Provider Guide to Adding Courses & Events

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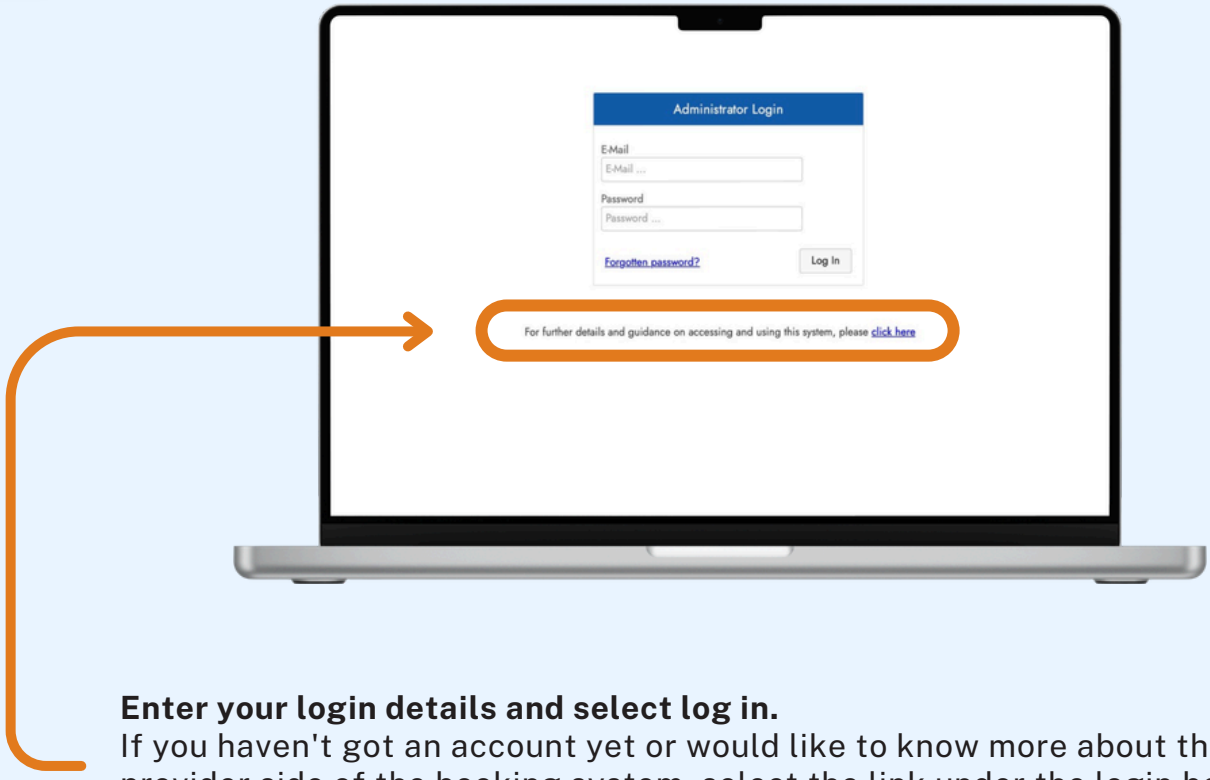
Contact:

Bams@sasp.co.uk

Logging in and your account

0:50 in training video

1. Access your account by heading to the BAMS admin site here: **https://www.sasp.co.uk/admin/**



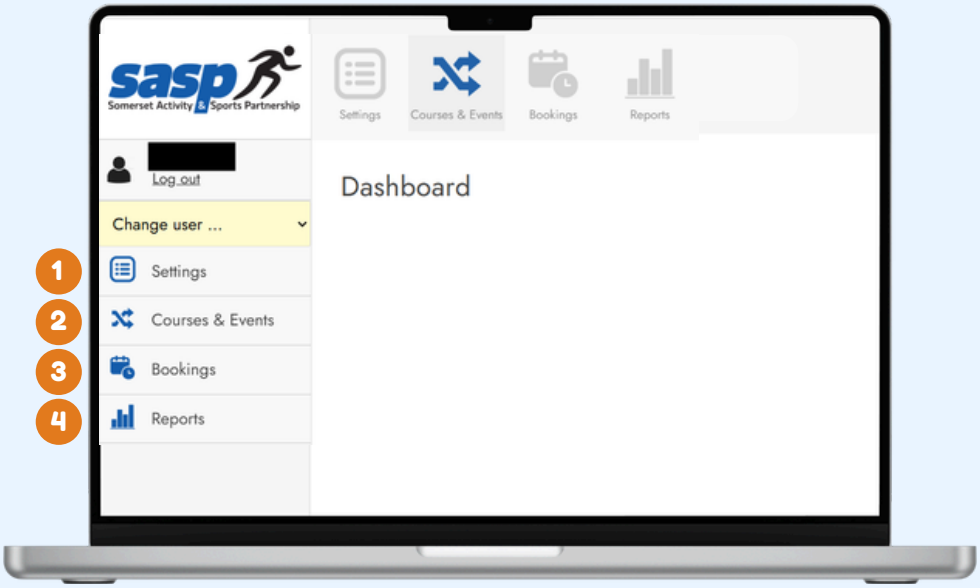
Enter your login details and select log in.
If you haven't got an account yet or would like to know more about the provider side of the booking system, select the link under the login box.

Logging in and your account

02:59 in training video

2.

You will then be taken to your personal dashboard.
This is your home page for the booking system.



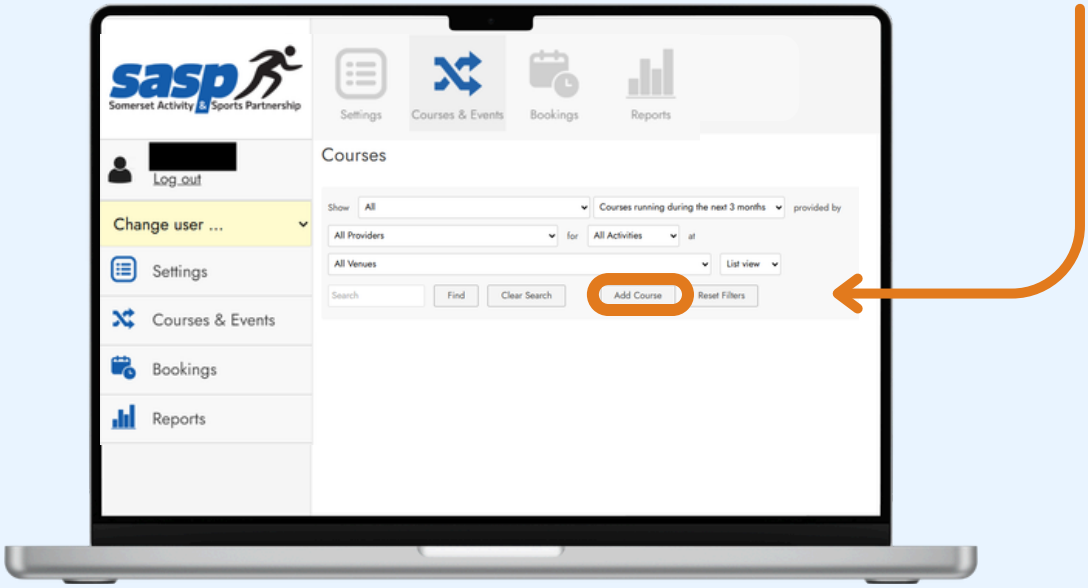
1. **Settings:** This is where you can view all booking system registered venues
2. **Courses & Events:** This will give you the options to suggest a venue and manage your courses, events and promotions.
3. **Manage or add a new booking**
4. **Reports:** Give you the option to manage payments and refunds, view credits and view attendance records.

Before adding your course, check your venue has been added to the system. Head to the settings tab, select venues and search the list. If your venue is not listed, head to the Suggest a Venue guide and suggest the venue to the system.

Adding a Course to the booking system

14:30 in training video

1. Once selecting courses on your dashboard, you will be able to look through all courses that you have added to the system, with the option of also adding a new course

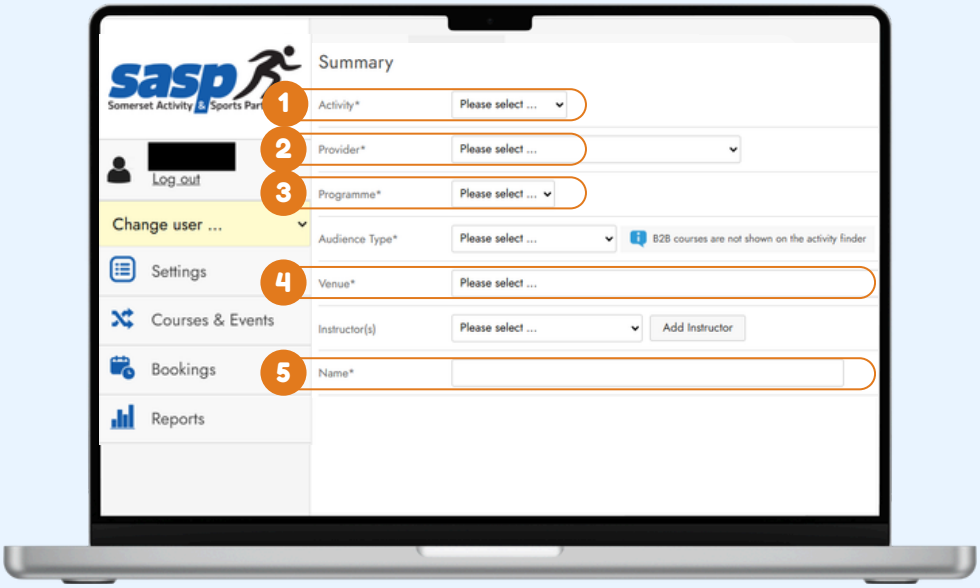


Once selecting ‘Add Course’ you will next be taken to the course details page where you will need to work through each section, inputting relevant information about the course you wish to add.

Adding a Course to the booking system

14:55 in training video

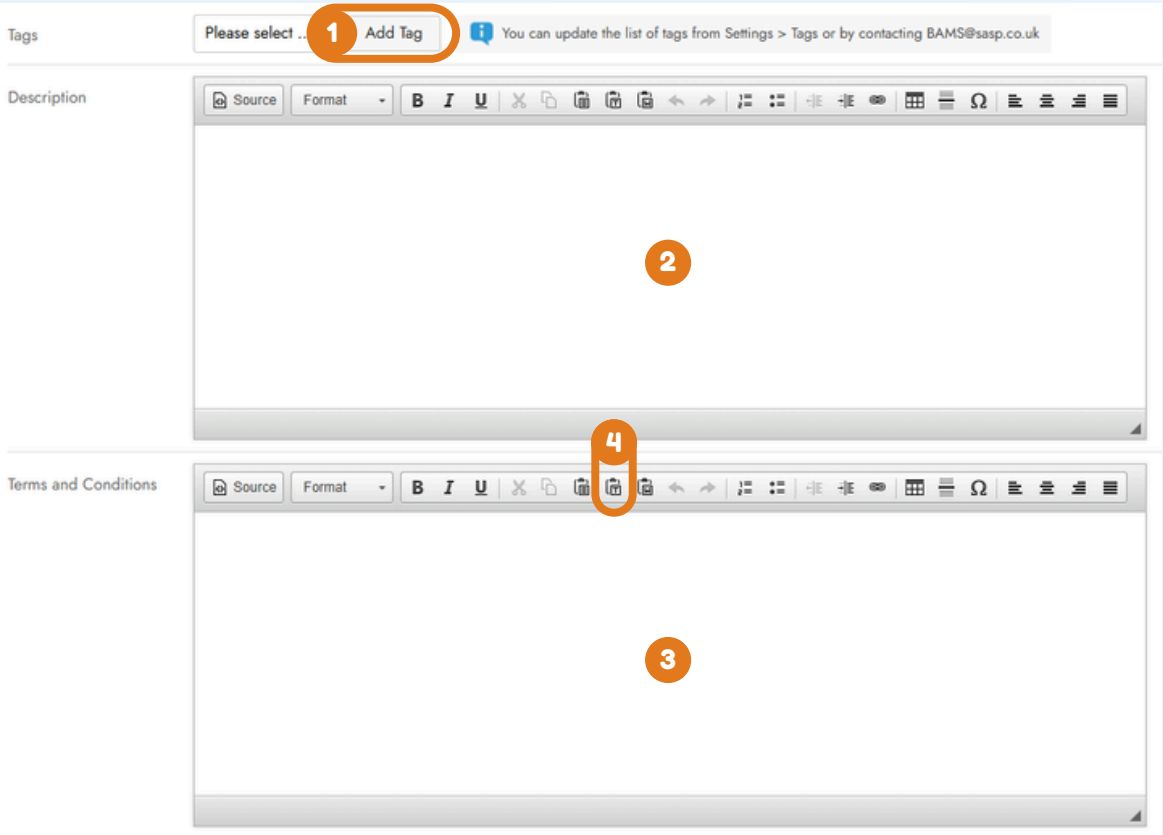
2.



1. Select the relevant activity from the drop down
2. This will be you as a provider
3. Select the relevant programme
4. Select the relevant venue where your courses will be running. If your venue does not show, you can request a venue to be added, via the courses and events tab on your dashboard
5. This will be the name of your course, not your own name

Adding a Course to the booking system

3.



1. These tags will help customers filter through activities on the website

2. This is where you will add the details of your course. This will be shown directly on the website. Make sure the text is clear and neat.

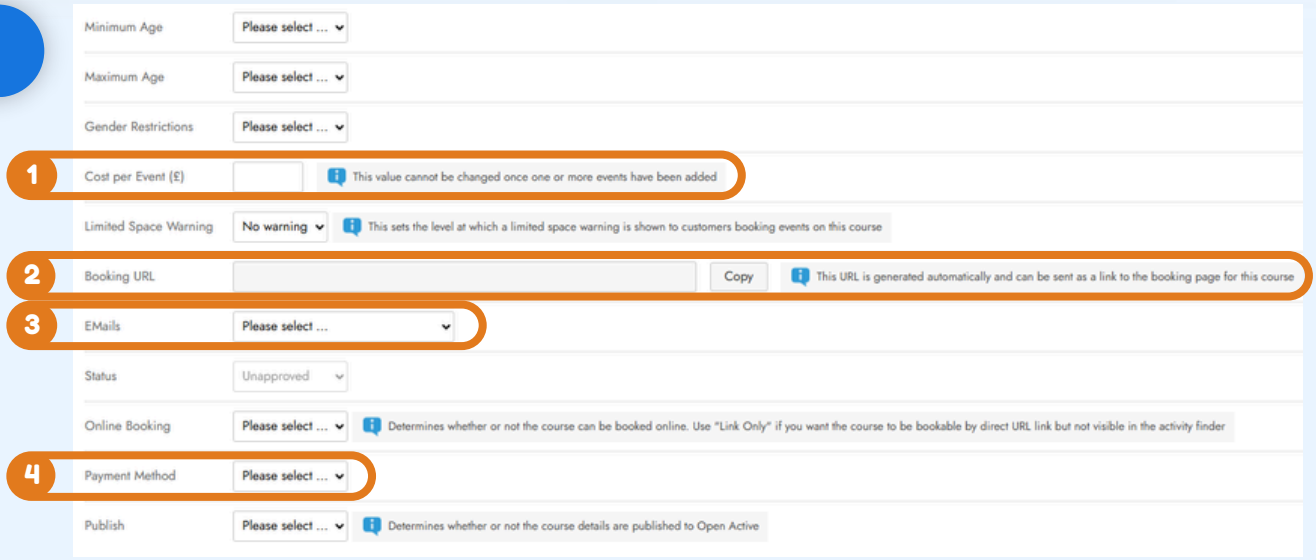
3. Make sure your terms and conditions are up to date- cancellations, amount of sessions required. This will also be shown on the website

   A good tip is to write out your description and terms and conditions in to a word document before then copying and pasting over into the boxes to save being timed out on the systems.

4. Make sure to click the paste as plain text button to insert your text to keep any formatting in place.

Adding a Course to the booking system

4.



1. The cost per event will be the cost per person per event. Do not include any discounted prices. This should be the price before any promotions, concessions or funding

2. This will automatically populate once the course has been saved- no need to do anything here

3. This will be to confirm what email automations the customer will be sent

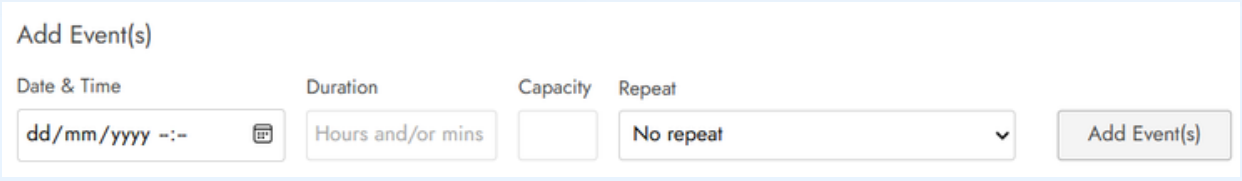
4. You will have multiple options of how the course will be paid for by the customer, select the relevant one to you course

Make sure to press save details when the page is complete.

Adding an Event, Image and Questions

20:30 in training video

1.



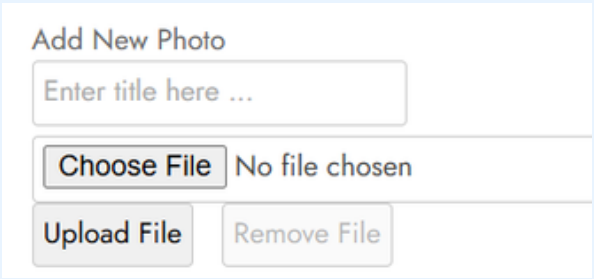
Fill in all relevant details of your event, do not use mins, complete full spelling of minutes you also cannot type 1.5 for an hour and a half...
format 90 minutes or 1 hour 30 minutes

Make sure to press save details when the page is complete.

23:15 in training video

2.

Adding an image to your events



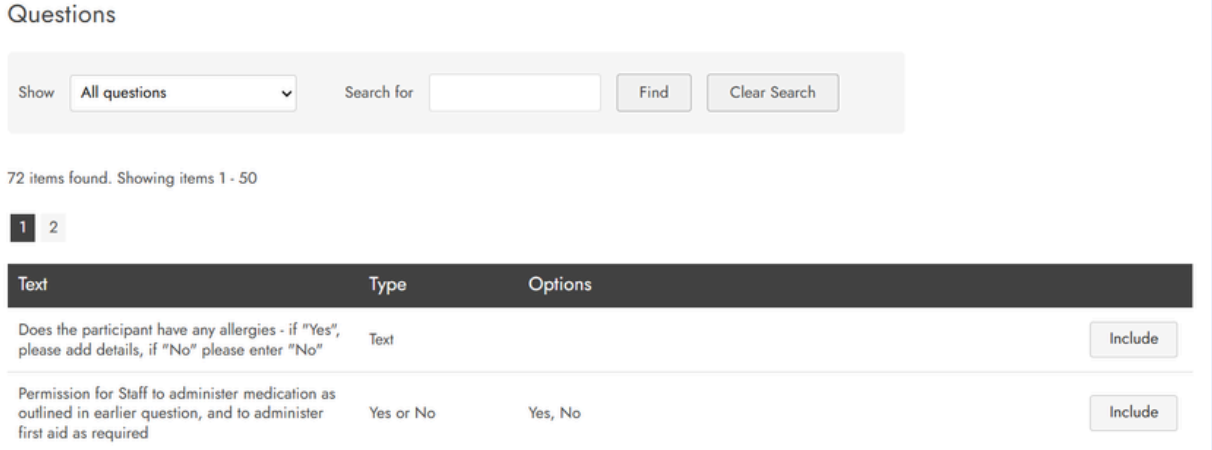
When uploading an image for your course, select choose file, select your photo from your files then select upload file. Make sure to follow the photo rules to allow your photo to fit the website correctly

Make sure to press save details when the page is complete.

Adding an Event, Image and Questions

23:55 in training video

3. Adding questions to your events



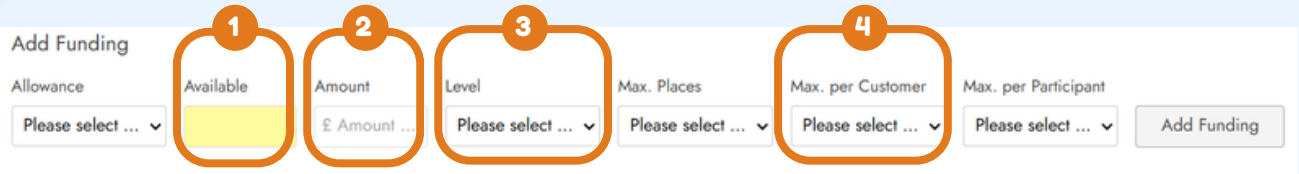
These questions will be completed by the customer when making their booking. We have a bank of questions which you can look through and select all which will be relevant.

Make sure to press save details when the page is complete.

Adding funding to your events

24:57 in training video

1. This will only be required for events using a funded program.



1. Link the correct funding program from the allowance drop down. You will only see funding programmes available to you. The 'available' box will then auto generate with the amount you have available.

2. This will be the amount from your available allowance you would like to use for these events.

3. The % the course cost which will be funded for customers. A fully funded course for customers would there for be 100%.

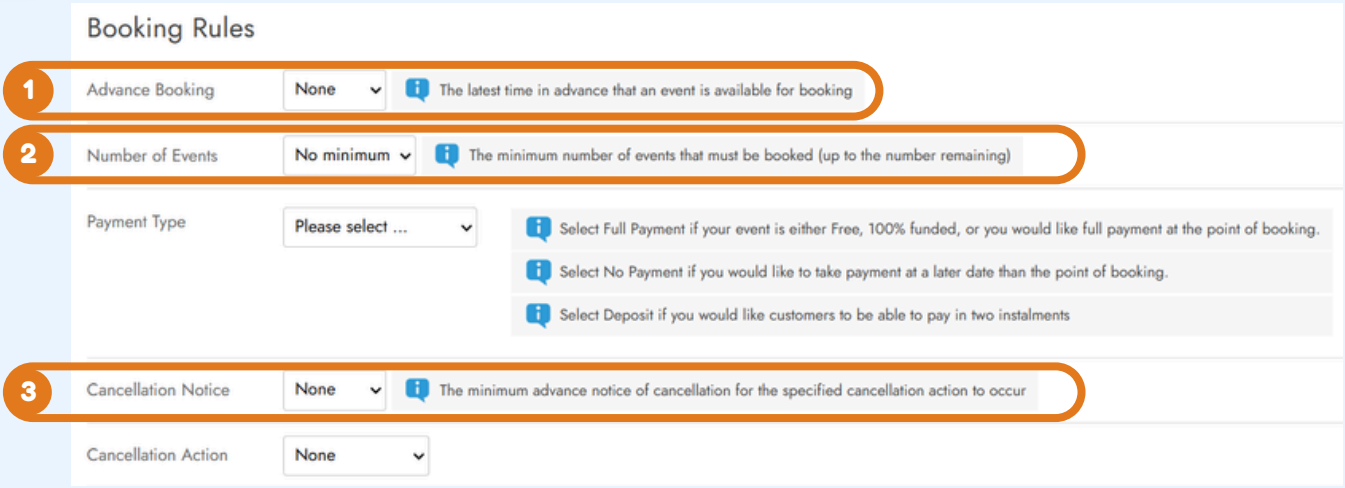
4. Limit the amount of funding that can be accessed. You can cap how many times a customer or their participants can access funding:
Customer: Account Holder
Participant: Child or dependent on account

If funding allowance is linked to a funding code you can leave blank.

Booking Rules for your events

29:25 in training video

1.



1. Up until what time someone can be booked onto an event
2. If the course requires a certain amount of events to be attended by a customer to get the best from the course.
3. How much notice customers can give to cancel and what happens when they cancel (refunds, credits) It also good to add this in your Terms and Conditions.

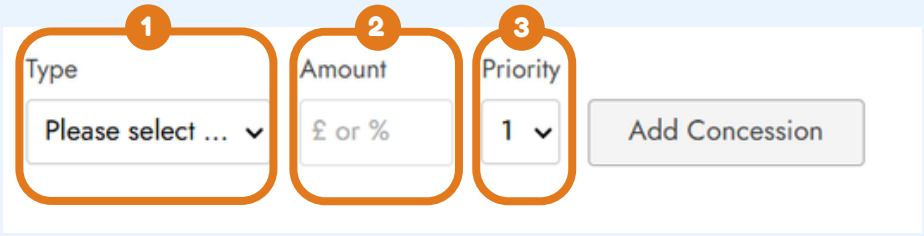
Make sure to press save details when the page is complete.

Booking Rules for your events

33:50 in training video

2.

Adding Concessions to your events.
This does not need to be completed for events which will be 100% funded.



1. You can apply a concession to a specific type of customer using the drop down box.
2. Make sure when adding a percentage discount that you use the % symbol, otherwise the system will assume you mean £.
3. You can add priorities to concessions if you are using more that one type of customer type.

Concessions will work along side promotions, make sure to double check these therefore all work together properly.

Make sure to press save details when the page is complete.