ClubRunner

How to update a Cloud Event's settings

Michael C. - 2025-10-16 - Events & Calendar

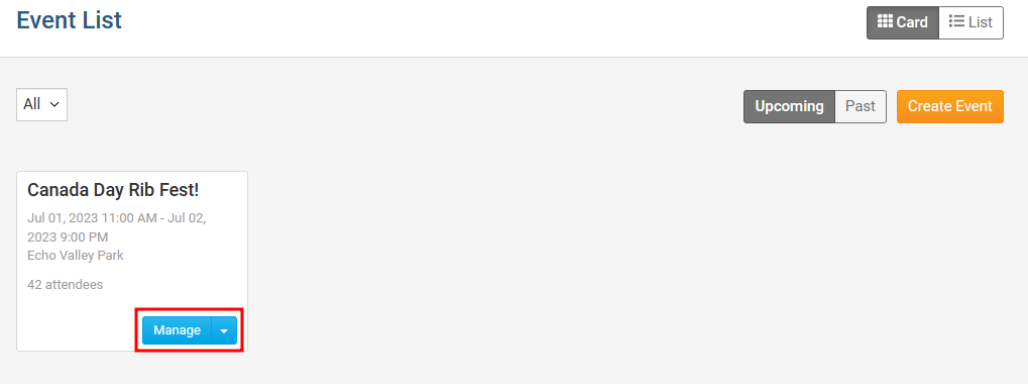
The Event Settings are used to manage various aspects of the events such as the event currency, registration email templates, and more.

You can update the Event Settings with the steps below:

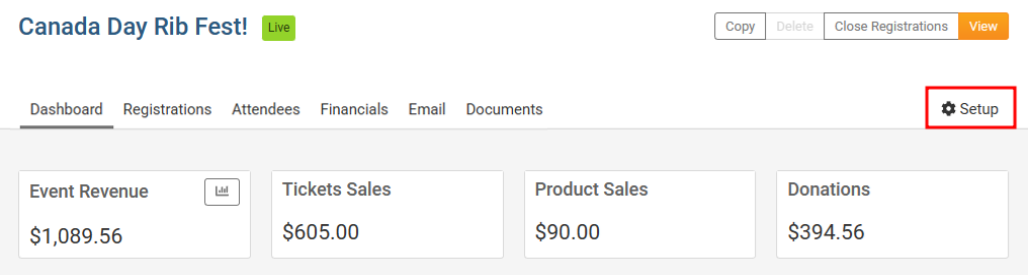
1. To access **Cloud Events**, you must go to your website's homepage and log in. For more information on how to log in, click here.

2. After logging in and navigation to the **Member Area**, you will see several tabs along the top of the screen. Click on the **Events** tab, and then click on **Cloud Events.**

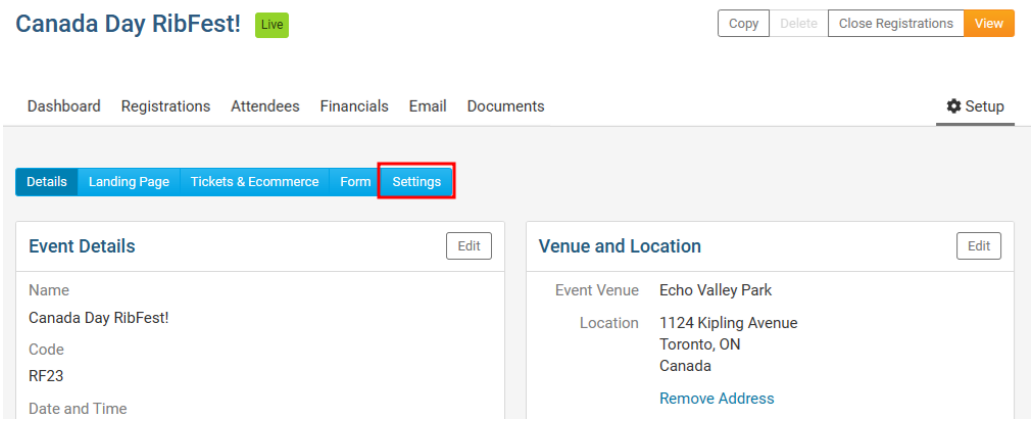
3. Click the **Manage** button for the event you would like to edit the settings for.



4. At the top right of the event, click **Setup** or **Gear** icon.



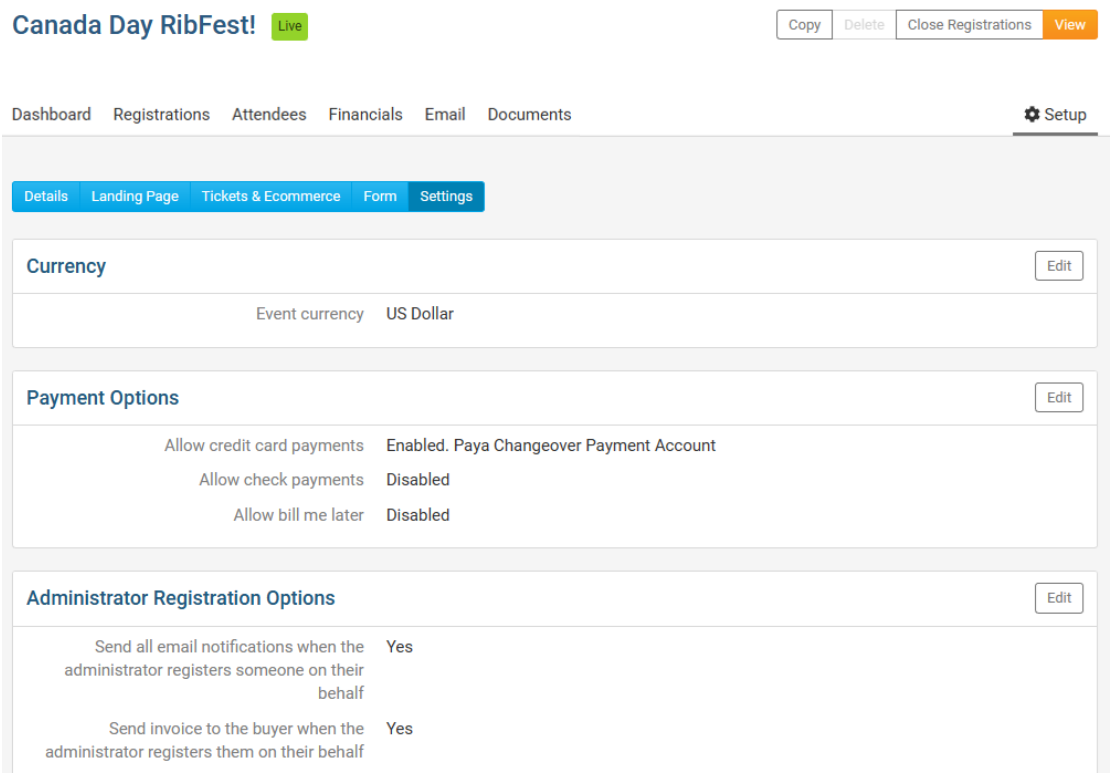
5. Near the top of the events page, click on the **Settings** button.



6. The Event Settings page is broken down into the following sections:

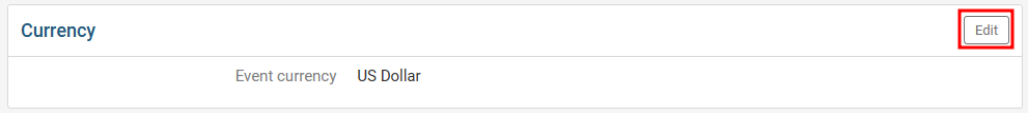
    - Currency: Refers to the currency that registrants will submit their payment in.
    - Payment Options: Payment options for the registrants. Eg. Pay by credit card, pay by check, pay later.
    - Administrator Registration Options: Registration options for when an Administrator registers a member.
    - Email Notification Templates: Email notifications used for successful registrations, payment received, cancellations and more.
    - Add Event Reminders: Emails to remind registrants and attendees about the event.
    - Success Message: Messaging that appears when a registrant successfully registers.

To edit the sections in the Event Settings, please use the article sections below.

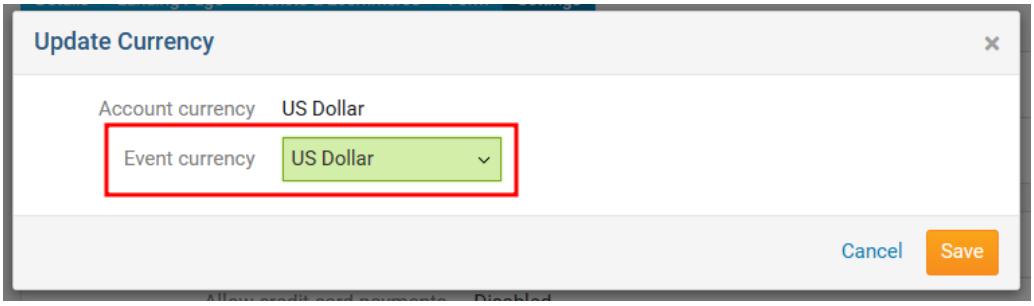


Currency

1. In the Currency section, click on the **Edit** button**.**



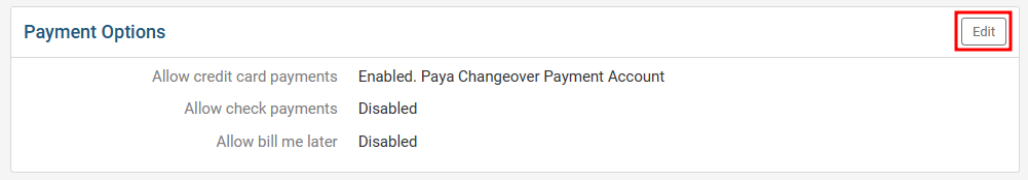
2. In the Update Currency pop up, click the **Event currency dropdown**, then select the new currency for the event.



3. Click on the **Save** button to finalize your changes**.**

Payment Options

1. In the Payment Options section, click on the **Edit** button**.**



2. In the Update Payment options pop up, you will have these options:

    - **Allow credit card payments** - Check this box to enable credit card payments. If enabled, you can select the default payment account, or select another payment account for the event's credit card payments.

        - **Add Service Fee to all registrations -** A service fee allows you to help offset the cost of the transaction from the payment processor. These fees are applied to the total order value when paying online during checkout.

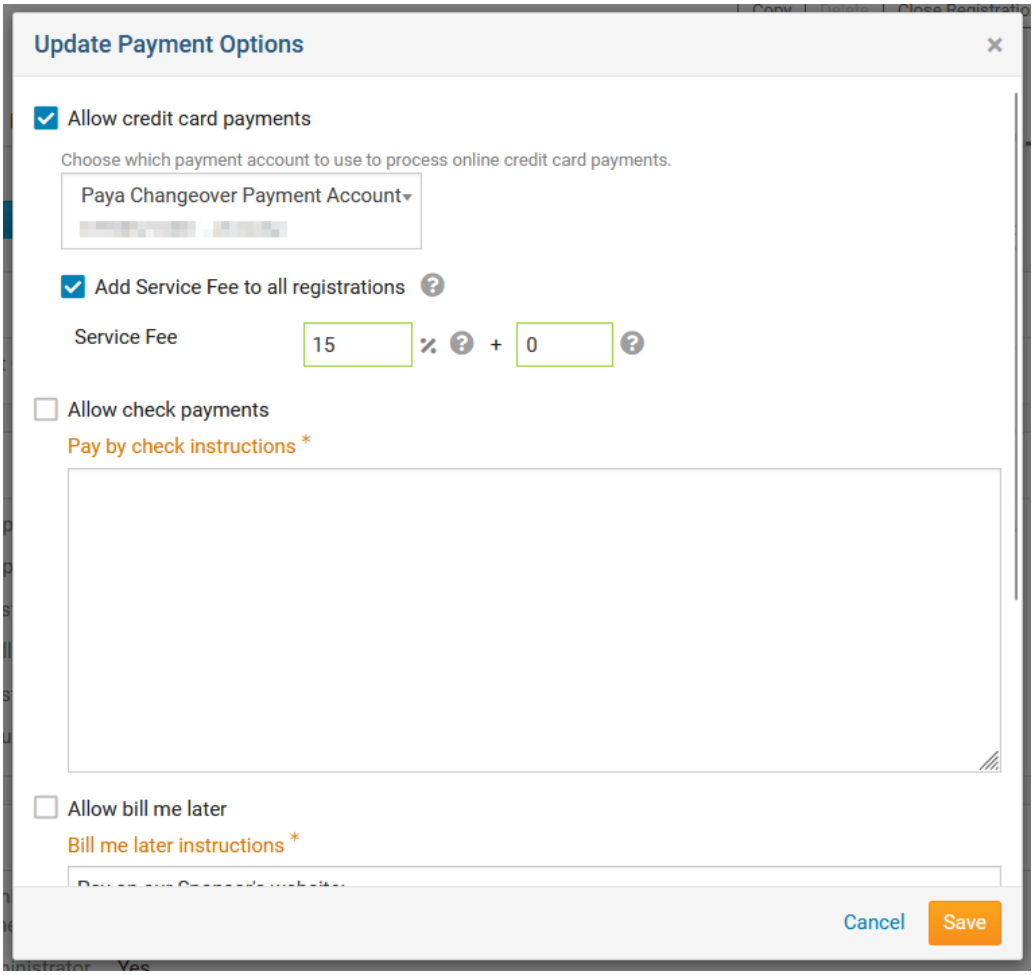
            - Note

              Cloud Events currently supports the following credit card processors:

                - Paya (USA)
                - Wordline (Canada, USA)
                - PayPal (Europe, Australia, New Zealand, USA)
                - Please reach out to our support team for more information: support@clubrunner.ca

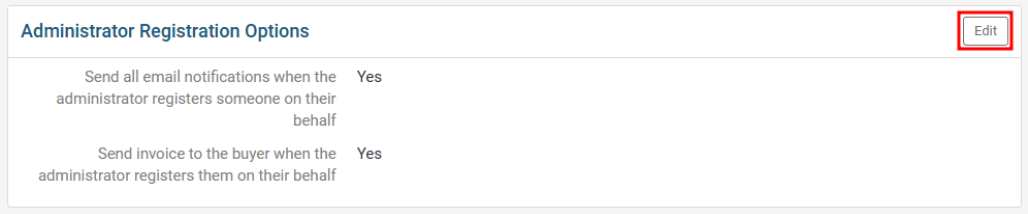
    - **Allow check payments** - If enabled, registrants can select a Pay by Check option, to complete their registration and see the Pay by check instructions to submit payment.
    - **Pay by check instructions -** Instructions for registrants paying by check.
    - **Allow bill me later** - If enabled, registrants can select Bill me later option, to submit payment for the registration at a later date.
    - **Bill me later instructions -** Instructions for registrants paying later.

3. Click on the **Save** button in the bottom-right corner of the window to save your changes.



Administrator Registration Options

1. In the Administrator Registration Options, click **Edit.**

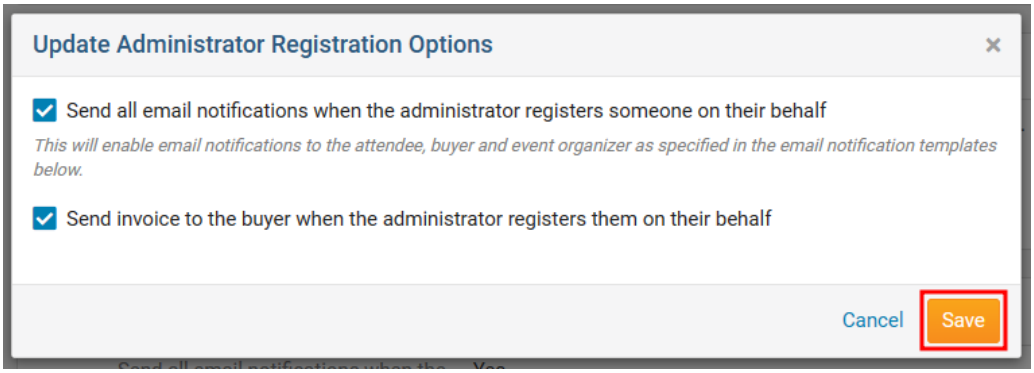


2. In the Update Administrator Registration Options pop up, you can enable or disable these options:

    - **Send all email notifications when the administrator registers someone on their behalf** - This will enable email notifications to the attendee, buyer and event organizer as specified in the email notification templates section.

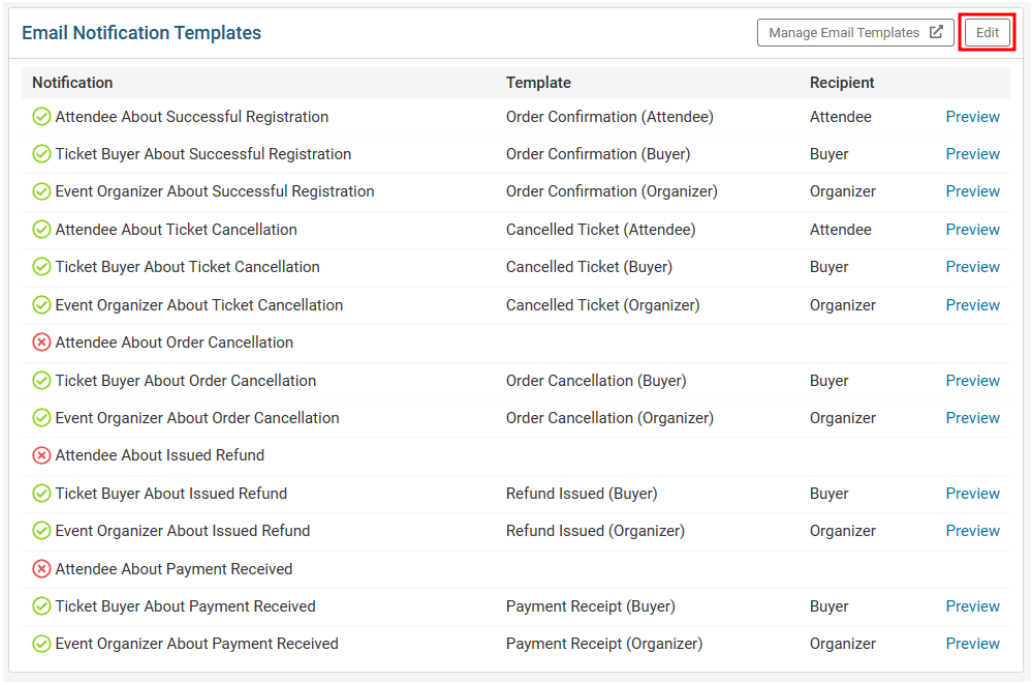
    - **Send invoice to the buyer when the administrator registers them on their behalf** - If enabled, the buyer entered on the order will receive the invoice email for the order once the administrator has registered them on their behalf.

3. Click on the **Save** button once you have made your changes



Email Notification Templates

1. In the Email Notification Templates section, click **Edit**.



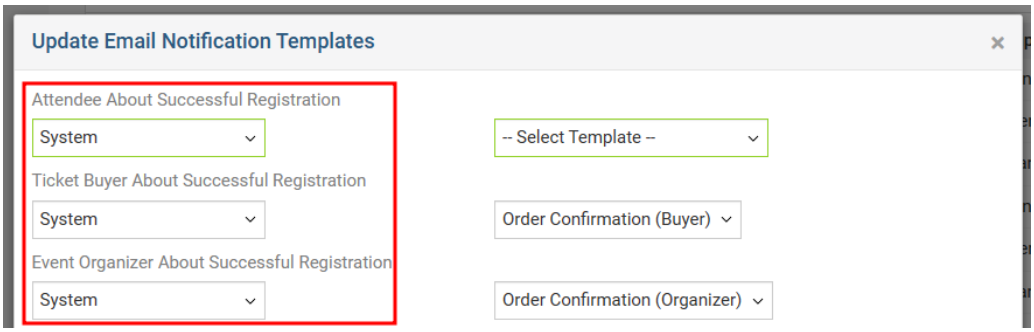
2. In the Update Email Notification Templates pop up, you will have these options:

    - **Attendee About Successful Registration** - Send email to Attendee regarding their successful registration.
    - **Ticket Buyer About Successful Registration** - Send email to Ticket Buyer regarding their successful registration.
    - **Event Organizer About Successful Registration** - Send email to Event Organization regarding any successful registration.
    - **Attendee About Ticket Cancellation** - Send email to Attendee regarding their ticket cancellation.
    - **Ticket Buyer About Ticket Cancellation** - Send email to Ticket Buyer regarding their ticket

cancellation.

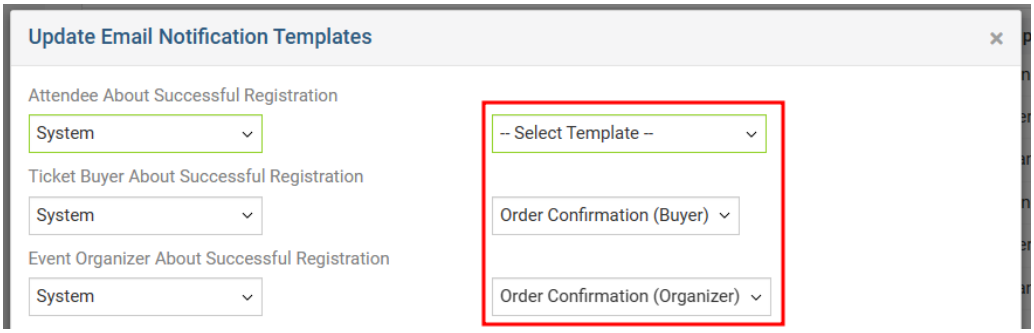
- **Event Organizer About Ticket Cancellation** - Send email to Organizer regarding any ticket cancellation.
- **Attendee About Order Cancellation** - Send email to Attendee regarding their order cancellation.
- **Ticket Buyer About Order Cancellation** - Send email to Ticker Buyer regarding their order cancellation.
- **Event Organizer About Order Cancellation** - Send email to Event Organizer regarding an order cancellation.
- **Attendee About Issued Refund** - Send email to Attendee regarding their refund for the order.
- **Ticket Buyer About Issued Refund** - Send email to Ticket Buyer regarding their refund for the order.
- **Event Organizer About Issued Refund** - Send email to Event Organizer regarding a refund for any order.
- **Attendee About Payment Received** - Send email to Attendee regarding their payment received for their order.
- **Ticket Buyer About Payment Received** - Send email to Ticket Buyer regarding their payment received for their order.
- **Event Organizer About Payment Received** - Send email to Event Organizer regarding payment received for any order.

3. For any of the Email Notifications, you can use the first dropdown to select these options:

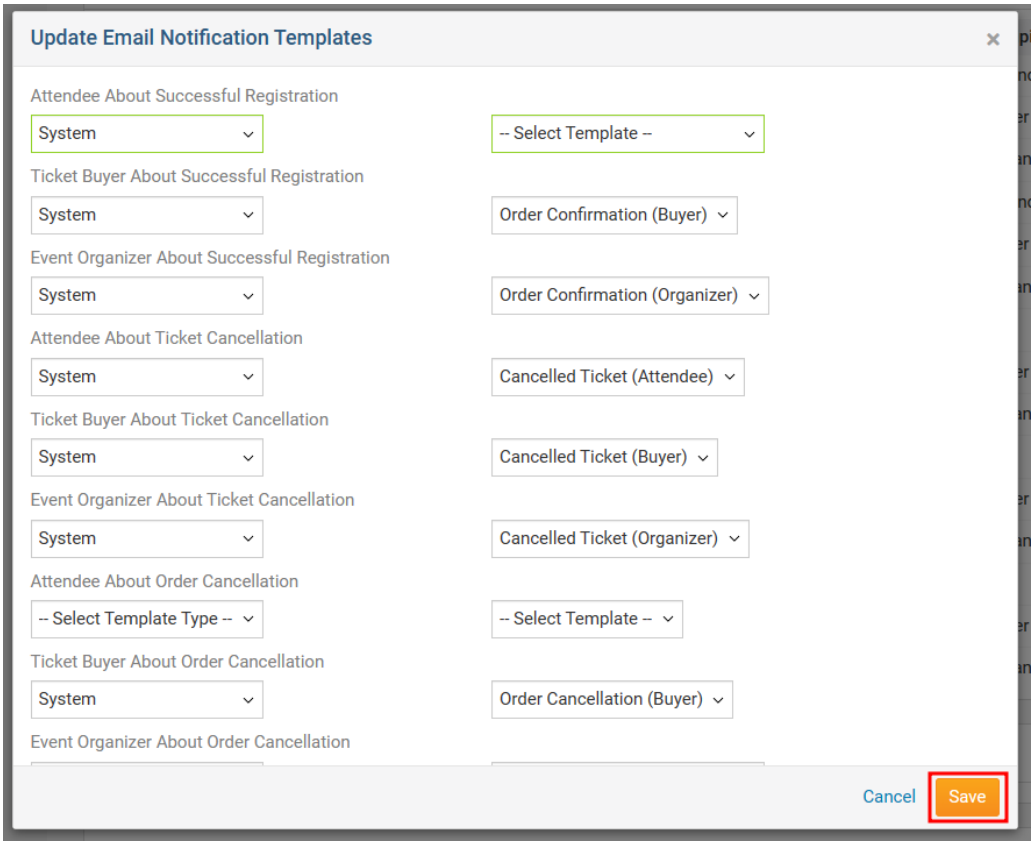


- **System** - Select System to use the system default notification email.
- **Custom** - Select Custom to use a custom email template. Learn more about creating and managing your custom email templates.
- **-- Select Template Type --** - Select this option to turn off the notification email.

4. If you have selected **System** or **Custom,** click the second dropdown to the right, then select the email template to send for the notification.

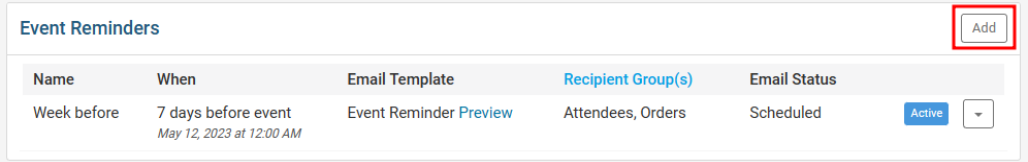


5. Click on the Save button to finalize your changes.



Add Event Reminders

1. In the Event Reminders section, click the **Add** button**.**

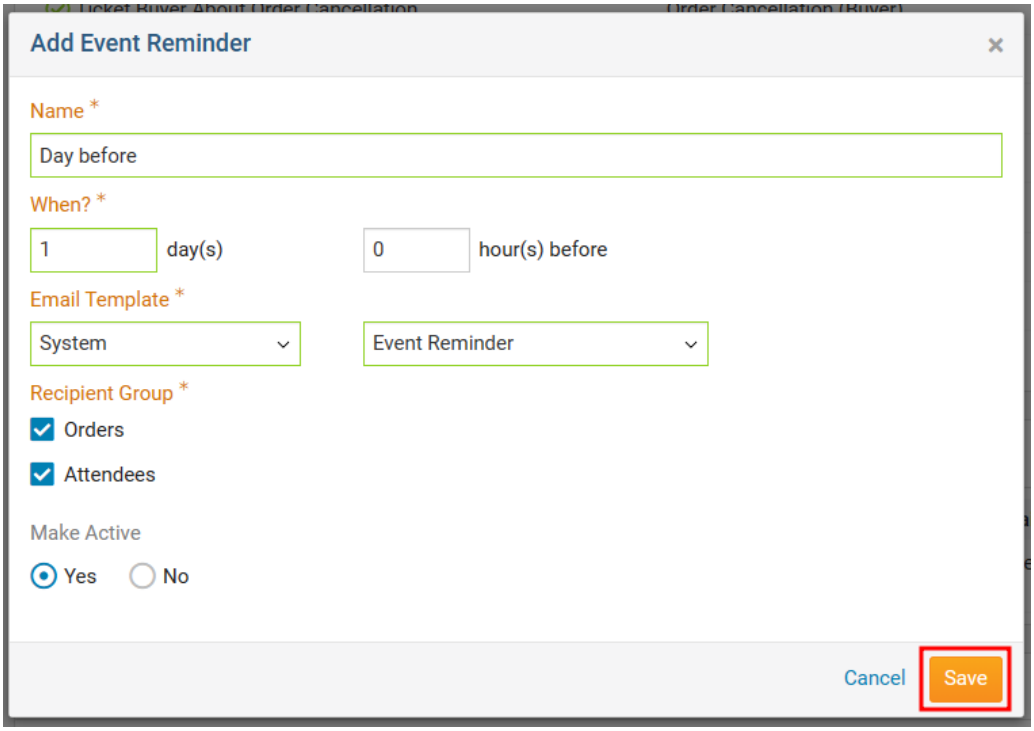


2. In the Add Event Reminder pop up, you will have these options:

    - **Name** - The name of the Event Reminder.

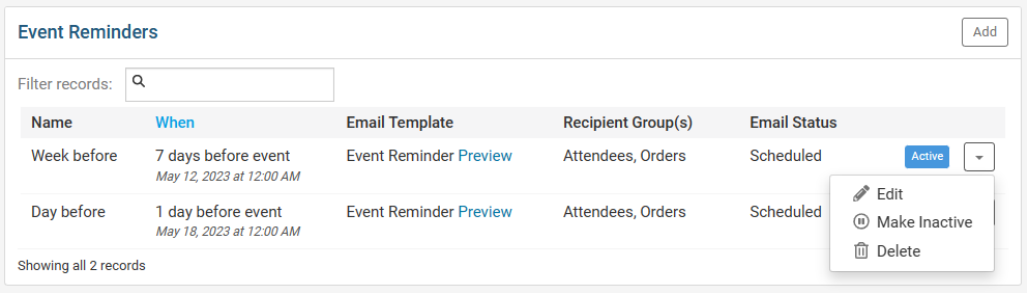
- **When?** - When, in days and hours before the event's Start Date, should the reminder email be sent to the Buyers and Attendees.
- **Email Template**
  - **Select Template Type**
    - **System** - Select a system default email template for the reminder.
    - **Custom** - Select a custom email template for the reminder.
  - **Select Template** - Click this dropdown to select a system default email template, or a custom email template. Learn more about creating and managing your custom email templates.
- **Recipient Group**
  - **Orders** - Check this box to send the reminder to the Buyer.
  - **Attendees** - Check this box to send the reminder to the Attendee.
- **Active** - Check this box to activate the Event Reminder and send the email reminders emails. If unchecked, the Event Reminder will not send the event reminder email.

3. Click the **Save** button to save your changes and add the event reminder notification**.**



Edit Event Reminders

1. In the Event Reminders section, click the **down arrow** for the Event Reminder to edit.



2. In the menu, you will have these options:

    - **Edit** - Edit the Event Reminder's name, when it should be sent, email template, recipient group and if the reminder should be active.

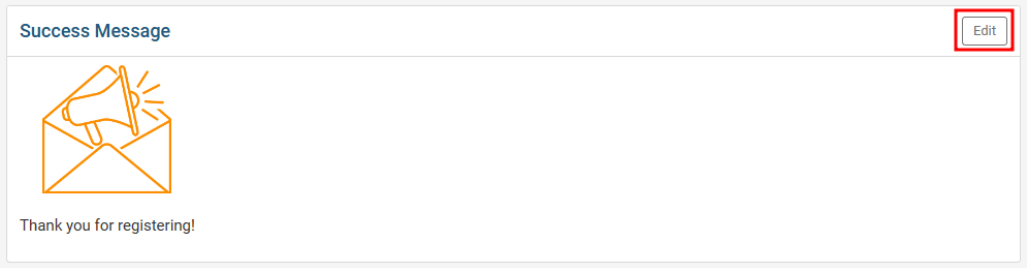
    - **Make Active/Make Inactive** - This option will either activate or deactivate the Event Reminder.

    - **Delete** - Permanently delete the Event Reminder.

Success Message

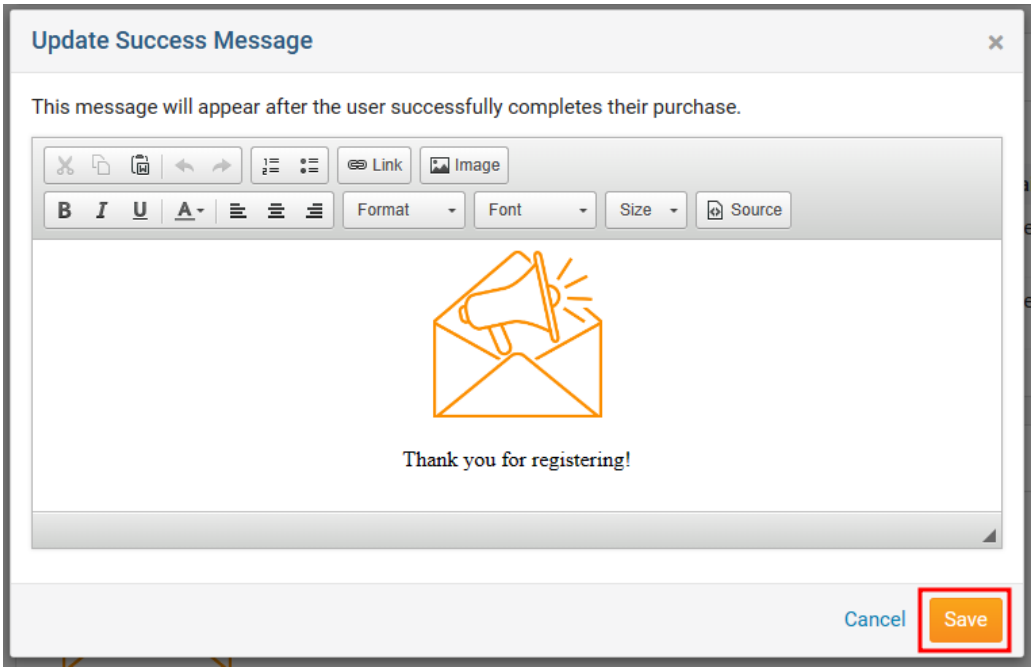
If you want to customize the Success Message, use the steps below. Otherwise, the default Success Message will be used for the event.

1. In the Success Message section, click on the **Edit** button.



2. In the Update Success Message pop up, enter the content for the success message into the editor textbox.

3. Click the **Save** button to finalize the custom message**.**



Note

You can add links and images into the Success Message.

Related Content

- How to accept a different currency for a Cloud Event
- How to edit a Cloud Event registration
- How to create a Cloud Event