

# **events.goforest Documentation**

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# Overview

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events.goforest is a complete platform for managing events, from the event website and app to shop and participant management – all from one central interface.

## What is events.goforest?

events.goforest is a comprehensive event management platform for organisers of virtual runs, charity runs, corporate challenges, and similar events. With just a few clicks, you create your own event website with registration, shop, results lists, and a dedicated app – all hosting included, no coding skills required.

The platform provides all the tools you need for a professional online event: from registration through GPS-based timing to participant communication via email and push notifications.

## Core Features

- **Your Event Website** – With your own design, sponsor logos, and unique URL
- **Event App** – Progressive Web App (PWA) for iOS and Android with live results and notifications
- **Online Registration** – With payment processing, form customisation, and waiting list
- **Timing & Tracking** – GPS-based timing via the app for virtual runs
- **Results Management** – Live results lists and automatic evaluation
- **Online Shop** – Sell merchandise directly through the website and app
- **Management Software** – Centralised management of events, participants, shop, and communications

## Getting Started

1. Sign up at [events.goforest](https://events.goforest)
2. Click "Create event for free"
3. Enter event name, date, and description
4. Upload a logo and banner image
5. Choose design and colours for your event page
6. Enable registration, shop, and other features as needed
7. Share the registration link with participants – your event website goes live immediately

## Who is events.goforest Suitable For?

- **Running Event Organisers** – Virtual runs, charity runs, orienteering events
- **Corporate Sports** – Team challenges and company championships
- **Non-profit Organisations** – Charity events and fundraising activities
- **Schools and Universities** – Sports days and campus events
- **Community Events** – Neighbourhood and club events

## Getting Started Tips

- Use descriptive product images for the shop – they significantly increase purchase intention.
- Use the news feature to keep participants and spectators informed.
- Enable push notifications to send important announcements directly to app users.
- Export results and statistics regularly for post-event analysis and reporting.

# Your Website

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Create your own event website in minutes – with a unique URL, your own design, sponsor logos, and all the content your participants need. Hosting is included; no coding required.

## Creating an Event Website

After signing in at [events.goforest](https://events.goforest), click "Create event for free". The guided wizard walks you through all the required steps: event name, description, date, route, and design. Your page is immediately accessible via its own URL once the wizard is complete.

- Custom event name and description text
- Upload event logo and banner image
- Unique URL, e.g. *myrun.spoorts.de*
- Hosting in a German data centre included
- Immediately live – no DNS setup or server configuration required

## Design & Customisation

Style your event page to match your brand: choose a colour scheme and background image, and add sponsor logos. The layout automatically adapts to desktop, tablet, and mobile devices (responsive design).

- Choose from predefined colour schemes or enter your own colours
- Background image or gradient
- Space for sponsor logos with optional link
- Responsive design – optimised for all screen sizes
- Live preview while editing

## Content & Pages

The event website automatically includes sub-pages for all key areas. You don't need to create pages manually – they appear as soon as you activate the corresponding features.

- **Home page** – event description, date, location, and a registration call-to-action
- **Registration page** – created automatically when online registration is enabled
- **Results page** – shows the current results list in real time
- **Shop page** – appears automatically when products are added
- **News section** – optional posts about the event

## Adding Sponsor Logos

Upload sponsor logos directly in the management software. Logos are displayed on the event website and in the app. You can optionally link each logo to the sponsor's website.

1. Open the Design section in the management software.
2. Click "Add sponsor" and upload a logo (PNG or SVG, minimum 200 px wide).
3. Optionally enter a website URL for the sponsor.
4. Save – the logo appears on the event page immediately.

## Publishing & Sharing Your Website

Your event page is publicly accessible via the assigned URL as soon as it is created. You can share the URL via social media, email, or QR code with participants and spectators.

- URL copyable with a single click

- QR code for the URL generated directly from the management software
- Built-in sharing for Facebook and Instagram
- Option to save as a draft and publish later

**Tip:** You can edit the event page at any time – even after it has been published. Changes go live immediately.

## Your App

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Every event on events.goforest automatically gets its own Progressive Web App (PWA) for iOS and Android – with news, results, participant profiles, and live updates, with no installation required for participants.

### The goforest Event App

The goforest app is a Progressive Web App (PWA) that participants and spectators can open directly in their browser – or add to their smartphone's home screen to use it like a native app. No App Store download is required.

The app presents all content from your event website in a mobile-optimised layout: start times, route maps, results, news, and sponsor information. Participants receive push notifications about start time changes and new results.

### App Features

- **Event information** – description, date, location, and route map
- **Registration** – direct online registration and payment via the app
- **Results** – live results lists and personal time breakdown
- **GPS tracking** – route recording via the app (opt-in for participants)
- **News & updates** – posts and announcements from the organiser
- **Shop** – merchandise ordering directly from the app
- **Push notifications** – reminders, start time changes, results

### iOS & Android

The goforest app is available as a native app for iOS and Android in the Apple App Store and Google Play Store. Participants can download the app and sign in with their account to access all event features.

- **Apple App Store:** [ios.goforest](https://ios.goforest)
- **Google Play Store:** [android.goforest](https://android.goforest)

**Tip:** Even without downloading the app, participants can use all features via their mobile browser – the PWA works on any modern smartphone.

### Setting Up Push Notifications

As an organiser, you can send push notifications directly from the management software to all app users for your event. Typical use cases include start time changes, new results, or general announcements.

1. Open the Communication section in the management software.
2. Click "Send push notification".
3. Enter the notification title and message text.
4. Choose the target group: all participants, a specific category, or all app subscribers.
5. Click "Send" – the notification is delivered immediately.

### Browser Compatibility

The goforest app and event website are optimised for all modern browsers. For the best experience, we recommend up-to-date versions of Chrome, Safari, Firefox, or Edge. Older browsers such as Internet Explorer are not supported.

**Note:** If a participant's browser is incompatible, a browser hint page is displayed automatically, prompting them to update or switch browsers.

## News

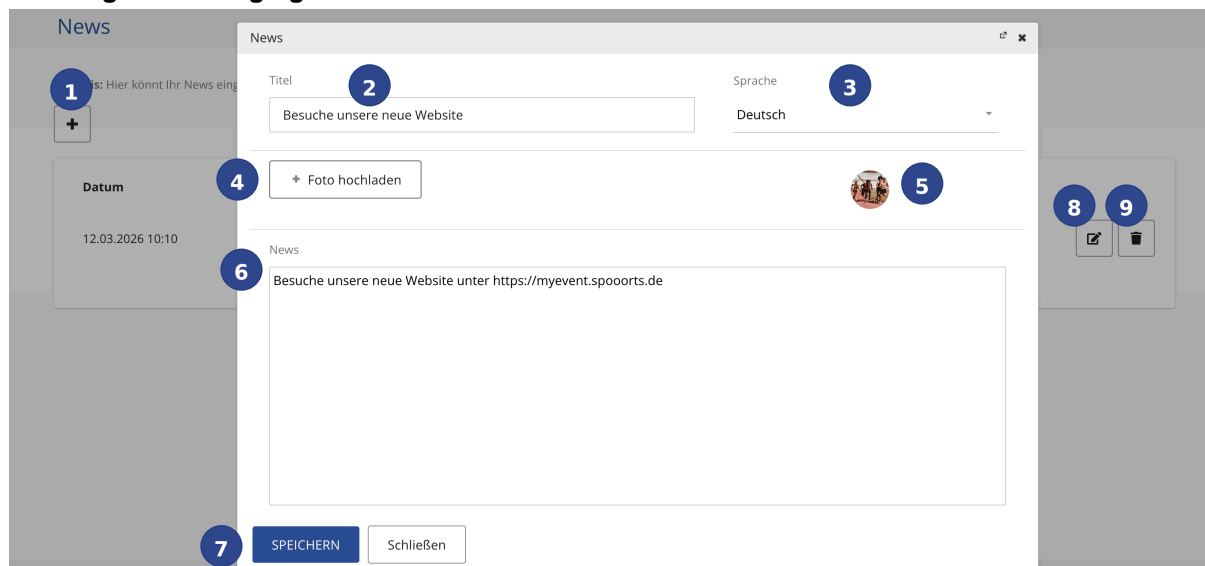
The news feature lets you publish updates for participants, spectators and sponsors directly on your website and in the app.

### Overview

The news feature in the event management allows you to keep participants, spectators and sponsors informed about updates regarding your event. Published news items appear on both your website and in the app, and can include a photo, a title and a detailed text.

Typical use cases include schedule information, course changes, results or sponsor acknowledgements.

### Creating and Managing News



**Figure 1: Creating and editing news in the gofo.rest Manager**

#### Create New News

Click the + button to create a new news item. The news editor opens as a dialog.

#### Title

Enter the title of your news item here. The title is displayed as a heading on the website and in the app. Choose a short, descriptive title that catches the attention of your participants, spectators and sponsors.

#### Language

Select the language of the news item from the dropdown menu. You can publish news in different languages to reach an international audience. Each language version is managed separately.

#### Upload Photo

Click + **Upload Photo** to add an image to your news. Photos make your news more visually appealing and increase engagement. Common image formats (JPG, PNG) are supported.

**News Text**

Write the full text of your news item here. You can include links, e.g. to your website or registration page. The text is displayed in full on the website and in the app.

**Save**

Click **SAVE** to publish the news item. The news will immediately appear on your website and in the app.

**Tips for Great News**

To make your news resonate with participants, spectators and sponsors, keep these tips in mind:

- Use descriptive titles that spark curiosity.
- Always include a photo – news with images receives significantly more attention.
- Keep the text concise and informative. Link to additional pages when needed.
- Publish news regularly to keep participants, spectators and sponsors up to date.
- Use the multilingual feature if you have an international audience.

## Participant Registration

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Online registration for virtual runs, charity runs, and team challenges – with all major payment options, a dedicated registration page, automatic confirmation emails, and optional product purchases at sign-up.

**Enabling Online Registration**

Once your event is set up, enable online registration in the management software. Each event automatically receives its own registration page with a unique URL. Participants register directly on this page – no account required.

- Dedicated registration page with unique URL (e.g. *myrun.spoorts.de/registration*)
- Registration deadline with automatic closure
- Confirmation email sent automatically to each participant
- Individual and team registration supported
- Waiting list when the event is fully booked

**Payment Options**

Offer your participants all major online payment options. Payments are processed directly via the payment provider; earnings are paid out to your account on schedule.

- Credit card (Visa, Mastercard, American Express)
- PayPal
- SEPA direct debit
- Apple Pay and Google Pay
- Early-bird pricing with automatic cut-off date
- Discount codes and vouchers
- Free registration (without payment) also supported

**Customising the Registration Form**

You can customise the registration form in the management software as needed. In addition to the standard fields (name, email, date of birth), you can add your own fields to collect any information you require.

- Text fields, dropdowns, checkboxes, and date pickers
- Mandatory or optional fields
- Consent checkboxes (e.g. liability waiver, privacy policy)

- T-shirt size, emergency contact, and other custom fields
- All registration data stored GDPR-compliantly and exportable as CSV

### Selling Products at Registration

You can offer products directly in the registration form – for example medals, T-shirts, or starter kits. Participants select products and sizes during registration and pay for everything in one step.

- Add any shop products to the registration form
- Size selection for clothing items
- Entry fee and product price combined into a single payment
- Order overview and fulfilment tracking in the shop management section

**Tip:** Set up your products in the Shop section of the management software before registration opens so they are available for participants to choose from.

### Managing Registered Participants

The management software shows all registrations in real time. You can manually add participants, edit or cancel registrations, and manage the waiting list.

- Real-time overview of all registrations with payment status
- Export as CSV or Excel for the participant list
- Manually add participants (without online registration)
- Cancel registrations with or without refund
- Manually reorder the waiting list

## Your Shop

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Sell medals, T-shirts, starter kits, and other products directly through your event website and app – at registration or as a standalone online shop. Everything is managed through the goforest management software.

### Setting Up the Shop

Set up your shop in the management software under the Shop section. Create products with an image, description, price, and – where relevant – size options. The shop appears automatically on your event website and in the app as soon as at least one product is active.

1. Open the Shop section in the management software.
2. Click "Add product".
3. Enter the product name, description, price, and available quantity.
4. Upload a product image.
5. Activate the product – it appears in the shop immediately.

### Selling Products Online

Participants, spectators, and fans can order products directly from your online shop. Orders are processed through the goforest payment system; revenue is paid out to your account.

- Shop page directly on the event website and in the app
- All major payment options (credit card, PayPal, SEPA, etc.)
- Order confirmation email sent automatically
- Order overview and fulfilment status in shop management

## Offering Products at Registration

You can display shop products directly in the registration form. Participants select desired products (e.g. medal, shirt size) during registration and pay for everything in one step.

- Any shop products can be enabled in the registration form
- Size selection and quantity directly in the form
- Entry fee and product price combined into a single payment

## On-Site Direct Sales

In addition to the online shop, you can sell products on-site – for example at the collection point on event day. The management software supports cash sales and manual order entry.

- Create manual orders in the management software
- Stock levels updated automatically with every sale
- Overview of all sales (online and on-site) in shop management

## Shop Management

All orders – whether online or on-site – are centrally visible in the shop management software. You can edit orders, update fulfilment status, and export reports.

- Real-time overview of all orders with payment status
- Update fulfilment status per order (open, shipped, collected)
- Inventory management with low-stock alerts
- Revenue and order reports exportable as CSV
- Refunds and cancellations via the management software

**Note:** Payout of earnings follows the terms and conditions of your payment provider. Details can be found in the settings under Payments.

# Shipping Event Merchandise

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Configure shipping methods and costs for delivering medals, t-shirts, and starter sets to your participants.

## Overview

Use the Shipping section to define how your event merchandise is delivered to participants. Configure shipping methods per country, set delivery costs, and optionally pass shipping fees to participants at registration.

## Creating a Shipping Method

Click + to create a new shipping method for medals, t-shirts, and other event merchandise. The dialog lets you configure:

- **General** – Method name, target country (ISO code), price per item or flat rate, currency, and estimated delivery days.
- **Carrier Details** – Carrier name (e.g. DHL, Royal Mail), service level, and any carrier-specific parameters.
- **Package Settings** – Weight limits and package dimensions for your merchandise.
- **Options** – Enable tracking, signature requirements, and active status.

## Shipping Types for Events

- **Delivered to participants** – Medals and t-shirts shipped to participant addresses.
- **On-site pickup** – Merchandise available for pickup at your event location.
- **Bulk shipment** – One shipment to an event location (school, company, venue) for local distribution.

## CSV Import and Export

Use CSV files to manage multiple shipping methods efficiently:

- Export your current shipping configuration for backup or modification.
- Import country-specific methods in bulk when setting up multi-country events.
- Import tracking numbers and delivery confirmations from your carrier.

## Managing Shipping Costs

Decide whether to absorb shipping costs or pass them to participants:

- Set individual costs per shipping method.
- Apply the same cost across all merchandise items or per item.
- Display shipping cost at registration checkout.

# Stock & Inventory Management

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Track inventory of medals, t-shirts, and starter sets. Manage on-site and shipped items, and monitor incoming deliveries.

## Overview

The stock management system lets you track your event merchandise inventory across multiple locations. Monitor medal and t-shirt stock at your warehouse, event location, or regional hubs. Adjust quantities in real time and receive alerts when stock runs low.

## Managing Inventory Locations

Create locations to track merchandise in different places:

- **Warehouse** – Central storage before shipment to participants.
- **Event Location** – On-site inventory for pickup or last-minute purchases.
- **Regional Hubs** – Distribution centers for multi-location events or corporate challenges.

For each location, you can view current stock levels by product, adjust quantities, and temporarily block products from sales.

## Tracking and Adjusting Stock

- **View Inventory** – See stock levels for all merchandise (medals, shirts, starter packs) at each location.
- **Adjust Quantities** – Manually increase or decrease stock to match physical counts or damaged items.
- **Block Products** – Temporarily prevent sales of specific items at a location if damaged or reserved.
- **Low Stock Alerts** – Receive notifications when inventory falls below your configured threshold.

## Tracking Incoming Deliveries

Monitor merchandise orders from your suppliers:

- **Create Order** – Add a purchase order with expected delivery date and destination location.
- **Status: ORDERED** – Order placed, goods in transit.
- **Status: DELIVERED** – Goods received, stock automatically updated at the destination location.
- **Delivery Tracking** – View order history and delivery dates for all merchandise.

## Shipped Items Tracking

When merchandise is shipped to participants, the system automatically decrements stock at your warehouse location and tracks shipments by participant or participant group.

## Discounts & Promotions

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Create discounts for event registration, merchandise, and team participation. Set up early-bird deals, group rates, and category-specific promotions.

### Overview

Use discounts to drive registration and merchandise sales. Discounts can be fixed amounts or percentages, applied to registrations, products, or specific participant categories. Set validity periods to create time-limited promotions or per-event deals.

### Registration Discounts

Encourage early sign-up with registration discounts:

- **Early Bird Discount** – Offer reduced fees for registrations made before a specific date. Configure the discount amount/percentage and the deadline.
- **Category Discounts** – Set different rates per route, distance, or participant type (individual, team, corporate).
- **Group Discounts** – Offer reduced fees when multiple participants from the same company or team register together.
- **Validity Periods** – Define when discounts apply (e.g., first 100 registrations, specific date range).

### Merchandise Discounts

Promote your event shop with merchandise discounts:

- **Product-Specific** – Discount individual items (medals, t-shirts, or combo packs).
- **All Products** – Apply a global discount across your entire merchandise catalog.
- **Amount & Unit** – Set as a fixed amount or percentage.
- **Promotion Period** – Start and end date for your discount offer.

### Team & Corporate Discounts

For corporate sports challenges, offer team-based discounts:

- Bulk registration discounts for teams registering 5+ participants.
- Company discount codes shared with employees.
- Department or division-specific rates for large organisations.

### Reusable Discount Templates

Create discount templates once and apply them across multiple events. Ideal if you run recurring charity runs or corporate challenges with consistent promotional strategies.

## Gift Coupons

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Create gift coupons for event registration or merchandise. Generate unique codes and printable PDF certificates.

### Overview

Use coupons to gift event registrations or merchandise to friends, employees, or supporters. Each coupon has a unique code and can be redeemed at registration checkout or in your online shop. Recipients receive PDF certificates via email.

### Types of Coupons

- **Registration Coupons** – Pre-paid registration entries for your event. Ideal for corporate teams or charity raffles.

- **Merchandise Coupons** – Gift value for shop purchases (medals, t-shirts, starter packs).
- **Event & Shop Coupons** – Flexible vouchers usable for both registration and merchandise.

### Creating a Coupon

Navigate to the **Coupons** section and click +:

- **Coupon Name** – Label for tracking (e.g., "Marathon Team Gift" or "Charity Raffle Entry").
- **Value & Currency** – Monetary value of the coupon.
- **Recipient Email** – Email address where the PDF certificate and coupon code are sent.
- **Recipient Name** (optional) – Personalize the certificate with the recipient's name.

After saving, a unique coupon code is generated automatically and a printable PDF is created using your coupon template.

### Coupon Redemption

Your participants redeem coupons at checkout:

- During registration: Enter coupon code to reduce or cover registration fee.
- In the shop: Apply coupon code to merchandise purchases.
- Partial redemption allowed if coupon value exceeds purchase amount.

### Managing Coupons

The coupon list shows all created coupons with their status:

- **Unused** – Coupon created but not yet redeemed.
- **Partially Used** – Coupon redeemed for less than full value.
- **Fully Used** – Coupon value completely redeemed.

Search by coupon code or recipient email to manage individual coupons. Download PDF certificates for offline distribution if needed.

## Sales & Orders

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Manage merchandise orders from online and on-site channels. Assign recipients, set shipping methods, and export for fulfillment.

### Overview

The Sales section shows all merchandise orders for your event – online registrations, shop purchases, and on-site sales. Track order status from receipt through shipment, assign recipients from your participant list, and export for fulfillment.

### Order Sources

- **Online Orders** – Participants buy merchandise during or after registration on your event website.
- **On-Site Orders** – Manual entries for merchandise sold at the event location.
- **Coupon Redemptions** – Orders created when participants use gift coupons.

### Managing Orders

View all orders with date, participant, items, and price. Click an order to edit details:

- **Order Details** – Title, status (New, Processing, Shipped, Delivered), notes, and any applied discounts.
- **Products** – View and adjust items ordered (medals, t-shirts, starter packs) and quantities.
- **Recipient** – Select or confirm the participant receiving the merchandise. Filter participants by team or category.

- **Shipping** – Choose shipping method (standard, express, or on-site pickup) and track shipping cost.
- **Payment** – View payment status and amount.

### Order Status Tracking

- **New** – Order received, awaiting processing.
- **Processing** – Merchandise being prepared for shipment or pickup.
- **Shipped** – Order dispatched to participant.
- **Delivered** – Merchandise received by participant.

### Export Orders

Export orders for your fulfillment workflow, accounting, or shipping provider:

- **PDF Export** – Print picking lists or delivery notes for on-site fulfillment.
- **CSV Export** – Import into your shipping provider's system with recipient addresses and item details.
- **XML Export** – Integration with inventory or accounting software.

Filter exports by status, shipping method, or date range to match your fulfillment process.

## Event Communication

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Keep participants informed before, during, and after your event with automated notifications, manual announcements, and an in-app event feed.

### Automated Event Notifications

goforest management software sends automatic messages at key points in your event lifecycle. Each message can be previewed, customized, or disabled:

- **Registration confirmation** – Sent immediately after signup with entry confirmation, start time, and GPS tracking link for the goforest app.
- **Event reminder** – Sent 7 days and 1 day before your event with event details, start location, and course map.
- **Race day reminder** – Morning of the event with final details and app download reminder for GPS tracking.
- **Results notification** – Sent when final results are published with participant's finishing time, placement, and medal/certificate link.
- **Post-event summary** – Follow-up email with event photos, leaderboard link, and merchandise delivery tracking.

### Manual Announcements

Send real-time announcements to participants directly from your event dashboard:

- **Recipients** – Send to all participants, specific teams/companies, or selected individuals.
- **Channels** – Deliver via push notification & email simultaneously, or email only.
- **Scheduled sending** – Compose messages now and schedule delivery for a specific date and time.
- **Urgent messages** – Flag for immediate attention (weather delays, course changes, emergency information).
- **Delivery tracking** – Monitor which participants received, opened, and interacted with your message.

**Tip:** Encourage participants to download the goforest app for instant push notifications about race-day changes and results.

### In-App Event Feed

Keep participants engaged with a live social feed during your event:

- **Live Updates** – Post text announcements, photos, and video highlights during the event.

- **Featured Content** – Pin important announcements to stay visible at the top of the feed.
- **Interaction** – Enable participants to like and comment (moderated or auto-approved).
- **Access** – Participants with the event bookmarked in the goforest app see updates in real time.

### Public Event Page

Every event gets a public page at `events.goforest/[organiser]/[event-name]` where potential participants discover your event:

- Event description, date, time, and location map.
- Registration status (open, limited spots, closed).
- Live results display once the event concludes.
- Your logos, sponsor branding, and social media links.
- Easy share buttons for WhatsApp, Facebook, email, and link copying.

## Newsletter

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Create and send newsletters to all registered participants. Share event announcements, results summaries, upcoming events, and news updates.

### Overview

Use newsletters to keep your participant community informed and engaged. Send announcements about upcoming events, post-event result summaries, fundraising updates, or news about your organisation. Newsletters reach all registered contacts via email with a single click.

### Newsletter Use Cases

- **Event Announcements** – Promote upcoming runs, challenges, or corporate events.
- **Results & Recaps** – Share final results, leaderboards, and event highlights after conclusion.
- **Fundraising Updates** – Report on charity progress and total funds raised.
- **Merchandise News** – Announce medal designs, limited edition items, or shop opening dates.
- **Organisational News** – Share stories about your sports organisation, team, or charity.

### Creating and Sending a Newsletter

Navigate to the **Newsletter** section and click + to create a new newsletter:



## Targeted Notifications

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Send targeted email and push notifications to individual participants or groups. Perfect for schedule changes, weather updates, and important announcements.

### Overview

Notifications let you reach specific participants or groups with urgent, time-sensitive information. Unlike newsletters sent to everyone, notifications can target individual participants, teams, companies, or categories. You can send via email, push notification to the goforest app, or both simultaneously.

### When to Use Notifications

- **Weather Updates** – Notify participants of course changes, delays, or cancellations due to conditions.
- **Schedule Changes** – Alert affected participants of new start times or date shifts.
- **Results Corrections** – Notify participants of timing or placement updates after manual review.
- **Merchandise Updates** – Message participants whose medals or t-shirts have shipped.
- **Team-Specific Messages** – Target corporate team leaders or department representatives.
- **One-Off Announcements** – Send personalised messages to specific participants.

### Creating and Sending Notifications

Navigate to the **Notifications** section and click +:

1. **Subject** – Enter the message subject (used as email subject and push notification title).
2. **Message** – Write the notification text. Be concise – push notifications are limited in display space.
3. **Select Recipients** – Switch to the "Participants" tab and select recipients:
  - Individual participants by checkbox.
  - Filter by team, company, or event category to select groups quickly.
4. **Choose Delivery Channel** – Send via email, push notification, or both.
5. **Schedule or Send** – Send immediately or schedule for a specific date and time.

### Delivery Channels

- **Email Notification** – Sent to participant's registered email address. Best for detailed information.
- **Push Notification** – Appears as an instant notification on participant's smartphone (requires goforest app). Best for urgent, time-sensitive information.
- **Both Channels** – Send via email and push simultaneously for maximum reach on important announcements.

**Tip:** Participants who have not downloaded the goforest app can only receive email notifications. Encourage app installation in your event communications.

### Monitoring Delivery

After sending, view delivery status for each notification:

- **Sent** – Message successfully transmitted to participant.
- **Delivered** – Message received on participant's device.
- **Opened** – Participant opened the notification (push notifications only).
- **Failed** – Message could not be delivered (invalid email or device offline).

# Results

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Timing and GPS route tracking via the gofo.rest app, automatic results processing, and live results lists on the website and in the app – for virtual runs, charity runs, and corporate challenges.

## Timing

Timing is done via the gofo.rest app on participants' smartphones. Participants start the recording in the app when they set off and stop it at the finish line. The time is automatically transmitted to the event system and published in the results list.

- Timing directly through the app – no external device required
- Start and finish triggered by the participant or scanned by organisers
- Automatic transmission of the time to the event system after crossing the finish
- Results appear immediately in the results list on the website and in the app
- Manual time correction by the organiser is possible

## GPS Tracking

Participants can record their route using the gofo.rest app (opt-in). The GPS data is stored and can be viewed as a route map and statistics after the event.

- GPS route recording via the app (optional – participants choose for themselves)
- Route displayed on a map in the app
- Statistics: distance covered, pace, elevation profile
- For virtual team challenges: cumulative route overview for the team
- Privacy-compliant processing – GPS data is not publicly visible

**Tip:** For charity runs requiring proof of distance, GPS recording is recommended so all participants can document how far they ran.

## Results Lists

Results lists are published automatically on the event website and in the app. Participants can see their own ranking, overall result, and category standing in real time.

- Live results list during the event on the website and in the app
- Sorted by time, distance, or points depending on event type
- Overall and category rankings (age groups, gender, teams)
- Personal results page for each participant with downloadable certificate
- Results remain accessible after the event
- Results list exportable as CSV or PDF

## Managing Results

In the management software you can view, edit, and publish results. In the event of technical issues or protests, individual results can be manually adjusted or disqualified.

- Real-time overview of all incoming results
- Manual time entry for participants without the app
- Edit, withdraw, or disqualify results
- Lock or unlock the results list for participants
- Automatic notification to participants when new results are published

## Team Challenges

For corporate challenges and virtual team events, participants can form teams. The cumulative performances of all team members are aggregated in a team results list.

- Create or join teams at registration
- Configurable team size (minimum and maximum members)
- Cumulative team ranking: sum of all individual performances
- Team leaderboard in real time on the website and in the app
- Team name and logo visible in the results

# Management

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The free goforest management software provides a central interface for event management, participant administration, and shop management – all in the browser, with no installation required.

## Accessing the Management Software

Access the management software after logging in at [events.goforest](https://events.goforest). As an organiser you will see a dashboard with an overview of all your events, their current status, and key metrics.

- Browser-based – no download or installation required
- Manage multiple events simultaneously
- Accessible from desktop, tablet, and mobile
- Multi-user access: invite co-organisers with their own permissions

## Event Management

In the Event section you can maintain all details of your event: description, date, location, design, registration period, and pricing. Changes are reflected immediately on the event website.

- Edit event details (name, date, location, description, images)
- Manage design and sponsor logos
- Configure registration period and early-bird pricing
- Publish, save as draft, or archive an event
- Clone an event – carry over all settings to a new event

## Participant Management

The participant management view shows all registrations with their payment status, contact details, and individual form responses. You can search, filter, export, and edit participants individually.

- Real-time list of all registrations with payment status
- Search and filter by name, category, or payment status
- Edit, cancel, or refund individual registrations
- Manually add participants (without online registration)
- View and manually reorder the waiting list
- Export registration data as CSV or Excel (GDPR-compliant)
- Bulk email to all participants or selected groups

## Shop Management

In the Shop section you manage your products and orders. Create new products, maintain stock levels, and process incoming orders.

- Create, edit, and deactivate products

- Inventory management with automatic low-stock alerts
- Order overview: both online and on-site orders
- Update fulfilment status per order
- Export revenue and order reports

## Communication

Send emails and push notifications directly from the management software to all participants or specific groups. Automatic system messages (e.g. registration confirmations) are sent without any action on your part.

- Bulk email to all participants or filtered by category
- Push notifications to app users
- Publish news posts on the event website and in the app
- Automatic emails: registration confirmation, payment receipt, reminders
- Customise email templates

**Tip:** Use the bulk email feature for important announcements such as start time changes or weather warnings shortly before event day.

## Statistics & Reports

The dashboard provides an overview of the key metrics for your event: registration numbers, revenue, app visits, and shop sales.

- Registrations over time (bar chart)
- Total revenue broken down by source (entry fee, shop)
- Participants by category and payment status
- App visits and active users
- All reports exportable as CSV

# Receivables

In the open receivables overview you can see all payments that are authorized or in processing but have not yet been received. You can download invoices and dunning letters or send them directly by email.

## Overview

Open receivables are payments that have been initiated by your members or customers but have not yet been completed. Typical reasons include pending bank transfers, ongoing direct debit processes, or unconfirmed credit card payments. In the receivables overview you can check the status of all open payments, download invoices and dunning letters, and send them directly by email.

## View and manage receivables

Datum	Bemerkung	Preis	Währung	Status	Datum	Als Mahnung senden
21.01.2022 15:31	Forderung Testbuchung	13,00	EUR	Autorisiert		

Gesamtbetrag: 13,00 EUR

**Figure 3: Overview of open receivables in the spoorts Manager**

- |                         |  |
|-------------------------|--|
| ① <b>Notice</b>         | The notice text at the top explains that all open payments are listed here. Open receivables are payments that are authorized or in processing but have not yet been received.   |
| ② <b>Sorting</b>        | The column headers Date, Remark, Price, Currency, and Payment Status are sortable. Click a column header to sort the list in ascending or descending order.  |
| ③ <b>Payment status</b> | Shows the current status of the payment, e.g. <b>Authorized</b> (payment has been approved but not yet collected) or <b>In Processing</b> (payment is currently being processed).  |
| ④ <b>Download</b>       | Use the four download buttons to download documents for each receivable as PDF. The buttons from left to right are: <b>Invoice</b> (list icon), <b>1st Dunning</b> (bell icon), <b>2nd Dunning</b> (exclamation mark), and <b>3rd Dunning</b> (cancel icon). This gives you quick access to all documents from the initial invoice to the final dunning level. |
| ⑤ <b>Send by email</b>  | Use these four buttons to send the same documents directly by email: <b>Invoice</b> , <b>1st Dunning</b> , <b>2nd Dunning</b> , and <b>3rd Dunning</b> . A dialog opens where you can enter the recipient's email address or select it from your contact list. The subject line and PDF attachment are filled in automatically.                                |
| ⑥ <b>Table export</b>   | Use the export icons at the bottom right to download the entire receivables list as a <b>PDF</b> , <b>CSV</b> , or <b>Excel</b> file. The export file contains all currently displayed receivables with date, remark, price, currency, and payment status.   |
| ⑦ <b>Total amount</b>   | At the bottom of the table the total amount of all open receivables is displayed. This gives you a quick overview of the sum of all outstanding payments.  |

### **Sending emails**

When you click one of the email buttons ⑤, a send dialog opens. The dialog shows the recipient name, an input field for the email address with auto-completion from your contact list, the automatically generated subject line, and the PDF attachment (invoice or dunning letter). After clicking **Send**, the email with the corresponding document as attachment is sent.

### **Dunning stop for fees**

In the fee management you can activate a **dunning stop** for individual fees. When the dunning stop is set, no dunning letters are generated for open receivables of this fee. You can find this option in the fee settings as a checkbox.

### **Tips for receivables management**

- Regularly check the payment status of your open receivables to detect payment defaults early.
- Use the sorting function to sort by date or amount and quickly find older receivables.
- Start with the 1st dunning and escalate to the 2nd and 3rd dunning level if needed.
- Send dunning letters directly via the email function — the recipient and attachment are filled in automatically.
- Export the receivables list regularly as CSV or Excel for your accounting.
- Use the dunning stop in the fee settings when no dunning letters should be sent for certain fees.

# Document Templates

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Create and customise templates for bib numbers, certificates, invoices, delivery notes, and coupons with your event branding.

## Overview

Document templates define the visual appearance of printed and digital documents your participants receive. Templates are background images automatically filled with participant data, placement, times, and other event information. Use templates to reinforce your event brand across all documents.

## Available Template Types

- **Bib Numbers** – Printed numbers worn by participants during your run or race. Essential for GPS tracking and results verification. Recommended resolution: 2160 × 1515 pixels.
- **Award Certificates** – Digital or printable certificates for participant placement. Create different templates for winners, category finishers, and participation certificates. Recommended resolution: 4088 × 6320 pixels (A4 landscape).
- **Invoice Template** – Appearance of invoices for merchandise orders and registration payments. Include your logo and contact information.
- **Delivery Note** – Template for shipping documentation accompanying merchandise shipments to participants.
- **Coupon Certificates** – PDF design for gift coupon certificates sent to recipients. Include space for unique coupon code and value.

## Customising Templates

Select a template type from the list and click **Edit**. The dialog shows available templates as preview images:

- **Use Default Template** – Choose a pre-designed template matching your sport category.
- **Upload Custom Template** – Upload your own PNG file with your event colours, logo, and branding.
- **Preview** – See how your template looks with sample data filled in.

Custom templates should follow the recommended resolution for your template type to ensure crisp output when printed or exported as PDF.

## Bib Numbers for Running Events

Bib numbers are critical for GPS-tracked virtual runs. Each participant receives a unique number that links them to results and GPS tracking data:

- Create a custom bib template with your event colours and logo.
- System auto-assigns unique numbers to each participant.
- Export bib sheets for printing or display on event page.
- Participants download and wear bibs during the run.

## Award & Participation Certificates

Create multiple certificate templates for different achievement levels:

- **Winner Certificate** – For first, second, and third place finishers.
- **Category Certificate** – For category winners (age groups, gender categories).
- **Participation Certificate** – For all finishers as a keepsake.
- **Fundraiser Certificate** – For charity events showing funds raised by participant.

Automatically generated and sent to participants with their results, or made available for download and printing.

## Adding Your Branding

All templates should reflect your event's identity:

- Include your event logo, name, and date.
- Use your organisation's colours and fonts.
- Add sponsor logos if applicable.
- Include contact information or social media links on invoices and delivery notes.

# Global Settings

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Configure language, currency, distance units, sport category, and branding for all your events.

## Overview

Global settings define the baseline configuration for your events.goforest account. Settings apply to all your events and merchandise unless overridden at the event level. Configure language, currency, distance units, and your organisation's branding once, and they're applied consistently across all events.

## General Settings

- **Language** – Select default language for your dashboard, event pages, and participant communications (English, German, French, etc.).
- **Currency** – Set default currency for all pricing (registration fees, merchandise, shipping). Individual events and regions can override this setting.
- **Sport Category** – Choose your primary sport (running, cycling, orienteering, fitness challenges) to determine default templates and terminology.
- **Time Format** – Display times in 24-hour or 12-hour format across your event pages and results.
- **Number Format** – Set decimal separator (comma or period) for times, distances, and prices.
- **Distance Unit** – Use kilometres or miles for all course distances and GPS-tracked distances in results.
- **Weight Unit** – Kilograms or pounds for merchandise shipping weight calculations.

## Organisation Branding

Configure your organisation's visual identity:

- **Logo Upload** – Upload your organisation's logo (PNG, JPG). It appears on your event pages, merchandise invoices, certificates, and the goforest app. You can upload multiple versions for different uses and select which is active.
- **Logo Placement** – Appears in event header, participant emails, printed documents, and the goforest app.
- **Event Colours** – Set default event page colours (accent colour, background). Individual events can override these for unique branding.

## Sponsor Management

Upload and manage sponsor logos displayed on your event pages:

- Add multiple sponsor logos to support your event.
- Sponsors are displayed prominently on public event pages and in the app.
- Assign sponsor logos at the event level if sponsorship varies per event.
- Download sponsor logo files for your marketing materials.

## Social Media Links

Connect your organisation's social media profiles to your event pages. Participants can follow you directly from your event:

- Instagram, Facebook, WhatsApp, YouTube
- LinkedIn, Twitter/X, Xing
- One custom link (your website, blog, or charity page)

Social icons appear on your public event page (events.goforest/[organiser]/[event]) and in the goforest app.

### Website & App Configuration

- **Event Website** – Launch the website designer to customise your event page appearance, or open your live event site in a browser.
- **App Settings** – Configure how your events appear in the goforest mobile app (iOS & Android).
- **Integration Options** – Embed your event page on an external website or share registration links on social media.
- **Email Configuration** – Set sender name and address for participant notifications (e.g., from@yourevent.org).

### Payment & Registration Settings

- **Payment Methods** – Configure which payment gateways are available (credit card, PayPal, bank transfer).
- **Registration Fees** – Set default registration costs (organisation can override per event).
- **Tax Settings** – Configure VAT/sales tax rates by country for registration and merchandise.
- **Fees & Commissions** – Set payment processing fees charged to participants.

## Legal Notice

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Legal information about the provider of this documentation pursuant to § 5 DDG (German Digital Services Act).

### Provider

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### Commercial Register

For further mandatory legal information, please refer to the full legal notice at [legals.goforest](https://legals.goforest).

### Liability Notice

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