



HELP CENTER

Administrator guide

Administrator guide · Registration desk & check-in · Attendee guide

Version: September 13, 2026

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Administrator guide

For the account owner and team administrators.

1.1 Getting started

Sign in, choose your language and find your way around the panel.

Where: `/organizador`

1. Sign in with your email (you receive a sign-in link) or with Google.
2. The left menu has every section: events, audience, earnings, reports, payouts, check-in, approvals, badges, team, security, access log and support.
3. Switch the panel language with the ES / EN selector; your choice is saved to your account.
4. Every screen has a «Help for this screen» link in the menu that opens the matching article [here](#).

The screenshot shows the Notelimites administrator interface. On the left is a sidebar with a 'notelimites' header and a language selector (ES/EN). Below this is a '+ New event' button and a 'My events' section with a list of menu items: My audience, My earnings, Reports, Analytics, Payout method, Bank accounts, Check-in, Approvals, Badges, My public profile, Membership, and My team. The main content area features a top notification bar with a bell icon and the text 'Get an alert for every sale'. Below this is a warning box stating 'Your profile doesn't say who you are yet' with a 'Complete my profile' button. The 'MY PANEL' section shows '2 events' and four summary cards: 'TICKETS SOLD' (1), 'REVENUE' (\$0), 'VIEWS ON YOUR EVENTS' (0), and 'PER-TICKET FEE' (\$0). A detailed event card for 'International Innovation Summit 2027' is displayed below, showing it is 'PREPARADO' (Private), scheduled for Tue, Mar 16, 2027, at 09:00 AM in Lisboa. It indicates 0 tickets sold out of 600, with a progress bar showing 0% completion. Buttons for 'Open', 'Edit', 'Tickets', and 'View page' are at the bottom of the event card.

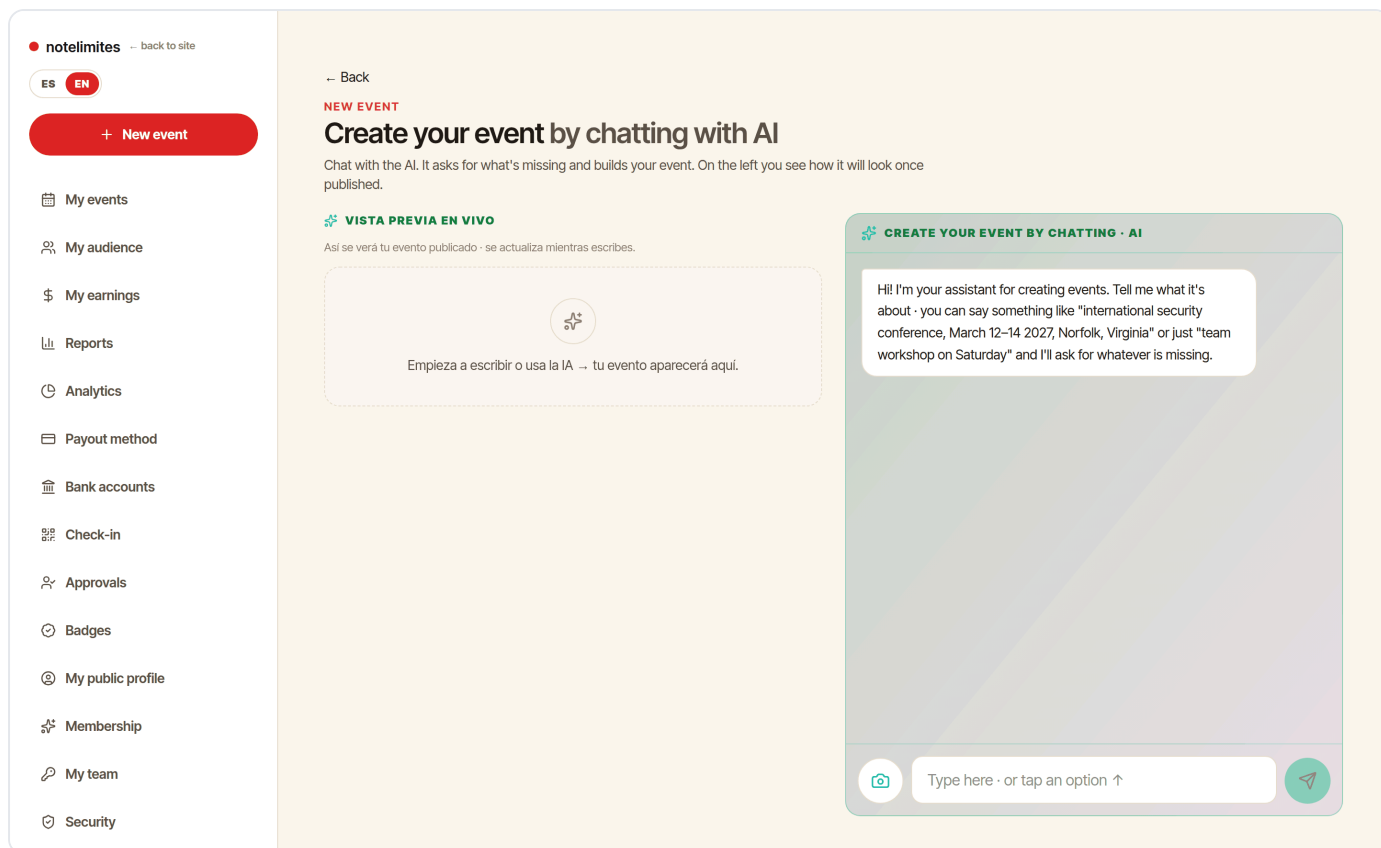
Screen 1.1 · Getting started

1.2 Create and publish an event

Details, dates, venue, images and the event page.

Where: `/organizador/nuevo`

1. Click «New event» and fill in the title, dates, venue and description.
2. Upload the cover, logo and gallery from the event content editor.
3. Each event gets its own public registration link, which you can share by email.
4. You can run several events at the same time and jump between them from the side menu.



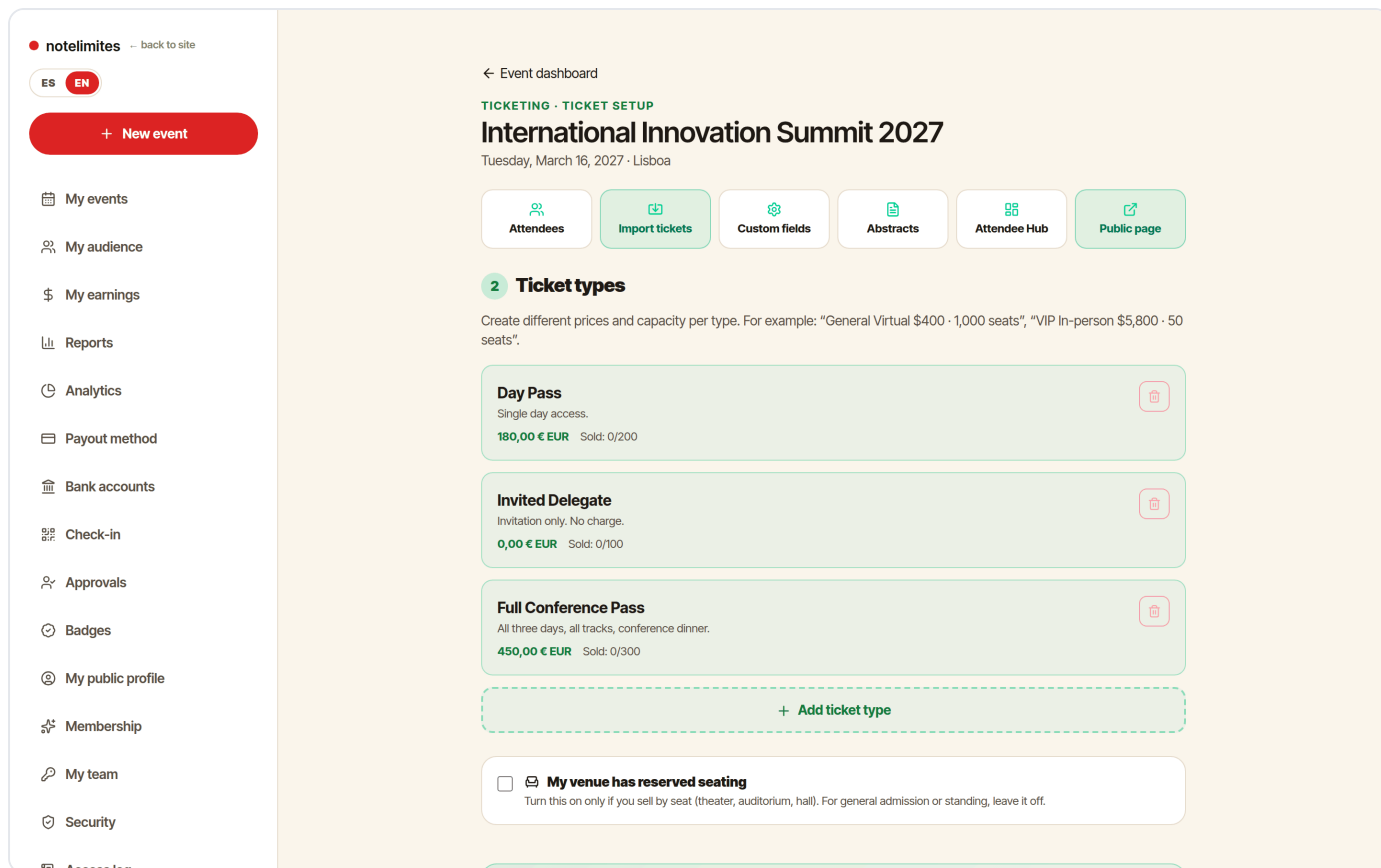
Screen 1.2 · Create and publish an event

1.3 Registration: ticket types and fields

Registration types, capacity, prices and each event's form.

Where: `/organizador/boletos/<evento>`

1. In the event's «Tickets» create the registration types (for example Delegate, Speaker) with capacity and price; they can be free.
2. In «Fields» build the form: text, email, phone, list, long text, number, checkbox and file.
3. The «file» field asks the participant for a document (for example a passport or invitation letter), with allowed formats and a size limit. It is stored encrypted and only you and the participant can see it.
4. When capacity is full, the waitlist collects emails and notifies people when a seat frees up.



Screen 1.3 · Registration: ticket types and fields

1.4 Approve registrations

Review applications before a seat is confirmed.

Where: `/organizador/aprobaciones`

1. Turn on «requires approval» for the event: each registration arrives as pending, with no charge.
2. In «Approvals» filter by form answers and approve or reject one by one or in bulk, with a reason.
3. When you approve, the participant gets a confirmation; if the registration has a fee they receive a payment link. Rejected applicants are never charged.

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REGISTRATION APPROVAL

0 requests to review

People who register for an event that requires approval wait until you decide. If the event is paid, payment is requested only on approval: nobody you decline is ever charged.

Event

Status

Registration field

Contains

All events

Pending

Any field

Filter

No requests match these filters.

Which events require approval

With approval on, every registration lands here before any ticket is issued or any charge is made.

International Innovation Summit 2027

Mar 16, 2027

Require approval ☒

Cereza con primos

May 26, 2026

Require approval ☐

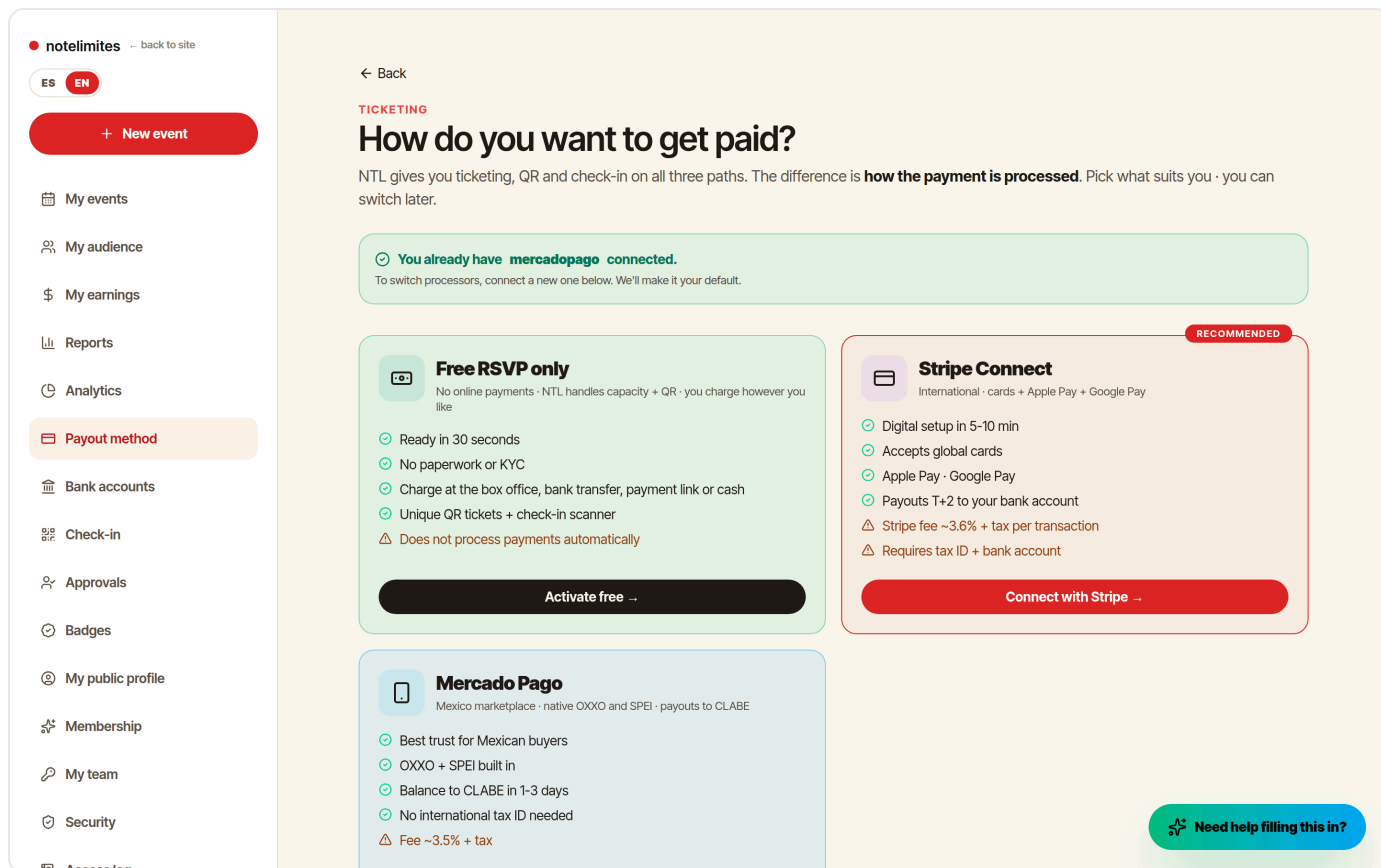
Screen 1.4 · Approve registrations

1.5 Payments, currency and payouts

Connect Stripe, choose a currency and see what you collected.

Where: `/organizador/cobro`

1. In «Payout method» connect your Stripe account. Payments settle into YOUR Stripe account; card data never touches our servers.
2. Each event charges in its own currency: MXN, USD, EUR or GBP (CAD only for US accounts). If your Stripe account cannot charge in that currency, the panel tells you before you publish.
3. Stripe's fee is passed through at cost, with no markup.
4. Refunds are issued from the event's attendee list.



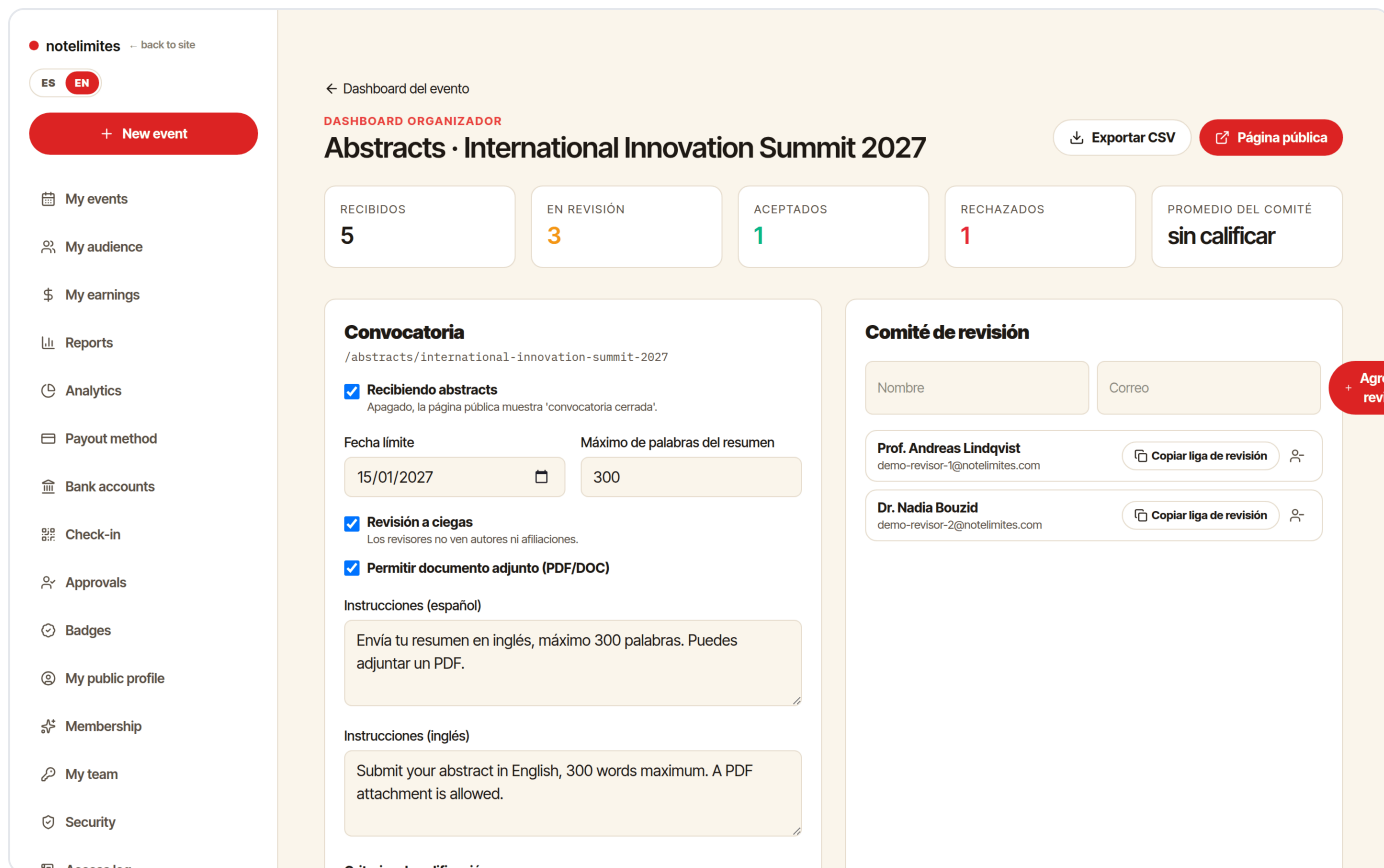
Screen 1.5 · Payments, currency and payouts

1.6 Abstracts: call, review and decision

Collect submissions, review them blind and decide.

Where: `/organizador/boletos/<evento>/abstracts`

1. In the event open «Abstracts» and set up the call: deadline, word limit, attachments, instructions in English and Spanish, and scoring criteria.
2. Authors submit without creating an account and receive an ABS-XXXXXX tracking code.
3. Invite reviewers by email: they sign in with a personal link, no account needed.
4. If the call is blind, reviewers never see author details (they are removed on the server).
5. Decide to accept, reject or return with comments, and download the CSV report sorted by average score.



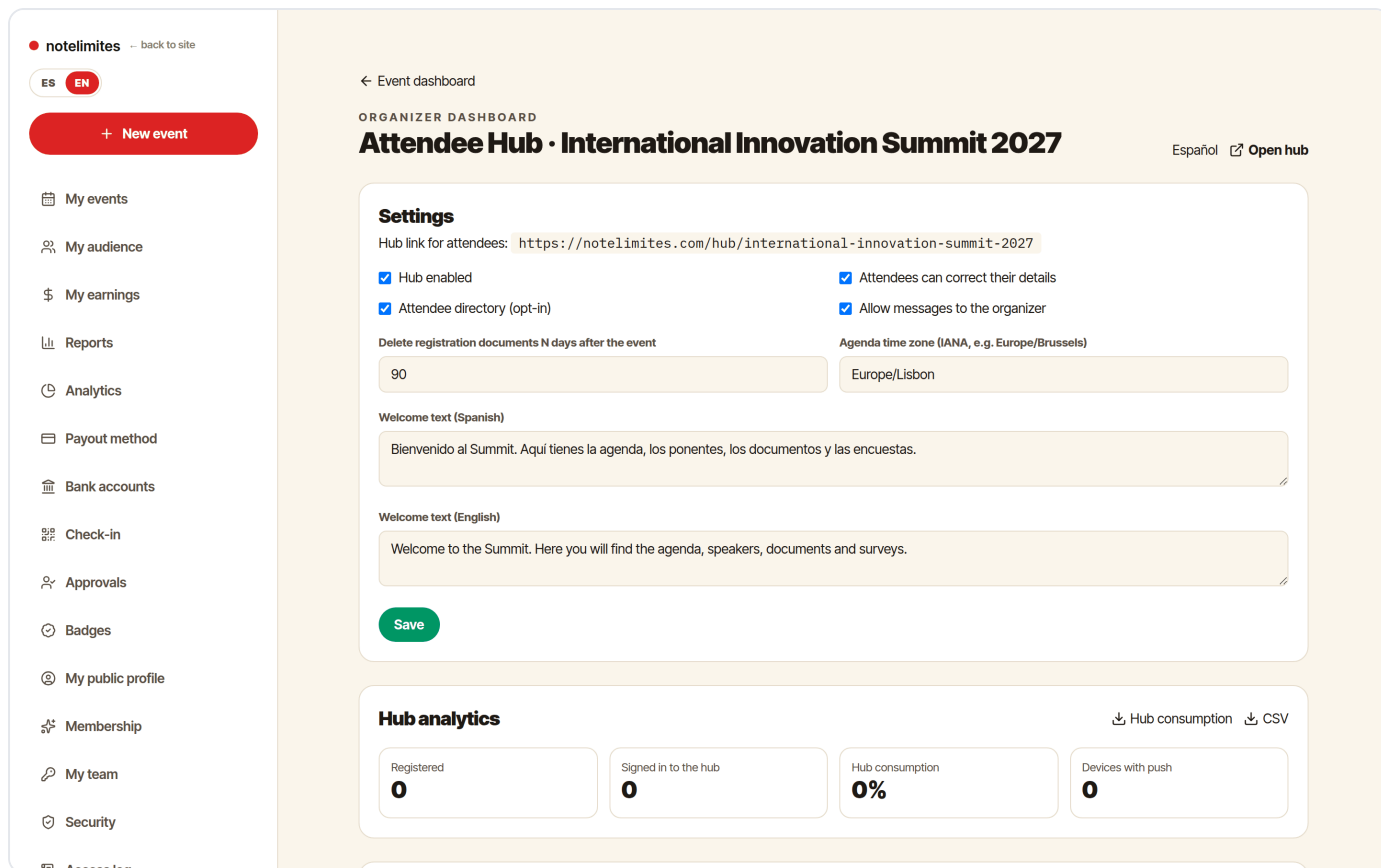
Screen 1.6 · Abstracts: call, review and decision

1.7 Attendee Hub

The attendee web portal: agenda, speakers, documents, announcements and surveys.

Where: `/organizador/boletos/<evento>/hub`

1. In the event open «Attendee Hub» and turn it on.
2. Load the agenda (sessions with room, time and visibility by registration type), the speaker database and documents.
3. Send announcements by push notification or email, and create surveys with results in the panel.
4. Attendees sign in with a 6-digit code sent to their email, no password.



Screen 1.7 · Attendee Hub

1.8 Attendees and bulk email

Look up, filter, export and email attendees.

Where: `/organizador/boletos/<evento>/asistentes`

1. The event attendee list shows every registration with its answers and documents.
2. Filter and export to CSV; every download is recorded in the access log.
3. Email everyone or a filtered group of attendees from the same panel.

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Event dashboard

ORGANIZER DASHBOARD

Attendees · International Innovation Summit 2027

Export CSV

Public page

PAID ATTENDEES

0

TOTAL ORDERS

0

GROSS SALES

0 €

✉ Bulk email to registrants

Sent only to paid registrants. Each person receives an individual email (addresses are never exposed).

SUBJECT *

Important information about your event

MESSAGE *

Hello,

Here are the final details for the event...

Best regards,
The team

Plain text. Line breaks are preserved.

Send to registrants

Status	Date	Name	Email	Phone	Type	Qty	Total
No registrations yet. Share the page /registro/international-innovation-summit-2027							

Screen 1.8 · Attendees and bulk email

1.9 Reports

Monthly report and payout reconciliation.

Where: `/organizador/reportes`

- «Reports» shows by month and by event: registrations, tickets by type, gross, fees, refunds, net and check-ins.
- The payouts section reconciles each Stripe payout against its charges.
- Download as CSV or print / save as PDF.

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REPORTS

Monthly · 2026-05

Your sales by month and what Stripe paid out to you, reconciled against every order.

Payouts

MONTH

mayo de 2026

View

Download CSV

Print / save as PDF

EVENT	CURRENCY	REGISTRATIONS	TICKETS BY TYPE	GROSS REVENUE	NOTELIMITES FEE	STRIPE FEE	REFUNDS	NET	CHECK-INS
Cereza con primos	MXN	1	General: 1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0

Registrations = paid orders (free tickets included). Refunds are counted in the month they happened. Sales amounts are in each event's currency. Payouts are in the currency Stripe pays to your bank.

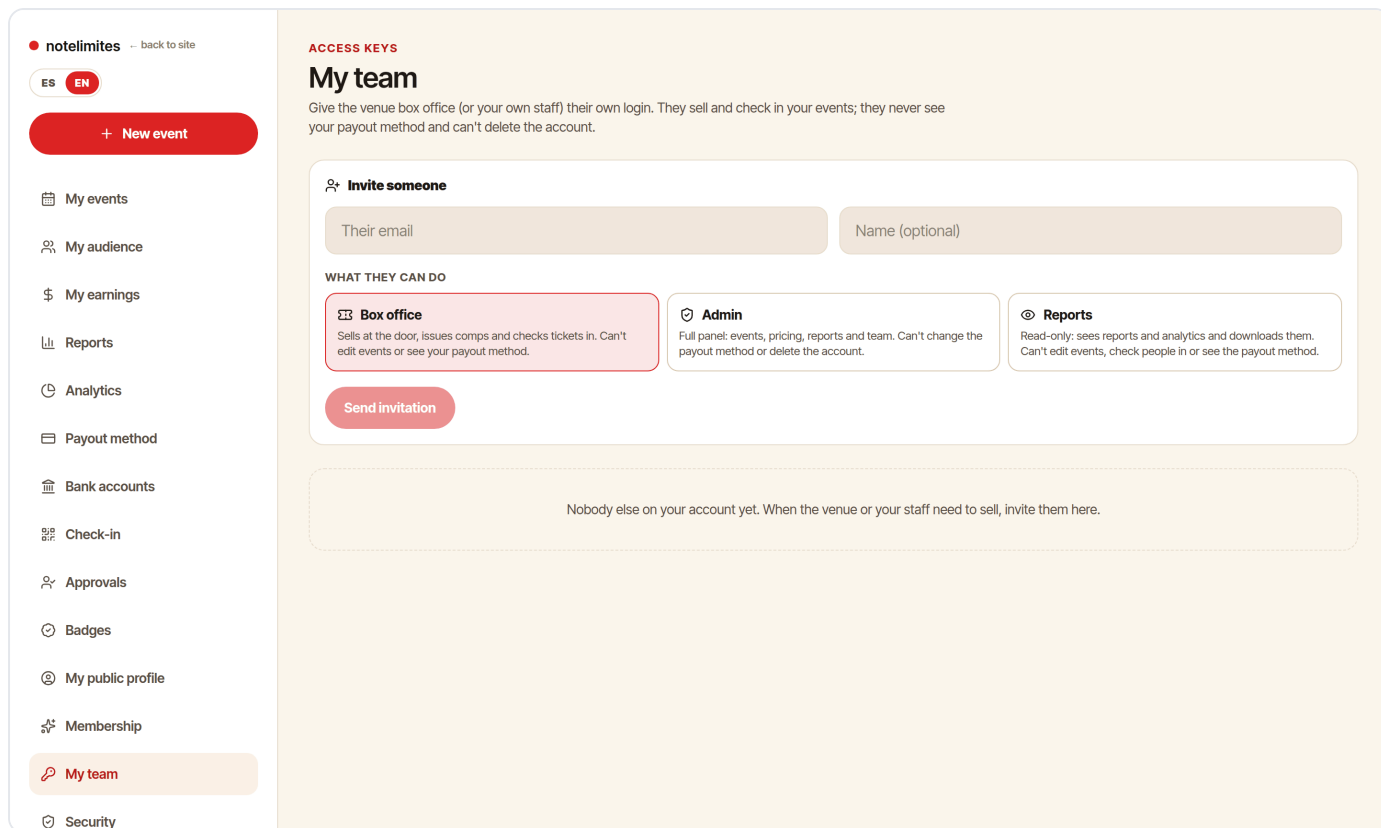
Screen 1.9 · Reports

1.10 Team and roles

Invite people and give them the right access.

Where: `/organizador/equipo`

1. Invite by email with one of three roles: administrator (edits events), box office (check-in and on-site sales, no finances) or reports (read-only access to reports and analytics).
2. The account owner can change roles or revoke access at any time; it is recorded in the access log.



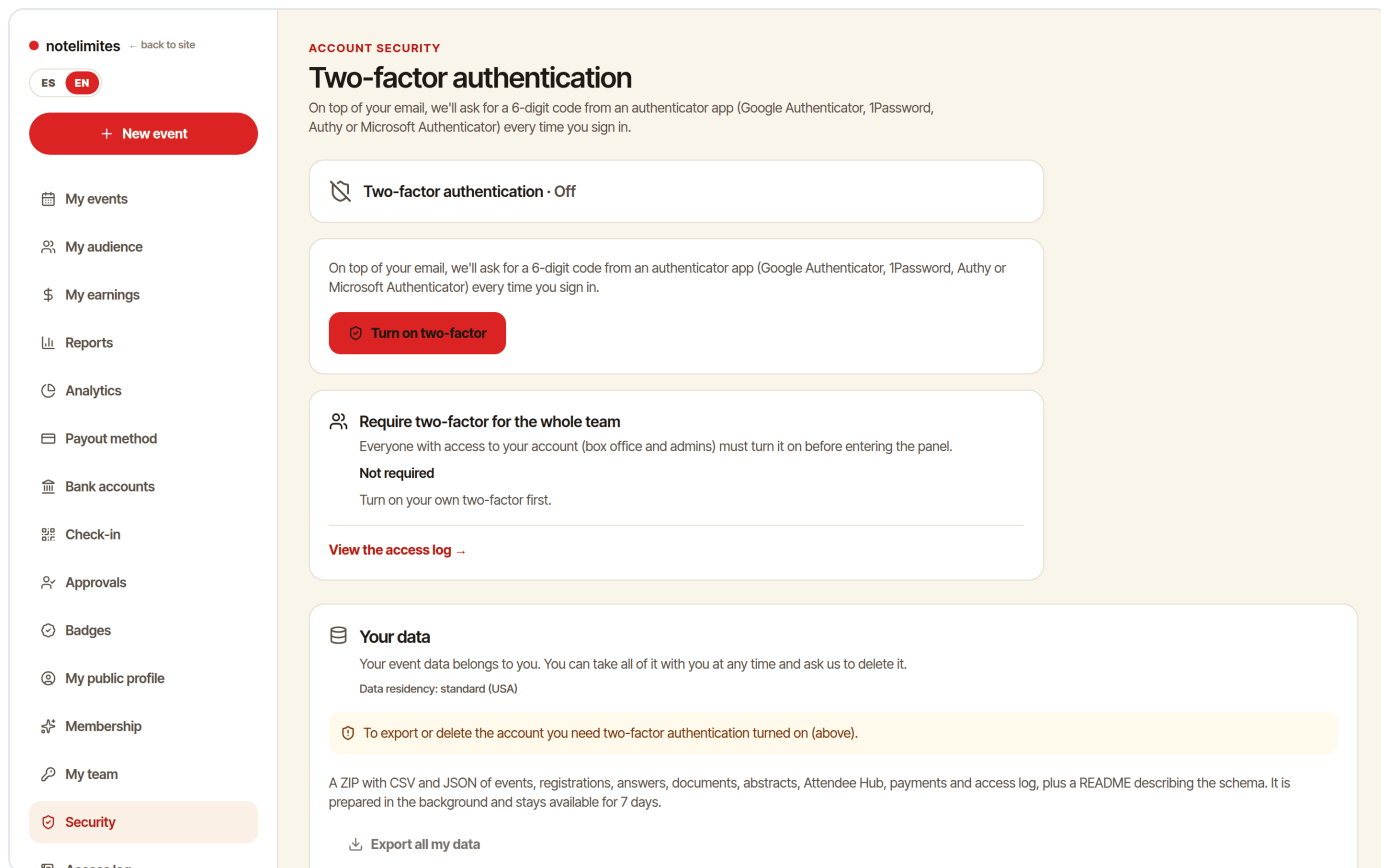
Screen 1.10 · Team and roles

1.11 Two-factor authentication (2FA)

Protect the account with a 6-digit code.

Where: `/organizador/seguridad`

1. In «Security» scan the QR code with Google Authenticator, 1Password or Authy and confirm with a code.
2. Store the 10 backup codes: each works once if you lose your phone.
3. The owner can make two-factor mandatory for the whole team.
4. If you lose your phone and codes, open a ticket: the NTL team can reset it after verifying your identity.



Screen 1.11 · Two-factor authentication (2FA)

1.12 Access log

Who signed in, when, and what they did with the data.

Where: `/organizador/bitacora`

1. Only the owner sees it. It records sign-ins and sign-outs, two-factor events, team changes, exports, document downloads, payout changes and decisions.
2. Nobody can edit or delete an access log entry.
3. Filter by action, person, result and dates, and download it as CSV.

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ACCOUNT SECURITY

Access log

Who signed in, when, from where, and every sensitive action on your account: exports, payout changes, team changes, abstract decisions and registration approvals.

Action

Who (email)

Result

From

To

All

All

dd/mm/aaaa

dd/mm/aaaa

Filter

Clear

Download CSV

The log can't be edited or deleted: every entry stays as it was written. It covers everyone on your team, including people who no longer have access.

DATE	ACTION	RESULT	WHO (EMAIL)	ON	IP	BROWSER
Sep 13, 2026, 7:34:17 AM	Access log viewed	Success	*****@*****	—		Chrome - Linux
Sep 13, 2026, 7:31:33 AM	Access log viewed	Success	*****@*****	—		Chrome - Linux
Sep 13, 2026, 7:30:55 AM	Access log viewed	Success	*****@*****	—		Chrome - Linux
Sep 13, 2026, 7:26:25 AM	Sign-in	Success	*****@*****	—		Chrome - Linux

Screen 1.12 · Access log

1.13 Support and emergencies

Open tickets, follow them and alert the on-call team.

Where: `/organizador/sopORTE`

1. In «Support» open a ticket with normal or high priority; you receive an NTL-XXXXXX ticket number by email.
2. You can also email support@ntl.events: the email opens the ticket and your replies are added to the same thread.
3. If the event is live and something is not working, use «Event emergency»: it alerts the on-call team by WhatsApp and email immediately, at any hour.
4. When the ticket is closed we ask you to rate the support from 1 to 5.

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SUPPORT

Support & help

Open a ticket and follow it here. Every request gets a ticket number and a target response time.

Is your event live and something is not working?

The emergency button alerts the on-call team by WhatsApp and email immediately, at any hour.

Event emergency

New ticket

Subject

Priority

Normal

Event (optional)

None in particular

Describe what you need

Send

You can also email support@ntl.events

My tickets

You have no tickets yet.

Screen 1.13 · Support and emergencies

Registration desk & check-in guide

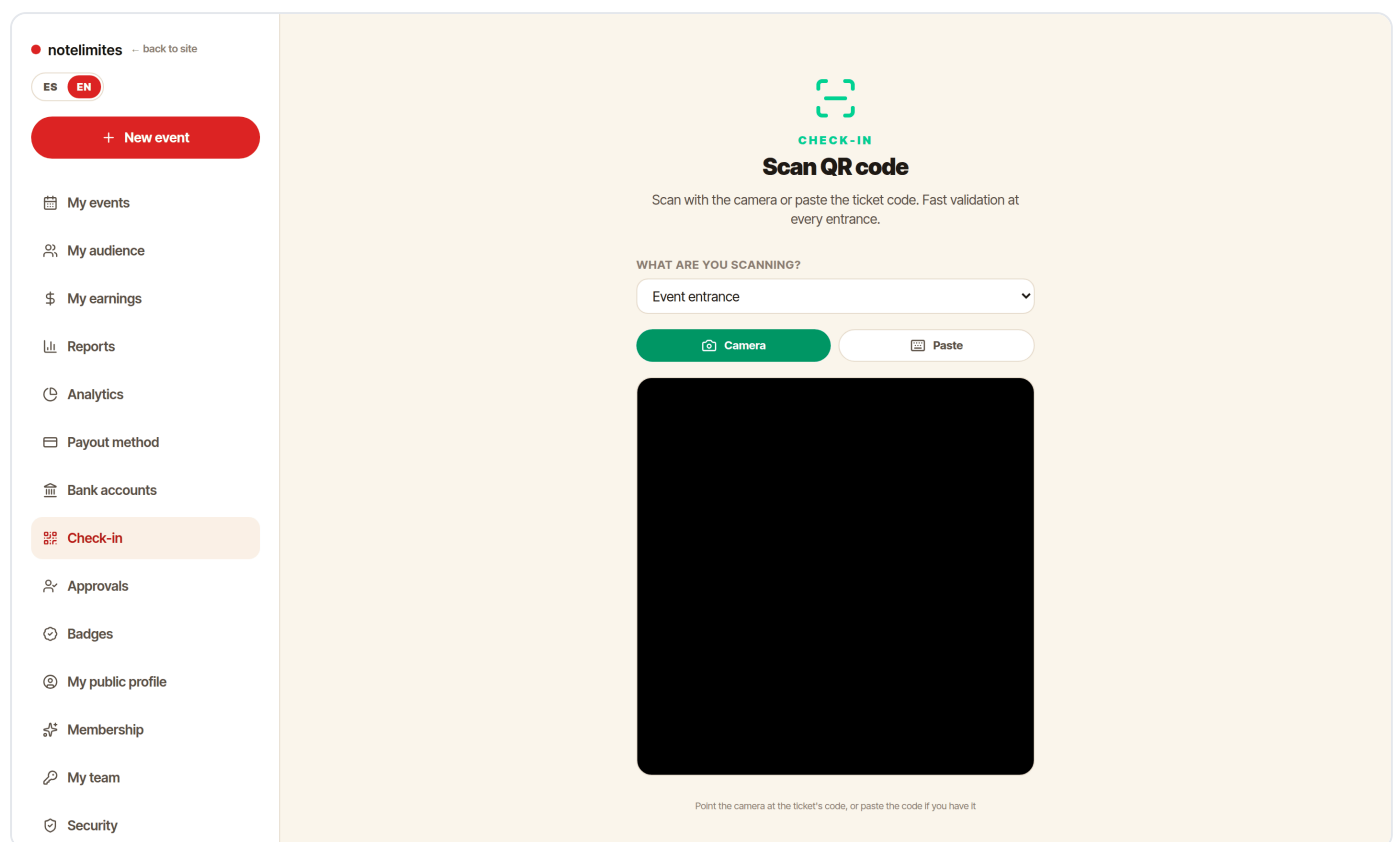
For the box office or registration desk on event day.

2.1 Check-in with a phone

Scan the ticket or badge QR code.

Where: `/organizador/check-in`

1. Sign in with your box-office account and open the event's «Check-in».
2. Scan the QR with any phone camera; no app to install and no scanner to buy.
3. If the code was already used, the screen shows «already checked in» with the time.



Screen 2.1 · Check-in with a phone

2.2 Badges: Basic and Premium

Print badges with QR codes and reprint on the spot.

Where: `/organizador/gafetes`

1. Basic: letter sheets (4 badges) or A4 sheets (8 badges) for any printer.

2. Premium: individual 4×6 in badge for a thermal or credential printer, with reprint from check-in.
3. Print in bulk with filters (registration type, status) or one at a time.
4. The badge QR works in the same check-in as the ticket.

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- Badges**
- My public profile

BADGES

Badges with check-in QR

Every badge carries the ticket's QR code: it validates at the same check-in as always.

CHOOSE AN EVENT

Cereza con primos
May 26, 2026 - 1 ticket issued

Hardware requirements

Basic

- Any laser or inkjet printer, letter or A4 paper (or card stock).
- Badge holders or sleeves of 4×5 in (4 per sheet) or 4×2.5 in (8 per sheet).
- Print at 100% ("actual size"), without fit-to-page.

Premium

- 4 in thermal label printer (Zebra ZD421 / ZD621 or similar) with 4×6 in labels, or a card printer.
- A computer or tablet at the registration desk with check-in open.
- Scanner: a phone camera works; for long lines, a USB or Bluetooth 2D scanner (rented separately).

On-the-spot reprints: at check-in, every valid ticket shows a "Print badge" button.

Screen 2.2 · Badges: Basic and Premium

Attendee guide

For people who register for an event.

3.1 Register and get your confirmation

Form, documents, payment and ticket.

1. Open the event registration link, fill in the form and upload any documents the organizer requests.
2. If registration has a fee, you pay by card on Stripe's secure page.
3. If the event requires approval, you first receive a request-received notice and then the confirmation.
4. Your confirmation includes the access QR code; you can also add it to Apple Wallet.

The screenshot shows the registration page for the 'International Innovation Summit 2027' on the 'notelimites' platform. The page is dark-themed with white text. At the top, there's a navigation bar with the 'notelimites' logo, a location filter set to 'Ciudad de México', and links for 'Things to do', 'Map', 'Roadtrip', 'ES', and a 'Sign in' button. The main heading is 'International Innovation Summit 2027'. Below this, event details are listed: 'Tuesday, March 16, 2027 - 09:00 AM until Thursday, March 18, 2027', 'Centro de Congressos de Lisboa, Lisboa, Portugal', 'Organizer: Manuel Mendoza', and 'Contact: *****@*****'. A description states: 'Three-day international conference on applied innovation, with plenary sessions, parallel tracks, a call for abstracts and an on-site exhibition. Demonstration environment. This event is not open to the public.' The 'Your registration' section is titled '1 - Ticket type' and lists three options: 'Day Pass' (Single day access, EUR 180), 'Invited Delegate' (Invitation only. No charge, EUR 0), and 'Full Conference Pass' (All three days, all tracks, conference dinner, EUR 450). The 'Day Pass' option is selected. At the bottom, there's a 'Quantity' dropdown set to '1'.

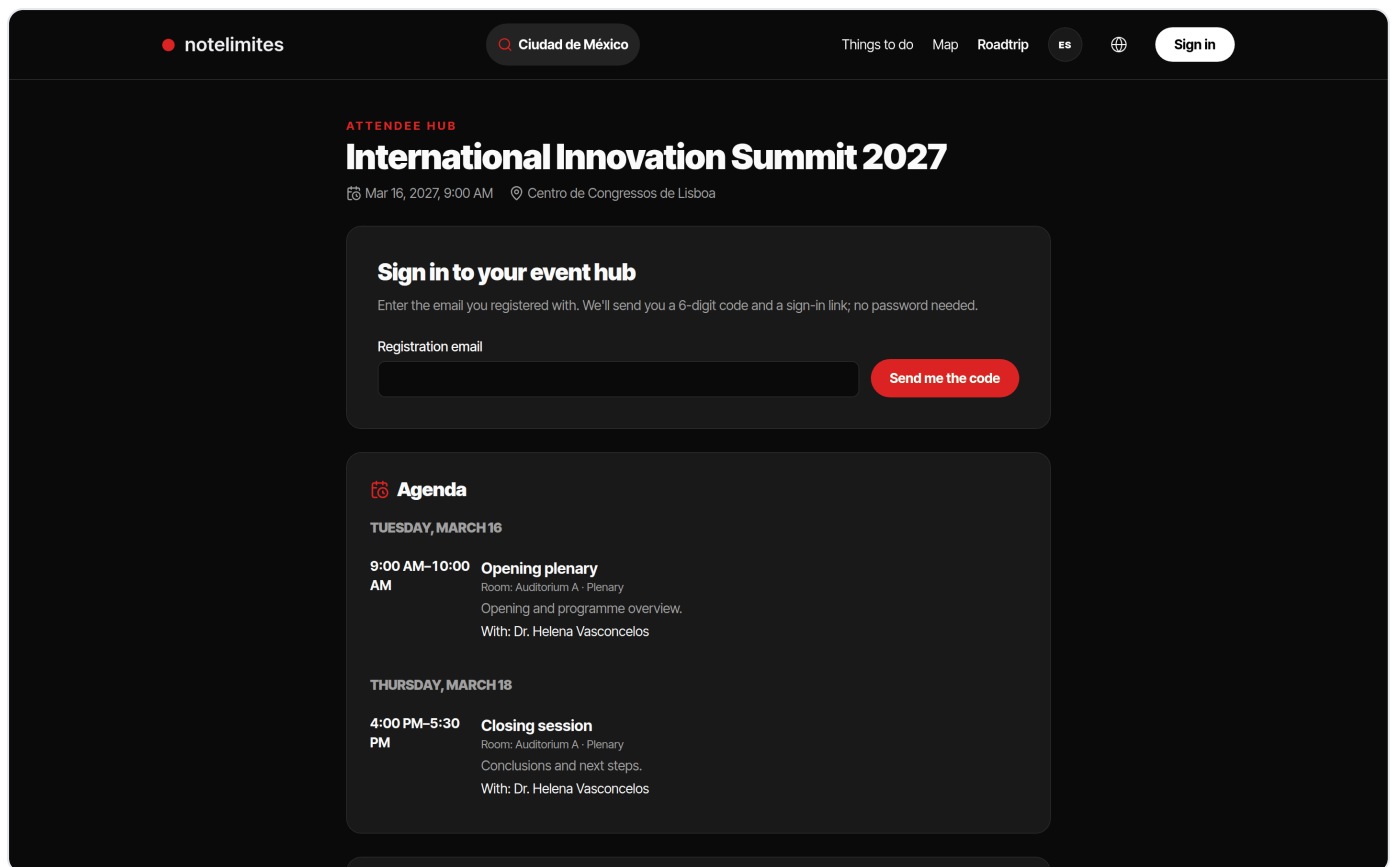
Screen 3.1 · Register and get your confirmation

3.2 Your Attendee Hub

The event's agenda, documents, announcements and surveys.

1. Sign in with your email: you receive a 6-digit code, no password.

2. See the agenda in the event's time zone, the speakers and the documents for your registration type.
3. Turn on notifications to receive organizer announcements, answer surveys and download your receipt.



Screen 3.2 · Your Attendee Hub

Support

Open a ticket from your panel (Support) or email support@ntl.events.

This document is generated from the online help center, which always has the latest version.