a card with its on-site days (Load-in, Show day, Load-out, Travel, Off) and the run-of-show items for each day, with catering services mixed in by time. Tap an item with a chevron to see its notes. A **Venue forecast** appears for shows within 5 days. **Day sheet** opens a printable sheet with the run of show, the crew member's open to-dos and their travel for that show. When the crew member's phone is in a different time zone from the show, the card says which time zone the times are in.

How do crew add their schedule to their phone's calendar?

At the top of the **Schedule** tab, under **Sync your schedule to your calendar app**, crew can tap **Copy link**, **Google Calendar** or **Apple Calendar**. The calendar then keeps itself up to date with their shows. At a VenueOps venue it carries their published shifts too (a month back to four months ahead), at the venue's time, named by position and venue; drafts stay out until the venue publishes them.

Where do crew find their flights, hotel and per diem?

On the **Travel** tab. Each show (or event travel with no show) lists **Travel** (flights, drives and trains with departure, arrival and confirmation), **Hotel**, **Rental car**, **Shuttle** and **Per diem**. Per diem shows the number of days and the net amount after catering, with the gross amount underneath. Travel shows up once the office books it in the Travel module.

How do crew use the To-Do tab?

To-Do lists the tasks your crew manager tagged for the crew member's department, grouped by show. Tap the box to mark a task done or not done. Crew can also add their own:

- 1 On the web, under **Add a to-do** at the top, type what needs doing. On the iPhone, tap the plus button.
- 2 Pick the show, and add a due date and notes if you like.
- 3 Tap **Add to-do** (on the iPhone, **Save**).

Their own to-dos go on the department's list, where the crew manager sees them too. Only the person who added a to-do can edit or delete it: tap it, then save the changes or delete it.

How do crew comment on a task or open its documents?

On the **To-Do** tab, a task's documents show under it: a web link opens in a new tab, and a file kept in the office's Documents shows by name (ask the office for it). Tap **Comment** (or **Comments** with a number) to read the thread the office sees. Type a comment and tap **Post**; type @ and a name to mention someone, who hears it on their bell.

How do crew answer a debrief?

After a show the office can send a short debrief. It arrives on the bell and waits at the top of the **To-Do** tab under **Debriefs**.

- 1 Tap **Answer**.
- 2 Rate, pick yes or no, choose an option or write a few words. Questions marked * need an answer.
- 3 Tap **Send answers**.

Tap **Change answers** on one you already sent to change it. A crew member with no GigOps Crew app signed in and no browser notifications also gets the debrief by email, with a link to the To-Do tab. In the GigOps Crew iPhone app, debriefs are at the top of the **To-Do** screen; tap a to-do to see its documents and comments.

How do crew request guest-list tickets?

- 1 Open the **Tickets** tab.
- 2 Pick the show, type the **Guest name** and the party size, and add notes if you like.
- 3 Tap **Request tickets**.

The request shows as **Pending** until the office approves or denies it on the show's guest list. A pending request can be withdrawn with **Cancel request**.

How do shuttle drivers and riders use the Transport tab?

Everyone sees **Live shuttles** (a map), the **Shuttle schedule** and **Request a ride**. To ask for a ride, fill in the pickup, drop-off, time, number of people, show and notes, tick **Private**, **hide from other crew** if needed, and tap **Request a ride**. Shuttle drivers also get a shift card: **Go on shift & share location** shares their live position with the transport team until they tap **End shift & stop sharing**. On each run they move it along with buttons such as **Accept run**, **En route to**, **Arrived at**, **Depart for** and **Complete**. Signing out also ends the shift.

How do runners use the Runner tab?

A runner goes on shift with **Go on shift & share location**, which shares their position with runner managers. Tasks assigned to them appear under **Your tasks** and move through **Accept**, **En route** and **Mark complete**. Open tasks anyone can take appear under **Available to claim** with **Claim this task**. Expenses are logged on the same tab (see "How do I log an expense").

How do crew work through a work order?

On the web open **Work orders**; on the iPhone it is under **More**. Each card shows the job, the rental and function, when it is due and the checklist.

- 1 Tick each item as it is done. Your name goes next to it.
- 2 Add photos of the job (the set room, the stage, anything wrong) with **Add a photo** (on the iPhone, **Take a photo** or **Add from photos**). The office sees them on the rental. You can remove your own photos until the job is finished: the cross on the web, a long press on the iPhone.

- 3 Choose **Finish and sign off**. Write a note for the office (needed if anything is not ticked), type the name of the person signing it off (yours by default, or the client's contact who walked the room), and have them sign on the pad with a finger. **Clear** starts the signature again. Choose **Mark done**. Finishing without a signature asks first.

A finished work order shows who finished it, the note and the signature. To change it, ask a manager to reopen it.

What do the Logistics, Merch and Scan tabs do?

On the iPhone these are under **More**, as **Logistics**, **Merch** and **Scan credentials**.

- **Logistics**: **Log a shipment** with direction (Inbound or Outbound), carrier, tracking number, contents, reference, ETA and show, then **Add shipment** (on the iPhone, **Add**). The list shows every shipment of the company, active ones first. Each shipment card has a status menu, **Edit** and **Remove**, and a tracking number opens the carrier's tracking page. The carrier is picked automatically from many tracking numbers.
- **Merch**: pick a show and tap **Count merch** (or **Continue count**). Enter **Open**, **+Add**, **Comp** and **Close** per item and size, then **Cash** and **Card** under **Money collected**, and tap **Save counts**. The sheet works out what sold and says if the cash and card are over or short against the sales. Once the office settles the show, the sheet is read only.
- **Scan**: pick the **Gate / zone**, tap **Start camera** and scan a credential QR (or paste a token and tap **Verify**). The result shows ACCESS GRANTED, ZONE DENIED, VOID, EXPIRED or NO CREDENTIAL, with a list of recent scans.

Why is GigOps Crew showing an old schedule or saying "You're offline"?

GigOps Crew on the web keeps the last copy of the schedule, travel, to-dos, help and other tabs on the phone. With no signal it still opens and shows a bar: "You're offline. Showing what was last loaded", with the time. Changes (a new to-do, an incident report, a ride request) need a connection; try again once signal is back. The tab on screen reloads by itself when the connection returns.

How do crew get notifications?

The bell at the top right shows unread notifications, such as a task assigned to their team. Tap one to open it, or **Mark all read**. On the web, on a phone or browser that supports it, **Enable push notifications** in the bell panel turns on push; if it says push is not configured, your company has not set it up yet. The iPhone app asks to send notifications and then gets them even when it is closed; the count also shows on **More** and on the app icon.

A crew member works for more than one company. How do they switch?

When the same email is on several companies' crew lists, the **Company** field on **My Badge** becomes a menu on the web: tap it, then pick the company under **Your crews**. On the iPhone, the **Company** row under **More**, in **Account**, is the menu. GigOps Crew reloads with that company's schedule, badge, department and access.

Where do crew find help in GigOps Crew?

On the web, open the **Help** tab at the end of the tab row. On the iPhone, open **More**, then **Help**. Both show this guide, one question at a time: tap a question to read the answer, or type in **Search help** to find one. For anything about their own shows, pay or access, crew ask their crew manager.

How do I give a crew member access to GigOps Crew?

- 1 In the left menu, choose **Crew**.
- 2 Choose **Add Crew**.
- 3 Fill in **First name**, **Last name**, **Email** and **Department** (all required), plus **Job title**, **Phone** and **Reads messages in** if you want.
- 4 Leave **Password** blank. GigOps emails them a secure link to set their own password.
- 5 Choose **Add crew member**.

The crew member opens the link, sees **Set your password**, types a password of at least 8 characters twice and chooses **Set password & sign in**. If email is not set up for your company, you see a warning instead of the "set-password email was sent" message. The department and job title decide which tabs they see (see "What are the tabs in GigOps Crew?").

A crew member never got their welcome email. What do I do?

- 1 In the left menu, choose **Crew**.
- 2 On the crew member's row, choose **Edit**.
- 3 Under the email field, choose **Resend the set-password link**.

The crew member can also help themselves from the sign-in screen (see "A crew member forgot their password or lost their welcome link").

In which language does GigOps Crew send messages to a crew member?

Each crew member has a **Reads messages in** setting on the **Add crew member** and **Edit crew member** forms. Leave it on **English (the company's language)** or pick another language, such as Spanish, French, German, Portuguese, Japanese or Chinese. Show alerts (email and text message), crew team notices and the day sheet email are then translated into that language when they are sent. Names, times and numbers stay as written. Crew cannot change this setting themselves; a Company User with access to Crew sets it. If AI is not available for your company, crew get your original words. If one language fails to translate, those crew get the original too.

GIGOPS ATHLETE

AVAILABLE IN ACTIONOPS

GigOps Athlete is the app your athletes use at an ActionOps event: their comps and start positions, live results, travel, their pass and alerts from you. Athletes open it in a browser at the GigOps Athlete address (the link in their invite) or in the GigOps Athlete iPhone app. It belongs to ActionOps, and you add athletes in the web app: in the left menu, choose **Athletes**. Crew and judges use GigOps Crew instead.

How do I invite an athlete to GigOps Athlete?

- 1 In the left menu, choose **Athletes**.
- 2 Choose **Add athlete**, fill in their details including an email, and choose **Add athlete**.
- 3 GigOps emails the athlete a welcome with a set-password link for GigOps Athlete.

The card says **Never signed in** until they first sign in, then **Has signed in**. If email is off for your company, you see "Athlete added, but email is off: send them the app link yourself." To send the link (again) at any time, choose **Send app invite** or **Resend app link** on the athlete's card. If the person already has a GigOps login, the message says so.

How do I invite many athletes at once?

- 1 In the left menu, choose **Athletes**.
- 2 Choose **Import**.
- 3 Paste one athlete per line: first, last, email, and optionally nation, discipline and bib (up to 500 rows). For a list in any other shape, paste it and choose **Read with AI**: the rows are rewritten into the box for you to check.
- 4 Keep **Email each athlete an app invite** ticked.
- 5 Choose **Import**.

Each athlete with an email address gets their own invite. Untick the box if you want to send invites later, one by one, with **Send app invite**.

How does an athlete sign in for the first time?

- 1 Open the link in the invite email.
- 2 On **Set your password**, type a password of at least 8 characters in **Password** and **Confirm password**.
- 3 Tap **Set password & sign in**.

After that, they sign in with **Email** and **Password** and **Sign in**. If the link is invalid or has expired, or the email never arrived, they type their email on the sign-in screen and tap **Forgot password, or never got your link?**. If the address is on an event, a new set-password link is emailed.

What does the athlete see on My comps?

My comps lists every upcoming comp the athlete is entered in, with its status (Scheduled, Delayed, Running now, On hold), the date and time, the course, and their **Bib**, **Start** position, **Heat** and number of **Runs**. If the running order is not set yet, the card says so. When you have set a shuttle that gets them there in time, the card shows which shuttle to take and when it leaves. Practice and inspection slots you schedule for their comps or courses appear under **Practice & inspection**.

What does "Awaiting guardian consent" mean?

When the organiser requires a guardian's consent for athletes under 18, an under-18 athlete whose parent or guardian has not yet consented sees **Awaiting guardian consent** on My comps and on each comp card. Their entries stand; the note goes away once the guardian consents through the link they were emailed.

How do athletes follow their results?

The **Results** tab shows each comp under **Running now**, **Finished** and **Coming up**, with the athlete's place ("Currently 2nd of 12", or their final **Place**), their score or time, and each run as the judges score it. It refreshes by itself every few seconds while one of their comps is running. **Leaderboard** opens the comp's full board. If you chose to hide the board until the comp is complete, it says "The organiser shows this board once the comp is complete." A **Watch** link appears on a run when a clip has been added.

Where does an athlete see a doping control entry?

When the organiser logs an athlete in a comp's chaperone log, the athlete sees it under **Doping control** on the Results tab: the comp, the chaperone, and when they were notified, arrived at the testing station and were tested. It is read only.

Where do athletes see their travel?

The **Travel** tab lists **Flights & ground**, **Hotels** (with dates, room number, address and reference) and **Shuttles** that you booked for them in the Travel module. If nothing is booked yet, it says so, and mentions that a team manager can also propose travel for them.

What is the Pass tab?

Pass (titled **My pass**) shows the athlete's name, bib and a QR code to show at the gate and the athlete area. The code refreshes automatically about every 20 seconds, so a screenshot will not work.

How do I send alerts to athletes?

The **Alerts** tab shows the athlete's notifications, such as a comp that moves, goes on hold or is called, and messages from you. A number on the tab shows how many are unread, and **Mark all read** clears them.

An athlete rides at more than one event. How do they switch?

When the same login is entered at more than one event, a button with the company's name appears at the top. Tap it and pick the event under **Your events**. The app reloads with that event's comps and travel.

Why is a crew member or judge sent to GigOps Crew?

GigOps Athlete is only for athlete accounts. Anyone else who signs in sees "This account is not an athlete. Opening GigOps Crew instead..." and is sent to GigOps Crew. If the same person is crew at one event and an athlete at another, the app switches to their athlete profile first. An athlete who signs in to GigOps Crew is sent here in the same way.

Why can't my athlete sign in?

Check the message under the sign-in form. If athletes are switched off for your company, sign-in is refused with that reason. A session also expires after a while; the screen then says "Your session expired" and they sign in again. If they never set a password, send them a fresh link with **Resend app link** on their card under **Athletes**.

GIGOPS VENDOR

AVAILABLE IN [ALL PRODUCTS](#)

GigOps Vendor is where an outside business (backline, catering, staging, security, trucking and so on) lists itself in the GigOps vendor marketplace and answers requests from companies. It is free to list, has its own sign-in at the GigOps Vendor address, and needs no GigOps company. Once the GigOps team approves a listing, tours, festivals, venues, promoters and action sports events on GigOps can find it in **Vendors > Marketplace** (the marketplace is not part of CoralOps).

How does a vendor list their business?

- 1 Open GigOps Vendor and choose **List your business for free**.
- 2 Fill in **Business name**, **Your name**, **Work email** and a **Password** of at least 8 characters.
- 3 Tick the box to agree to the Terms of Service and Privacy Policy.
- 4 Choose **Create account**.
- 5 Open the confirmation link GigOps emails you (it expires in 24 hours). If it does not arrive, choose **Send the link again**.

You land on the **Listing** tab with a draft listing to fill in.

I was invited by email. How do I sign up?

Open the link in the invitation. The sign-up form opens with your address filled in, and because the invitation came to that address there is no confirmation email to wait for. To use another address, choose **Use a different email** (you then confirm that one by email). The same invitation email also has an unsubscribe link if you do not want to be contacted again.

What do I need to fill in before my listing can go live?

The **Checklist** beside the form shows what is still missing. Required:

- **Business name**
- A **Description** of 40 characters or more
- At least one category under **What you do**
- **Who you work with** (the kinds of client)
- Your **Base city** and **Country**
- A **Contact email** Optional but useful: a logo, a **Tagline** and your **Website**. Tap a checklist line to jump to its field. The **Preview** shows the card companies see in the marketplace as you type.

How do I edit my listing?

- 1 Open the **Listing** tab.
- 2 Change any field: **Business**, **What you do** (up to the shown number of categories, plus **Services and equipment** and **Past clients and events**), **Who you work with**, **Where you work** (**Base city**, **State or region**, **Country**, **How far you go**, **Regions you cover**), **Contact** and **Insurance**.
- 3 Choose **Save changes** in the bar at the bottom, or **Discard** to throw the edits away.

On a live listing your edits go live straight away, except a new **Business name**: that sends the listing back for review, and it leaves the marketplace until the GigOps team approves it again.

How do I add or change my logo?

On the **Listing** tab, under **Logo**, choose **Upload logo** (or **Replace logo**) and pick a PNG, JPEG or WebP image. Square works best; GigOps resizes it for you. The logo saves on its own, without **Save changes**. **Remove** takes it off.

How do I send my listing for review?

When the checklist is complete, choose **Send for review** in the banner at the top of the **Listing** tab. The banner then says **Waiting for review**. You can keep editing while you wait, or choose **Take it back** to make it a draft again. GigOps emails you when the listing is live.

What do the listing statuses mean?

- **Your listing is a draft**: not sent yet. Finish the checklist and send it for review.
- **Waiting for review**: the GigOps team is checking it.
- **Live in the marketplace**: companies can find you and send requests.
- **Paused**: out of the marketplace until you resume it; open requests stay open.

- **Changes needed:** the GigOps team sent it back, with a note. Make the changes and send it again.
- **Suspended:** out of the marketplace and unable to send messages. Contact GigOps if you think this is a mistake.

How do I pause or resume my listing?

On a live listing, choose **Pause listing** in the banner on the **Listing** tab and confirm. Companies will not find you until you choose **Resume listing**. Requests that are already open stay open and you can still answer them.

How do I answer a request from a company?

- 1 Open the **Requests** tab. A number on the tab shows unread requests.
- 2 Choose a request. It shows who sent it, the event, dates, location and budget, and the messages so far.
- 3 Type in **Reply** (an answer, a quote or your questions).
- 4 Choose **Send reply**.

The company gets your reply in GigOps and by email. New requests also go to your listing's **Contact email**. The **Email** button (with the person's name) opens your own email app addressed to them. **All requests** takes you back to the list.

How do I archive a request?

Open the request and choose **Archive**. Use **Open** and **Archived** at the top of the **Requests** tab to switch between the lists, and **Move to open** to bring an archived request back. If the company closed the request, it says "Closed by the company" and takes no more replies.

How do I change my name or password?

Open the **Account** tab. Under **You**, change **Your name** and choose **Save name**. Under **Password**, type your **Current password**, a **New password** and **Confirm**, then choose **Change password**; this signs you out everywhere else. To change your sign-in email or delete your listing and account, email GigOps support from your sign-in address.

I forgot my vendor password. What do I do?

On the GigOps Vendor sign-in screen, choose **Forgot your password?**, type the email you signed up with and choose **Send reset link**. Open the link, type a **New password** twice and choose **Save and sign in**. This signs you out everywhere else.

How do companies find and contact vendors?

Company Users find listed vendors in the web app under **Vendors > Marketplace**. From there they can send a quote request, which arrives in the vendor's **Requests** tab, and copy the vendor into their own vendor lists. Only approved listings that are not paused appear.

MOBILE APPS

AVAILABLE IN **ALL PRODUCTS**

GigOps has iPhone and iPad apps for the people who work on site: **GigOps Crew** for crew, **GigOps Athlete** for athletes at ActionOps events, **GigOps Company** for Company Admins and Company Users, and **GigOps Scan** for the phone or tablet at a gate. Each app uses the same sign-in as the matching web app, so there is nothing extra to set up for your team. GigOps Company, GigOps Athlete and GigOps Scan are on the App Store now; GigOps Crew is coming soon, and until then crew use GigOps Crew in their phone's browser.

Where do I get the apps?

On the App Store, free to download:

- **GigOps Company** is listed on the App Store as **GigOps**: <https://apps.apple.com/app/gigops/id6820334071>
- **GigOps Athlete**: <https://apps.apple.com/app/gigops-athlete/id6820334121>
- **GigOps Scan**: <https://apps.apple.com/app/gigops-scan/id6820334238>
- **GigOps Crew** is coming to the App Store. Until it is there, crew open GigOps Crew in their phone's browser with the link from their welcome email; it works the same way.

Each app needs iOS 17 or later and runs on iPhone and iPad. Downloading is free: GigOps Company needs a Company User or View only seat, and GigOps Crew, GigOps Athlete and GigOps Scan use the crew, athlete and scanner sign-ins your company already gives out.

Which app should each person use?

- **GigOps Crew:** crew members (production, runners, security, drivers, judges). Same login as GigOps Crew on the web.
- **GigOps Athlete:** athletes at an ActionOps event. Same login as GigOps Athlete on the web.
- **GigOps Company:** you and your Company Users, with your normal GigOps email and password, or **Sign in with SSO** where your company uses single sign-on.
- **GigOps Scan:** the device a guard uses at a gate, signed in with a scanner link, an office login, a security crew login or a crew badge. Each app refuses the wrong kind of account at sign-in and says which app to use instead.

What can crew do in the GigOps Crew app?

The app has the same features as GigOps Crew on the web: **Badge** (the rotating QR code, their credentials and passes from other companies), **Schedule** (with the venue forecast, calendar link and day sheet), **Travel** and **To-Do**. Under **More**: report an incident, Timecard, Equipment, Tickets, Transport, Runner, Logistics (logistics crew and managers), Merch (merch sellers), Scan (security crew only), Notifications and Help. Judges get a **Judging** tab, and a venue's house crew a **Shifts** tab. Tabs for modules

a Company Admin switched off are hidden, as on the web.

What does the iPhone app add for crew?

- A driver or runner shift keeps sharing location while the phone is locked, until the shift ends.
- The credential scanner uses the phone's own camera reader.
- Receipts for expenses come straight from the photo library.
- Sign-in with Face ID or Touch ID: the app offers it after the first password sign-in, and it can be switched on or off under **More > Account**. With it on, the app also locks on launch and after five minutes in the background.

What is in the GigOps Athlete app?

The same five tabs as GigOps Athlete on the web: **My comps** (comps, bib, start order, heat, practice and inspection slots), **Results** (live place and run scores, with the comp's **Leaderboard**), **Travel**, **Pass** (the rotating QR code) and **Alerts**. Face ID sign-in, the app lock and the event switcher work as in the crew app.

What can I do in the GigOps Company app?

GigOps Company is the office app for Company Admins and Company Users. It has **Today**, **Shows** (each show's day sheet, crew, guest list, advance and travel), **Crew** and **Tasks**, and under **More** the inbox, notifications, calendar, travel, **Signatures** and your account. Everything else opens in the web app. The app follows your company's product (for example, a PromoterOps company sees Market instead of tour) and your module access: a module that is Off for you is not shown, and edit controls only appear where you have Edit.

Can I follow GigOps Sign documents on my phone?

Yes. In GigOps Company, open **More > Signatures**. Documents are split into Waiting, Signed and All. Open one to see each signer's status, the suggested changes, the files and the audit trail, and to read the PDF. With Edit access to Signatures you can send a draft that is ready, send a reminder, copy a signer's link, open your own link to sign, answer suggested changes and void a document. Uploading a PDF and placing fields stay on the web.

What is GigOps Scan for?

GigOps Scan turns a phone or tablet into a gate scanner for your credentials. The guard picks the zone, scans each pass or crew badge and gets a clear verdict (granted, zone denied, void, expired or no credential) with the holder, pass type, zones and photo, plus a sound and a vibration so they do not have to look at the screen. It keeps working without signal: it checks passes against a copy downloaded while online, saves every scan and uploads the log when the connection is back.

How do I connect a device to GigOps Scan?

Any of these works:

- 1 **The whole event:** in the web app, open **Credentials**, go to **Scan** and choose **Scanner app**. Choose **Create scanner app link**, then scan the QR code with GigOps Scan (or paste the link). The device gets every zone and can scan offline. Keep this link to the devices your head of security runs.
- 2 **One gate:** in **Credentials**, on a zone, choose **Public link** to get a scanner link for that gate only (live scanning only, no offline copy).
- 3 **Sign in** with an office login or a crew login.
- 4 **Scan a security crew member's badge** to sign the device in as them.

If a device is lost, open **Scanner app** again and choose **Regenerate** and **Rotate key**, or **Disable** the link.

What can a guard do at the gate with GigOps Scan?

- Pick the **zone** to scan for ("Any zone" checks identity only). A gate link fixes the zone.
- **Lock** the device to that zone with a PIN and/or the guard's own badge, so nobody can change it.
- Use the **torch** after dark; the screen stays awake while scanning.
- **Look up a holder by name** when a pass will not scan. This is a visual check only and is not logged.
- See the status pill: online or offline, scans waiting to upload, and when the device last synced.
- Open the scan log for the shift's tally and **Upload now**.

Do the apps send push notifications?

Yes, in GigOps Crew, GigOps Athlete and GigOps Company. Each asks to send notifications after sign-in, and then gets them even when it is closed: the same notifications the bell or Alerts tab shows. GigOps Scan sends none; its status pill shows what it needs to. If someone said no, they can turn notifications on again in the iPhone's **Settings**, under the app's name. While an app is open, the bell or Alerts tab also updates by itself.

How do I reset my password or delete my account from an app?

The GigOps Crew, GigOps Athlete and GigOps Company sign-in screens have **Forgot your password?**: GigOps emails a link to set a new password, and you then sign in in the app with it. To delete your account, open **More > Account** (GigOps Company: your account screen) and choose **Delete your account**, which opens an email to GigOps with the request ready to send. A Company Admin can also remove a crew login or a seat from the company in the web app.

INTEGRATIONS AND THE GIGOPS API

Connect GigOps to your own systems with API keys and webhooks. Single sign-on is covered in chapter 3; accounting, payments and other connections are covered with the module they feed.

API KEYS AND WEBHOOKS

AVAILABLE IN [ALL PRODUCTS](#)

The GigOps API lets your own tools (a booking spreadsheet, a data warehouse, an agency's system) read your company's tours, shows, venues, bookings, ticket counts, budget summary and crew directory, ask a venue for a hold and post ticket counts. Webhooks do the opposite: GigOps posts an event to your server the moment something happens. Both are on **Users & access > Developers**, and both are for Company Admins (the **Owner** and **Company Admin** access levels). There is no charge for either.

How do I make an API key?

- 1 Open **Users & access** and choose the **Developers** tab.
- 2 Under **API keys**, choose **New API key**.
- 3 Give it a **Name** you will recognise later, like "Booking spreadsheet".
- 4 Tick the **Scopes** it needs, and nothing more. Each scope reads one kind of record (see "Which scopes are there?").
- 5 Pick when it **Expires** (never, 30 days, 90 days or a year) and, if you like, its **Requests a minute** (10 to 1000; 120 when left blank).
- 6 Choose **Create key**, then **Copy key**.

The key starts with `gk_` and is shown only this once. GigOps keeps a fingerprint of it, never the key itself, so nobody (GigOps included) can show it to you again. If you lose it, revoke it and make a new one. A company can have 25 live keys.

Which scopes are there?

- **Shows** (`shows:read`): shows with their dates, venues, times and status.
- **Tours** (`tours:read`): tours (or events) and their dates.
- **Venues and avails** (`venues:read`): your venues and rooms, and the open dates of venues that share them with you.
- **Bookings** (`bookings:read`): bookings with venues, their status, dates and the other party.
- **Ticket counts** (`counts:read`): per show, the count that makes its total, sold, gross and sell-through.
- **Budget summary** (`budget:read`): approved and contracted totals per currency.
- **Crew directory** (`crew:read`): names, departments and titles, without contact details.
- **Crew contact details** (`crew.contact:read`): adds email addresses and phone numbers to the directory (it turns on the crew directory too).
- **Rentals** (`rentals:read`, VenueOps): rentals with the client, room, dates, status and contract state; one rental also lists its functions with the hours the room is held.
- **Rental invoices** (`invoices:read`, VenueOps): invoices with their totals, what is paid and what is owed; one invoice also lists its lines, its payment schedule (with what is still unpaid on each payment) and the payments, credits and refunds.
- **Risk register** (`risks:read`): risks with their likelihood, impact, score, owner, mitigation, status and review date; the list carries the five-by-five heat map of the risks not closed.
- **Ask for holds** (`holds:write`): asks a venue that shares its open dates with you for a hold, as **Request a hold** in Find open dates does.
- **Post ticket counts** (`counts:write`): posts a show's count. In PromoterOps it is the day's wrap in Counts; otherwise it updates the show's own ticket count. A request outside the key's scopes answers 403 and names the scope it needed.

What can a key see?

A key acts as your company through the seat of the Company Admin who made it. It sees your company's records only (another company's ids answer 404), and the same per-person module settings apply as in the app: if that person's Budget is set to Off, the key's budget summary is refused too. If that person stops being a Company Admin here, or leaves the company, every key they made stops working; a Company Admin makes a new one. Answers carry only the fields listed in the API reference: never passwords, share-link tokens, pay rates or anyone's private notes.

How do I call the API?

Send the key in the `Authorization` header. The **Base URL** is shown on the Developers tab (it ends in `/api/v1`); the examples below use it as `$BASE`. Every answer is JSON. Lists come back as `{ "data": [...], "total", "limit", "offset", "has_more" }` and take `limit` (up to 500) and `offset`; one record comes back as `{ "data": { ... } }`.

```
curl $BASE \-H "Authorization: Bearer gk_your_key"
```

```
curl "$BASE/shows?tour_id=12&from=2027-06-01&to=2027-08-31" \-H "Authorization: Bearer gk_your_key"
```

```
curl "$BASE/budget/summary?tour_id=12" \-H "Authorization: Bearer gk_your_key"
```

```
curl -X POST $BASE/counts \-H "Authorization: Bearer gk_your_key" -H "Content-Type: application/json" \-d '{"show_id": 345, "sold": 1620, "gross": 64800, "currency": "USD"}
```

```
curl -X POST $BASE/avails/77/hold-requests \-H "Authorization: Bearer gk_your_key" -H "Content-Type: application/json" \-d '{"date": "2027-09-09", "tour_id": 12, "note": "Two nights if the 10th opens up"}' `` The other reads, after /api/v1, are /tours, /tours/{id}, /shows/{id}, /venues, /venues/{id}, /avails, /avails/{venueId}, /bookings, /bookings/{id}, /counts, /crew, /rentals and /rentals/{id} (filter by venue_id, client_id, from, to and status), /invoices and /invoices/{id} (filter by venue_id, client_id, rental_id, status, and the issue date with from and to), and /risks and /risks/{id} (filter by tour_id, show_id, venue_id and status). Rentals and invoices need Rentals in the access of the person who made the key, and answer 404 for a company that is not on VenueOps; the risk register needs Planning. The full reference, with every field, is the OpenAPI 3.1 document at /api/v1/openapi.json`, which most API tools can import.
```

What are the rate limits?

Each key has its own limit of requests a minute (120 unless you set another when you made it). Every answer says where you stand in the `RateLimit-Limit`, `RateLimit-Remaining` and `RateLimit-Reset` headers (seconds until the minute resets; `X-RateLimit-*` carry the same). Past the limit the API answers 429 with a `Retry-After` header: wait that many seconds and try again.

How do I revoke a key?

On **Developers**, choose **Revoke** on the key's row and confirm. Anything using it stops at once (401, "This API key was revoked"). The row stays in the list, marked **Revoked**, with when it was last used. An expired key answers 401 with "This API key has expired". Making and revoking keys is recorded in the company audit trail.

Can other companies read my venue's tech pack?

Only if you say so. In VenueOps, open **Avails** and tick **Share my tech pack on the API** on the **Tech pack on the GigOps API** card. Then any company's key can read `/api/v1/tech-packs/{your venue's page name}`: exactly what your public venue page shows (rooms and their public tech-pack fields, public contacts, preferred vendors and the list of public documents), never the wifi, the confirmed-tier fields or your calendar. Untick it and the read answers 404 again.

How do I add a webhook endpoint?

- 1 On **Users & access > Developers**, under **Webhooks**, choose **Add endpoint**.
- 2 Enter the **Endpoint URL**. It must be https on a public address: GigOps refuses plain http, private and internal network addresses, and anything with a password in the URL.
- 3 Tick the **Events** to send, and add a **Description** if you like.
- 4 Choose **Add endpoint**, then **Copy secret**.

The signing secret starts with `whsec_` and is shown only this once. **Roll secret** makes a new one (shown once) and signs with it from then on. A company can have 10 endpoints.

Which events are there?

- `show.created` and `show.updated`: a show was added or changed (date, venue, times, status).
- `booking.status`: a booking with a venue changed status (requested, confirmed, declined, cancelled, settled).
- `offer.status`: an offer changed status (sent, accepted, declined, withdrawn).
- `counts.posted`: ticket counts were posted for one or more shows.
- `settlement.signed`: a settlement was locked, signed by both sides of a booking or promoter link, or locked on a show.
- `hold.requested`: a hold was asked for, through a booking request or from your public venue page. Each event is small: `{ "id": "evt...", "type", "created_at", "company_id", "data": { ... } }`, where `data` carries the ids and status (for a show, its date, city, venue and status). Read the rest through the API with a key.

How do I check that a webhook came from GigOps?

Every delivery carries `X-GigOps-Event`, `X-GigOps-Delivery` (the event id, the same on every retry, so you can ignore one you have already handled), `X-GigOps-Timestamp` (seconds since 1970) and `X-GigOps-Signature`, which is `v1=` followed by the hex HMAC-SHA256 of the timestamp, a full stop and the raw request body, under the endpoint's secret. Check it against the raw body before you parse it, and refuse a timestamp more than five minutes old. In Node.js:

```
const crypto = require('crypto'); function fromGigOps(rawBody, headers, secret) { const ts = headers['x-gigops-timestamp']; const sig = String(headers['x-gigops-signature'] || ''); const want = 'v1=' + crypto.createHmac('sha256', secret).update(`${ts}.${rawBody}`).digest('hex'); const fresh = Math.abs(Date.now() / 1000 - Number(ts)) < 300; return fresh && sig.length === want.length && crypto.timingSafeEqual(Buffer.from(sig), Buffer.from(want)); } Answer with any 2xx status within ten seconds. Do slow work after you answer.
```

What happens when my endpoint is down?

A delivery that gets no 2xx answer (an error, a redirect, a timeout) is tried again after 1 minute, 5 minutes, 30 minutes, 2 hours and 6 hours, then marked failed. After 15 failed attempts in a row the endpoint is switched off, nothing more is sent to it, and the Company Admins get a notification. Fix the endpoint, then choose **Switch on** on its card (that clears the failure count). On **Deliveries** you can see each event, when it was tried, the answer code and how long it took, and **Send again** a failed one.

How do I test an endpoint?

Choose **Send test event** on the endpoint's card. GigOps sends a `webhook.test` event, signed like any other, straight away, and tells you whether it was delivered and what came back. A test event is tried once and never counts toward switching the endpoint off. It works on a switched-off endpoint too, so you can check a fix before you switch it back on.