

Paid Webinars



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Description

Paid webinars is a feature that allows you to create tickets, or paid tokens, for your event. This feature works with the help of event tokens, which require users to pay to receive a URL that will grant them access to your event. To learn more about event tokens, click [here](#).

NOTE: ‘Tickets’ and ‘paid tokens’ will be used interchangeably in this manual.

Frequently Asked Questions

1. Methods of Creating Tickets

a. Do I need to use any integrations to make paid rooms work?

Yes, you will have to set up an integration with Stripe or Braintree to connect a payment gateway. There is no external software necessary, the whole integration can be made within your account.

b. Can I setup paid tickets for evergreen webinars?

Currently the paid webinar feature is only available for live events and permanent rooms.

c. I can't find the paid webinars feature – why?

The paid webinars feature can be accessed from the **“Billing”** tab that can be found in your profile menu. If you have a free account, the paid webinars feature will not be available to you because you cannot provide the billing information that's necessary for activating this feature. If you are part of LiveWebinar's [legacy billing system](#), you will also not have access to the current billing system that gives you access to the Paid Webinars feature. To gain access to this feature, you'll have to upgrade your account to the current billing system.

2. Using Tickets

a. How can I check if a given user has paid for their ticket?

You can check this by going to the **“Billing”** tab in your profile menu and opening the **“Paid Webinars”** tab. Below the **“Payment gateway integration”** section you will see a list of tickets that have been purchased for your event.

b. How can I ensure that the event will only be available for users who paid for a ticket?

Attendees can only join an event after having entered the code they receive after having bought their ticket. If they haven't bought their ticket before the event, they can buy one at the link to the event. Click [here](#) to learn more.

c. Do users need to have a LiveWebinar account to pay for and join the event?

No, users do not need to have a LiveWebinar account to complete payments and access events.

3. Payments

a. How do I receive the money I earned via paid webinars?

The income you earn from your events will be sent directly to the account connected to your selected payment gateway. The funds will be decreased by 10% per the commission LiveWebinar receives for each purchased ticket.

b. I want to change the provider I use for my payment gateway, how can I do that?

You can change your provider by going to your profile menu, clicking on “**Billing**”, and then opening the “**Paid Webinars**” tab. You will see the payment gateway you’ve selected and you can delete it and connect another one.

c. What is the minimum number of tickets that can be made available for an event?

There is no minimum number of tickets you can create (if they will be paid ones), however you can have a maximum of 300 tickets for one event. The minimum cost of a single ticket is 1 USD, and the maximum price is 500 USD, or it’s equivalent in other currencies.

d. Can I integrate my system of generating invoices with LiveWebinar?

No, at the moment integrating your own invoice creator is not supported, but invoices for the tickets you’ve sold are available in your account, in the “**Transactions**” section of the “**Billing**” tab.

4. Refunds and Voided Transactions

a. My event has been cancelled, but people have already paid. How can I ensure everyone gets a refund?

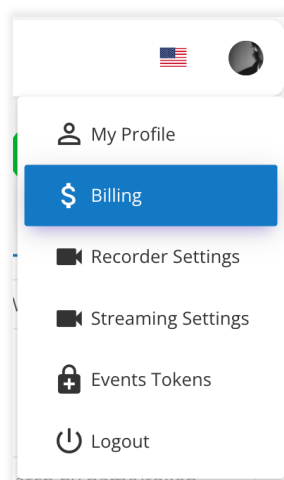
It is in your best interest not to make mass refunds for paid tickets and, if possible, not to cancel paid events. The commission paid to LiveWebinar is non-refundable, any refunds must be processed by the host of the event in the payment system they have connected to their account.

b. I’d like to void a token; how do I go about this?

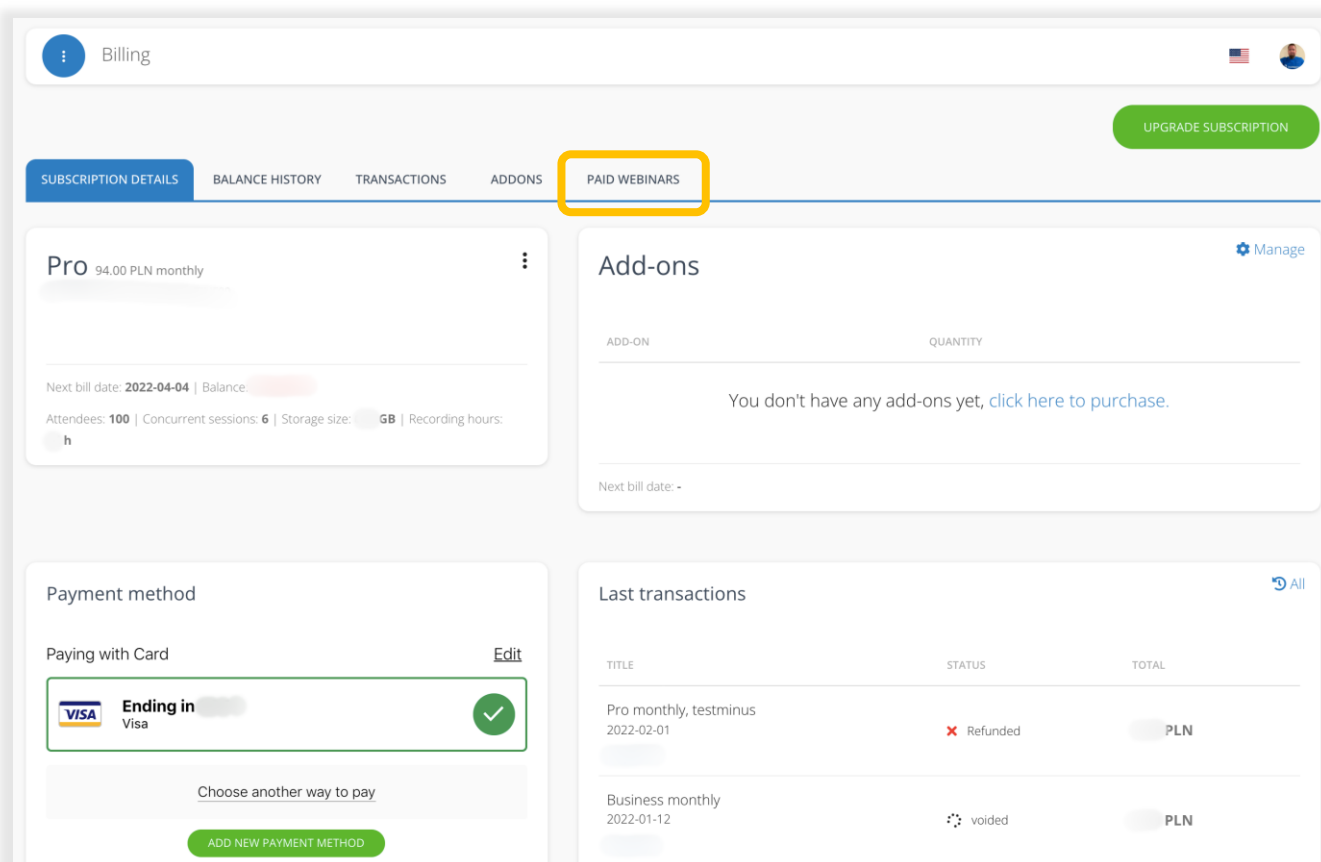
It’s possible to void a token in the “**Account Event Tokens**” page. You can void a token by using the “**Expire**” option. This causes the selected to expire, however, you can restore it. You can find more information in [this section](#) of the manual.

How to Activate Paid Webinars

1. To access the Paid Webinars feature, you must have a paid account. If you currently have a free account and want to learn how to upgrade it to a paid one, click [here](#). Otherwise, open your profile menu, and select “**Billing**”.





2. Once in “**Billing**”, open the “**Paid Webinars**” tab.



3. Here you'll be asked to connect a payment gateway – LiveWebinar supports Stripe and Braintree payments. Connect the payment system you prefer, in our example we used Stripe as our gateway.

The screenshot shows a web application interface for managing 'Paid Webinars'. At the top, there's a 'Billing' header with a menu icon, a US flag, and a user profile icon. A green 'UPGRADE SUBSCRIPTION' button is in the top right. Below the header is a navigation bar with tabs: 'SUBSCRIPTION DETAILS', 'BALANCE HISTORY', 'TRANSACTIONS', 'ADDONS', and 'PAID WEBINARS' (which is selected). The main content area is titled 'Payment gateway integration'. It contains the following text: 'Activating this option will allow you to create meetings that can only be accessed by those who have purchased tickets. In order to activate Paid webinars, you will need to connect your payment gateway. Please be aware that no matter the currency set for the payment gateway, all transactions will be exchanged to **PLN**.' Below this, it lists: 'Commission for each transaction **10 %**', 'Minimum token price: **5 PLN**', and 'Maximum token price: **2255 PLN**'. At the bottom, it shows 'Provider: **Stripe** | Currency: **PLN**' and a 'Public Api Key' field with a 'Delete' button.

Billing  

UPGRADE SUBSCRIPTION


SUBSCRIPTION DETAILS BALANCE HISTORY TRANSACTIONS ADDONS PAID WEBINARS

Payment gateway integration

Activating this option will allow you to create meetings that can only be accessed by those who have purchased tickets. In order to activate Paid webinars, you will need to connect your payment gateway. Please be aware that no matter the currency set for the payment gateway, all transactions will be exchanged to **PLN**.

Commission for each transaction **10 %**
Minimum token price: **5 PLN**
Maximum token price: **2255 PLN**

Provider: **Stripe** | Currency: **PLN**

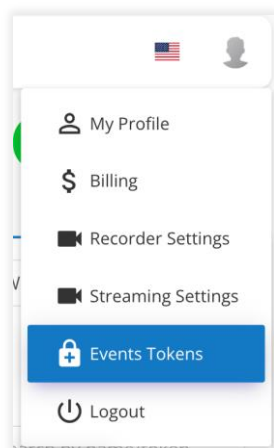
Public Api Key  Delete

- Now that your payment system is connected, you're ready to start hosting your events! To get started, you can either create a permanent room that will be protected by paid tickets, or you can create paid tickets that will be applied to the events you choose.

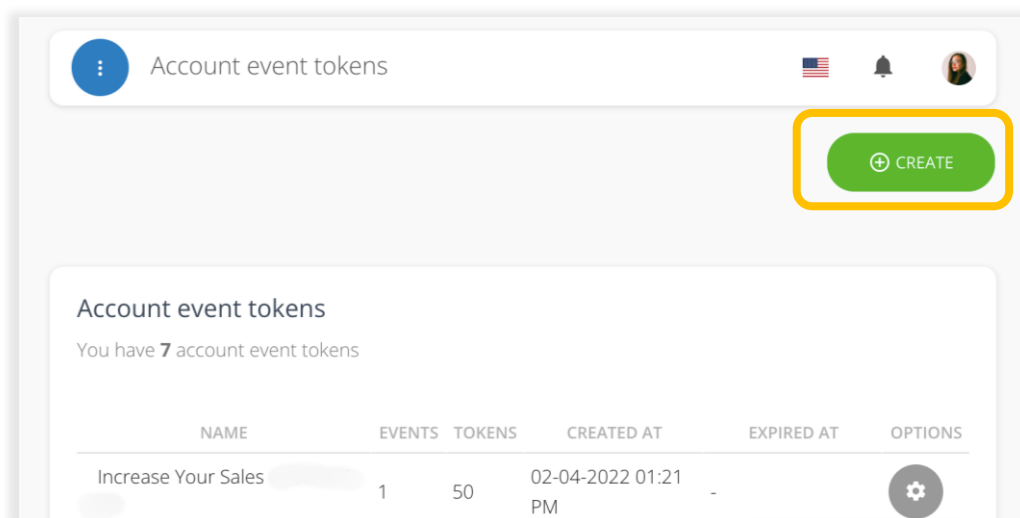
How to Set Up a Paid Webinar

1. To begin setting up a paid room, click your profile menu, and select “**Event Tokens**”.

NOTE: You must already have an event created that you will assign tokens to. If you want to learn how to set up an event, click [here](#).



2. Once in the Event Tokens menu, click “**Create**” to make a new token.



3. This will take you to the “**Create Event Tokens**” page. To be able to create paid tokens make sure that the “**Paid Tokens**” option is toggled on.

The screenshot shows a 'Create widget tokens' dialog box. At the top, there's a title bar with a menu icon and the text 'Create widget tokens', along with a US flag and a user profile icon. A '← CANCEL' button is in the top right. The main area is titled 'Create event tokens'. It contains several fields and options:

- 1** **NAME**: A text input field containing 'Paid Event Tokens'.
- 2** **NUMBER OF TOKENS**: A text input field with a 'Limit max 300' label.
- 3** **EVENTS**: A dropdown menu currently showing 'PAID'.
- 4** **Options**: A section with a toggle switch for 'Paid tokens' (which is turned on), a currency selector showing '\$', and a price input field with 'MIN: 5 PLN, MAX: 2255 PLN' and a value of '10'. There is also an 'Expiration time' toggle switch which is turned off.
- 5** **CREATE**: A green button with a plus icon and the text 'CREATE'.

Once at this screen, you'll have a few options to select, they are described here:

1. **Name** – give your token a name.
2. **Number of Tokens** – select the number of tokens that will be available for your event. In case of creating paid tokens they will be automatically generated every time when someone will buy one.
3. **Events** – select the event(s) you'd like to have tokens attached to them, you can have more than more one event selected, and permanent rooms can also have paid tokens.
4. **Options** – most importantly, be sure to have the “**Paid Tokens**” option toggled on. In this section you can also select the currency attendees will pay in, the price per token, and an expiration date (if you so choose).
5. **Create** – click here to create your token.

If you return to the “**Account Event Tokens**” screen, you'll see all of your previously created tokens.

Account event tokens

You have 8 account event tokens

NAME	EVENTS	TOKENS	CREATED AT	EXPIRED AT	OPTIONS
Paid Webinar Room -	1	50	03-09-2022 02:13 PM	-	<ul style="list-style-type: none"> Edit Download Tokens Delete
Increase Your Sales -	1	50	02-04-2022 01:21 PM	-	
Test Tokens \$	1	1	06-30-2021 01:41 PM	-	
asdfa \$	1	0	06-28-2021 10:54 AM	-	
Test Register Paid 2 \$	1	0	06-23-2021 05:54 PM	-	

When you click the cog icon, you'll see four options:

1. **Edit** – make changes to the event's tokens,
2. **Download** – this option lets you download information about the selected paid tokens in a .CSV file.
3. **Tokens** – by clicking here, you can see all of the tokens you have available for an event, and if needed, you can generate more.
4. **Delete** – delete the selected token.

In the **"Tokens"** tab you can see the list of tokens that you have generated per the given account event token.

Account event tokens

50 account event tokens items

1 Search by token SEARCH

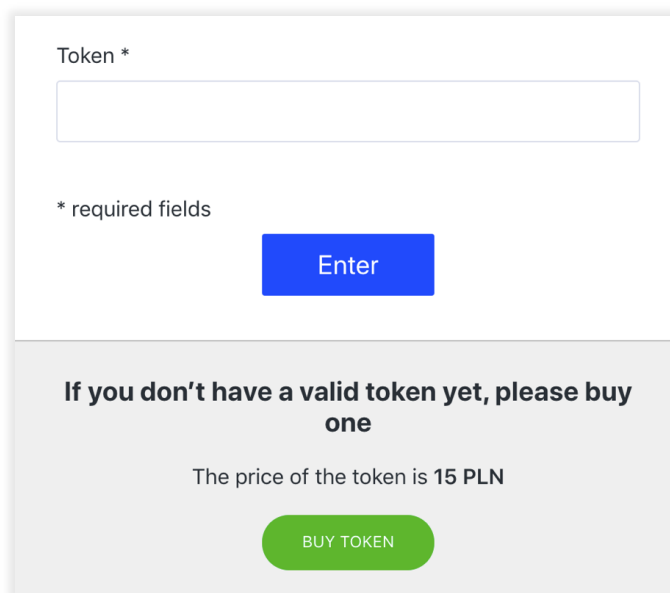
TOKEN	RESERVED AT	EXPIRED AT	CREATED AT	OPTIONS
	-	02-04-2022 03:43 PM	02-04-2022 02:43 PM	3 RESTORE 4 DELETE
	-	-	02-04-2022 02:43 PM	2 EXPIRE DELETE
	-	-	02-04-2022 02:43 PM	EXPIRE DELETE

Here's what you can do in this window:

1. **Search** – search for the token by name.
2. **Restore** – if you've changed your mind about making a token expire, you restore it.
3. **Expire** – make the token expire ahead of time.
4. **Delete** – delete the token.

Buying Tokens as an Attendee

When attendees access an event which requires paid tokens, they will see the screen below. If they already have the token code, they can enter it in the first field, and click “**Enter**” to access the event. If not, they need to click “**Buy Token**”.



Token *

* required fields

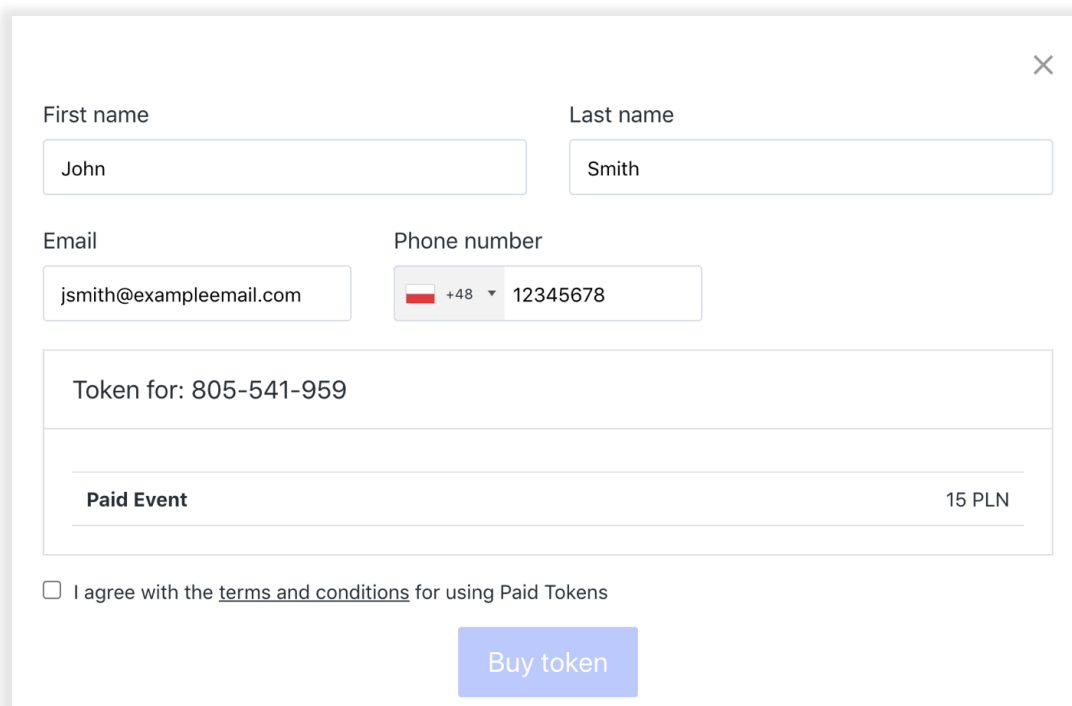
Enter

If you don't have a valid token yet, please buy one

The price of the token is 15 PLN

BUY TOKEN

Upon opening the “**Buy Token**” screen, they will be taken to a screen that requires them to input their payment information.



First name Last name

John Smith

Email Phone number

jsmith@exampleemail.com +48 12345678

Token for: 805-541-959

Paid Event	15 PLN
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☐ I agree with the [terms and conditions](#) for using Paid Tokens


Buy token

Once their information is filled out, they must accept terms and conditions of participation in event and click “**Buy Token**” button. After the payment is processed, they will receive the token code in an email, like in the screenshot below. The token code is then used by the attendee to access the event.

CONGRATS! YOU'VE BOUGHT A TOKEN!

FULL NAME [redacted]	YOUR TOKEN IS [redacted]	
PURCHASE DATE 2021-01-12 22:39:22		
ROOM NAME [redacted]	ROOM URL [redacted]	

Token

Total price: 6 EUR

Do not delete that message.

Kind regards,
LiveWebinar Team

Where to Access Your Paid Webinar Transactions

You can check your ticket purchases in the “**Paid Webinars**” tab. Here you’ll have all your transactions listed, including the commission paid to LiveWebinar.

The screenshot shows the 'Billing' section of the LiveWebinar interface. The 'PAID WEBINARS' tab is selected, displaying information about payment gateway integration and a list of transactions.

Payment gateway integration

Activating this option will allow you to create meetings that can only be accessed by those who have purchased tickets. In order to activate Paid webinars, you will need to connect your payment gateway. Please be aware that no matter the currency set for the payment gateway, all transactions will be exchanged to **PLN**.




Commission for each transaction **10 %**
 Minimum token price: **5 PLN**
 Maximum token price: **2255 PLN**

Provider: **Stripe** | Currency: **PLN** |
 Public Api Key [REDACTED] | [Delete](#)

Transactions

BUYER	TITLE	VALUE	COMMISSION	BOUGHT
Aleksandra [REDACTED]	Token: [REDACTED] Room: [REDACTED]	PLN / PLN	PLN	2022-02-28 10:20:17
Filip [REDACTED]	Token: [REDACTED] Room: [REDACTED]	PLN / PLN	PLN	2022-02-28 09:02:07
Karolina [REDACTED]	Token: [REDACTED] Room: [REDACTED]	PLN / PLN	PLN	2022-02-28 09:01:19 CONTACT US

You can find a complete account balance history by accessing the Billing tab. This balance history shows not only your monthly recurring plan payment, but also the token commission that’s paid to LiveWebinar. The commission is automatically subtracted from your account balance.

 Billing  

UPGRADE SUBSCRIPTION





SUBSCRIPTION DETAILSBALANCE HISTORYTRANSACTIONSADDONSPAID WEBINARS

Balance history

ALL

CHOOSE FILTERS:

APPLY

BALANCE	REASON	REDEEM CODE	TRANSACTION	VALUE
 Pro monthly 2022-03-04 09:16:24	Recurring		-	PLN
 Token: Room: 2022-02-28 10:20:17	Ticket commission	-	-	PLN
 Token: Room: 2022-02-28 09:02:07	Ticket commission	-	-	PLN
 Token: Room: 2022-02-28 09:01:19	Ticket commission	-	-	PLN

Invoices for the purchased tickets will be available in the “**Transactions**” tab.