FAQ Frequently Asked Questions

This document provides a summary of frequently asked questions. If you have a specific query or require further information, please feel free to contact us at info@eventbeatapp.com, or submit a request for help and support within the app.

Table of FAQ

What is the difference between a Manager account and a Staff account?
I didn’t receive the verification code via SMS or email. What should I do?
Can I switch my profile from Staff to Manager, or vice versa?
Is there a cost to download the app, or is there a monthly subscription fee?
What is the process for getting set up to start receiving requests?
Is there a limit to the number of events I can create?
Do I need a QR code for each event?
Can I assign the general QR code to two events at the same time?
What if I have more than one event happening simultaneously and need multiple QR codes?
How do I use the QR code to receive requests?
If the same QR code is used for different events, how can I ensure that requests aren't being attributed to the wrong event?
I’ve already set up my event, but I’m not receiving any requests. What should I do?
Is there a limit to the number of requests I can receive?
Is there a fee for receiving requests that do not include tips?
Is there a fee for receiving requests that include tips?
What happens if not all received requests are fulfilled?

What is the difference between a Manager account and a Staff account?

A Manager account allows you to manage events, coordinate with clients regarding the venue, schedule, and logistics—as well as handle requests—and oversee staff.

On the other hand, a Staff account allows you to view information for events to which you have been assigned, stay in contact with the manager, and manage information that the manager has authorized you to access.

I didn’t receive the verification code via SMS or email. What should I do?

For security reasons, if incorrect codes are entered multiple times, the system will temporarily pause sending new codes. Please wait for the duration indicated on the screen before requesting a new one. You may also want to verify that your phone number or email address is correct and formatted properly. If the issue persists, please write to us at info@eventbeatapp.com.

Can I switch my profile from Staff to Manager, or vice versa?

No; your profile serves as your identity within the app, so we recommend choosing carefully when you register. If you made the wrong selection, you can delete your account and start the registration process over—please note that any information previously saved to the account will be lost. If you need further assistance, please contact our support team at info@eventbeatapp.com, or submit a support request directly through the app.

Is there a cost to download the app, or is there a monthly subscription fee?

No, the app is free to download from the App Store and Play Store, and there is no monthly subscription fee.

What is the process for receiving requests?

The manager creates an event, entering details such as the date, time, duration, venue name, address, and contact information; they then save the event settings and assign staff. Starting 24 hours before the event, the manager can assign the event to a QR code. Once the event has begun, the manager can open and close requests.

Is there a limit to the number of events I can create?

No, you can create as many events as you need.

Do I need a QR code for each event?

No, the general QR code is reusable and can be assigned to any event.

Can I assign the general QR code to two events at the same time?

No, a QR code can only be assigned to one event at a time.

What if I have more than one event happening simultaneously and need multiple QR codes?

If you need to host more than one event at the same time, you can add a new QR code for each location you require.

How do I use the QR code to receive requests?

Simply display it during your presentations (on screens or in printed format); your audience can then scan it to send you requests.

If the same QR code is used for different events, how can I be sure that requests aren't coming from a different event?

When someone in the audience scans the code, the app verifies that their device's location matches the event's location (within a 1,000 ft / 300 m radius). Therefore, even if the QR code is the same, it will only be active for those physically present at the event.

I've set up my event, but I'm not receiving any requests. What should I do?

Please check the following in order: ensure the event date and time are correct, confirm that the QR code is linked to the right event, and verify that the option to receive requests is enabled for that event. If the issue persists, please email us at info@eventbeatapp.com or submit a support request directly through the app.

Is there a limit to the number of requests I can receive?

No, you can receive as many requests as you like.

Is there a fee for receiving requests that do not include a tip?

No, there is no fee for requests that do not include a tip.

Is there a fee for receiving requests that include a tip?

Yes, the application charges a fee on these transactions: 15% of the tip amount, plus 50 cents per transaction.

What happens if not all received requests are attended?

All incoming requests are subject to the event’s rules and duration; a tip does not guarantee a performance or the reservation of a service. In the app, once the event concludes, any unfulfilled requests remain marked as "received" and are automatically moved to the "archived" section.

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