

# aanmelder.nl

## Manual Registration Tool



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## Introduction

aanmelder.nl is a system with many possibilities! In front of you is the manual for the Event Registration. To get you familiar with our tool, we have created this manual. This manual explains all the steps you need to take when creating an event. This handbook describes all the components of the Dashboard.

For more detailed tips and tricks on our tool, we refer you to our [knowledge base](#) (click on the blue links to go to the right article). Here, all components are described in detail and instructions can be found.

In this manual, we will occasionally provide examples based on a case study. You can recognise the case by the text in italics;

*Emma van Rijn is a communications officer at the community school AML. This year, they are organising a big event for the staff of the community school. The event, called VIO2025, is about innovations in education. Emma expects 400 staff members with all kinds of different functions.*

*At VIO2025 there will be different workshops and speakers. The event takes place on the 8th of August 2025 from 13:00 until 17:00. At the end of the event, there will be a reception where participants can attend optionally.*

*For directors, heads of department and teachers the ticket price is 27,50 and for teaching assistants and other staff the ticket price is 25,00. Because of the difference in price, Emma will use two different invitations. One for directors, department heads and teachers and one for teaching assistants and other employees.*

## Preparation

Before you start creating your event, there are a few things you need to think about. Well begun is half done! Make an overview before you start: what information do you need from your participants? And for a paid event, which tickets will be available? With a good overview you can quickly and efficiently get started with aanmelder.nl.

Do you work for a client? Then make sure that you have clearly discussed everything before you start working on the event.

Include these points in the preparation, for example:

- What is the maximum number of participants?
- Is it a closed or open registration?
- Do you want to have your own domain name for your event website?
- Is there a closing date for the registration for your event?
- Is it a paid event? Are there different rates?
- Who will be the point of contact for participants who have questions?
- Are there cancellation policies? And if it is a paid event, what are the deadlines for possible refunds?

### Event number

At aanmelder.nl we use event numbers. Each event that is created within aanmelder.nl has a unique number. Using this number we can login and have a look at your event when you have a question.

You can find this number in two ways:

1. In the URL bar of your browser you will find this number:





2. Via your overview page 'My events':

If you hover your cursor over the name of your event, this number will appear.



For this particular event 'VIO2025' the event number is 127091.

 Here and there you will find these icons with the letter 'i'. If you hover your mouse over these icons, extra information about the question will appear.


 Some texts contain these question marks. Clicking on them will take you to the appropriate support article in the knowledge base. Such an article contains more information on the subject in question.

## The first steps

To work with aanmelder.nl it is necessary that you create an account. This can be done within 1 minute via our website. Enter your email address and choose a password and your account is created!

To find an overview of all your created events, you have to log into the system. Then click on "My events" in the pink bar. Here you will find all the events that have been created on your account. Here you can also create a new event by clicking on "Create a new event".

In your events page you will find all your current and past events. These past events will be saved so you can copy parts from them at a later point in time. Next to your event you will find three icons:

 Would you like to work on your event with several colleagues? With this option you can add colleagues to your event. You can decide whether these colleagues should be guests and can only look at your event or whether they should be an organiser and can therefore also edit it. They will receive an automatic invitation through the system with a link to the event. It is necessary that your co-organiser creates an account in aanmelder.nl. Click [here](#) for more information.



You may want to organise a new edition of your event next year. If you want to transfer all design, messages and payments to the new edition, you can copy the whole event using this button. It is also possible to copy individual items, for example only your registration form or your messages.



You can delete your entire event by clicking on this cross. This is only possible if the event has not yet been published and is still in a test phase.

## **My profile**

At the top right of the menu, where you also find your organisation(s), you will find 'My Profile'. Here you can change your password, manage organisations, enter account information and manage any domain names.

## **Dashboard**

If you are working in an event, you start from the Dashboard. The changes you have made in the meantime in aanmelder.nl are automatically saved.

## **Preview website**

With this button you can easily preview your application form and/or event website from anywhere in the system.

### *Tip*

It is useful to have 2 tabs open when you work in aanmelder.nl: 1 with the dashboard and 1 with the preview. So you can directly see what your registration form and/or website looks like. Always refresh the preview when you have made an adjustment, so that this adjustment is reloaded.

These are general settings that deal with your use of aanmelder.nl. So you can for example set your language, choose your add-ons and last but not least, your billing information.

With these details we can send you an invoice after the event. You can also enter a reference here (e.g. an order number, purchase number, project code, SAP code), so be sure to complete this information!

You will also find a payment overview here. You can view the expenses you have made using aanmelder.nl and the amount of participant fees already received. At the foot of the page you can see what the total costs are. After your event, 2 invoices are created: 1 invoice for the

# aanmelder.nl

expenses made for the use of aanmelder.nl. The second invoice is from Delft Congress Support (DCS): this invoice states your participant fees (your income). These two invoices will be settled with each other so that you only have to pay one amount to us (or receive one from us - depending on whether the balance is positive or negative after settlement of the invoices).

## Chapter 1 – Website settings



### Website settings


We are now going to start building your event! Each event has its own dashboard, which is made up of three parts - blue/green, yellow and pink. We will start with the first blue/green part;

Through the Website Settings you control the basic elements of your event. Many of these elements are self-explanatory. Under [Event dates](#) you can change the name and date of your event. Does your event last several days? Then click on the plus icon to add more dates.

At [Event web address](#) you determine what the website name of your event will be. By default the web address for your event will be 'www.aanmelder.nl/event number'. You can replace the event number with your own text:

### Event web address

Personalize the web address of your event website here. 

|                  |  |
|------------------|--|
| Website          | <input type="text" value="www.aanmelder.nl"/>  |
| Address          | <input type="text" value="vio2025testevents"/>  |
| Preview          | <b>https://www.aanmelder.nl/vio2025testevents</b>  |
| Form URL preview | <b>https://www.aanmelder.nl/vio2025testevents/subscribe</b>  |

Next you will find two blue arrows:

### ▶ [Embedding information](#)

It is possible that you are only using aanmelder.nl to create a registration form. Via the Embedding information page you can easily find the HTML codes that you can use on your own website. In this way you use the system aanmelder.nl for the registration form, but you maintain your own website. You can easily embed multiple pages.



## ► [Domain information](#)

Would you rather have a completely custom website? Via aanmelder.nl you can buy your own domain name. This costs € 58 per year. This includes an SSL certificate. This ensures that your website is offered in a secure environment. You get a verification e-mail from aanmelder.nl, after which the domain name is activated.

The application usually takes 1 business day. After 1 year you will receive a message from us asking whether you want to keep your domain, or whether you would prefer to cancel it.

Do you already have your own domain name registered, but no website? Then please contact us! We can also connect your existing domain name. We charge a one-time fee of 58 euros (ex VAT) and a renewal fee of 29 euros (ex VAT) for the renewal of the SSL certificate, among other things.

At the bottom of the page you will find the **Registration and website accessibility**. Here you determine the online accessibility of your website for your participants.

By default the website is set to 'Open/online accessible' and the registration to 'open'. This means that your event website is already open for visitors (and will also be found through Google) and that your registration is already open. This of course only applies if you have already published your website.

We advise you to only open your website and start registration when everything is completely finished. This way there is no incomplete information online.

In addition, you can set whether you allow group registration, how strict your registration limits are, including the possibility of a waiting list and whether participants can change their registration afterwards. Please make sure you carefully read the options provided here! They are important settings for your event!


## Chapter 2 – Registration form



### Registration form

Your registration form is possibly the most important part for the organisation of your event. Of course you want to process the information of all your participants very carefully. Would you like to make questions mandatory for example? Or do the participants have to indicate which workshop they want to attend? You can take care of this all in the registration form.

If you already made a previous event in aanmelder.nl, it is possible to use it again. In this way there is no need of setting up the same questions again. Copying a registration form is done by pressing the button below:

 Reuse a previous registration form

To start it is good to know that there are a few components that cannot be deleted from the registration form. These fields require an entry. The concerning fields are: first and last name and email address. This information is required for the registration of a participant. You can customise the registration form to your own preferences.

On the right-hand side of the screen you will find a column which shows [different types of questions](#). At every tab there are different question types. You can drag these questions into the registration form. You can also click on a question and click the grey stripe that appears in the form and 'paste' the question.

Attention!

When working in an event with payments, you have to add tickets to the registration form. To add the tickets you first need to create tickets in Payment. For more information consult the chapter Payments in [this](#) manual and this article. After the tickets are created they can be added to the

### Question types





Text  abc...


Open (small) 

Open (big) 

Select 

Multiple choice 

Checkbox 

Multiple answers 

Amount 

Rating 

registration form. This is realised by dragging the Payment options and Choose scenario module into the registration form.

Payment options: With this module it is possible to add optional tickets. At VIO this is the optional ticket for a drink after the workshops and lectures.

Choose scenario: Use this question to select a payment scenario based on the answers given in the form.

When the payment option or scenario is linked to the registration form, you will set when the ticket price becomes visible. You can do this by clicking the gear icon of the payment option. The payment options at VIO2025 are shown in the picture below:

€

Use this invisible question to enable/disable fee components.  
Click the 'settings' icon on the right and select an optional fee component to turn on/off.

Question will Show, if:

yes

+ Add condition

Show/hide this optional fee component: drinks

The drinks ticket will only be visible when the participant indicates that they would like to be present at the reception. Via the preview you will be able to see what your registration form will look like.

## Question Settings

When you add a question to the form, icons will appear.



By pressing this icon, you collapse the question. This will create a better overview of all your questions in the form.



Added a question to the wrong position in the form? No problem! When you click the scissors icon you will cut the question. Scroll to the correct position and you can paste it back in the form in the right position. (Dragging the question to a different place in the form is also an option)



Behind some questions this icon will appear. Pressing this icon will copy the question.



Clicking the gear icon will show you the question settings. Below you will see an example of the options shown:

Question will

Intent:

Answercode: `{{a38603900d93c490288700bd88d719d26}}` ⓘ

Make this question obligatory for registrants

Make this question invisible for registrants ⓘ

The answer to this question

Prefill answer of previous group registration ⓘ

Use one single line layout for this question

Add limits to this question

Show limits in labels

Show this message after the limit has been reached:

Show clear button

Show deleted options

[Add another round of these options](#)

Below you will see an overview of the different question types:

| Question type | Meaning  |
|---------------|--|
| Show question | Here you can set the dependencies of your questions. This way you can show your participants questions that are relevant to only them. You can pick between 'always show', 'show, if participant is registering', 'show, if:' (and a dropdown will show with your answers) and 'hide, it:' (and a dropdown will show with your answers). |
| Intent        | Would you like the answer to a question to be visible on the invoice? This is realised by selecting an option at Intent. Now you will select what kind of information it is that you would like to show on the invoice of your participant. This information is added automatically to the invoice.                                      |

|   |   |
|---|---|
| Answer code                                   | <p>The answercode can be used for multiple purposes:</p> <ol style="list-style-type: none"> <li>1. Beforehand you can upload your contact list to aanmelder.nl. In this list you can find the information of your participants. You will need to upload the file as an Excel-file. There is an example available. More information can be found in the chapter Address book. Would you like to answer a question in advance? Then add the answer code as a title to your table. In this way the system recognizes the question and fills in the information that is already known to us. This is only possible at Address book. This way your participants don't have to fill in information that is already known to you.</li> <li>2. In your confirmation message you can let the participants know which (for example workshop) they enrolled for. You can do this by adding the answer code to the message. The system will automatically add the answer of the participant. The '{' and '}' sign must not be deleted!</li> </ol> |
| Make this question obligatory for registrants | When selecting this option a '*' will appear next to the question and participants will be obligated to answer this question before they can send the registration form.  |
| Make this question invisible for registrants  | With invisible questions you are able to add data to a registration form, without it being visible for participants. This could be useful for example when you are making your own division or as a place for internal notes about the participant.   |
| Prefill answer of previous group registrants  | When you allow group registration this is where you can indicate whether answers from previous filled in questions are allowed to be copied in the next registration. This option is most useful for the main registrator, this way he/she doesn't have to fill in the same answers repeatedly. Consider in advance whether this is a question that often requires the same answer, like organisation.  |
| Use one single line layout for this question  | Would you like the question and the answer in the same line? Then select this option. If you prefer the question to be shown above the answer then there is no need to select this option.  |
| Add limits to this question                   | Imagine you are organising different workshops and there is a   |

|  |  |
|--|--|
|  | maximum of 50 people for every workshop. With this option you can add a limit to the question.   |
| Show clear button                        | As soon as a participant fills in an option a cross icon will appear at the bottom. When the participant clicks the icon all the chosen answers will disappear. This is particularly useful when the question has a lot of options.  |
| Show deleted options                     | This is a reminder for you as an organiser and will not be visible in the form. What were the previous answers that you deleted? They will be shown as crossed out answers.  |
| Add another round based on these options | By pressing this option an extra round will be added and registrants cannot give the same answers as the previous round. For example, if a registrant chooses option two at the first workshop it is not possible to choose this option again in the next round. So it is only possible to choose option one or three. |

Always test your form by clicking Preview form (or preview website) and see if your form works well on the front end and looks like you want it to!

 [Preview form](#)

## Chapter 3 – Payment



### Payment

All components regarding tickets can be arranged through the **Payment** settings in the **Dashboard**.

#### **Choose a payment setting**

The first choice that you can make in Payment as an organiser is between the two payment systems we offer; Delft Congress Support and OBP. In the text below the differences between the two systems will be explained. Or click [here](#) for the article in the knowledge base.

#### **Delft Congress Support (DCS)**

DCS is a sister organisation of aanmelder.nl. If you have chosen this option, you will find this name on the invoices of your participants. DCS will manage everything regarding payments, debtor management and invoices. This means that you do not have to worry about one of these things. Aanmelder.nl gained a lot of experience when it comes to handling payments. With this experience we developed a professional way to handle payments.

When a participant buys a ticket, they make their payment to DCS (or aanmelder.nl). We collect the money and keep track of who still has to pay. This can all be found in Payment in aanmelder.nl.

#### **How does it work for your participants?**

When a participant buys a ticket through the registration form, he or she will receive an invoice from DCS. When this invoice is paid we will complete the registration and the participant will receive a ticket. Of course, DCS will contact you afterwards to settle this ticket.

#### **How does it work for you as an organiser?**

Every paid ticket that DCS invoiced to a participant will also be settled with you. After the event you will receive two different invoices. One for the cost of the use of aanmelder.nl and the other one for the money that was collected by selling the event tickets. These two invoices are automatically processed by us. In this way we keep your administration simple and clear.



## Online Betaal Platform (OBP)

Another possibility within aanmelder.nl is to sell your tickets through OBP. OBP is a Dutch payment service with authorization of the Dutch bank. Because of our cooperation with OBP it will only take you 15 minutes to create an account at OBP.

There is no need to create your own invoice, aanmelder.nl will do this for you. The invoice will contain your name and information, so the participant will easily be able to see who the organiser of the event is. These invoices can be easily downloaded and processed in your own administration.

OBP will transfer the money after a certain period to your bank account. For iDEAL and Bank transfer payments you will receive the money after two weeks. Credit Card payments are paid after the event.

As soon as you decide between these two payment systems you will be able to continue with your payment settings.

## VAT

It is possible to organise an event outside of the Netherlands. At OBP you do not have to use the Dutch VAT. You can use the VAT of the country where you are organising an event. This is not possible at DCS - DCS is applicable to events taking place in the Netherlands.

Transaction costs are the same at DCS and OBP. Find more information about VAT [here](#).

## Setting up payments

Here you can set up how the participant is going to pay. You have a choice in VAT and transaction cost. In the image below you find the optional cost of these methods.

- Allow payments via
- iDEAL (for Dutch participants) (€ 0.45 per transaction)
  - Creditcard and PayPal (3.9 % per transaction)
  - Wire transfer
  - To aanmelder.nl (3.0 % per transaction) ⓘ
  - Register participants without pre-payment
  - To your bank ⓘ

**IDEAL** is perfect for Dutch payments. It is easy to use for everyone with a Dutch debit card.

**Creditcard en PayPal** is widely used by foreign participants.

When it comes to **Bank transfers** there are two options available. You can let the participant transfer their money to aanmelder.nl or to your own bank account. When you choose for the aanmelder.nl option you can immediately monitor in our system what the status of the payment is. When you transfer it to your own bank account you are responsible for your own debtor management.

Below you will find an overview of the transaction costs.

## Transactiekosten

| Betaalwijze                         | Kosten per transactie |
|-------------------------------------|-----------------------|
| iDeal                               | € 0.45                |
| Creditcard/ Paypal                  | 3.9%                  |
| Bankoverschrijving via aanmelder.nl | 3.0% tot max € 36,-   |
| Terugstorting                       | € 5,80                |

With iDEAL payments there is a transactioncost of €0,45. These transaction costs are non-refundable.

## Invoice settings

Here you can edit the invoice settings. This information will be shown on the top right of the invoice. Curious how your invoice looks? Then click on the following icon:

 [Preview a participant invoice example](#)

To customise your invoice, you can upload your own banner. Did you decide to use 'bank transfer to your bank', don't forget to complete your bank details! The participants need these details to make their payment to your bank. By this we mean the fields 'IBAN bank account' up to and including ' Chamber of commerce no.'.

## Payment reminders

In case participants choose for a payment by means of DCS, aanmelder.nl will automatically send a payment reminder. By default 6 payment reminders will be sent: 2 before the expiration date and 4 after the expiration date. You can edit the text of these messages and the moment that they will be sent to your preferences.

## Tickets

Now it's time to add tickets (click [here](#) for the article). By default there is already a mandatory component set up for you. You can add multiple components. Within these tickets you can add

multiple components. A component is an independent part within a ticket. You can add these by clicking on one of these buttons:

+ Add mandatory fee component

+ Add optional fee component

If you wish to add a new scenario, for example time sensitive tickets, group discount or a discount code, you will make a new scenario by going to the bottom of the page and clicking this button:

**+ Add a ticket group**

After that you will add these tickets to your registration form by linking them. Read more [here](#) about how to do this.

*VIO2025 is a paid event, participants will pay a registration fee.*

*Directors, department heads and teachers will be able to purchase a ticket for €27,50. For teaching assistants and other employees VIO2025 will cost €25,00. From July 31st all ticket prices will be raised by €2,- per person. At the end of the event there will be an optional reception. Participation in this reception will cost an additional €10,-. Before you are able to link your tickets to the registration form, you will need to make these tickets at payment.*

When you add a ticket, the following options will be shown:

#### Options

Available during a certain period

Available from:   until:   **Not available yet**

Only available with a generated discount code

Participants have to enter code **X1B30 0259 F1E0 C94C** .  
Or [download more codes](#) (usable only 1 time).

Only available with a custom discount code

Only available for organisers

|                                     |   |
|-------------------------------------|---|
| Available during a certain period   | <p>Here you can determine the time when the tickets will be for sale.</p> <p>For VIO2025 the tickets are only available temporarily. The ticket sale starts on the 16th of July 2025 and will end on the day of the event the 31st of July 2025. Do you have an Early Bird fee? You can do that right here. You will make a new ticket and add a timeframe for when this ticket will be available. Then make a copy of this ticket and only adjust the available dates and fees. Make sure that the components have the exact same names, including capital letters and spaces! Only this way will the Early bird fee transition into the Regular fee smoothly.</p> |
| Only available with a discount code | <p>Would you like to give certain participants a discount code? By selecting this option you can choose a discount code. Use one code that everyone can use or generate a list with different codes so you can send every participant an individual code. Use a separate scenario when you activate a discount code.</p>  |
| Only available for organisers       | <p>It is also possible to add tickets that are only available to the organiser. In this way you can offer certain guests a special price, for example a lecturer or one of your own employees.</p>  |

After making your tickets you can link them as a payment option to the questions. Read more about how to do this [here](#).

How are the payments for VIO2025 set up?

*For the VIO2025 it is required to make two different tickets. One for directors, department heads and teachers, one for teaching assistants and other employees. The prices for these tickets are different up to and including July 31st and after July 31st. Additionally there will be an optional ticket for the reception, which stays the same. Because all these tickets are question / answer dependent you will make them optional components.*

Below you will see a screenshot of the payment set up of VIO2025.



## Ticket (early bird)

### Options

Available during a certain period

Available from:  until:  **Not available yet**

Only available with a generated discount code

Participants have to enter code **X1B30 0259 F1E0 C94C**.  
Or [download more codes](#) (usable only 1 time).

Only available with a custom discount code

Only available for organisers

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€



## Ticket (late fee)

### Options

Available during a certain period

Available from:  until:  **Not available yet**

Only available with a generated discount code

Participants have to enter code **XAB77 A87C 9BE5 5917**.

Or [download more codes](#) (usable only 1 time).

Only available with a custom discount code

Only available for organisers

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€

### Optional fee component ✕

Participants are not required to choose this component.

*Can this fee component be chosen more than once? You can set a maximum amount behind the price with the dropdown menu.*

Ticket

Price

€


Via the preview you will be able to see what your registration form looks like.

## Chapter 4 – Styling



### Styling

You can adjust the entire design of your event via Styling. Everything you enter here will be shown on your website, registration forms and messages. Already created another event of which you would like to copy the design? Then you can use this button:

 Copy styling from other event

At the bottom of the page you will find the option to use Classic templates. With this option you can pick between four different templates. These templates look slik. Beware: as an organiser you will be able to customise less. By leaving the box unchecked you will have more freedom to customise to your liking.

Next you will pick a lay-out and a color palette. Both of these you will be able to personalise to fit your branding by choosing the option custom lay-out/palette. Here you can fill in your own color codes and lay-out preferences.

Via Styling you will be able to set your fonts, background and banners for your website.

### Website background

We have a number of standard images that you can use for free. Do you prefer to have your own custom background? Go to the custom background section and upload it there. Mind the recommended size of the image.

### CSS

You can also create your own design using CSS. It is important for CSS that you know what you are doing. With a wrong code you might ‘wreck’ your own website. In case you want to use CSS, you can also contact your web developer.

Read more about styling your event website [here](#) in our knowledge base.

## Chapter 5 – Website pages



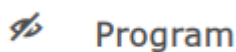
### Website pages

Through website pages you can easily put your own website together for your event.

To activate a webpage and make it visible, click the eye icon:



Would you like to make a page invisible, click the eye icon:



Several pages are set to visible by default: home, register and directions.

Do you already have your own event website and would you only like to use the registration form, you should hide all the pages except 'register'.

Would you like to add multiple pages to your website? This is possible by clicking the this button:

Add a custom page:



Pages such as Programme, Contact and Directions have a standard layout in aanmelder.nl. For example, you can easily enter your address and directions. Would you rather create your own page? Then click on the gear icon in the box and then on the button below:

Add your own text and styling to the contact page

In this manner you can give your own interpretation to the page.

The colors, fonts and styling that you see on your pages are taken from Styling. So if you want a different color or font for example, you have to adjust it there.



You are also able to make certain pages accessible only to registered participants who are logged in to the participant environment. This way you will be able to easily share documents and videos only meant for participants. Via the participant environment (a login button on your event website) the participant will be able to login to their own environment. Here the participant will find the events they have registered for. The participant will also be able to find their invoices (for paid events) and fill in information so that they can fill in their registration form faster and more easily. Read more about it [here](#) in our knowledge base. You can share this information with your participants.

When a participant logs in and they are registered for your event, they will be able to read your shielded pages. You can make a website page shielded by ticking the following box, which you can find by clicking the gear icon.

## Shielded content



Customize this website page here. Add as much information you would like to share about the event. You can make it extra appealing by adding images and clickable links to other web pages.


 [Preview this page](#)

 [Share this page with an external author](#)

Website page name:

Url:  

## New website page

Only for participants  

### Tip

Via these website pages you're also able to add [internal links](#) or [embed YouTube videos](#).

### Tip

On the event website on the bottom you will see our logo by default:

Do you not want to see this on your website? We offer a White Label solution. Our logo will no longer show on your website and in the messages you send from aanmelder.nl. This costs €235,- per event. Interested? Contact us!

## Chapter 6 – Email settings



### Email settings

Here you will find all the settings concerning sending emails from within the system, for automatic messages and for the messages you send to invitees and participants.

Over at **Sender settings** you will determine which emailadres you will be using as the sender of all your emails. Beware: it happens that messages sent from within aanmelder.nl end up in the spam folder. To minimise this risk, we recommend using [Email authentication](#). With this you will give aanmelder.nl the permission to send messages using your email address. Contact us if you wish to apply email authentication, we will send you the necessary steps.

Under **Recipient settings** you can choose how participants will be [addressed](#) by email: this can be very formal or very informal. Beware: these settings will be applied to all the messages that you send and all the automatic messages sent by the system (for example the confirmation message).

Under [Confirmation](#) message you are able to write the automatic message that participants will receive after they register. You can customise the text of this message to your liking. You will see sections framed by braces {{...}}. These are [automatic data replacements](#), here the name of the participant or the name of the event will be automatically shown.

Would you like to customise the look of your text or add links to your confirmation message? You can read all the tips & tricks on how to do this [here](#).

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Another of the possibilities is to show certain answers given by the participants in the confirmation message, their choice in workshops for example. You are able to do this by copying the [answer code](#) of a question (to be found under the gear of the applicable question) into your message. The answer given by the participant will automatically be shown in the message.

This way participants will have a clear overview of the choices they made in the registration form. For VIO2025 the confirmation message will look like this whilst editing:

```
{{recipient-name}},  
  
Thank you for your registration for '{{activity}}'. Via this message we confirm that all your data is well received.  
  
You have chosen the following workshops:  
Round 1: {{a38603900d93c490288700bd88d719d26}}  
Round 2: {{a5351d8f02bd14ff589c66e15ef96eade}}  
  
Kind regards,  
{{organizer}}
```

The actual message will look like this:

```
Thank you for your registration for 'VIO2025'. Via this message we confirm that all your data is well received.  
  
You have chosen the following workshops:  
Round 1:  
Workshop 2  
  
Round 2:  
Workshop 3  
  
Kind regards,
```

At the bottom of the confirmation message there will be a link where participants can view and change their registration (unless you turned this off at **Website settings**).

Tip: test your confirmation message by making a test registration!

Under the gear icon of the confirmation message you will find even more options:

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Send all confirmation messages also to organizer

Email

Email  +

Set custom unregister message.

Add a Twitter and Facebook button, so that participants can promote your event

QR-codes, tickets & check-in

Add calendar link

Timezone of your event

Add location

Description

08-Aug-2025: from  to

- Send a copy of all automatic messages to a chosen address.
- Customise the automatic message sent when unregistering if desired.
- Add social media share buttons to the message.
- Furthermore you are able to send a personal QR-code with the message. When using [Scan & Badge](#) this is a must. With this personal QR-code the participants will be able to check-in at your event.
- Add [calendar link](#): You are able to add a calendar item as an attachment to the confirmation message, this way the participants will easily be able to add this to their Outlook or Google Calendar.

Via [Email banner](#) you are able to upload your own banner. Keep the size of the image or logo in mind. The maximum size is 600 x 250 pixels.

## Chapter 7 – Contacts



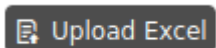
### Address book

An event without participants? Via **Address book** you have the ability to add all your invitees which allows you to easily send invitations and messages. Do you have an open registration where anyone can register? Then there is no need to add contacts. Do make sure the website and registration are set to open in your Website settings and that at the question in your registration form the box for ‘only allow registrations with email from address book’ is not checked.

To add contacts to the system there are three different ways:

#### Excel

Do you already have a list with all the people that you would like to invite? Then you can upload this list via an Excel file. However it is important that this file is constructed in the right way. We made an example file so that you will experience no problems when uploading your contacts. This example can be opened by clicking:



followed by:

[Download an example Excel file.](#)

When you have click this button, an Excel sheet will automatically open. It is very important that you leave the columns as they are. That also means that you won't change the order of the columns. Would you like to add more information? Add this information after column G.

If there is a question that you would like to answer in advance for your participants, please add the answer code of the question at the top side of the column. This way, there is no need for the participants to fill in any information that we already know. More information about this topic can be found in the chapter about the **registration form**.

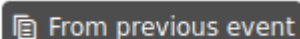
#### Manually

There is also an option to add participants manually. You as the organiser of the event have to fill in all the contact information of the participants. This is an option if you would like to quickly add someone to the list

afterwards.

## Copy

If you already have an event in your account and you would like to contact the same people for a new event then click:



With this button you will add all the participants from the previous event to your current Address book. You can choose if these contacts are added including labels, or that they will be added as new participants. More information about labels can be found below.

Read the article about importing contacts [here](#) in the knowledge base.

## Labels

If you choose to upload contacts with the help of an Excel file, you can label the participants in the file. This will be useful if you would like to invite, remind or message different groups of people in your contact list. You are able to give your contacts a label by adding them in column F of your excel file.

*At VIO2025 different groups of people will receive different invitations, the teaching assistants and other employees label A and directors, heads of department and teachers label B. Then you will be able to select this label when sending messages, so the message will only be sent to the people with a certain label.*

After the participants have been uploaded you will see their name, email address and status in the overview.

As well as three icons behind their names.



Here you can edit the contact information.



Through this button you can send a separate invitation to one of your contacts. Choose your invitation and then click 'Send this invitation'.



Would you like to edit the registration form of your participants by yourself? Clicking on this icon will redirect you to the registration form of the participants. This is also possible via **registrations**.

## Chapter 8 – Message center



### Message center

In the Message center you are able to write and design several [types of messages](#) as well as send them. You can create invitations, messages, surveys and text messages.

- An invitation is sent to invitees in your address book.
- A message is a general message meant for your registered participants, for example when you want to send all the additional information about your event with tips about parking.
- A survey is an invitation to fill out a survey, usually after your event has taken place.
- A text message is useful for communication during the event, for example when there is a change in the program. You could also send your survey by text afterwards.

Creating these messages (except for text messages) are similar to creating the registration form. On the right side of the screen, you will find a bar with text boxes and images that you can drag into your message. Once your message is completely to your liking, click on:

Send settings ▶

Before you send your message it is advised to send a test message to yourself. This way you can see what the message actually looks like in your email before you send it to all your participants. So test whether the links work, check whether you like the colors, if the banner isn't pixelated, double check for spelling errors etc. You can send the test message as often as you like!

Before you send your test message, make sure you have ticked one of the boxes at 'To' and filled in the subject of your message. Select a name of a random participant in the dropdown menu. Under 'Test email' you are able to fill in an email address to which you can send your test email.

Sending a survey works a little different. You can find more information on this under the chapter **Survey**.

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Once you are happy with your message, you are ready to send the message. At the top of the page you can determine who the recipients will be. You have the following options:

To:  complete address book

All contacts

Only contacts with certain labels

registered persons

deregistered persons

attending/checked-in persons


no show/not checked-in persons

1 person

Previously sent: [0 emails](#) ⓘ

Sender: Nicki <nicki@aanmelder.nl> ⓘ

Subject:

 Attachments:

Send later

|                 |   |
|-----------------|---|
| To              | Select to whom you want to send the message. When clicking 'Complete address book' you are able to select people tagged with a label under 'Only contacts with certain labels'. You can add a label under contacts. |
| Previously sent | Here you will find the number of people to which this message has already been sent before. These people will not receive this message again.   |
| Sender          | The email address shown here will be the sender of the email. Recipients will also see this email address. You can change the sender address under 'email settings'.  |
| Subject         | Here you can fill in the subject that recipients will find in their email.  |
| Attachments     | In case you would like to add an attachment, you can do this here.  |



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Send later

By selecting this box you can set a date and time to send your message. The message will be sent automatically at the time you selected.

Once you are 100% sure your message is ready to be send, click on:

send group mail ▶

Your message has been sent! Now you can find your message under 'send messages' or at 'planned messages' (in case you opted to send the message later or aanmelder.nl is still sending your messages).

## Sent messages

Below you can find an overview of all the messages you have sent to your contacts.

| <a href="#">Create reminder</a> | <i>name</i> | <i>type</i> | <i>date ↓</i> | <i>sent to</i> | <i>currently eligible</i> | <i>auto send to eligible</i> |
|---------------------------------|-------------|-------------|---------------|----------------|---------------------------|------------------------------|
|                                 | invite      | invitation  | 20 Jun        | 24 pers        |                           | <input type="checkbox"/>     |

It is possible that people will be added to your contact list after you have sent your message. Our software will notice that these new contacts have not received the message. On the right side of the screen under 'currently eligible' a notification will come up. By clicking on the notification you are able to send the message to the remainder of your contact list.

Would you like to send a reminder to all participants that have not yet signed up? Click on **Create reminder** in the sent messages box. You can choose what message you would like to send a reminder for. After you have clicked on the message, you can edit the text. Subsequently clicking on **Send Settings** shows you how many people this reminder will be sent to. These are the people that have not responded yet, the system will automatically see who they are. For example if you had sent your invite to 100 invitees and 75 of them have already registered, the reminder will only be sent to 25 invitees.

## Good to know:

The aanmelder.nl logo is added to the bottom of all messages send:

powered by **aanmelder.nl** events made easy

Do you not want to see this on your website? We offer a White Label solution. Our logo will no longer show on your website and in the messages you send from aanmelder.nl. This costs €235,- per event. Interested? Contact us!

## Chapter 9 – Surveys



### Surveys

After your event, you may want to know what your participants think about your event. Via aanmelder.nl you are able to make a survey that you can send to all your participants. Would you like to send the survey to a certain group only? Then create a participant group. More information about this can be found under **Registrations**.

Making a survey works in the same way as making the registration form. From the right-hand column you can drag parts into your survey. By clicking on the gear icon at the bottom of a question, you will find the options of that question. You can find more explanation about this at the **Registration Form**. You can also copy a survey from another event. The only thing that is different in the survey is the following two options:

#### Confirmation message

- Send a copy of all confirmation messages to the organizer
- Customize confirmation message

You can choose to have all confirmation messages sent to yourself as well.

By clicking the second option, a confirmation message appears. There you can adjust the text and banner. Participants will receive this message when they have completed the survey. Once your survey is completely to your liking, go back to **Message Center**. From here you can send and customize the invitations for the survey. More information about sending your survey can be found at **Message Center**.

At **Message Center** you will find these four options:

Create invitation

Create message

Survey invitation

Create SMS

Then click the **Survey invitation** button.

All surveys that you have created so far will appear here. Choose the right one. A window will appear where you can change the text and the appearance of the message. The button at the bottom is automatically linked to the survey you have made. Is your message completely to your liking? Then proceed to **Send Settings**. From here you can send test emails, and choose which participants you want to send the survey to.

### Attention

Make sure your survey will be visible on your website. Go to Dashboard > Website pages > Surveys > Check the right survey.

### Survey overview

In this section you find an overview of all surveys for this event. Click on the title or edit icon to edit each survey.

Create a new survey Copy survey

| Title  | Created on | Closes at | Options   |
|--------|------------|-----------|---|
| Survey | 05 Sep     |           |   |




### Surveys



Have you created one or more surveys for your guests to fill in? Select the survey you want to add to the event website below.

[Preview this page](#)

Website page name:

Url:  

| Visibility               | Survey name | Closes at |
|--------------------------|-------------|-----------|
| <input type="checkbox"/> | Survey      |           |

### Tip

It's possible to let participants fill in the survey anonymously. You are able to set this up by deleting the First/Last name and the email address questions from your survey. Keep in

mind that it would no longer be possible to send reminders to fill in the survey this way, because the system won't be able to see who has filled in the survey and who hasn't.

## Chapter 10 – Overview



### Overview

Under [Overview](#) you will quickly be able to see the various metrics around your event. By checking the box shown below, you will be able to show these statistics on your Dashboard. This way you will immediately be able to see your statistics as soon as you open your event.

#### Overview

On this page you will find an overview of all activity of your event. Easy for a quick check to see how your event registration is doing!

Display the statistics of my event on my dashboard


## Chapter 11 – Registrations



### Registrations

Once participants have registered, you can find them under **Registrations**. Here you can find an overview of all the participants, their status regarding the sign-up and, if applicable, their payment.

Would you like a complete overview of all registrations and the answers your participants have given? At the bottom of the Registrations page you will find the following button:


 List of registered participants

By clicking this button you will create an Excel file of all registrations. You can choose which data you want in this file.

### Participant groups

With participant groups you are able to create groups of participants based on the information from the registration form. If for example you would like to send a message to participants who signed up for a specific workshop, then you would be able to make a selection based on the choice the participants made during their registration.

Click on:

 Create a new participant group

You are able to set the conditions by which the participant group will be made.

It is also possible to create participant groups based on 'status'. If for example you would like to send a message to participants who have started their payment but didn't finalise it? Click the 'payment pending' option under status.

Are you using [Scan & Badge](#)? Under status you will be able to find the participants who have registered, but didn't check-in at the actual event with their QR-code (no-show).

As soon as you create a participant group, you are able to make these dynamic or static.

Dynamic means that the group can adjust: when a new participant also chooses workshop 1, they will be automatically added to the existing participant group 'Workshop 1'.

Is your participant group a fixed group that is no longer allowed to change? In this case create a static group.

You will find an overview of all your registrations underneath the participant groups. If you want to look up a participant, there is a search bar here. You can search based on several variables: name, email address, organisation but also invoice number.

By these different filters you can make a selection of participants based on status. This way you can easily see which participants haven't paid yet.

Behind the name of your participant you will see two icons:



Do you want to view and/or change the registration of your participants? You can do this via this icon. You will be directed to the registration form of this participant.



By clicking on this icon you will see which messages this participant has already received. You are also able to re-send the different messages with 1 click of a button to the participant. This can be useful if you want to send participants their QR-code again.

When you have an event where participants pay a fee, you can also find the status of the payment of the participants. Behind the name of your participants you will find one of three types of icons. Below the meaning of these icons is explained:

 **Registered**

Your participant has completed the registration form and paid their invoices.

 **Payment pending**

Your participant has filled in the registration form and then clicked 'register and pay', but the payment has not (yet) been completed. With a bank payment it can take several days for a bank transfer is received. Another reason could be that the participant does not have the random reader / e.dentifier at hand or changed their mind. If the participants eventually pays, the status automatically changes to 'registered'.

## ⌚ Payment expired

If the payment of your participant does not arrive within the given term, the payment will expire. This can happen with online payments, like iDEAL. For security reasons these payments are cancelled automatically. In case your participant still pays, his status will be automatically changed to 'registered'.

## Financial administration

Beside the status of the participants you will also be able to see if the invoice has been paid or not by the display of the amount.

Participant has not paid:

€<sub>x</sub> 1,00

Participant has paid:

€ 1,00

You are able to view and potentially edit the payment details and participants invoices per participant. N.B. you will also be able to just adjust/credit an invoice but only if the invoice has not been paid yet!

Click the name of the participant to view the payment details:

### Payments of Test Test



| <i>date</i>   | <i>price</i>                  | <i>status</i>        | <i>#</i>                     | <i>options</i> |
|---------------|-------------------------------|----------------------|------------------------------|----------------|
| ▼ 05 Sep      | € 12.00                       | € <sub>x</sub> 12.00 | 408.995.278.897              |                |
| <i>Amount</i> | <i>Pay method</i>             | <i>date</i>          | <i>Payment</i>               |                |
|               | wire transfer to aanmelder.nl | 05-Sep-2022 16:07    | expires on 05-Oct-2022 16:07 |                |

Here you see the status, invoice number and chosen payment method. Behind the invoice number you see 2 icons:

- Click the euro icon for a PDF copy of the invoice
- Click the pen icon for the invoice management screen (where you are able to adjust, re-send or credit invoices).

## **Refund**

When a participant paid, you will be able to send back the money by requesting a [refund](#). Via aanmelder.nl you can refund the entire paid amount or part of the paid amount via aanmelder.nl.

Requesting a refund via aanmelder.nl costs 5,80 euro (ex VAT). It's your choice whether these 5,80 euros are paid by you or the participant. It's also possible to refund the amount yourself and only create a credit invoice.

By picking one of the choices the refund will be processed.




## Chapter 12 – Statistics per question



Statistics per  
question

Would you like a quick way to view more information about how many participants have filled in a specific question in the registration form? For example how the division of a workshop is now, or how many participants are staying for lunch (for the caterer)? You can do this all on this page: this is an overview of all the questions from your registration form, but shown as statistics.

These statistics are also available as an Excel sheet you can download. Do this by clicking this button:

 Download statistics

## Chapter 13 – Survey results






### Survey results


Once your survey is sent, you are looking forward to seeing the results, of course. The results of the survey can be found under [Survey results](#).

In the overview you will find all the surveys that you have sent so far.

### Survey overview

Below you will find a quick overview of your survey results. To see more information in detail you can click on  for an overview of respondents. Click on  to see the answers per question.

| <i>Survey name</i> | <i>Responses / Invited</i> | <i>Options</i>  |
|--------------------|----------------------------|---|
| Survey             | 0 / 0                      |   |

By clicking this  icon, you will see a list of participants who have filled in your survey. Here you will find what each participant has filled out. Behind each participant are 2 icons:




By clicking this icon you will view the answers given by the participant in the survey.





Did your participant not receive the confirmation message or would you like to send it again? By clicking this button you will re-send the confirmation message to the participant.

It's also possible to download all the answers given by participants into an Excel file. To do this click this button:

 List of survey answers per respondent

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After that you will see a list of download options. Make a choice here about which data you would like in the Excel file. This way you can make the download as specific as you would like!

Beside  you will find . Here you will find an overview of the statistics from all the questions you asked your participants.

## After your event

Once your event has ended, you will receive an email from us with the question whether your event is ready to be closed. You can check whether the information for your invoice is correct in your billing profile, so we can create the invoices based on this information.

You will receive the invoice by mail. For a paid event you will receive two invoices: one invoice is from aanmelder.nl. This is the money you pay for the use of aanmelder.nl. The second invoice is from DCS: this invoice shows the amount paid by your participants (your revenue). These two invoices are settled with each other so that you only have to transfer one amount to us (or receive from us - depending on a positive or negative balance after the settling of the invoices).

Hopefully you have been able to create a nice event with our Event Registration tool!

Do you still have any questions about our features? Please take a look at our [knowledge base](#) on the website. There you will find support articles, also grouped by the components from our dashboard.

You can always give us a call or send an email to our colleagues over at Support & Advice: you can reach them via 015 - 24 00 119 or via [info@aanmelder.nl](mailto:info@aanmelder.nl). They are available on business days from 9:00 till 17:00 to answer all your questions!