USER GUIDE

How to use HitamoSpace

Step-by-step help for venue management, event management and invitation management – for organizers, venue managers, invited guests and attendees.

Online version: hitamospace.ur.ac.rw/user-guide

ON THIS GUIDE

1. Getting started
2. Venue management
3. Event management
4. Invitation management
5. Need help?

1. Getting started

HitamoSpace brings venues, events and invitations together. Anyone can browse venues and events; you need an account to book venues, organize events or manage venues.

Create your account

Everyone

1. **Sign up**
   Click **Get Started** at the top of the page, or go to Register, and fill in your details.
2. **Confirm your email**
   Open the confirmation email we send you and follow the link to activate your account.
3. **Log in**
   Use **Log In** with your email and password. If your account was created for you with a default password, you will be asked to set your own password the first time you log in.
4. **Forgot your password?**
   On the login page choose **Forgot password**, enter the code sent to your email, then set a new password.

Your dashboards

Account holders

1. **Event Organizer dashboard**
   Overview, My Booking (your venue bookings) and My Events (events you created). Every user has this dashboard.
2. **Venue Manager dashboard**
   Overview, My Venues, Booking Requests, My Bookings, Payments, Expenses and Feedback. Shown to users who manage at least one venue.
3. **Admin panel**
   Overview, Events, Venues, Expenses and Branches. Shown to platform and campus administrators.
4. **Switching dashboards**
   Open the menu under your name at the top of the page. It lists the dashboards you can use (My Events, Venue Dashboard, Admin Dashboard), so you can switch between them.

2. Venue management

Find and book a venue for your activity, or, as a venue manager, publish venues and handle the booking requests you receive.

Find and book a venue

Organizers and guests

1. **Browse venues**
   Open Venues. Filter by location, capacity or category, then open a venue to see its photos, amenities, conditions, price and availability calendar.
2. **Choose your dates**
   Pick the date(s) and hours you need on the availability calendar. Dates already booked cannot be selected.
3. **Send the booking request**
   Logged-in users fill in **Basic Information**, then **Review & Send**. No account? Use the guest booking: enter **Your Details** (name, email, phone), then **Review & Send**. A confirmation email is sent to you.
4. **Secure your booking**
   Your venue is put on temporary hold until a payment deadline. For paid venues, pay at least the required deposit (shown on the venue page) before the hold expires; you can pay the rest later in one or more payments. Free venue bookings are approved by the venue manager.
5. **Payments are recorded by the venue manager**
   Online payment is not available yet. Pay the venue using the details the venue manager gives you; they record each payment, and your booking moves to Partially Paid or Paid.
6. **Track your bookings**
   Go to **My Booking** in your dashboard to see each booking's status, amount paid, amount remaining and payment deadline. Bookings that are not paid before the deadline are cancelled automatically. To cancel a booking yourself, contact the venue manager.

Manage your venues

Venue managers

1. **Add a venue**
   From My Venues click Create Venue. Add the name, location on the map, capacity, price, photos, amenities (e.g. projector, Wi-Fi, air conditioning) and booking conditions.
2. **Set availability**
   Open a venue and use the Availability calendar to see booked dates and recent bookings.
3. **Handle booking requests**
   Booking Requests lists every request with its status: Pending, Approved – Unpaid, Partially Paid, Paid, Rejected, Cancelled or Failed. Open a request to approve a free venue booking, change its payment deadline or cancel it.

Manage your venues

Venue managers

4 **Record payments**

On a booking request click Add Payment to record money received. Partial payments are allowed once the deposit is covered, and the booking shows what remains. Payments lists everything received; use Payments > Accounts to manage the accounts customers pay into.

5 **Track expenses and feedback**

Record venue costs under Expenses, and read what users said about your venue under Feedback.

3. Event management

Create an event, sell tickets or open free registration, and follow attendance – all from My Events.

Create an event

Organizers

1. **Start a new event**
   In your dashboard go to My Events > Create Event. Choose whether the event needs a venue booking.
2. **With a venue booking**
   Fill in Event Basics, Event Details and Organization, then Select Venue. The venue booking request is sent together with the event.
3. **Without a venue booking**
   Fill in Basic Info, Event Details, Attendee Information (the fields attendees must fill when registering), Guests & Settings, then Review.
4. **Public or private**
   Public events appear on the Events page once approved. Private events are only open to the people you invite.
5. **Approval**
   New events are submitted for approval. Once approved, you can share the event link and start receiving registrations.

Run your event

Organizers

1. **Edit the event**
   Open the event in My Events and click Edit Event to change details, dates, photo or guests.
2. **Sell tickets (paid events)**
   Use Create Ticket to add ticket types with price, currency, quantity and optional discounts for specific categories.
3. **Collect additional information**
   Add Additional Information Forms to ask attendees extra questions, and copy the shareable link to send them. Responses appear on the event page.
4. **Follow attendance**
   Attendance shows everyone registered, who has checked in, the attendance rate and analytics. You can mark or undo attendance manually.
5. **After the event**
   Events are marked Completed automatically after their last date. Three months later they are removed from the public Past Events list, but stay in your My Events history.

Attend an event

Attendees

1. **Find an event**
   Browse Events and open one to see its date, venue and program.
2. **Register or buy a ticket**
   Free events: click Register and fill in the form. Paid events: choose the ticket type and quantity, enter attendee names and the email where tickets will be sent, then pay.
3. **Get your ticket**
   Your ticket (with QR code and barcode) is emailed to you. Lost it? Use Find Tickets with your email address.

4. Invitation management

For invite-only events, upload who is allowed to attend, send invitations to special guests and check people in at the entrance.

Invite attendees

Organizers

1. **Open Add Attendees**
   In My Events open your event and click Add Attendees.
2. **Eligible attendees**
   Download the CSV template, fill one row per person, then upload it (CSV or Excel). Columns: `fullName, email, phoneNumber, position, category, regno, organization, country, level`. Only people on this list can register for the event.
3. **Special guests**
   Switch to Special Guests and upload the template with columns `name, email, phoneNumber, position, organization, title, category`. The organization and title are used on the guest's invitation letter.
4. **Review before upload**
   Rows with errors are highlighted. You can correct them in the preview table before uploading. Large lists are uploaded in batches automatically.

Accept an invitation

Invited people

1. **Check eligibility**
   Open the event link from the organizer and enter your email to confirm you are on the invitation list.
2. **Register**
   Complete the registration form. Some details come from the invitation list and cannot be changed.
3. **Receive your invitation**
   Your invitation card is emailed with a QR code, barcode and a unique 7-digit invitation code. It is valid for one person and cannot be transferred.

Check people in

Organizers and inspectors

1. **Add ticket inspectors**
   In My Events open your event and click Inspector. Add each inspector's full name, phone number, national ID, email and address, or upload them all at once from the CSV template. Each inspector receives a 6-digit inspector code.

Check people in

Organizers and inspectors

2 **Start checking in**
Inspectors enter their 6-digit code on the inspector screen, then scan the QR code on each ticket or invitation with the device camera. For invitations, use Check Invitation.

3 **QR code won't scan?**
On Check Invitation, switch to Barcode, or choose 7-Digit Code and type the code printed on the invitation.

4 **See results live**
Every successful check-in is recorded straight away and shows on the event's Attendance page.

Need help?

Can't find what you are looking for? Email urbinaryhub@gmail.com and the UR Binary Hub team will help you.

Find my ticket: /find-tickets
Check an invitation: /events/check-invitation