



The complete guide

The complete guide — running your weekly gig confirmations, plus the automatic features working behind the scenes.

GigConfirm turns your weekly bookings into one simple email per act. Each act taps a link, sees their gigs and the venue contact, and confirms they're still on — or flags a problem. You watch it all come in on a live dashboard, and the app quietly chases stragglers and alerts your team when something needs attention.

What this guide covers

The full weekly workflow, step by step — from uploading bookings to sending confirmations.
Managing venues, acts and your team.

The **hidden / automatic features**: reminder emails, flag alerts, the weekly digest, and the completion CSV — things that happen without you pressing a button.

The weekly routine at a glance

1. Upload your bookings

On the dashboard, drop your weekly bookings file onto the **Bookings CSV** box (or click to choose it). Give the week a name and click **Upload bookings**. Nothing is emailed yet.

2. Review before sending

The review panel opens, grouped by act with each act's gigs listed underneath. Tick the gigs to send, untick any to hold back, set whether each venue's contact is shared, and add any last-minute notes. Then send.

3. Acts confirm

Each act gets one email covering all their gigs. They tap the link, review, and confirm — or flag a problem. No login needed; it works on any phone.

4. You watch the dashboard

Confirmed / awaiting / flagged update live, along with an **Acts confirmed** tally (e.g. 9/10). The app chases anyone still pending each morning.

5. Sort out any flags

If an act flags a gig, resolve it with a note so the team can see what was done. When everyone's responded, you get a completion summary automatically.

Tip — you don't email acts individually

GigConfirm always sends **one email per act**, covering all of that act's gigs for the week, even if those gigs are at different venues. Acts never see each other.

Setting up (first time)

Your agency profile

Open **Team & account** (top-right) and add your agency's logo, website and phone number. These appear on every email you send and on the page acts see — so your confirmations look like they came from you, not a generic tool.

Venue contacts

Under **Saved venue contacts** you can import venues from CSV, Excel, Word or PDF, or add them by hand. Each venue row shows the venue name; open **Contacts** on a row to edit everything else. A venue can hold **up to three contacts** (each with a name, role, phone and email) — useful when a site has an Ents Manager, an assistant and a sound tech. There's also a space for the venue **address** and free-text **notes** (parking, load-in, access) that acts will see. A **Share** tick controls whether acts playing there see the venue's contacts, address and notes; set it once and it's remembered.

For a spreadsheet import, these are the column headers it recognises (same flexible, case-insensitive matching). Only the venue name is required — everything else is optional:

Field	Column headers it looks for
Venue name	Venue, Location, Place, Site, Park
Contact 1	Contact 1 Name / Role / Phone / Email (or Contact, Manager, Phone, Email)
Contact 2	Contact 2 Name, Contact 2 Role, Contact 2 Phone, Contact 2 Email
Contact 3	Contact 3 Name, Contact 3 Role, Contact 3 Phone, Contact 3 Email
Address	Address, Addr, Postcode
Notes	Notes, Note, Venue Notes
Group	Group, Parent Company, Brand, Venue Group
Head office email	Head Office Email, Office Email, Group Email

Venue groups / parent companies

In **Team & account** you can set up the parent companies that own your venues (e.g. Away Resorts, Haven, Park Dean) and store each one's **head-office email(s)**. Assign a venue to its group using the **Group** dropdown on the venue. Once venues are grouped, the **Venue lineups** section lets you send a whole group's weekly lineup to their head office in one email — with a **Preview** so you can see exactly which venues and acts will be included first.

Exporting & restoring venues

Export all to CSV downloads every venue with all three contacts, address, notes and group. Edit it in Excel, then use **Restore / update from CSV** to load your changes back in — no need to run a check-off. A restore is powerful: it can add, update, rename and remove venues and groups to match your file, so it's limited to the **agency head** and asks for their password. If anything would be deleted, it lists it and asks you to confirm first. Tip: export first, then edit that file — its columns are exactly

what the restore expects, and the hidden “venue key” column lets it track renames without losing a venue's booking history.

Your team

In **Team & account**, add colleagues with **Add & email invite**. They get their own login emailed to them, and everyone shares the same agency dashboard.

The bookings file — accepted column headers

GigConfirm matches your columns by name, so they can be in any order. Matching is **not case-sensitive** and ignores spacing and punctuation (so “Act Email”, “act_email” and “ACT EMAIL” all work). For each field below, it uses the first matching column it finds — any one of the listed names is fine.

Field	Column headers it looks for	Needed?
Act name	Act, Artist, Performer, Band, Name	Yes
Act email	Act Email, Email	Yes*
Venue	Venue, Location, Place	Yes
Date	Date, Gig Date, Day	Yes
Time	Time, Start, Set Time, Load In	Optional
Notes	Notes, Note, Details	Optional
Performance type	Performance, Set, Type	Optional
Act contact name	Act Contact Name, Act Contact, Contact Name	Optional
Agent email	Act Agent Email, Agent Email	Yes*
Agent name	Act's Agent, Agent, Acts Agent	Optional
Agent contact name	Act Agent Contact Name, Agent Contact Name	Optional

* You need an email to reach each act. Provide an **act email** or an **agent email** (or both) on every row — if the act email is blank, GigConfirm uses the agent email instead. A row with neither is skipped. The venue name is shown to the act exactly as you type it here. If an act has several gigs, list each on its own row — GigConfirm still sends them one combined email.

How emails are addressed (the greeting)

Emails greet the recipient using the first of these that's filled in: **Act Contact Name** (the real person), then **Agent Contact Name** (when booked through another agency), then the **stage name(s)** they're playing under that week. So you can address the person by name while the email still lists their gigs under the right stage names. You can also set or change this per act in the review step's “Greet as...” box before sending.

Importing from Google Calendar

As well as uploading a bookings CSV, you can pull a week's gigs straight from a Google Calendar. It sits alongside the CSV upload in the **Send this week's confirmations** block as a second option — the calendar becomes just another way to load the week, and once imported the gigs flow into the same review-and-send screen as a CSV.

Connecting a calendar

In **Team & account**, the agency head connects a Google account (read-only — GigConfirm only ever reads your calendars, never changes them). Once connected, an **Import from Google Calendar** tile appears next to the CSV upload.

Choosing what to import

- Pick the date range for the week you're loading.
- Tick which calendars to pull from. Every calendar — including your primary one — starts ticked, and **Select all** / **Select none** links at the top let you set them in one click.
- Name the week in the box above the import tiles; the name applies whether you import by CSV or calendar, and becomes the batch name.

How event titles are read

GigConfirm reads each event title as **Act @ Venue** — the act name before the “@”, the venue after. Booking-system titles often tack extra detail onto the venue (fee, booking type, arrival/finish times, and so on); GigConfirm trims that automatically so the venue matches your saved venues cleanly and none of the admin reaches the act. Genuine multi-part venue names are kept intact — “Center Parcs - Whinell Forest” or “Mercure Hotel - Northampton” come through whole, while a trailing “(NN1 2TA) Fee £350 Booking Type: Full Times: Arrival 16:00...” is stripped.

The “Spot:” performance detail

If a title includes a **Spot:** value (e.g. “Spot: AS REQD” or “Spot: 2 x 45 min”), GigConfirm pulls it out as the performance detail. It shows in a **Performance** column on the calendar review screen and is passed to the act as part of their gig details.

The calendar review

Before anything is imported you get a review list showing each event's act, matched email, venue, date/time and performance. GigConfirm matches acts to emails using **all** of an act's names — their main name, real name, stored stage names, and names they've performed under before — so an act booked under any of their stage names still finds the right email. Where an email can't be matched, you can type one in on the spot. Import, and the gigs land in the same review-and-send screen you'd get from a CSV upload.

The review step in detail

After uploading, the review panel is where you decide exactly what goes out. It's grouped by act, with each act's gigs listed underneath their name.

- **Send tick (per gig):** leave ticked to include that gig in the act's email. Untick to hold it back — the gig isn't sent and is marked as **flagged** for you to deal with.
- **All / none:** quickly tick or untick every gig for one act. The link turns green to show the current state.
- **Share contact (per gig):** controls whether the act sees that venue's contacts. Your choice is saved as the venue's default for next time.
- **+ Add contact:** if a venue has no details yet, add them right here — it saves to your Saved Venues and links to the booking immediately.
- **Note (per gig):** a last-minute note for that specific gig. It's added to the act's email and shown on their page and your dashboard.
- **Greet as... (per act):** the name the email will address them by. It's filled from your CSV's contact-name columns if present; type or clear it here to change how that act is greeted before you send.

Acts with several stage names

If one act (one email) is booked under different stage names across gigs, GigConfirm keeps each gig's own stage name — shown on the act's page, your dashboard, the lineups and the greeting of their email ("Hi DJ Sparkle & The Sparkler,"). In Acts management the act shows its **real name** as the main column with the **stage name(s)** listed alongside.

Manually checking a gig off

If an act phones or texts you directly instead of using their link, click **Manual check** on that pending gig. It's marked confirmed and records who did it and when, so the team can see it was handled directly.

If an act's gigs are all unticked

They simply won't be emailed at all that week. Handy when an act is away or already sorted.

Flagged & resolved gigs

A gig becomes **flagged** when an act reports a problem, or when you hold it back by unticking it. Flagged gigs show in red on the dashboard with a **Resolve** button.

- Click **Resolve**, write a short note on what you did, and save.
- The gig turns green as **Resolved** — a completed state, separate from an act's own confirmation.
- The resolution note and who resolved it are shown to the whole team, so everyone can see how it was handled.
- **Acts can un-flag themselves:** if an act flagged a gig then sorts it out, their page offers an "Actually, I'm good — confirm" button that clears the flag and confirms it.

Seeing & fixing what an act was sent

If an act rings up saying the venue details are wrong, or their email bounced, you don't have to guess what they received. Every row in the current week's checks has a **"What we sent"** button — it turns **red** if that act's email bounced.

- **Who it actually went to** — often the agent's address rather than the act's own.
- **The venue details they received**, ready to edit.
- **A red warning if the venue wasn't matched** — meaning no contact details were sent for it at all. You can pick the right venue there and then.
- **Fix the act's email** after a bounce, and **resend to that one act only** — nobody else is emailed.

Editing venue details changes them for everyone

Contact details save to the **venue**, not just that act's copy — so every act playing there sees the change, and the box tells you how many that is. That's usually what you want (if the venue's manager has changed, it's changed for everybody), but it's worth a moment's thought if you're going on one act's word.

Venue edits reach acts **immediately** — an act's page reads the venue's details live, so no resend is needed. But an act who already has the old email in their inbox has no reason to look again, so if the details they were sent were wrong, **resend** so they get a fresh one.

Cancelling a gig

Gigs fall through. Use the **Cancel** button on the row to take one out of the week.

No email is sent — you tell the act yourself

GigConfirm will never tell an act their gig is off. Finding that out from an automated email would be a poor way to hear it. Cancelling is purely so *your* numbers and *your* venue lineups are right; the conversation with the act is yours to have.

You're asked why (venue pulled, act ill, double-booked...), and it's recorded with your name and the date. The gig then:

- **Drops off the venue lineup** — the venue is never told to expect an act who isn't coming.
- **Stops counting** in confirmed / awaiting.
- **Leaves the "acts responded" tally** if it was that act's only gig — they haven't failed to reply, there's nothing left to reply *to*.
- **Isn't chased** by the daily reminders.

The row greys out with a struck-through **CANCELLED** badge, and **Un-cancel** puts it straight back. **Flag** does the same job for a gig that needs your attention but isn't cancelled — the act keeps the booking.

Behind the scenes: the automatic features

These happen on their own — no button to press. They're what keep a week moving without you having to chase everything manually.

Daily reminder emails

Every morning, any act with a gig still **pending** (and still upcoming) gets a gentle reminder to confirm. It repeats daily until they respond or the gig passes. Archived weeks and already-confirmed gigs are never chased. You can also trigger a round yourself with **Send reminders now**.

Flag alert to the team

The moment an act flags a problem, **every team member gets an email** — subject “[Act] flagged an issue” — showing the venue, date and the act's message. You can reply straight to that email to reach the act directly. It also appears in the notification bell.

Weekly team digest

Every **Wednesday at 10am** (UK time), your team is emailed a list of acts who still haven't confirmed for the current week, grouped by act. It only sends if something's actually outstanding.

Completion CSV

When the **last** pending gig gets a response — so nobody's left outstanding — the whole team is automatically emailed a “All checks complete” summary with a **CSV attached**. The CSV lists every gig with its act, venue, date, status and any notes. It sends once per week.

Delivery & bounce tracking

If an email bounces or is marked as spam — for an act, venue or team member — GigConfirm flags it right where that recipient appears (a red “bounced” badge). So you can spot and fix a wrong address quickly instead of wondering why someone never replied.

Notification bell

The bell icon in the top corner gathers everything needing attention — bounced emails, flagged gigs and billing alerts — with a red unread count. Each user has their own read state; **Mark all read** clears them until something new happens.

Did they open it?

Each act's row can show whether they engaged with their email. A green **“opened the link”** note means they actually **clicked** something — that one's reliable. A grey **“maybe opened”** note means only a tracking image loaded, and it's genuinely unreliable: Apple Mail loads images automatically even when nobody looked, while Gmail and Outlook block them even when the email *is* read. Treat it as a hint, never proof — an act's **confirmation** is still the only signal that really counts. Most useful for spotting an act who has clearly seen their email and still not responded.

What the act sees

Acts don't log in. They tap the link in their email and get a simple page with your logo and phone number at the top, then each of their gigs.

- Each gig shows their stage name for that booking, the venue (worded exactly as in your CSV), date/time and any note you added.
- If you've shared the venue, they see **all its contacts** (name, role, phone, email) each with tap-to-call, tap-to-text and email buttons, plus any venue notes.
- **Directions:** the venue address always shows (even if you haven't shared the contacts), with **Apple Maps**, **Google Maps** and **Waze** buttons — the act taps whichever app they use and it navigates straight there.
- They tap **Confirm I'm good** or **Flag a problem** per gig — and can **un-flag** to confirm later if a problem gets sorted. When flagging, they're asked to describe the issue so you can resolve it quickly.
- **Share photos & videos:** if you've connected cloud storage (see below), acts get an upload box to send you shots and clips from their gigs, filed automatically by act name.
- **Car registration:** acts can add their own reg plate on their page. It's included in the venue lineup emails you send (for parking/security), and can also be edited by you in Acts management.
- **Previous check-offs:** gigs they confirmed in the last 14 days stay visible for reference, even after you archive the week — clearly separated and read-only.

Photo & video uploads (optional)

You can let your acts upload photos and short videos from their check-off page — handy for gathering content for your social media. Files land in **your** cloud storage, in a folder named after each act, so they're organised automatically.

- **Connect once, in Team & account:** under “Photo & video uploads” the agency head connects the agency's cloud storage — **OneDrive**, **Dropbox** or **Google Drive**. You sign into your own account; only the agency head can connect or disconnect.
- **Acts then see an upload box** on their page and can send photos and short videos (up to 200MB each).
- **Automatic filing:** everything lands under a “GigConfirm Uploads” folder, with a subfolder per act — ready for you to browse and use.
- Uploads are entirely optional: if you don't connect storage, the box simply doesn't appear.

Setting this up needs a one-time connection to your chosen storage provider — your GigConfirm administrator has a short setup guide for it.

Each upload becomes a named week. When you start a new week the previous one is archived — it drops off the acts' pages and stops being chased, but stays in your **History** for your records, with response timelines and CSV export.

Managing your acts

The **Acts** section is your roster. Acts appear here automatically as they turn up in bookings, and you can also add and manage them directly.

- **Add an act:** the **+ Add an act** button adds a single act by hand — real name, stage name, email, phone, and (for agent-booked acts) the agent's details. Only a name is required.
- **Real name & stage names:** each act shows the real person's name as the main column, with the stage name(s) they perform under listed alongside. Where there's no real name (common for acts booked through another agency), the column falls back to the agency name, then the stage name — so a row is never blank.
- **Sort & search:** click any column heading — real name, stage name, email or bookings — to sort by it; click again to reverse. The search box matches across real names, stage names and email.
- **Contacts panel:** open **Contacts** on a row for phone, car reg, stage names, and the “booked via agent” details.
- **Diary:** the **Diary** button on an act opens a month calendar of everything they've got on — both weekly gig bookings and any contract bookings — so you can see their schedule and free dates at a glance, paging between months.
- **Export / restore:** export all acts to CSV, edit in Excel, and restore to add or update in bulk. As with venues, a restore is owner-only and password-protected.

Acts booked through an agent

Some acts are booked via another agency and have no direct email of their own. For these, leave the act email blank and fill in the agent's name and email — GigConfirm ticks “booked via agent” and routes that act's checks and reminders to the agent instead. On import, acts with an agent email but no act email are handled this way automatically.

Handy extras

- **Add a gig:** add a one-off booking by hand for last-minute bookings or swaps, without re-uploading a CSV. Pick an existing act (or type a new one) and a saved venue, choose the date from a calendar, and optionally email the act their check straight away. It joins the current week's checks like any other gig.
- **News bulletin:** a short note you can broadcast to every act's page for the current week — set it below the stats bar with a “Show to acts” toggle. It clears automatically when you start a new week.
- **Act contacts:** each act has a **Contacts** panel (in Acts management) for their contact name and phone, and whether they're booked via an agent, with the agent's name and email. These details are kept against the act.
- **Venue lineups:** send any venue a friendly, no-action-needed email listing who's playing there this week (with car regs). Goes to all of that venue's contact emails. Groups can go to head office in one email, with a preview first.
- **? Help** in the header turns on hover tips next to each section of the dashboard.
- **Reply-to:** when you send checks, replies from acts come back to *your* login email, not the shared agency address — so whoever ran the checks gets the replies.
- **Export status** downloads the current week's responses as a CSV any time (with stage names and venue groups).
- **Owner-only actions:** deleting an archived week or restoring venues from a file are limited to the agency head and ask for their password — so history and venue data can't be wiped by accident.

