

DCU

Clubs &

Societies

CLUBS & SOCIETIES

A GUIDE TO NATIVE AND TICKETS

native.

dcustudentlife.native.fm

*Be brave
Be bold*

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WHAT IS NATIVE?

A complete guide to the platform

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Native

WHAT IS IT?

GENERAL OVERVIEW

- > **Built-in & Integrated** – A ticketing system that is available for use for any club or society, displayed within the Student Life website.
- > **No Third-Party Services** – Unlike external platforms (like Eventbrite or Ticketmaster) Native is administrated in-house by the Office of Student Life and the Clubs & Societies Office, with no added fee for use by a club or society.
- > **Seamless Experience** – Users stay within the same ecosystem, making ticket purchases, payments, and event access smoother and more familiar.
- > **More Control & Customisation** – Committees set the rules, making event management more efficient and stress-free.

SERVICE FEES

- > Service fees are passed on to the ticket buyer, meaning you receive the full amount for the sale of your ticket
- > From €0.01 – €10 a service fee of €0.50 is applied on top of the ticket, after €10 a fee of 0.5% is applied.

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WHY SHOULD YOU USE NATIVE?

EASE OF MIND

- > Having tickets on Native means all you need to do is promote!
- > No need to worry about handling money or spending time taking sign-ups.
- > Have costs that need paying? The C&S Office can cover these costs, as long as the money is there on Native!

YOUR INVOLVEMENT

- > Customise your event page to your liking. Create graphics and descriptions suited to your event needs and vibe. (More info on Slide 7-8)
- > The **Clubs & Societies Events Admin** will set up the tickets for you, just provide the info!
- > All you need is the *Native Scanning App* available on all app stores, that's it! It provides real-time tracking of ticket sales and attendees.

(More info on Slide 13)



Native Scanning App

Utilities

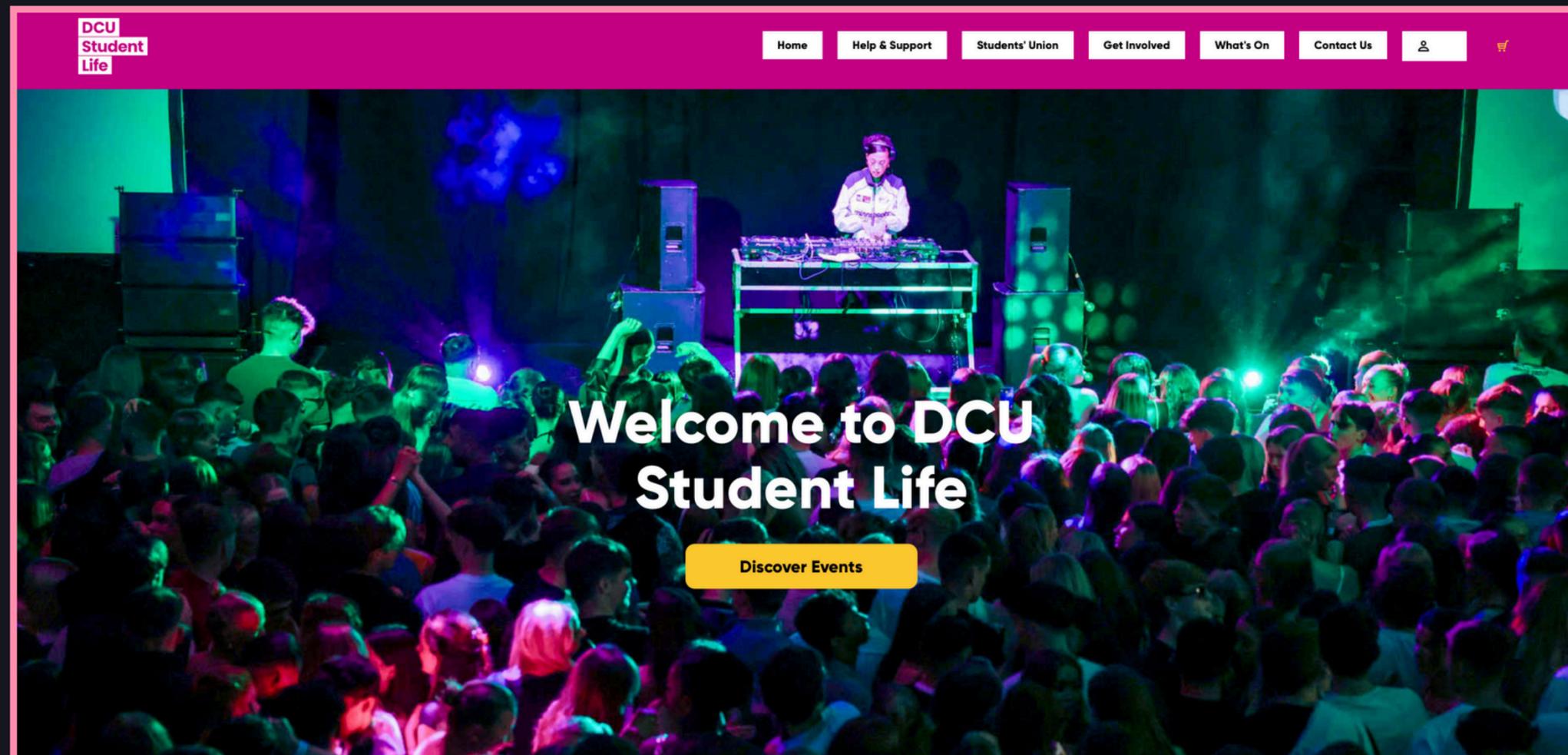
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WHERE IS YOUR EVENT DISPLAYED?

OFFICE OF STUDENT LIFE (OSL)

- > The OSL provides a section on their website “What’s On” that allows Clubs and Societies to sell and promote tickets for events.
- > Your event will be displayed here, even if you don’t have tickets, for some extra promotion!
- > Visit dcustudentlife.native.fm to discover what’s on and to view your event.



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Customisation

WHAT CAN YOU DO?

EVENT DESCRIPTION

- > **Short Description:** Generally 20 – 40 words
- > **Long Description:** Put in as much info as you want, no need to put in details of the venue or ticket sales as this is already displayed on the website.
- > Stuck on what to write? Use an Instagram Bio or Event Description on the OMS!

EVENT IMAGE

- > You can customise how your event looks with your event image.
- > Dimensions are 1200 Height x 729 width (in pixels)
- > There is cropping of 107 pixels at the top and bottom of your image. (See guide)
- > Along with corner rounding

GUIDE FOR IMAGE

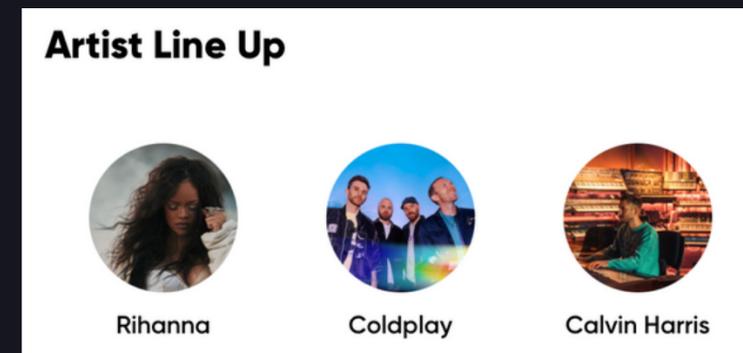
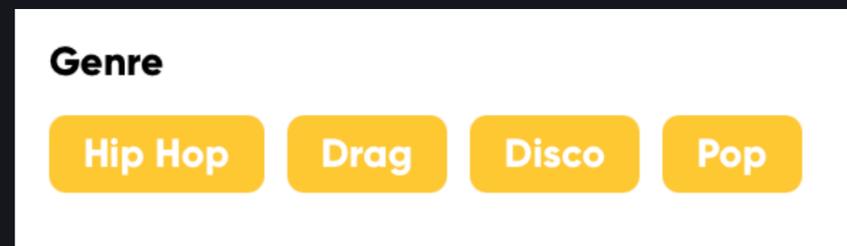


Customisation Contd.

WHAT CAN YOU DO?

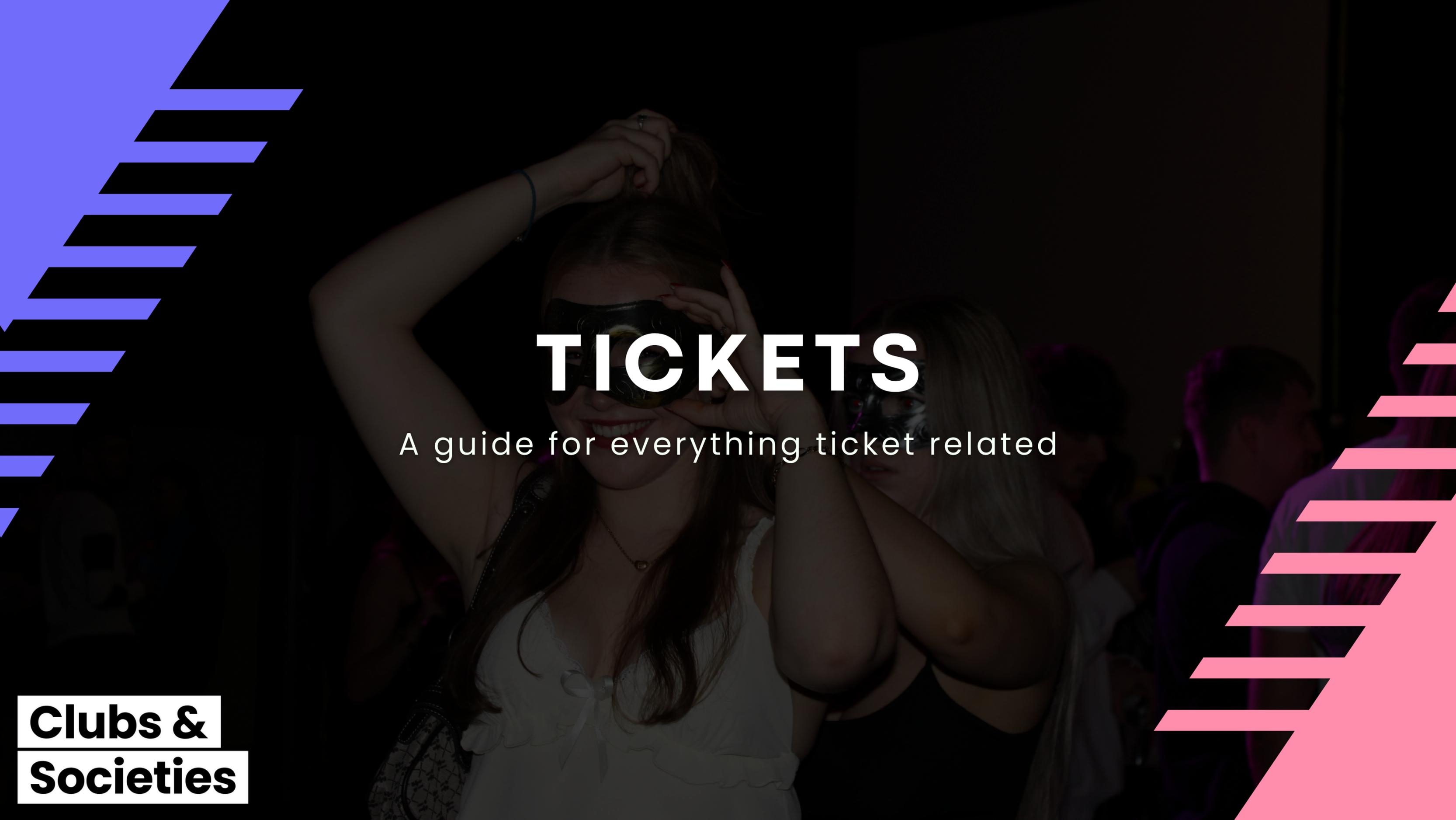
GENRE & ARTIST SPOTLIGHT

- > Planning an event with a certain music vibe? Add a genre tag to let everyone know!
- > See some examples below, unsure if the genre tag you want is available, just ask!
- > Have a band/act playing at your event? If they are on Spotify you can display them under the Artist Line Up on your page!



VISIBILITY

- > **Active:** Your event is up on the dcustudentlife.native.fm website! Displaying all the required information about your event.
- > **Private (Hidden):** Your event won't be publicly displayed on the website. This is great if you only want certain people to buy tickets. You will have a private link to share as you please



TICKETS

A guide for everything ticket related

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Ticket Types

General

The most common type of ticket.

> Does your event only have one ticket type? Then this is how your ticket will be displayed.

> General Sale tickets go on sale at your selected Date & Time and that's it!

> Check-out added features on the next slide for extras to add.

Membership

Membership ONLY tickets.

> If you want to restrict tickets to only members of your club/society, there are a few options:

> **Promo/Access Codes:**
See next slide for more info.

> **Private Link:**
Display your event as Private and send the link to your members.

Free

The simplest type of ticket

> Are your tickets free? You can still set up tickets on Native!

> This is great if you still want to restrict your event to a certain amount of people.

> This comes at no extra cost to anyone involved, it's free!

Added Features

Questions

For any type of ticket you are selling, you can attach a question to be asked at Checkout.

Examples:

> Hosting a Ball?

Question: Do you have any dietary requirements?

> Hosting a trip?

Question: Do you have any medical requirements we need to be made aware of?

Promo/Acess Codes

Promo Codes:

> Apply either a percentage or euro amount from a ticket.

(Can be 0% or €0 off)

> Restrict tickets with Promo codes, if the code isn't entered at checkout, it can't be bought.

Access Codes:

> Restrict tickets to only those with the code.

> Can either be a general code or unique code (E.g. Student Id)

Follow up Tickets

> This type of ticket acts as a round based selling process.

> Should only be used if selling multiple tickets at different prices.

> Once the first round of tickets sell out, the next round will then go on sale instantly.

Round 1: Early Bird €5

Round 2: 2nd Round €8

Round 3: General Sale €10



NATIVE SCANNING APP

A guide to scanning tickets

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Native Scanning App

HOW DO I USE IT?

HOW TO SCAN TICKETS FOR EVENTS:

- > **Step 1:** Download the Native Scanning App and log in with the details provided to you by the Events Admin. This access will be restricted to from when your tickets go on sale till the day after your event.
- > **Step 2:** Click your event for which you will be scanning for.
- > **Step 3:** At the bottom of the screen you will see 3 icons:
 - The 'Orders' icon: Allows you to search names for specific tickets and check them in, incase someone does not have access to their Qr code/ticket.
 - The 'Scan' button: Opens your camera and allows you to scan QR codes, allowing you to check them in.
 - The 'Analytics' icon: Allows you to see how many tickets have been sold and how many have been admitted to your event.

APP ICON



Native Scanning App

Utilities

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NEXT STEPS

A guide to setting up tickets

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Next Steps

WHERE DO I START?

PLANNING

- > First decide if your event requires the use of Native.
- > Now just like any other event get started on your Event Management Plan (EMP).
- > For tickets, think about what the capacity of the venue you are using? How many do you need to sell before breaking even.

CLUBS & SOCIETIES OFFICE

- > Once your EMP is uploaded, you will be requested to come in for a meeting to discuss your event with the Events Admin.
- > If approved for promoting and selling of tickets, you will receive a checklist (*See Slide 16*) to send back to the Events Admin, who can then set up your tickets for sale.

TICKET INFO

- > Start working on the Checklist. (*See Slide 16*)
- > Make sure all checklist information is correct before sending it back to the Events Admin. (If one ticket is sold, the price cannot change).

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Native Checklist

EVERYTHING YOU'LL NEED

Mandatory Information:

Event Title.

Event start date and time.

Event end date and time.

Event Long description (See Slide 7).

Event Image background (See Slide 7).

Event Location.

Ticket Information, Amount/Type (See Slides 10–11).

Ticket Price (See Slide 4 for fee info).

Date and time for your tickets to go on sale. (Note subject to Event Admins availability).

Optional Information:

Event Short description (See Slide 7).

Event Genre (See Slide 8).

Artist Line Up (See Slide 8).

Event Visibility (See Slide 8).

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WE HOPE THIS HELPS!

Have questions? Email:
clubsandsocsevents@dcu.ie

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Dated: 25th March 2025