CREATE AND MANAGE YOUR CHAPTER EVENTS ON THE ICF EVENTS PLATFORM

Home page of the events platform**: https://www.icf-events.org/**

Click **here** for direct access to the chapter events section

1. LOG IN TO THE ICF EVENTS PLATFORM

To publish and manage your chapter events, click on the blue login button on the upper right and log in with your usual ICF member ID and password.

If you do not remember your password click on forget username or password to reinstate it though the ICF Global website.
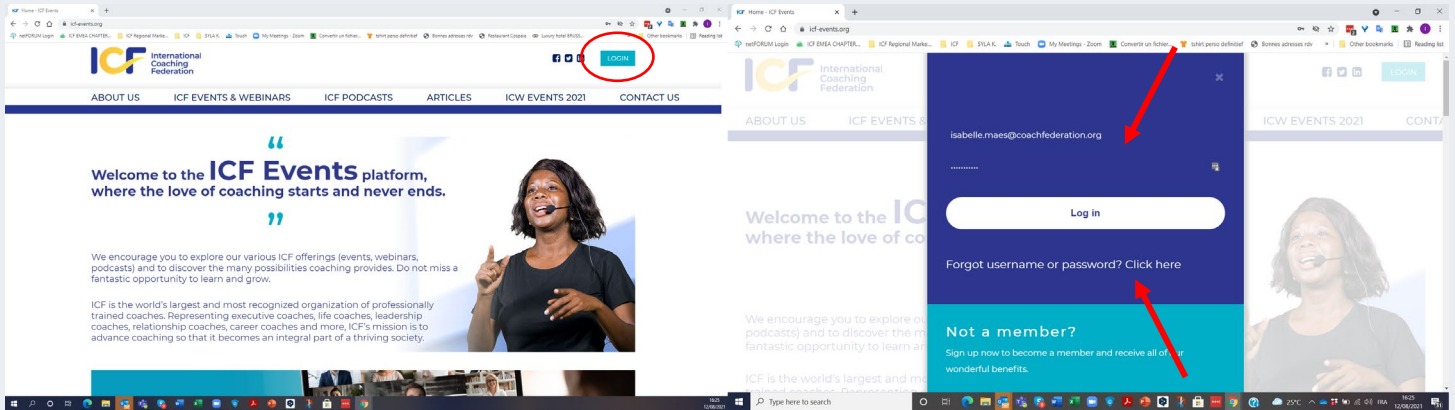
Note: The chapter event creation option is only available for chapter leaders who are recognized as such in our ICF global database. If you can't access the event creation feature or if your chapter leadership has changed recently, make sure to connect with your ICF Regional Development Manager to update your chapter records.

2. ACCESS YOUR ONLINE EVENT MANAGER

2.1. Once logged in, you will see your name appear under the login section and a new button called MY EVENTS will appear.

This button will give you direct access to your event manager where you will see all created events with your personal profile.
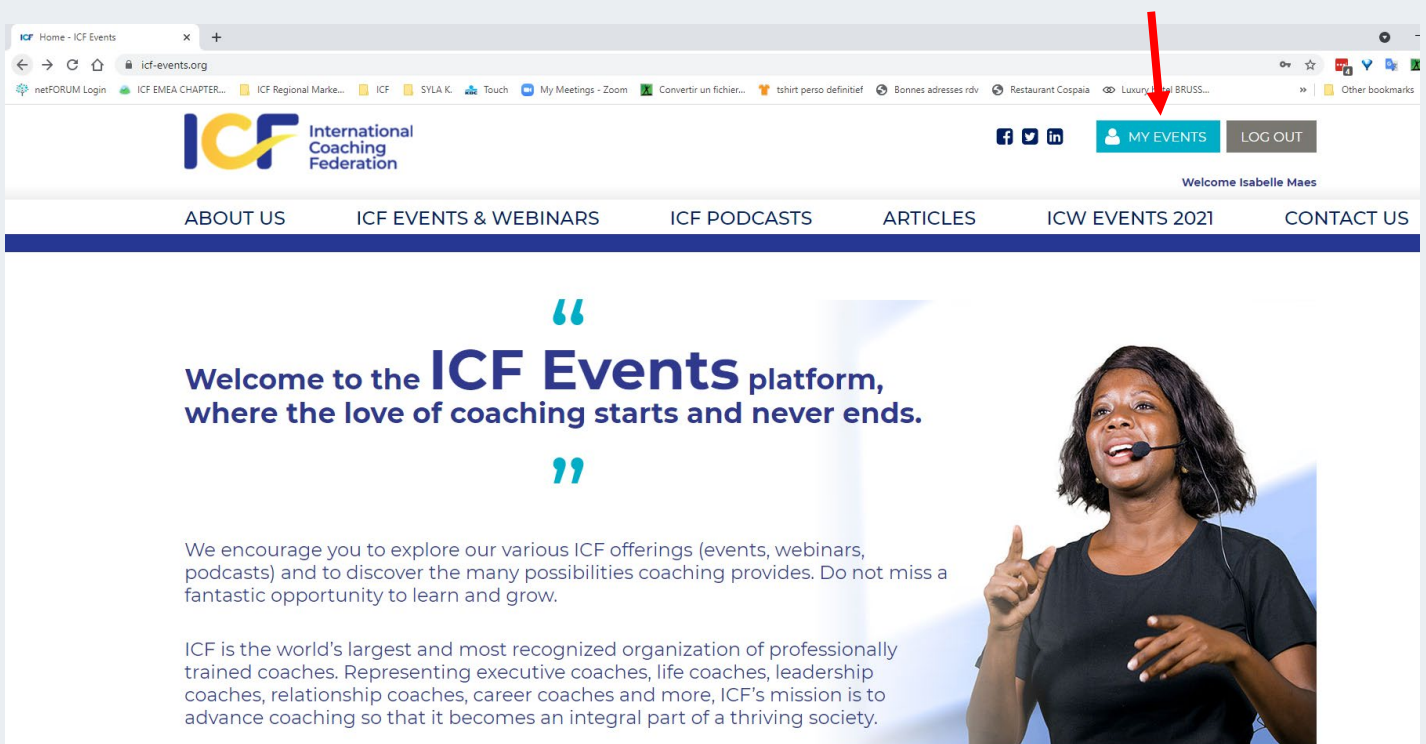
2.2. Once you click on MY EVENTS, you will see a blue button to add a chapter event as well as the list of all events created and a dedicated MANAGE button for each of your events

Click on the button ADD CHAPTER EVENTS & WEBINARS to start creating your chapter event.

2.3. Alternatively, you can also access your event manager by clicking on the yellow banner located on the event section page at https://www.icf-events.org/chapter-events-webinars/

3. CREATE YOUR CHAPTER EVENT

3.1. ACCESS THE ONLINE CREATION FORM

When you have clicked on the button called ADD CHAPTER EVENTS AND WEBINARS in your event manager, an online form will automatically generate for you to fill in.

3.2. FILL IN THE EVENT CREATION FORM

Each field in the creation form has an importance for the final design of your event on our ICF platform. This is the reason why many fields on the creation form are mandatory and marked with *. You will not be able to submit your form until all mandatory fields are completed.

3.2.1. ORGANIZER INFORMATION

The name of the organizer will not be displayed on the event page but we need this information in our back office to reach out to you in case someone contacts the ICF hotline about your event.

This information will be displayed under your chapter name/logo on the left column of the event page. See it as an opportunity to present your chapter's mission/vision to the public.

The email and phone number requested here will be visible to participants. You may want to use a generic email and phone number for them to contact your chapter

You can upload up to 2 pictures. We invite you to upload your chapter logo first and then any other event picture you would want to use (not mandatory). If you upload Picture #2, this one will be automatically generate on social media when sharing your event

3.2.2. EVENT DETAILS AND REDIRECTION

VVV

EVENT DETAILS

EVENT TITLE *

Event title

DESCRIPTION *

Description

EVENT START DATE *

Event date

EVENT END DATE *

Event end date

EVENT TIMEZONE *

Brussels (UTC+2) ⌄

TOTAL EVENT DURATION *

Hours 00 ⌄ Minutes 00 ⌄

LOCAL TIME EVENT START *

00 ⌄ : 00 ⌄

LOCAL TIME EVENT END

- ⌄ : - ⌄

CCE UNIT TYPE CORE COMPETENCIES *

(training in coaching skills or ethics, or technical coaching skills)

0 ⌄

CCE UNIT TYPE RESOURCE DEVELOPMENT *

(personal or business development, other skills and tools useful in the coach's work)

0 ⌄

Indicate the CCE units per category for your ICW event. If no part of your ICW event is related to ICF Core Competencies, it is considered Resource Development and you can award participants with RD CCE units without ICF approval. If any portion of your event is related to ICF Core Competencies, please submit an application for approval to ICF via: https://form.jotform.com/30775334564963

EVENT FORMAT *

... ⌄

EVENT TYPE *

... ⌄

TOPIC *

... ⌄

TYPE OF COACHING *

... ⌄

LANGUAGE OF EVENT *

... ⌄

Make sure to select your local time zone here. The platform will automatically display your event in your local time zone and in the time zone of any participant based on his computer location.

Use the pre-set scroll down menus to make your selection

Indicate the CCE units per category for your chapter event.

0,25 unit = 15 minutes

If no part of your chapter event is related to ICF Core Competencies, it is considered Resource Development and you can award participants with RD CCE units without ICF approval.

If any portion of your event is related to ICF Core Competencies, **your chapter cannot approve these units and needs to submit an application for approval to ICF via: https://form.jotform.com/30775334564963**.

If you indicate CCE units in core competencies when creating your chapter events, these units will be displayed as "**pending approval**" on the event page until the Accreditation department has officially validated them.

CCE units in Resource Development will never show as "pending approval"

Go to page 15 of this tutorial for more details on the CCE validation for your chapter events.

In this part of the form, you can select if your event is a free or a paid event.

if you select **YES**, for a free event, registrants will receive an automatically generated email confirming their full registration to your event and sharing the connection link you provided.

If you select **NO**, you will be invited to fill in more fields about your pricing structure to be displayed on your event page (see example below). In this case, registrants will only pre-register to your event and receive an automatically generated email confirming their pre-registration and informing them about the next steps to follow to finalize their registration. Make sure to explicitly detail these steps in the filled marked as A in the red square below, including registration link etc. This email feature does not apply for chapter events with automatic redirection to external links.

Chapters entering the Stripe programme will get detailed information separately.

MAXIMUM PARTICIPANTS *

Maximum participants

FREE EVENT? *

Yes

ICF CHAPTER *

...

IS SESSION RECORDED? *

No

Information added in this section will display in a framed box under the event description and can highlight important information you want to share

EVENT SCHEDULE OR OTHER INFORMATION/COMMENTS

Speaker's schedule

YOUR EVENT ONLINE PLATFORM LINK (ZOOM, WEBINAR, ..) OR YOUR EXTERNAL REGISTRATION PLATFORM LINK.
This text field will only be displayed in the confirmation email and reminders sent to participants (not visible on your event page). Be very explicit about what your link(s) are referring to to give participants a maximum of clarity, especially for paid events)

Your event online platform link (zoom, webinar, ..) or your external registration platform link.

A

If you wish to present your event speakers, click on ADD A SPEAKER and you will be prompted to add their details, picture and bio (see details on page 7)

ADD A SPEAKER

Information typed in this field will be displayed as provided by you in the confirmation email and reminders sent to participants (not visible on your event page). Be very explicit about what your link(s) are referring to so that it gives participants a maximum of clarity. This does not apply for chapter events with automatic redirection to chapter websites

Tick the box here if you do not want to use the event management features of the ICF events platform and wish all your future participants to be redirected to your own chapter platform.

Make sure to indicate an accurate registration link in the mandatory field to ensure a correct redirection of participants.

If you do not tick the box, the event management feature will be automatically activated for your event.

☑ If you want participants to register directly on your chapter website or event registration platform, please check this box and enter below the link where you want participants to be redirected to.
Please note that if you choose this option, you will not be able to use our ICF events platform functions for managing your event, communicating with participants and issuing CCE certificates. You will only use this platform as a promotional display of your chapter event with automatic redirection.

REGISTRATION LINK *

Registration link

* Mandatory fields

SAVE

Click on save to publish your chapter event in an ICF pre-sent branding. You will get an automatic confirmation email with a link to your event page.

Extra Fields to fill in for paid events

MAXIMUM PARTICIPANTS *

Maximum participants

FREE EVENT? *

No

CURRENCY *

Currency

ICF MEMBER PRICE *

ICF member Price

ICF GLOBAL MEMBER PRICE *

ICF Global member Price

NON MEMBER PRICE *

Non member Price

LINK TO YOUR ONLINE PAYMENT PLATFORM *

Link to your online payment platform

3.2.3. ADD SPEAKERS INFORMATION TO YOUR EVENT

If you wish your speakers to be highlighted on your chapter event page, you can activate the option ADD A SPEAKER on the event creation form.
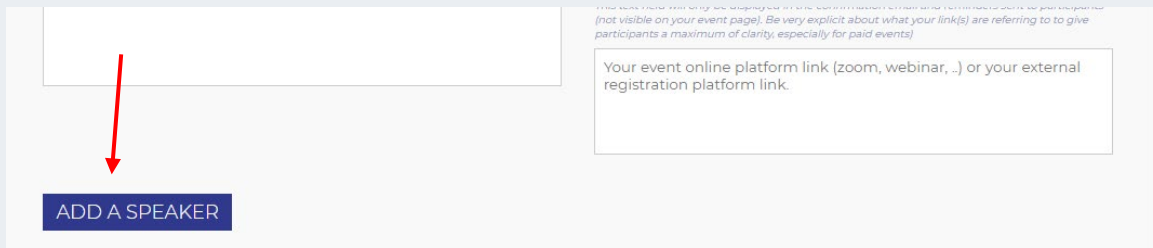
When clicking on this button, another section will open up for you to fill in for each speaker.
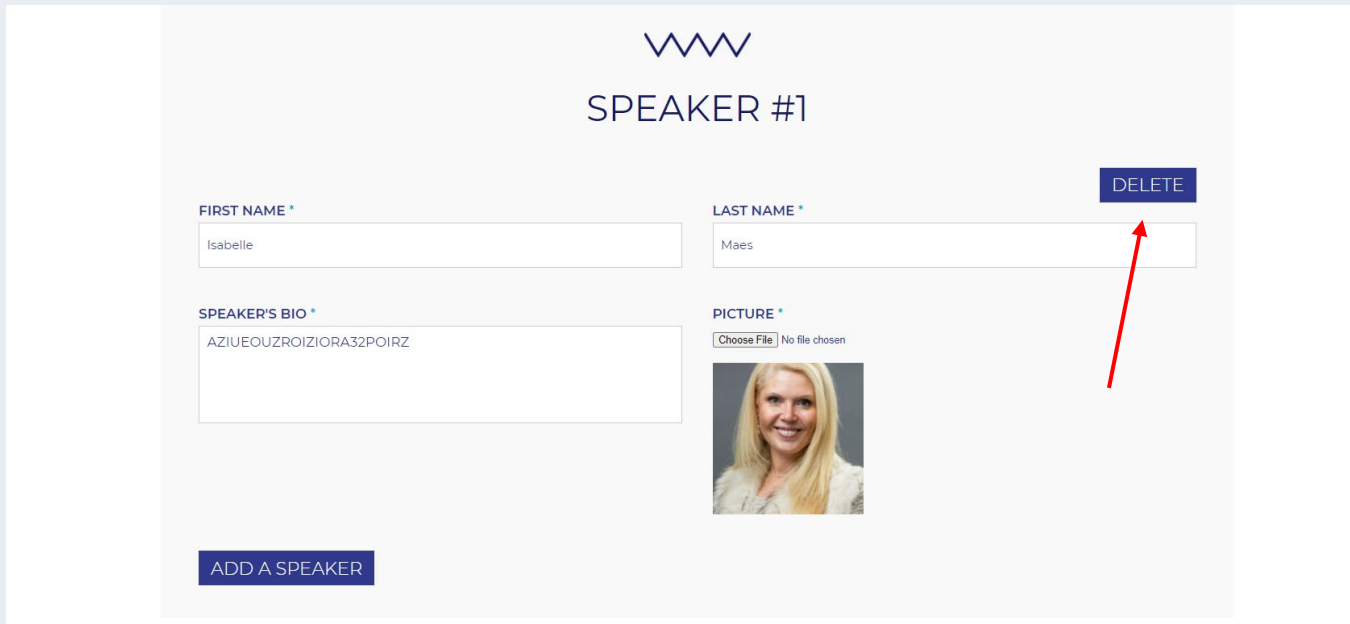
You can add as many speakers as wished by hitting the button ADD A SPEAKER on and on again. All speakers will appear in order of creation in the left column of your event page.

If you wish to delete a speaker you can hit the button DELETE and you will be prompted to confirm this action in a separate pop-up window.
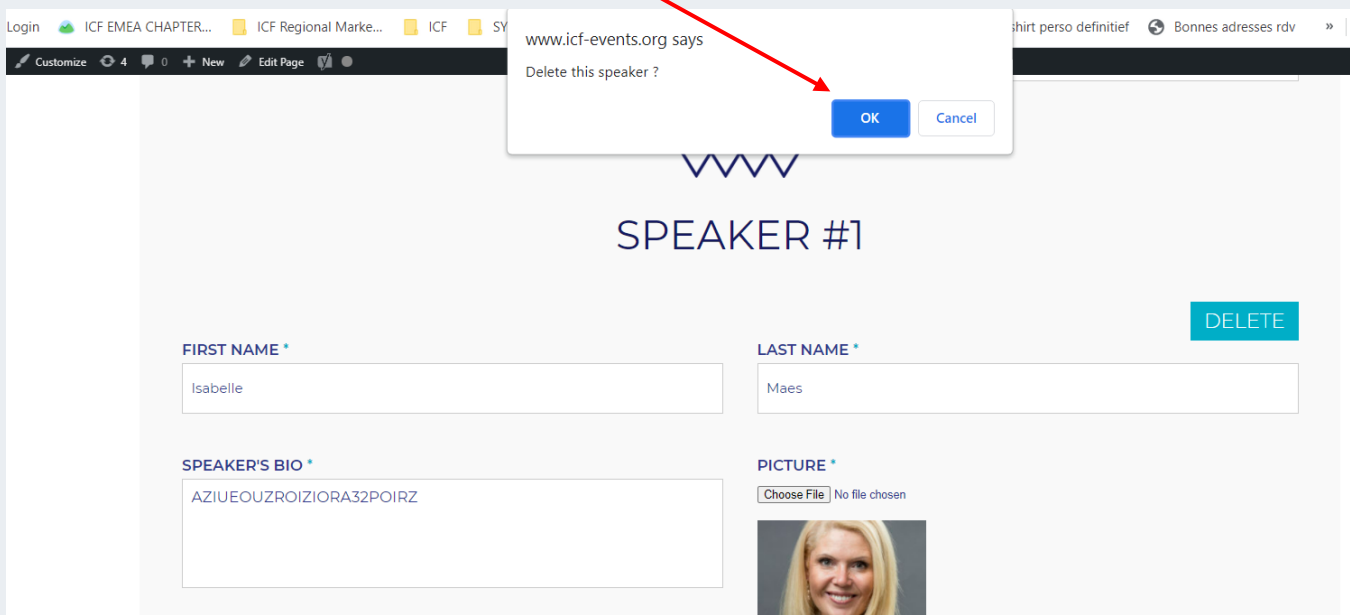
4. MANAGE AND EDIT YOUR CHAPTER EVENT

Your event is now created and available in your personal event manager.

!!! Please be aware that this event will be linked with your personal ID and password used to connect to the platform and will not display to other leaders of your chapter.

If several persons within your chapter are handling events or if you work with an external admin that is not a chapter leader and cannot be recognized by our platform API, do send us a request to get a unique ID and password at **https://form.jotform.com/212303180405137**

You can access your event manager by:

- Option 1: click on the upper right button MY EVENTS
- Option 2: click manage on your event page (under the event upper information)

Preview of Option 1: click on MY EVENTS

By using this option, you will see your event manager appear with the list of all your organised events + the button "add chapter events & webinars" to create new events.

To edit/manage your event, simply click on the button manage and you will see another screen appearing (see details below in preview of option 2)

Preview of Option 2: click on MANAGE directly on the event page

By using this option, you will see several options appearing related to your event.

4.1. VIEW EVENT

By clicking on the VIEW EVENT button, your event page will display as it will appear to the public and potential participants.   Make sure to check that you haven't forgotten anything before starting your event promotion. This is also the right place for you to get access to the permalink and shareable links of your event for social media, your chapter website, etc.

4.2. EDIT EVENT

Clicking on the EDIT EVENT button will bring you back to the original event creation form and enable you to change anything you want on your event information.

!!!!! If you make any major change to your event like date, time, price or registration link, registered participants will automatically get a notification of these changes by email.

(This option is not applicable for chapters using the redirection feature since no one will be able to register to the event on our IFC platform)

4.3. <u>CANCEL EVENT</u>

For security reasons, if you click on cancel event, you will be redirected to another page, where you will have to reconfirm that you are willing to cancel the event.
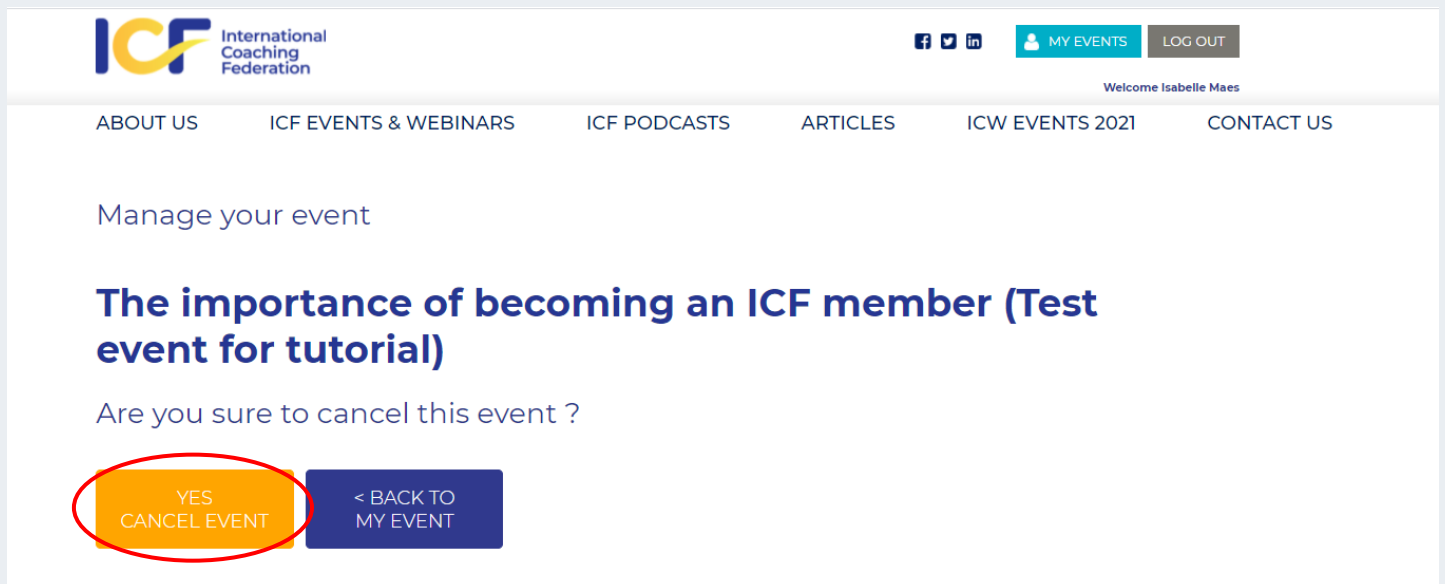
!!! As soon as you hit "YES CANCEL EVENT", an automatically generated email will be sent to all registered participants informing them about the event cancellation (not applicable for chapters using the redirection feature)

Once you have confirmed the event cancellation here, you will not be able to go backwards anymore and reinstate your event.

Your event will also automatically disappear from the calendar.

4.4. ACCESS YOUR EVENT PARTICIPANTS LIST

This option is only available to chapters using the events platform as an event management platform and enabling participants registrations.

As soon as the first participants register, you will have the options to export your participants list in Excel or PDF as you prefer. Keep in mind that these lists need to be used by your chapter in compliance with GDPR / Data protection policies.

You also have an option to cancel someone's registration at any time.

Please note if you do cancel someone's participation, the participant will receive an automatic notification of cancellation of his/her participation. This option can be useful for paid events when preregistered participants do not complete their payment in due time before the event.

If you wish to sort and play with your participants list, we recommend you to export your participants list in Excel format and to add some filters on each columns.

While the platform will send some reminders to participants on D-1 and H-2, reminding them of the information you will have filled in in your event creation form, feel free to use these lists to also reach out to participants directly.

Participants list are updated in real time.

4.5. UNLOCK CEE CERTIFICATES FOR YOUR EVENT

This option is only available to chapters using the event management mode of the events platform.

Within 24 hours after your event happened, the events platform will automatically unlock a new feature to validate participation of your registrants and automatically send them personalised CCE certificates for your event with the right ICF branding and information.

To enable these certificates to be sent by email to your participants, you will need to validate their presence by ticking the box in front of their names in your event manager. This box is visible under the left column called PRESENT.

Once you have ticked all the names of participants, click on SAVE ACTIVE PARTICIPANTS and this will unlock the sending of certificates. You can save your participants list only once on the events platform.

!!!! Make sure to **only validate people who effectively attended your event** as CCEU certificates can only be granted to the ones who participated live in the event. For the ones listening to the recording after the event, no certificate will be delivered but they will be able to log this as self-study hours. These will always count for Resource Development units.

!!!!! This validation feature will only be available after validation of your CCEU's by the ICF accreditation department (This applies only for CCE in Core Competencies. No validation is requested for CCE in RD). As long as your CCE's in Core Competencies are not validated by the ICF accreditation department, the column Present will not be accessible. Make sure to request your CCE validation on time by filling in this Jotform: https://form.jotform.com/30775334564963.

4.6. UPLOAD YOUR EVENT RECORDING/SLIDE DECKS

This option is only available to chapters using the events platform as an event registration platform.

Within 24 hours after your event happened, the events platform will automatically unlock a new feature to upload your event recording and slide decks.

This will appear on the front page of your event, which means you will still be able to share them with participants via the event page, even after the event.

Accepted files are PDF, MP3 or MP4.

For your event recordings, we recommend you to use online links as these can become very quickly heavy and unmanageable for direct upload on our event platform.

Zoom meetings can be recorded on Zoom cloud, other platform like Vimeo or YouTube can be very effective too in managing the size of your recordings.

5. CCE validation for Core competencies units (CC)

To guarantee the needed security around the CCE validation and sending of certificates, we count on your partnership to follow the outlined process and to not forget to request validation for your chapter events.

If no part of your chapter event is related to ICF Core Competencies, it is considered Resource Development and you can award participants with CCE units in Resource Development without ICF approval. This means that if you select RD when creating your chapter event online, no validation from the accreditation department will be needed and the information on the number of units will automatically display on your event page.

If any portion of your event is related to ICF Core Competencies, you will have to submit an application for approval to ICF Accreditation using a Jotform available at : **https://form.jotform.com/30775334564963.**

If you indicate CCE units in core competencies (CC) when creating your chapter event, these CC units will display as "**pending approval**" on your chapter event page until the Accreditation department has validated them. Once they are validated, you will get a confirmation email of the validation and the "pending approval" mention will disappear on your event page to be replaced by the validated number of CC units.

As long as your CCEU's in core competencies are not validated, the pending approval mention will remain and you will not be able to send out automatically generated CCEU certificates from the event platform (this feature is not available for chapter events with redirection).

The CCE validation process applies to all chapter events no matter if they use the event management or the redirection mode./

6. Share your chapter event on social media and chapter website

Once your chapter event is created and appears on our events calendar, it will generate automatic shortcuts to Linked In, Facebook and Twitter.

To activate these shortcuts, please click on the dedicated icons (see red marks below).

For any other social media platform, simply copy the permalink in your browser bar and paste it wherever needed.

7. USE STRIPE TO COLLECT PAYMENTS FOR YOUR CHAPTER EVENTS

The ICF events platform is now able to offer payment features for chapters using the events platform as a registration management platform. This feature does not apply for chapters using the redirection mode.

7.1. FIND OUT IF STRIPE IS AVAILABLE IN YOUR COUNTRY

To know if Stripe is active in your country, click on the following link: https://stripe.com/global

As Stripe is in constant evolution, in case it is not yet available in your country, you have an option to share your email address to receive updates from them about your country.

7.2. WHICH CURRENCIES ARE SUPPORTED BY STRIPE?

Stripe supports processing payments in 135+ currencies, allowing you to charge customers in their native currency while receiving funds in yours.   See more information at https://stripe.com/docs/currencies

7.3. WHICH PAYMENTS CARD DOES STRIPE ACCEPT?

Although it is dependent on location, in general Stripe accepts major cards including:
- VISA.
- VISA Debit.
- MasterCard.
- Discover.
- JCB.
- American Express.

Stripe also supports a range of additional payment methods, depending on the country of your Stripe account.

7.4. HOW TO CREATE A STRIPE ACCOUNT FOR YOUR CHAPTER?

By default, Stripe allows international VISA and MASTERCARD cards.

For businesses based in specific countries, Stripe even supports a number of other online payment methods. The fees for each payment method, evaluated by successful payment, are shown here : https://stripe.com/pricing

There are no additional gateway fees or hidden charges.

Please follow the steps below and watch the useful video's that will help you create and manage your chapter Stripe account.

7.5. VERIFICATION REQUIREMENTS

If you are creating a Stripe account for the first time, you'll find it helpful to know what Stripe needs to verify and activate your account. This information is required by regulators and helps prevent abuses in the financial system. Each country has its own set of regulations, and knowing beforehand what documentation you will have to submit during the account creation process will help you get online and open for business quickly and smoothly.

More information can be found here : https://youtu.be/qLoWEaGpzNc

7.6. CREATE OR CONNECT YOUR CHAPTER STRIPE ACCOUNT

Go to www.stripe.com and click on 'START NOW'
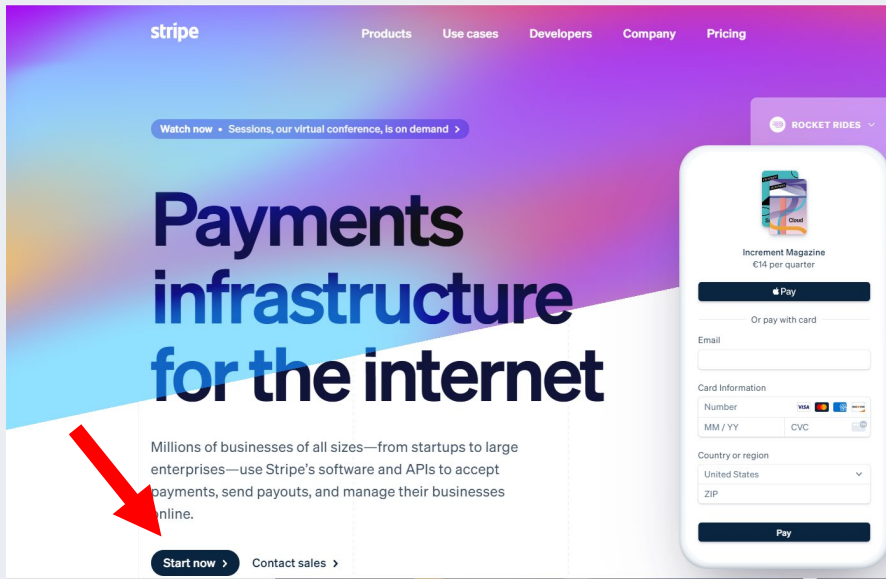
You can also follow the steps as explained in their tutorial video here : https://youtu.be/u9YcbWDioC4

7.7. VERIFICATION FOLLOW-UPS

Once you've created or connected your chapter account, Stripe will verify your business information and approve your account, usually within a few minutes after submission. If your business information cannot be verified successfully, you will be informed both by email and in your Stripe Dashboard.

This video demonstrates how to check your verification status and how to respond to further requests for information: https://youtu.be/hmKdZVhDk7I

7.8. ADD A WEBHOOK ENDPOINT IN YOUR STRIPE ACCOUNT

When your account is approved, you will and you will need to add a webhook endpoint in your Stripe account to enable our developers to link your stripe account with the ICF events platform. We will need to do this manually for each chapter wishing to use this payment feature.

Follow the steps below to add a webhook endpoint :

1. Go to Developers > Webhooks and click on '+Add endpoint' :
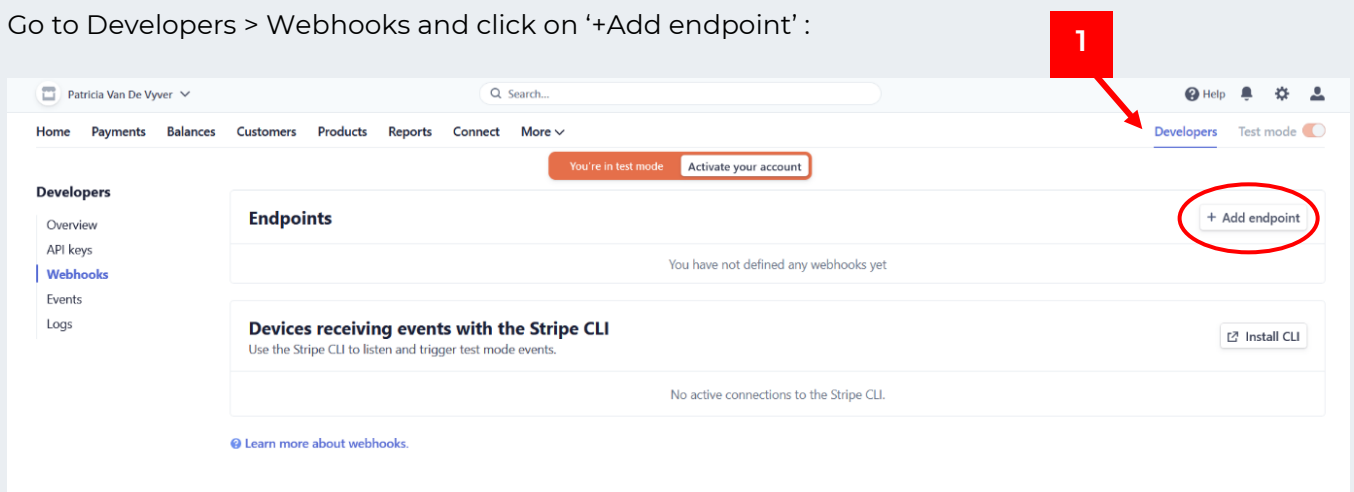
2. Copy and paste the following URL in the field 'Endpoint URL :

https://www.icf-events.org/?wc-api=wc_stripe

3. In the field 'Events to send' **select 'Payment Intent'** – several payment intent lines will appear

4. Finish by clicking on the blue button '**Add endpoint'**
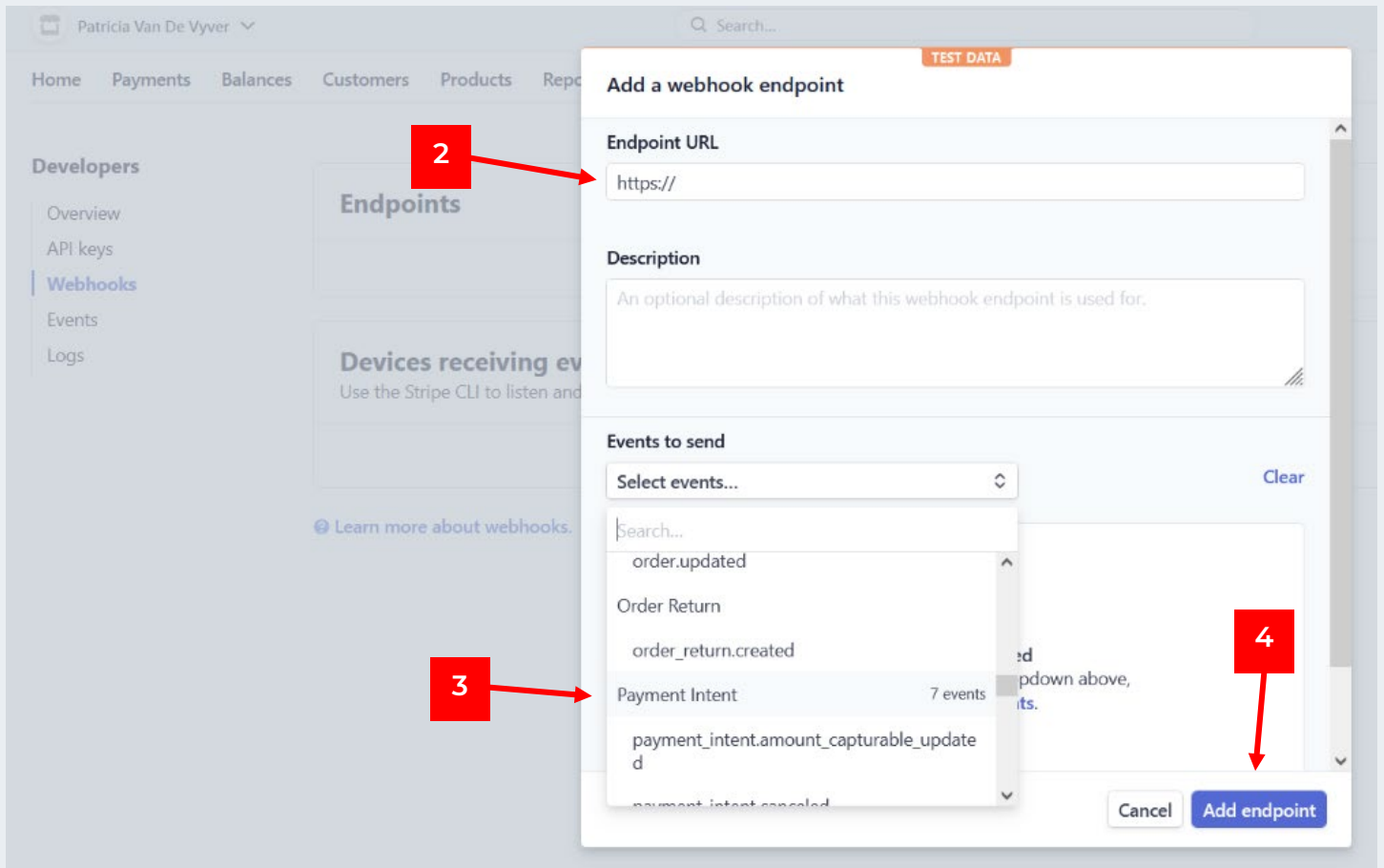
7.9. LINK YOUR CHAPTER STRIPE ACCOUNT TO THE ICF EVENTS PLATFORM

Once your account is successfully created our developers will work behind the scenes to connect your Stripe account with our ICF Events Platform, so that it recognizes it each time you will connect to the ICF events platform.

To enable this development, we will need you to fill in the following Jotform with all necessary information requested and submit it to us :

https://form.jotform.com/212272086287155

We will treat the forms in the order of receipt.

In this form you will be asked for several information including the Publishable API Key and the Secret API keys.

Both information can be found back under the section **Developers > API keys** -

Make sure to copy and paste all information displayed in the publishable key and secret key fields and add them in the Jotform :

(you may need to click on reveal test key if it does not appear automatically)

7.10.   MANAGE YOUR STRIPE ACCOUNT

View this video to find information on common account management tasks: changing your password, enabling two-factor authentication (2FA), setting your email preferences, updating your profile, and how to close an account:

https://youtu.be/DlIjGXEbpMY

7.11. CONFIGURE YOUR STRIPE DASHBOARD

Your Stripe Dashboard is the unified hub for your business on Stripe. In this video, you can discover key features of the Stripe Dashboard, including which authorized applications and platforms you've connected your account to, your account settings, account profile, and how to add users and roles to your account:

https://youtu.be/Ctj6E1Yl2KE

7.12.   REACH OUT TO STRIPE SUPPORT

Stripe support is available to all account holders 24 x 7 by email, chat, and phone. Here's a quick demo of our online support resources and how to reach out to the Stripe support team if you're stuck:

https://youtu.be/kUIogfFcSsA

7.13.   PAYMENTS AND PAYOUTS

Learn how to view all your customer transactions and the status of every payment on your account, how to find specific transactions using Stripe's default filters and how to create custom filters for your own needs. **And how to export transactions :**

https://youtu.be/BlApWv2PfW4

7.14.   CURRENCY CONVERSIONS

With Stripe, you can accept payments in over 135 countries using a wide range of payment methods :
https://stripe.com/docs/currencies

Learn how currency conversion works on Stripe, how Stripe treats currency balances and payouts, and how to avoid unnecessary exchange fees when handling multiple currencies :

https://youtu.be/_PmkkHFdL7U

Learn even more about how Stripe handles currency conversions for you:
https://stripe.com/docs/currencies/conversions

7.15.   PAYOUTS IN THE STRIPE DASHBOARD

In order to receive funds, Stripe (or your platform) makes payouts to your bank account.

How quickly you receive a payout and the availability of your funds depends on numerous factors, including the industry and country you're operating in, and the risks and regulations that govern that industry and country.

Find your payouts and payout status in the Stripe Dashboard and how to read payout details here :
https://youtu.be/2HrSuVTvxS0

7.16.   PAYOUTS TYPES AND SCHEDULES

Learn how to review and set your payout schedule, and how to choose between automatic payouts, manual payouts, and instant payouts here : **https://youtu.be/ZE8hZG3h2-4**

7.17.   PAYOUT FAILURES AND DELAYS

Find how to troubleshoot payout failures and delays and what are the common reasons for payout failures and delays including account verification issues, funds being held in reserve, and bank routing issues, here :
https://youtu.be/ztkBknknEIY

7.18. FINANCIAL REPORTS

Stripe's financial reports will help you with your accounting and reconciliation and help you understand your account balance at every step of the payments lifecycle.

There are 3 types of reports available in Stripe :

- ✓ ***Financial reports :*** how to find financial reports in the Stripe Dashboard and what each section of the reports represent, including balance reports and payout reconciliation reports. It also delineates how and when your financial data becomes available : **https://youtu.be/Y0rA4p7kpG0**

- ✓ ***Dashboard exports :*** The Stripe Dashboard includes filter and export options if you're looking to download a CSV file of your payments transactions : **https://youtu.be/WIO4pqd1lSY**

- ✓ ***Stripe Sigma :*** Stripe Sigma makes all your transactional data available as an interactive SQL environment right in your Stripe Dashboard.
  You can write custom queries or browse our collection of pre-configured reports that surface common questions and queries which you can use as a starting point for further analysis. Sigma allows you to view the query results directly in your browser, download them in CSV format for use in spreadsheets and other applications.
  You can also schedule and automate your reporting with scheduled queries.
  https://youtu.be/wFUNmJM5SQw

7.19. FRAUD AND DISPUTES

If you accept credit cards on your chapter events, you'll most likely have to handle chargebacks or inquiries. When a customer has an issue with a credit card charge, they can dispute it with their bank.
The bank will initiate a dispute with either an inquiry or a chargeback.

Learn what these terms mean, how they differ, and how banks and other payment systems initiate disputes: https://support.stripe.com/questions/getting-started-with-stripe-fraud-and-disputes

8. ICF EVENTS PLATFORM SUPPORT TEAM

If you need any support on how to use our ICF events platform and maximize its numerous features, feel free to reach out to icfpr@coachingfederation.org or to contact your regional development manager.

We wish you a lot of success and fun in using our new ICF digital events platform to promote your ICF chapter events.

9. FREQUENTLY ASKED QUESTIONS

1. **When do participants receive automatically generated emails?**
   This feature is only available for chapter events using the event management mode with a distinction between free and paid events.

   - **For free events or paid events using the embedded Stripe feature**, participants will be able to register fully on the ICF events platform. These participants will receive a confirmation email at the moment they register and 2 reminder emails (event day -1, event hour -2). After the event, participants will receive a thank you email with a link to upload their CCE certificate once the chapter will have validated the active participants in its event manager.

   - **For paid events where no Stripe account is linked and another registration platform is used outside of the ICF events platform**, participants will be able to pre-register and get an automatically generate pre-registration email with the needed steps to follow to fulfill their registration. The chapter will then take it from there and ensure the final confirmation and the reminders to the participant. After the event, participants will receive a thank you email with a link to upload their CCE certificate once the chapter will have validated the active participants in its event manager.

   - Participants will also receive an automatically generated email whenever some **major changes are brought to the event** (date, time, price or registration link) or if the event is cancelled by the organizer.

2. **What are the best sizes/proportions/format for the Logo/event picture to upload in this section?**
   The platform will always adapt as good as possible to the picture you provide no matter the size of format, but to have the best possible result, we recommend you to use pictures and logo in horizontal rectangle or square format.

3. **Is it needed for chapters to get confirmation from ICF before being able to post a chapter event and enter the CCE data?**
   No, the good news is that you can already create your chapter event on the ICF events platform to start promoting it much faster than ever before.
   As soon as you fill in the creation form, your event will be generated in real time and the promotion on your end can start while participants can already register.
   Of course this speed of action does not prevent you to request a CCE validation from ICF on time if any portion of your event is related to ICF Core Competencies.
   The link to submit your application for approval is **https://form.jotform.com/30775334564963.**

   - If you indicate CCE units in core competencies (CC) when creating your chapter event, these CC units will display as "**pending approval**" on your chapter event page until the Accreditation department has validated them.   Once they are validated, you will get a confirmation email of the validation and the "pending approval" mention will disappear on your event page to be replaced by the validated number of CC units.

   - If no part of your chapter event is related to ICF Core Competencies, it is considered Resource Development and you can award participants with CCE units in Resource Development without ICF approval. This means that if you select RD in the CCE fields when creating your chapter event online, no validation from the accreditation department will be needed and the information on the number of units will automatically display correctly on your event page.

4. Does the platform provide a calendar event for the fully registered participants to save in their calendar?
Yes, in the automatically generated email sent to participants to confirm their registration, they will receive all information you provided in your registration form as well as an **iCalendar link** to add all event details in their personal calendar.
An iCalendar link, often shortened to "an **iCa**l", is a link to another calendar. iCal is an open standard for exchanging calendar and scheduling information between users and computers. It's supported by almost every calendaring program you're ever likely to use.

In clear, when getting their confirmation email, participants will be able to save all information about the event directly in their calendar by clicking on the iCal link provided in their confirmation email and reminders.

5. Management of events would be better with one Chapter log in. I can only access the events that I create and not the events that other directors create. Would it be possible to create a 'Chapter' email log in?
Yes, if needed, your chapter can request a unique ID and password to log into the ICF events platform. This request needs to happen officially through the following Jotform link:
https://form.jotform.com/212303180405137

Please do request this unique ID well in advance of your event as it will need some time for us to process in the back office. Requests will be treated in the order of receipt.

The login process will be different if you use this unique ID option, but we will make sure to send you all detailed information by email together with your new ID and password.

6. When linking the Stripe option to a chapter, will it be linked via the registration email?
Chapters requesting the Stripe account feature will automatically get a dedicated and unique ID and password to create their chapter events. In case you do request the Stripe account option, you may ignore the jotform request outlined in point 5. Above.

7. How can we learn whether Stripe is active in our country or not?
To know if Stripe is active in your country, click on the following link: https://stripe.com/global

As Stripe is in constant evolution, in case it is not yet available in your country, you have an option to share your email address to receive updates on their implementation in your country.

Since the ICF events platform is also in constant evolution, please note that we exploring ways to also add Paypal as a second payment option for chapters where Stripe is not available yet.
We will inform you as soon as this option is implemented and available.
Thank you for your patience as we are working on this.