

EPILEPSY ACTION

How to join a virtual Epilepsy Action Talk and Support Group

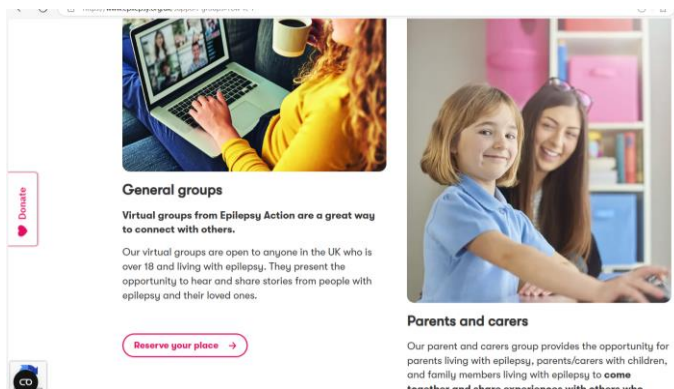


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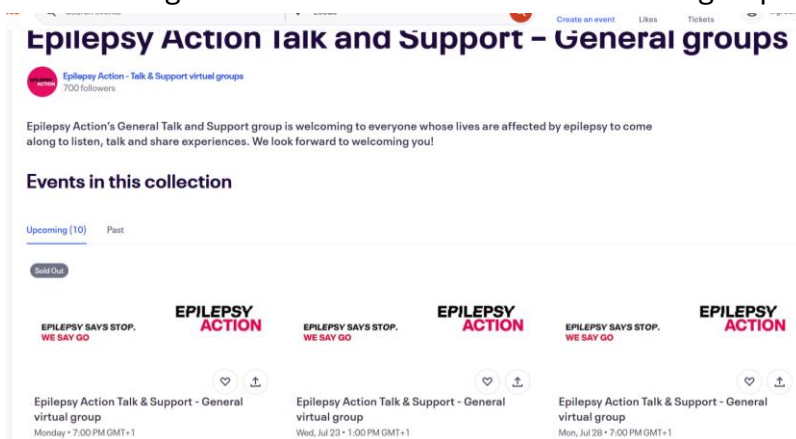
Finding a Virtual Meeting

1. Open this link to take you to the Epilepsy Action Support groups page on our website [Support groups - Epilepsy Action](#)

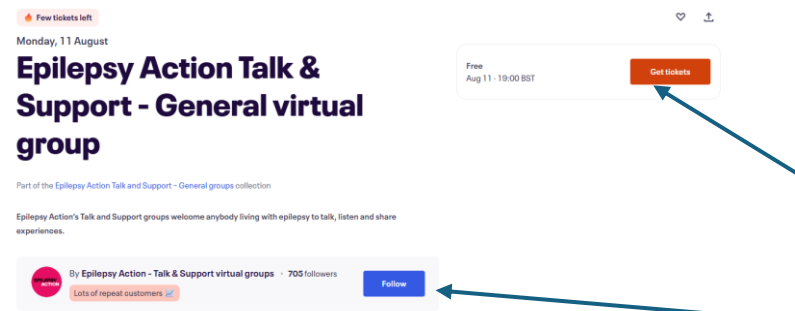


This will list the various virtual groups we have available. The screenshot shows the general and parents/carers group but if you scroll down on the page you will see all the other groups too.

2. Find the group you want to attend and then select “**Reserve your place**” This will take you to Eventbrite, the booking system we use for our events.
3. You will now be able to see the upcoming groups on Eventbrite. The groups are categorized into collections based on what group it is.

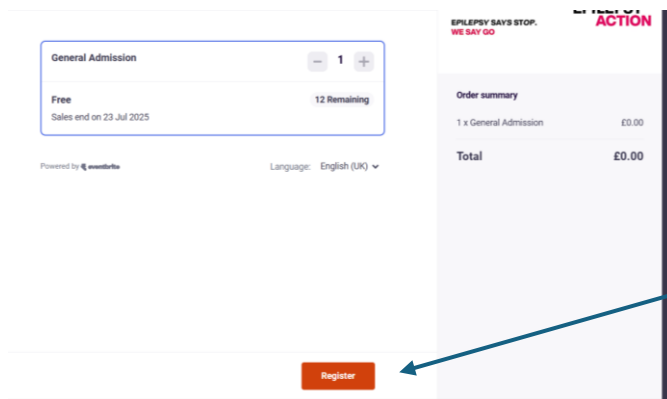


Registering to Attend a Group Via PC/Laptop



Once you have selected a group to attend, this will now bring up a page for this specific group and you need to click “**Get Tickets**”

Top Tip: Select the follow button to get emails when new groups in this collection are added to Eventbrite.

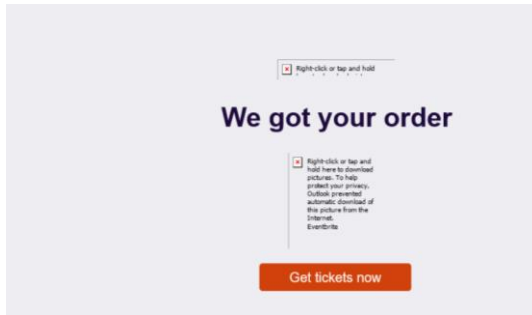


The next page will confirm you are booking one ticket. Click “**Register**”

A screenshot of the Eventbrite checkout page. It has a 'Checkout' header and a 'Time left 27:25' timer. The main section is 'Contact information' with a 'Log in for a faster experience.' link. There are fields for 'First name *', 'Surname *', 'Email address *', and 'Confirm email *'. Below these are two checkboxes: 'Keep me updated on more events and news from this event organiser.' and 'Send me emails about the best events happening nearby or online.' A 'Register' button is at the bottom. A blue arrow points to the checkboxes. On the right, there is an 'Order summary' showing '1 x General Admission' for '£0.00', 'Delivery 1 x eTicket' for '£0.00', and a 'Total' of '£0.00'.

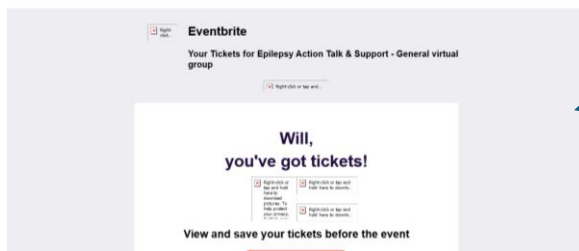
You then need to provide your name and email and then click **Register**.

Top Tip: Tick the box about keeping me updated on more events. This will allow us to contact you about future events



You will then receive a confirmation email from Eventbrite confirming order received. Make sure to check your Junk folder if you haven't received the email

You will also need to provide a mobile number on Eventbrite. Your address is optional. You can then click **Complete Order**



You will then receive an email from Eventbrite with Order confirmation.

Additional Information

Epilepsy Action - Talk & Support virtual groups has provided the following information:
Hello

Thank you for booking on to one of our virtual Talk and Support groups.

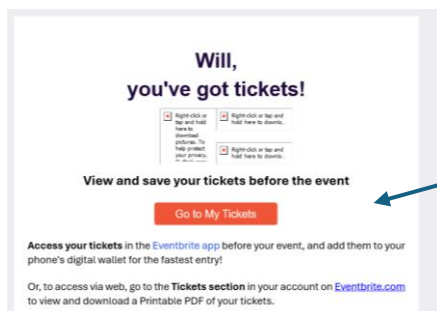
We'll send you reminders about the group two days before we meet up. In the meantime, please add this date to your calendar.

If for any reason you are not able to attend, we would really appreciate it if you could cancel your ticket on Eventbrite. This will free up space for someone else who may need some support.

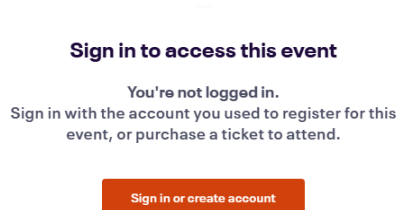
Please email iso@epilepsy.org.uk or call 0113 210 8899 if you have any questions.

Scroll down on the confirmation email for additional information detailing the reminder email that will be sent two days before and also how to cancel your ticket if you are unable to attend.

You will need to register for an Eventbrite account once you have booked your ticket. Once you have registered you will not need to do this again. Please see the below steps:

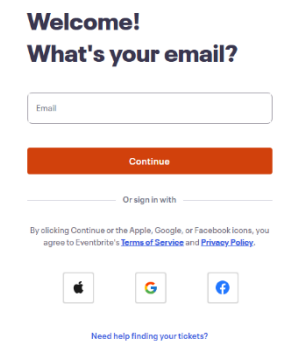


Select "Go to my tickets" on your Order confirmation email

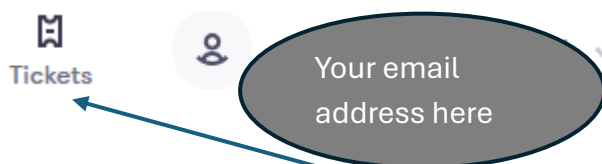


Select sign in or create account

If you have not logged in before, follow the steps to create a new account using the email address associated with your ticket.



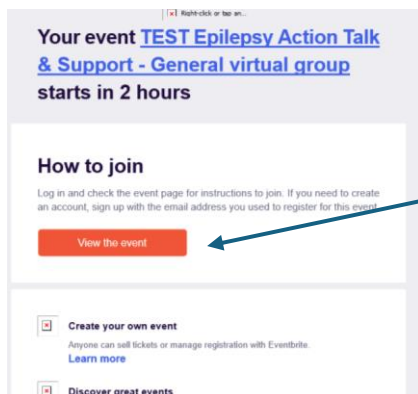
Enter the email address you used to sign up for the event. And click continue. You will then be sent an email with a verification code for you to input.



You will now be taken to the Eventbrite website where in the top right of the page you will see your email confirming you are logged in. Click on tickets to bring up the event you have booked.

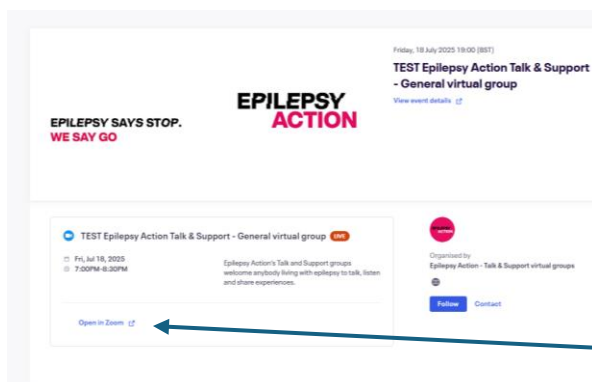
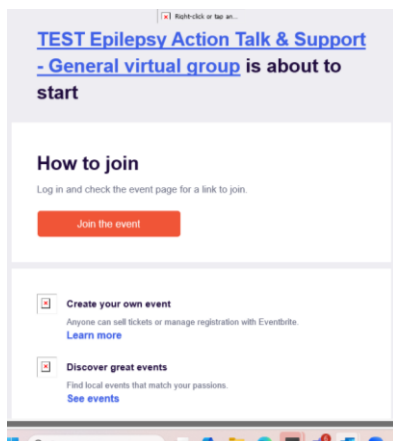
Joining the Meeting through a PC/Laptop/Tablet

Please note the meetings take place on Zoom but you must use Eventbrite first to provide you the link to access zoom.



You will receive several emails before the event, two days, two hours and ten minutes before. Select **“View the Event”**

You will be asked to sign in if you are not already. See steps on page 5 for guidance.



Once you are logged in it will take you to the event with an option to “Open in Zoom.” You can’t select this until 30 mins prior to the meeting starting

zoom Support English

Ready to get started?

First-time user of Zoom?

Download from App Store

Already installed the Zoom Workplace app?

Join meeting

Or

Join from your browser

When you click open with zoom, you will be taken to this page. If you are using your mobile we recommend selecting "Join from your browser"

Parents and Carers virtual Talk & Support group

Date & Time Jul 31, 2025 07:00 PM in London

Description This group provides the opportunity for parents living with epilepsy, parents/carers with children, and family members to share experiences.

Meeting Registration

First Name * Last Name *

First Name Last Name

Email Address *

join@company.com

Information you provide when registering will be shared with the account owner and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

Meeting starts in 24:45

Register and Join

You will now be taken to this page where you need to register for the meeting by providing your name and email and then click "**Register and Join**". **You must use the same email you used to register for the meeting. If you try using a different email address it will not allow you to register.**

18:41 Eventbrite epilepsy-org.zoom.us

zoom Support English

This meeting starts in 18:15

You will be automatically redirected to the live session when it starts. Please do not close this browser.

Join

Topic Parents and Carers virtual Talk & Support group

Date & Time Selected Sessions: Jul 31, 2025 07:00 PM

Description This group provides the opportunity for parents living with epilepsy, parents/carers with children, and family members to share experiences.

Add to

Google Calendar

Outlook Calendar (.ics)

Yahoo Calendar

Once you have registered, there will be a countdown to the meeting. Click Join and you will be taken to the waiting room and the meeting host will open the meeting at the scheduled time

Accessing the meeting through your Smart Phone

If you are accessing the meeting through your phone once you have signed up you will be able to access your tickets through the Eventbrite app.

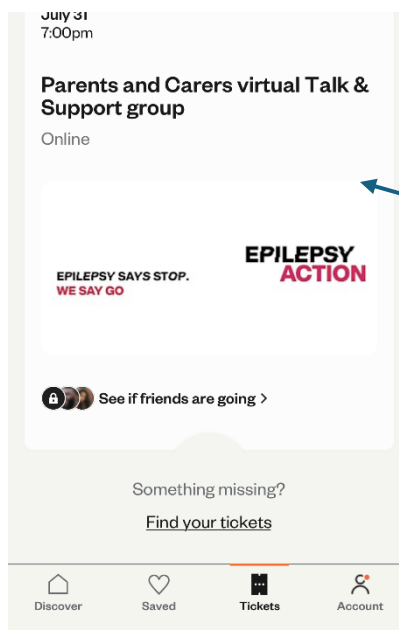
Top Tip: By downloading the app you can see all your upcoming meetings under “Tickets” if you have booked multiple meetings.

To download the app you will need to go to your App store on your device and search for “Eventbrite.”

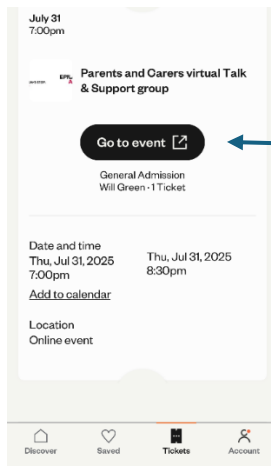
Important: Make sure you use the same email address you used to book on to the event when registering for the app.

You will receive reminder emails two days, two hours and ten minutes before the event as detailed on page 5 of the guide.

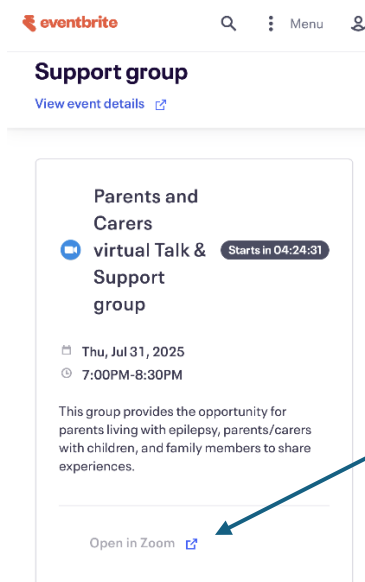
Once you have downloaded the app your tickets to the meeting will show in “Tickets”



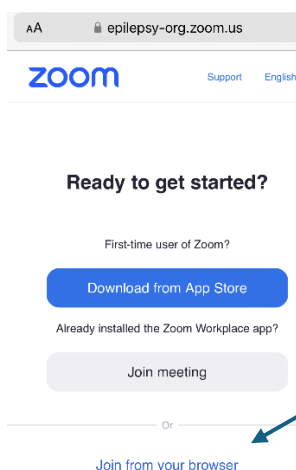
Click on the blank space here on the event and this will take you to the below screen



Click on “ Go to Event”



Within 30 minutes of the meeting starting you will be able to select Open in Zoom. You will not be able to open in zoom before this time.



When you click open with zoom, you will be taken to this page. If you are using your mobile we recommend selecting “Join from your browser”

Parents and Carers virtual Talk & Support group

Date & Time Jul 31, 2025 07:00 PM in London

Description This group provides the opportunity for parents living with epilepsy, parents/carers with children, and family members to share experiences.

Meeting Registration

First Name *
First Name

Last Name *
Last Name

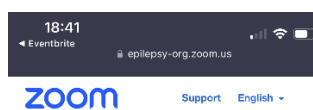
Email Address *
join@company.com

Information you provide when registering will be shared with the [account owner](#) and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

Meeting starts in 24:45

Register and Join

You will now be taken to this page where you need to register for the meeting by providing your name and email and then click **“Register and Join”**. You must use the same email you used to register for the meeting.



This meeting starts in 18:15

You will be automatically redirected to the live session when it starts. Please do not close this browser.

Join

Topic: **Parents and Carers virtual Talk & Support group**

Date & Time: Selected Sessions: Jul 31, 2025 07:00 PM

Description: This group provides the opportunity for parents living with epilepsy, parents/carers with children, and family members to share experiences.

Add to:

- Google Calendar
- Outlook Calendar (.ics)
- Yahoo Calendar

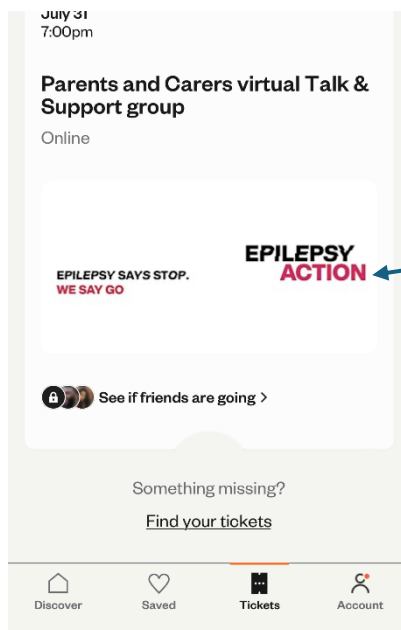
Once you have registered, there will be a countdown to the meeting. Click Join and you will be taken to the waiting room and the meeting host will open the meeting at the scheduled time

How to cancel a ticket

If you have booked on a virtual group but can no longer attend ,please cancel your ticket to free up your place for someone else.

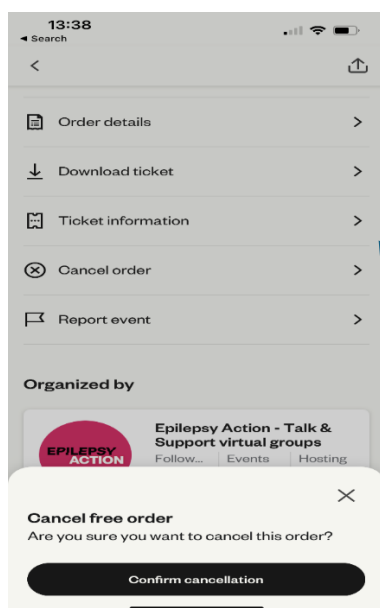
To do this on the Eventbrite app

- 1) Go into your tickets on the app and bring up the event.
- 2) Scroll down and there will be an option for cancel order



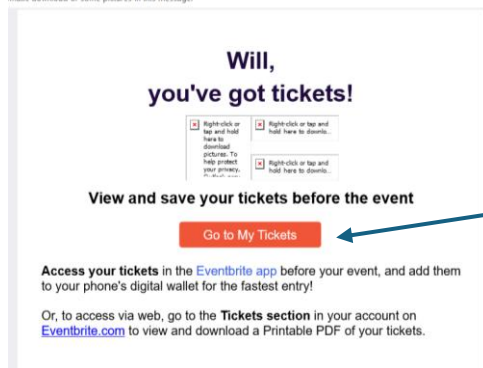
Go into your tickets on the app and bring up the event.

Scroll down on this page and there will be an option for cancel order.

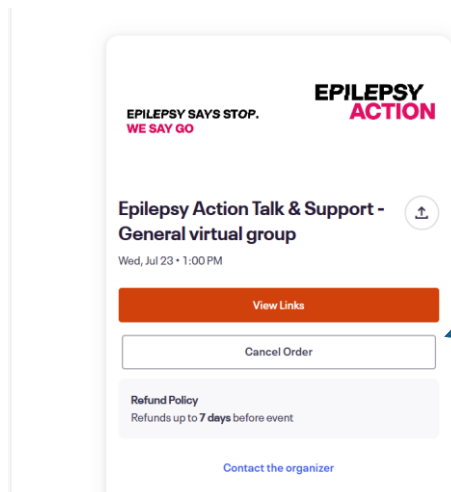


To do this on your browser:

malicious download of some pictures in this message.



Find your order confirmation
Email and select “Go to My
Tickets”



Select Cancel Order.
You must be signed into to
Eventbrite to do this. For
guidance on how to do this
please see page 5