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If you have any questions or need further support, please email iso@epilepsy.org.uk or phone 0113 210 8899 and we will register you on the group or cancel your booking for you

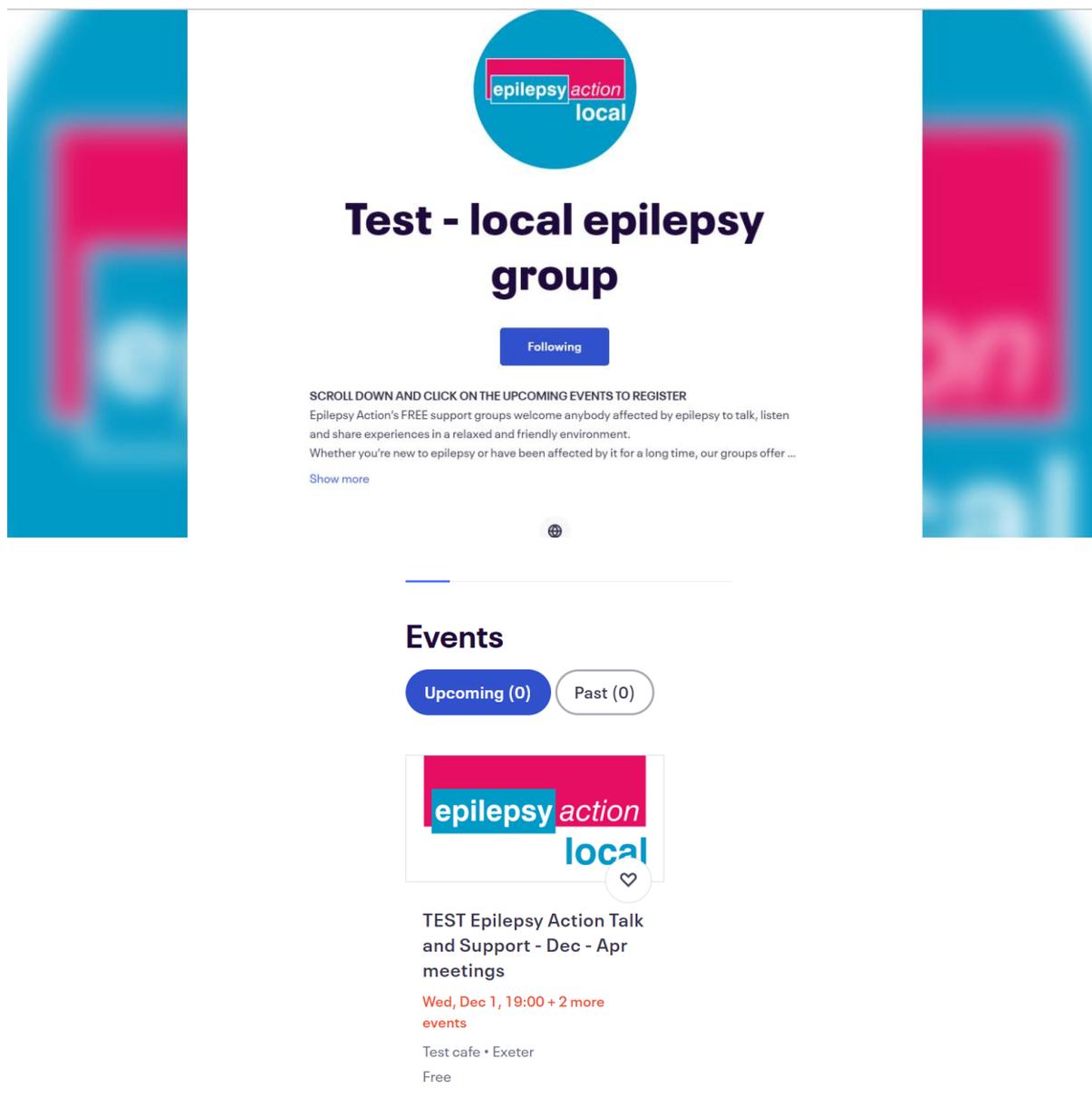
Our group values are that:

- We are friendly and supportive
- We respect each other
- We can talk openly among ourselves and everyone is entitled to contribute
- We respect confidences as this enables a safe environment for open dialogue

How to register onto a group on Eventbrite

1. When you **follow the link** to your group's page, you will see a page like this:
(The page will be unique to the group in your area.)

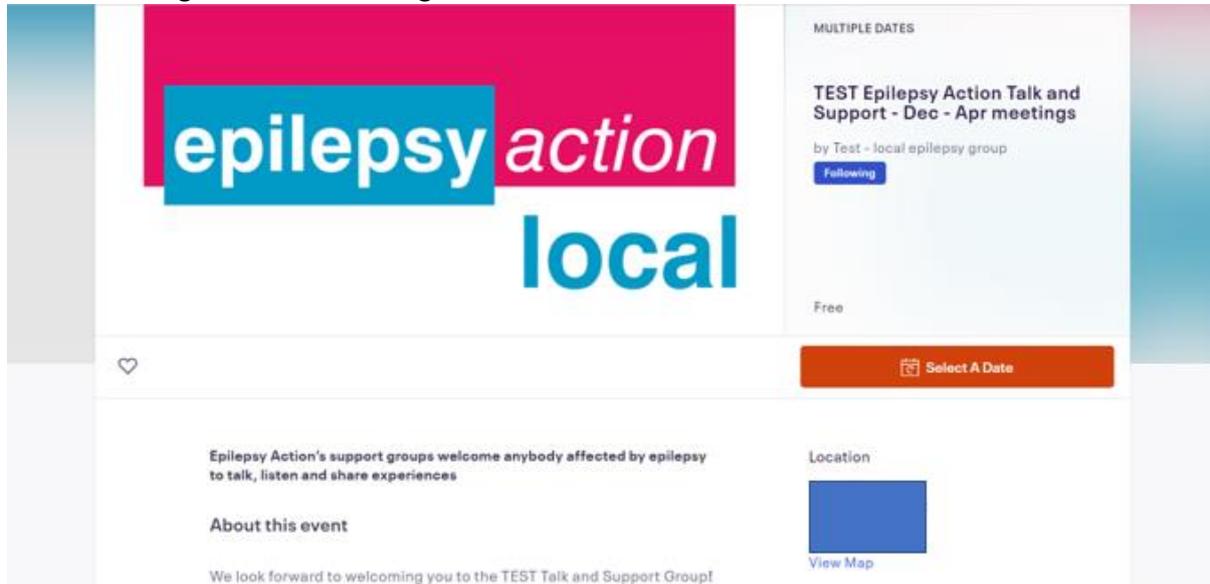
Scroll down this page and you will see their upcoming events. This gives you a brief overview of their next meetings including, the date, time and venue of the meeting.



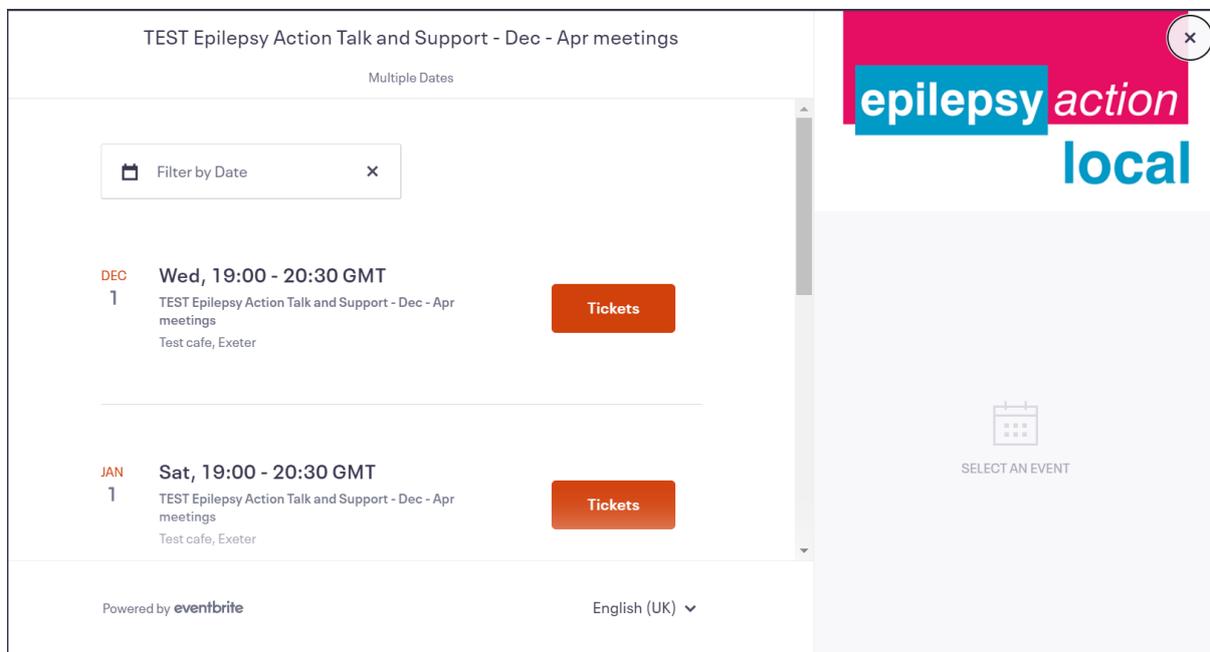
The screenshot shows the Eventbrite profile page for a group. At the top is the 'epilepsy action local' logo, which consists of a blue circle containing the text 'epilepsy action local' in white and red. Below the logo is the group name 'Test - local epilepsy group' in a large, bold, dark blue font. Underneath the name is a blue button with the text 'Following'. Below this is a short paragraph of text: 'SCROLL DOWN AND CLICK ON THE UPCOMING EVENTS TO REGISTER. Epilepsy Action's FREE support groups welcome anybody affected by epilepsy to talk, listen and share experiences in a relaxed and friendly environment. Whether you're new to epilepsy or have been affected by it for a long time, our groups offer ...' followed by a 'Show more' link. Below the text is a small globe icon. A horizontal line separates this section from the 'Events' section. The 'Events' section has a heading 'Events' and two buttons: 'Upcoming (0)' in a blue rounded rectangle and 'Past (0)' in a white rounded rectangle with a blue border. Below the buttons is a card for an event. The card features the 'epilepsy action local' logo at the top, followed by the event title 'TEST Epilepsy Action Talk and Support - Dec - Apr meetings' in bold. Below the title is the date and time 'Wed, Dec 1, 19:00 + 2 more events' in red. At the bottom of the card, it says 'Test cafe • Exeter' and 'Free'.

1. **Click on the upcoming event** and you will see a page with all the information about the group.

2. To register for a meeting **click 'Select a date'**.



4. Choose which meeting you want to go to and **click 'tickets'**.
All of our group meetings are free to attend



- This will open the booking screen - select one ticket in the drop down box and **click the orange 'checkout' button** at the bottom of the page. If you are bringing a partner, friend or carer you do not need to add their details just select 2 tickets. There is also an option here to add a donation if you wish.

TEST Epilepsy Action Talk and Support - Dec - Apr meetings
Sat, 1 Jan 2022 19:00 - 20:30 GMT

Tickets

General Admission
Free
Sales end on 1 Jan 2022

1

Donations

Donation
Fees will be deducted from your donation amount.
Sales end on 1 Jan 2022
Thank you for your kind donation. Eventbrite charges 2% fee on donations which will be deducted from the amount we receive.

£ 0.00

Powered by eventbrite English (UK)

Checkout

epilepsy action local

Order summary

1 x General Admission	£0.00
Total	£0.00

- Put in your details and **click the orange register button** at the bottom of the page.

Checkout
Time left 29:23

By clicking "Register", I accept the [Terms of Service](#) and have read the [Privacy Policy](#). I agree that Eventbrite may [share my information](#) with the event organizer.

Complete your booking to confirm your place. We are looking forward to seeing you soon.

Contact information

Continue as guest or [log in](#) for a faster experience.

First name *
Test

Surname *
Test

Email address *
test@test.com

Confirm email *
test@test.com

Home phone

Home address

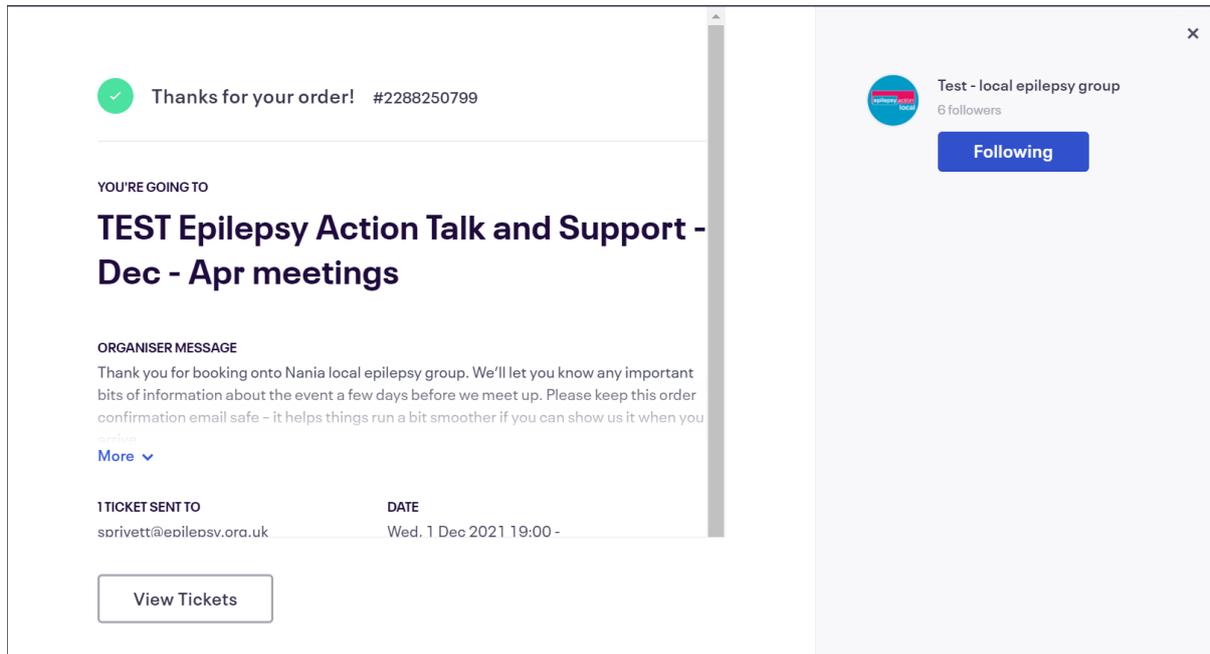
Register

epilepsy action local

Order summary

1 x General Admission	£0.00
Delivery 1 x eTicket	£0.00
Total	£0.00

7. You'll then be taken to a confirmation page to show you're registered. You will also receive a confirmation email.



**You are now registered to attend your local group!
We look forward to seeing you there**

**You will be sent a reminder email by Eventbrite two days before the meeting
and on the morning of the meeting.**

**If you want to register on to another meeting date, click the 'X' in the top right
hand corner to close the pop up and repeat steps 3-6.**

Viewing your bookings on Eventbrite

If you want to double check what groups you have booked on to, you can easily do this on the Eventbrite website.

1. Go to www.eventbrite.com and click 'Sign in' in the top right-hand corner



2. You can then either use your Eventbrite account details to log in **OR** click the option 'send me a log in link', a pop up screen will appear just add the email you used when you booked your tickets.

eventbrite

Log in

Email address

Password

Log in

Email me a login link

or

 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

[Sign up for Eventbrite](#)



Where should we send your login link?

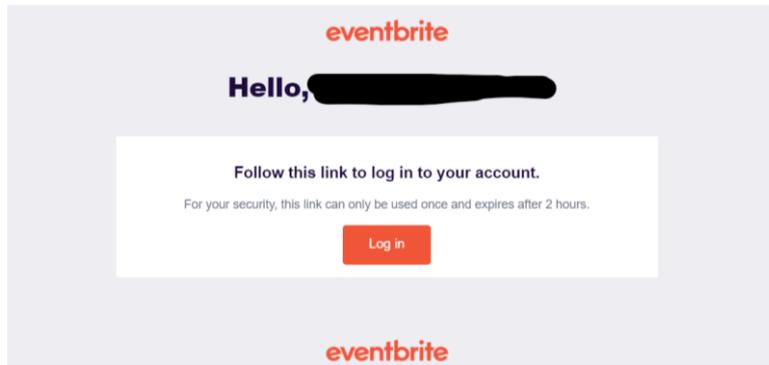
For your security, the link expires in 2 hours.

Email address

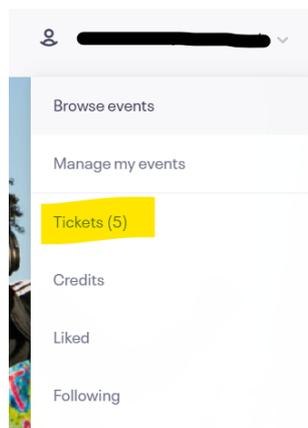
Send login link

[Back to Log In](#)

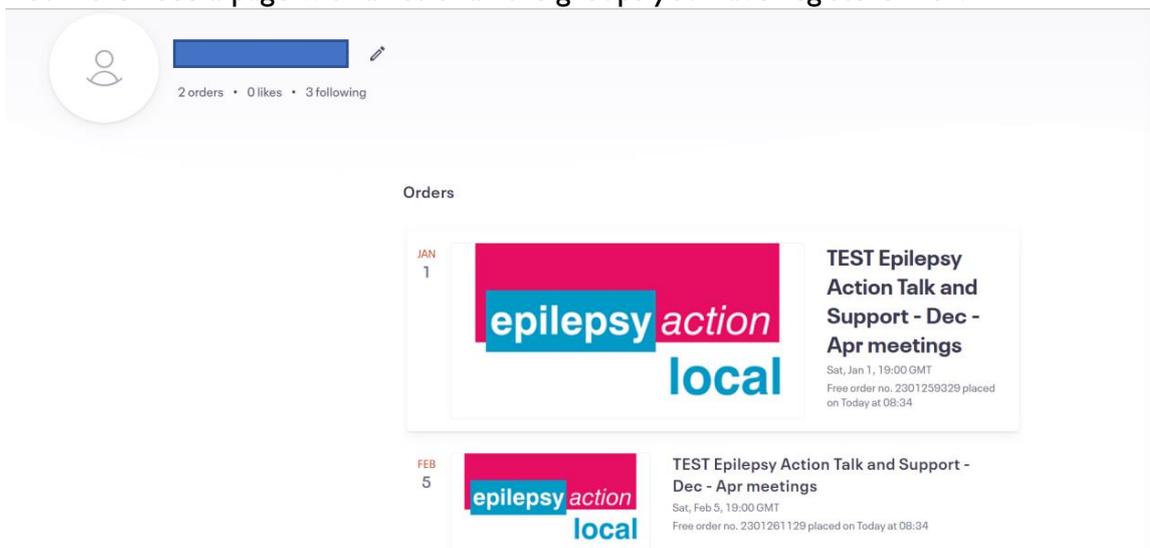
3. If you clicked 'Email me a log in link' within a few minutes you should receive an email titled 'Here is your log in link'. Click the orange 'log in' button.



4. Once you have logged in click on the drop down menu in the top right-hand corner and click on the option that says 'Tickets'



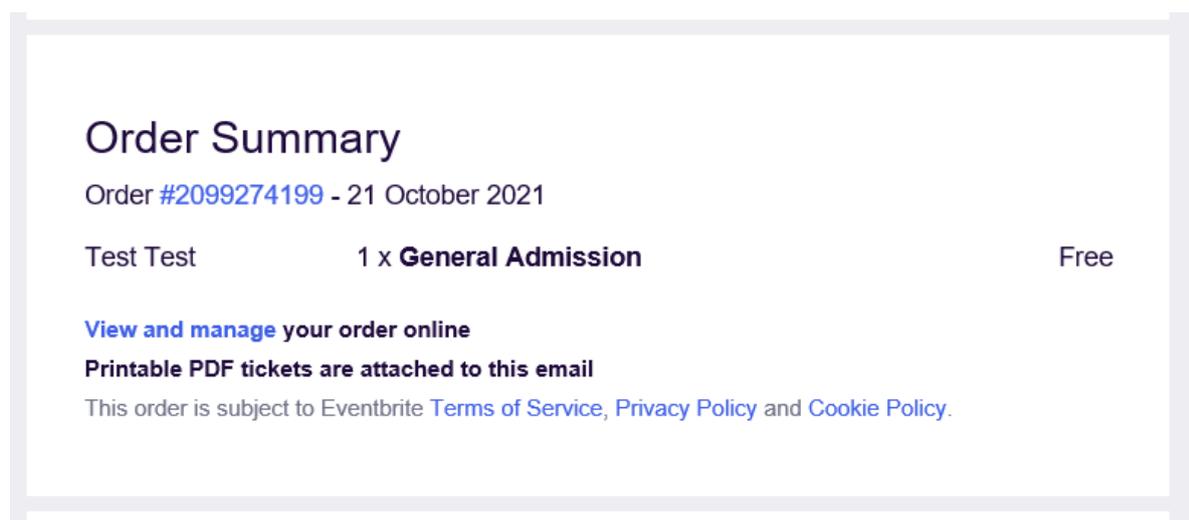
5. You'll then see a page with a list of all the groups you have registered for.



How to cancel your place on Eventbrite

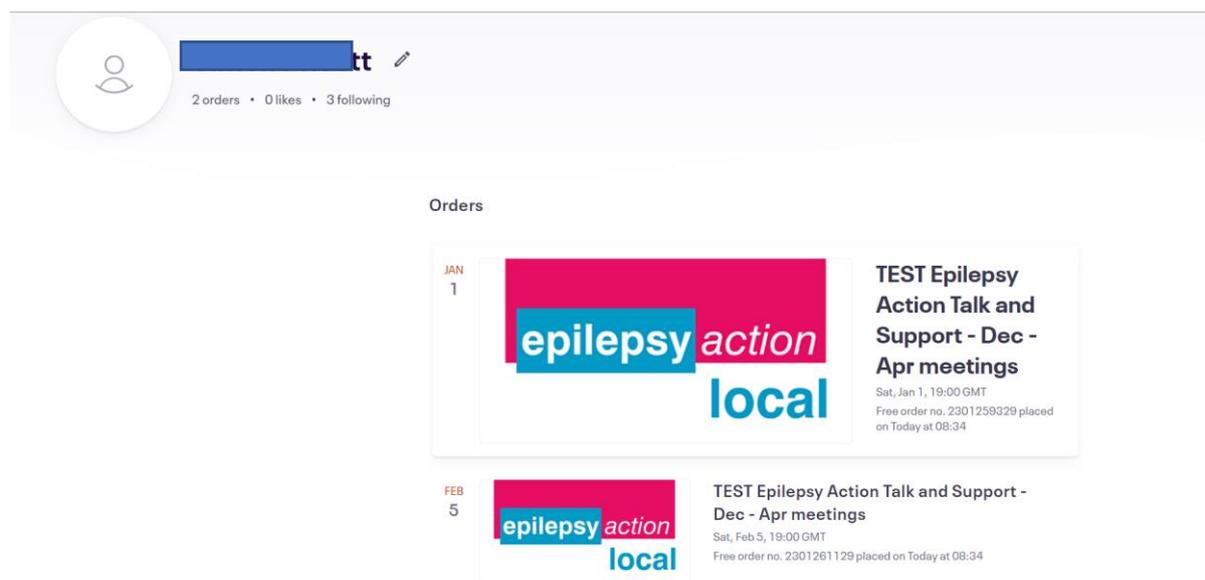
We hope you will be able to join the group as planned but if your circumstances change and you can no longer make it, please cancel your place on Eventbrite. This allows us to offer your place to someone else.

1. When you registered for the meeting you will have received a confirmation email. Locate that email and scroll down to section titled 'Order Summary' and **Click 'view and manage your order online'**.
2. **OR** follow the instructions above to view your tickets.



The screenshot shows an email titled "Order Summary" for Order #2099274199, dated 21 October 2021. It lists one ticket: "Test Test" for "1 x General Admission" at a price of "Free". Below the ticket information, there are links to "View and manage your order online", a note that "Printable PDF tickets are attached to this email", and a disclaimer stating the order is subject to Eventbrite's Terms of Service, Privacy Policy, and Cookie Policy.

3. You'll be taken to a webpage with your bookings. **Click on the meeting you want to cancel.**



The screenshot shows a user profile for "tt" with 2 orders, 0 likes, and 3 following. Under the "Orders" section, two orders are listed:

- JAN 1:** TEST Epilepsy Action Talk and Support - Dec - Apr meetings. Sat, Jan 1, 19:00 GMT. Free order no. 2301259329 placed on Today at 08:34.
- FEB 5:** TEST Epilepsy Action Talk and Support - Dec - Apr meetings. Sat, Feb 5, 19:00 GMT. Free order no. 2301261129 placed on Today at 08:34.

4. Click the white 'Cancel Order' button that's on the left hand side of the page.

← Back to Current Orders

Order for TEST Epilepsy Action Talk and Support - Dec - Apr meetings

Free order no. 2301259329 on 22 November 2021
Event information: Saturday, 1 January 2022 from 19:00 to 20:30 (GMT)
Exeter EX1 1LL

Print Tickets

(2x) General Admission [Edit](#)

Contact Information

First Name *
Simon

Surname *
Privett

Email *
sprivett@epilepsy.org.uk

Delivery Method
eTicket

[+ View complete attendee info](#)

← Back to Current Orders

5. You'll be asked to confirm that you want to cancel the order.
6. Click the orange 'Yes, Cancel This Order' button.

Cancel Free Order

Are you sure you want to cancel this order?

Yes, Cancel This Order No, Nevermind

7. You'll then receive a confirmation

Your order has been cancelled.

Back To Current Orders

**You have now successfully cancelled your tickets.
We hope you'll be able to join us at another meeting soon.**