

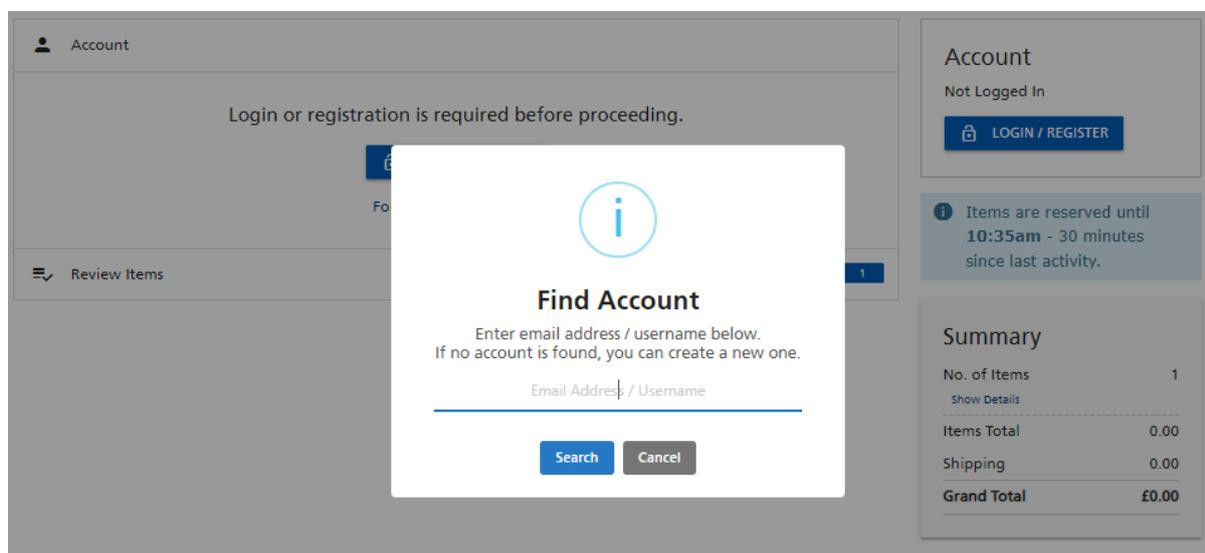
How to book onto an NHS England event

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How do I register for an NHS England event account?

Firstly, find an event you're interested in by going to our [upcoming events page](#). Reserve your ticket, and 'confirm booking'. Click the 'login/register' button, then find your email address in the system.



The screenshot shows a user interface for finding an account. A modal window is open with the following content:

Find Account

Enter email address / username below.
If no account is found, you can create a new one.

Email Address / Username

Search Cancel

The background interface includes:

- Account section: Not Logged In, LOGIN / REGISTER button.
- Information: Items are reserved until 10:35am - 30 minutes since last activity.
- Summary table:

| Summary | |
|-----------------------------|--------------|
| No. of Items | 1 |
| <small>Show Details</small> | |
| Items Total | 0.00 |
| Shipping | 0.00 |
| Grand Total | £0.00 |

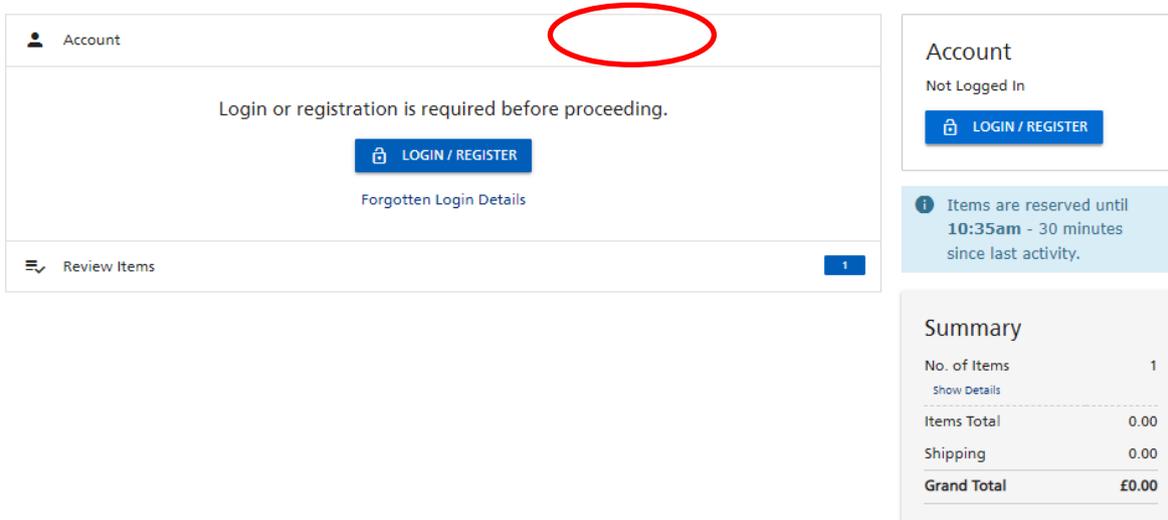
I am having problems booking/viewing the event page

If you are using Internet Explorer, please try using another browser (e.g. Chrome or Firefox). If you are not able to use another browser, please add <https://www.events.england.nhs.uk/> to your 'Trusted Sites' list in Internet Explorer.

If you are using a work device please ask your I.T team to add <https://www.events.england.nhs.uk/> to your 'Trusted Sites' list in Internet Explorer.

How do I log into my account?

To find an event go to our [upcoming events page](#) and find an event that you're interested in. Click the 'Login' button on the top right-hand side of the page.



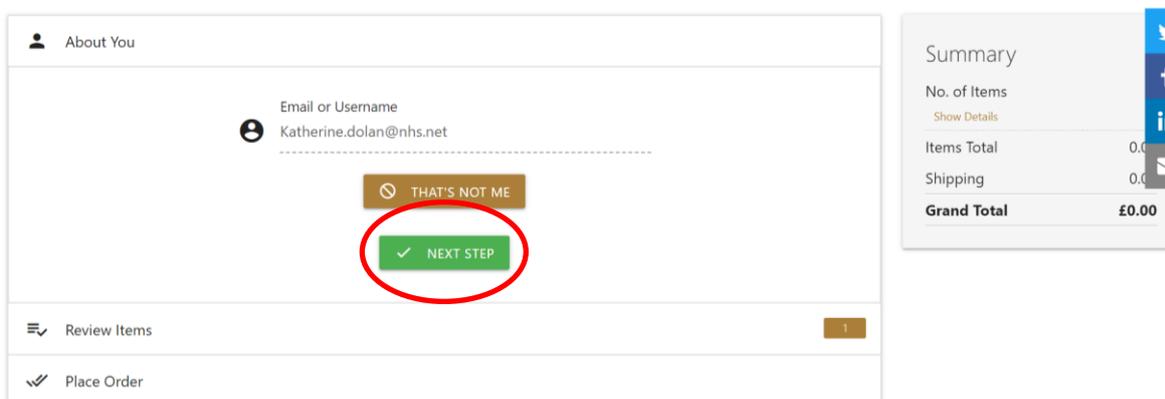
Log in using your email address or username and the password you have set.

Once logged in, you will be able to find your event via the [upcoming events page](#) and book a place on the relevant event.

Booking onto an event on behalf of a colleague who already has an existing account

If you need to book onto an event on behalf of your colleague, please follow the steps below.

1. Log in as normal to your multiverse account (if you do not have an account, register by complete the steps above first)
2. Add the relevant number of tickets you wish to book and go to your basket page
3. Confirm that your details are correct and that your logged in with your account (see screenshot below)



4. Review the items in your basket and click on the drop down next to 'who is this ticket for?'



| Options | | Quantity |
|---|---------------------------|----------|
| First name Katherine | Last name Dolan | 1 |
| Email Katherine.dolan@nhs.net | | |
| Who is this ticket for? | | |
| This ticket is for... | | |
| Me (Katherine Dolan) | | |

The below pop up box will appear.

5. Click on add/find an account.

Me (Katherine Dolan)

Managed Accounts

None Found

Someone Else

Add/Find Account...

6. Enter the email address of the colleague you are trying to book on behalf of.

Find Account

If we can't find an account you can create a new one.

[gemma.hanley1@nhs.net](#)

If an account already exists for that person, the below pop up will appear. Click on send request.

Request Access

We found an account with that email address.

You need to request permission to act on their behalf.

Important Privacy Notice

Sending an access request will reveal your name and email address to the person you are requesting access from.

If you do not consent to share this information with this person **do not proceed**.

An email request will then be sent directly to your colleague who will be able to authorise access.



Request Result

The request has been successfully sent.

You will be notified if the request is accepted.



Your colleague will receive an email asking them to accept or reject the access request.

Once this has been accepted, you will then be able to see the name of your colleague in a following drop down list.

Once you've selected your colleagues name, check over all the details and make sure you've read the terms and conditions before completing the booking process.

When your booking is complete, both you and the colleague you booked on behalf of, will be sent a confirmation email shortly after registering to confirm the details.

Once you have authorised access to your colleagues account, the name will now always appear in your managed accounts so you can simply select it from the drop-down list.

Booking onto an event on behalf of a colleague who doesn't have an existing account

When booking on behalf of someone with an existing account, please follow steps 1-6 above. When you search for an account that doesn't already exist, the system will prompt you to create a new account for your colleague.



Account Not Found

Would you like to create a new account with this email address or cancel and try to find another account?



Complete all the relevant details before creating your colleagues' profile. Please note if you leave the password field blank, the system will automatically create a password for your colleague, and they will then be prompted to change it to something more memorable.

Email Address * All Fields
 katherine.dolann@nhs.net Password Role * Delegate
 ✓ Force Password Change

Personal Details

First Name * Last Name *

Contact Details

Telephone / Mobile *

Organisation Details

Organisation * Job Title * NHS Region * Select...

CLOSE

Please ensure you turn the all fields tab on to enter any dietary or access requirements, if required.

Add Account

+ Delegate

Email Address * 24/254 All Fields
 katherine.dolann@nhs.net Username Password
 ✓ Force Password Change

Role *
 Guest

Personal Details

Title First Name * Last Name *
 Select... Katherine Dolan

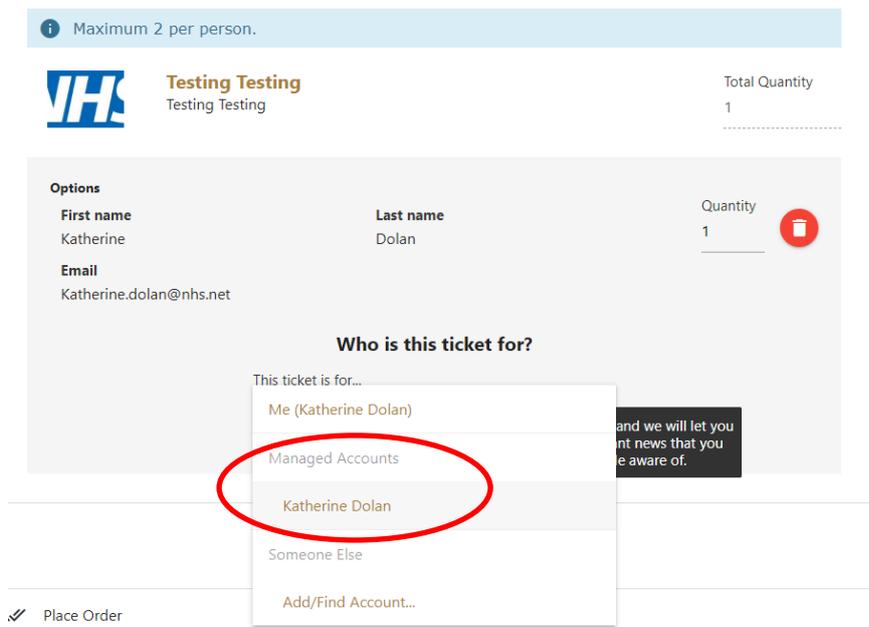
Contact Details

Telephone / Mobile * 15/20

CLOSE

Once the new account is created it will take you back to the basket page (below). Read the terms and conditions before proceeding with the booking.

Please note, when you next log into your account to book onto an event, the account you have just created will now always appear in your managed accounts list (see below).

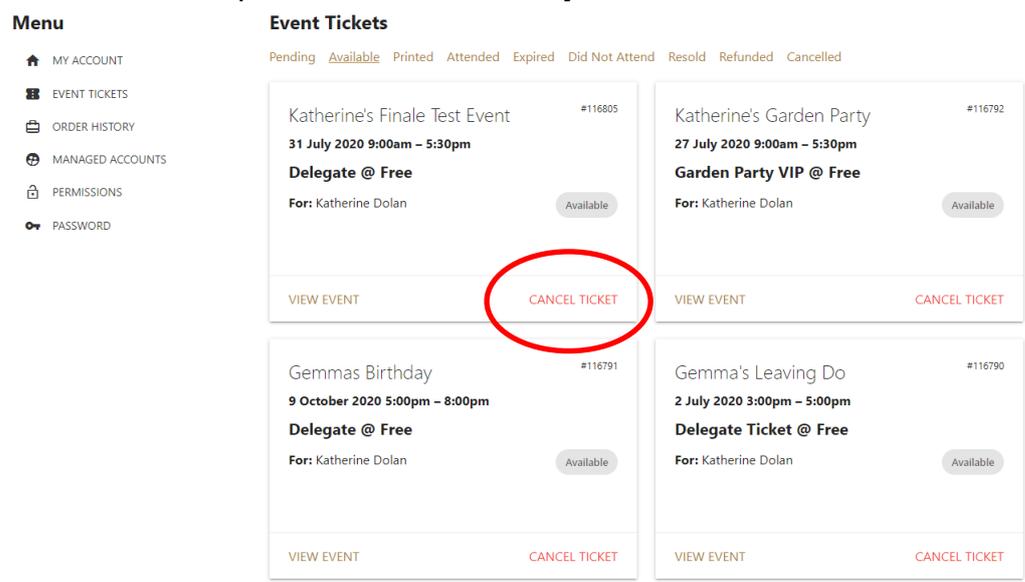


When the booking is complete, you will be sent a confirmation email shortly after registering to confirm the details.

Cancelling your event ticket

To cancel your event ticket, follow the steps below:

1. Login to your account on the [events website](#) by clicking the 'Login' button on the top right-hand side of the page
2. You will need your email address or username and password to login
3. Once logged in, click on the person icon on the top right of your screen and select 'Event Tickets' from the drop-down list
4. Select the 'Cancel Ticket' option next to the event you wish to cancel



5. This will bring up a pop-up box which asks you to confirm you'd like to cancel your ticket.



Are you sure?

Cancel item for **Katherine Dolan**?

You won't be able to undo this!

Yes, cancel it!

Cancel

6. You will then receive a cancellation email

If you have booked a ticket on behalf of a colleague, the ticket will display in both your event tickets and your colleagues event tickets so either account can cancel it.