NEW BAND ORIENTATION

The Hub: Roster Documentation

The Hub

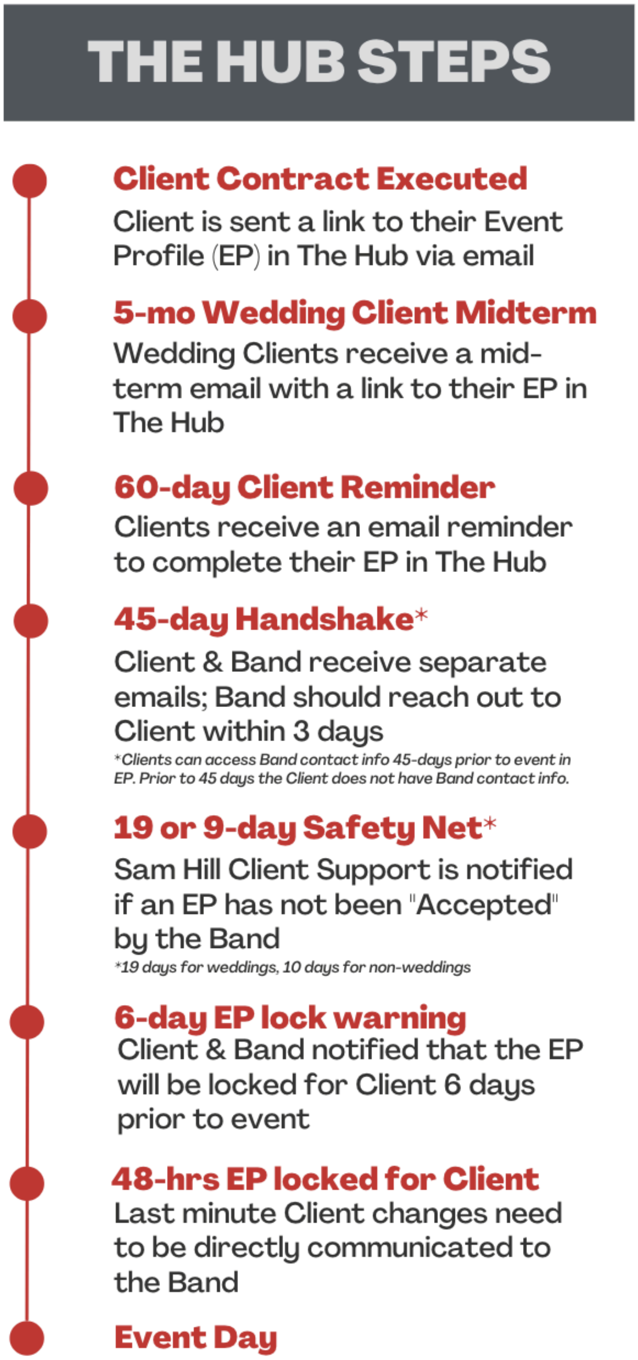
Overview Video

The Hub is Sam Hill's event planning tool. Clients use it to add & share Event Profile (EP) information with their Band. Bands use it to view their calendar and to review & "accept" Client EPs. Sam Hill Client Support uses it to support events.

How to Access The Hub

- Bands access EPs in The Hub by clicking here and logging in using their email + password combination. **RECOMMENDATION:** Save the login link as a bookmark on your browser, and/or as an icon on your phone for easy repeat reference.
- Clients access their Event Profiles in The Hub using the unique links sent to them via email by Sam Hill.

Scroll down for more information



Important Note: Completing vs. Accepting

- Clients “Complete” their EPs by adding all required information and saving each page.
- Bands “Accept” EPs by reviewing completed EPs & clicking the “Accept” button to indicate that they have received, understand, & approve of all of the event details provided by the Client in the EP.

Included in The Hub

- **Band Calendar (Band’s View Only):** When Bands login to The Hub they will see their Sam Hill event calendar. They can click on any event to see additional details about that event. From there, they may click “Go to Event Profile” to open the Event Profile for that event.

- **Event Contacts:** The Event Contacts page is where users can add & edit Client Contacts who can access and edit the Event Profile. For each contact users can select whether or not the contact should receive emails about Band related event details. Use the "Copy Client Contact Emails" button to copy the email addresses for client contacts to send a message using your preferred email tool. Band Contact information is included on this page and will be displayed to the Client 45 days prior to the event. At the bottom of each page users can click save to save their changes and return to the dashboard.
- **Song Requests:** The Song Requests page is where users can view the Band's songlist and where Clients can share their general song preferences. Clients may use this section as a starting point to have a conversation with their Band about their musical preferences and what the Band can reasonably do to accommodate them. If the event is a wedding, the Client will also have the opportunity to share their choices for special dances.
- **Venue & Rider:** The Venue & Rider page is where the Client will confirm their venue contact, answer important Band rider questions, and confirm that they've reviewed and understand what their Band needs to perform the best at the event.
- **Services & Timeline:** The Services & Timeline page is where users can review the services the Client has contracted with the Band. We ask Clients to review this information and update the timeline as needed. Users can also upload a timeline document to make it easy for the Band to understand the flow of the event.
- **Additional Details:** The Additional Details page is where users can share important event day details including - the Band's day-of contact, the number of guests, the guest attire, and more.
- **Resources:** The Resources section includes the following tools & information:
  - **Payments:** where users can see the payment history and make payments when they come due
  - **A printable Event Profile Summary. Note:** The printable event summary does not include payment/financial information
  - **Contract documents:** Including the original contract and rider, and current booking summary
  - **Help:** Sam Hill Client Support contact information

Permissions

- All EP users in The Hub have access to view all information in Event Profiles **(including payment information.**) All EP users also have the same editing permissions.
- Credentialed Band Members have access to their Band Calendar(s). Band members in more than one Band have access to information for each of their Bands. **Clients cannot access Band calendars.**
- Planner & Venue contacts that are linked to Bookit cannot be directly edited by EP users.

Hub-specific FAQs

- *Do I have to use The Hub to plan my Sam Hill events?*

Yes, The Hub has replaced the former Wedding Questionnaire PDF and is where we are asking Clients to enter all of their event details.

- *Why don't I have permission to "Accept" an incomplete Event Profile?*

You are unable to accept the profile if the client has not completed it yet. Please reach out to the Client and ask that they fill in (and save) all required fields on each page so that you can review and "Accept" the event profile. Chances are, the Client hasn't completed their EP because they have one or more outstanding questions that need to be finalized with you. If all details are finalized, but the Client has not entered them into the EP, you may add those details directly to the EP and click "Save"" so that you have the ability to "Accept" the EP.

- *Can I contact the Client(s) through The Hub?*

No, The Hub does not include in-app messaging, however, there is a feature on the "Client Contacts" page that enables you to "Copy Client Email Addresses". By clicking that button, you will copy all relevant & active Client email addresses for that event and you may paste these in the "To" field of any email client such as Gmail, Outlook, etc. to send an email to all Client contacts related to that event.

- *When do I have to "Accept" an Event Profile (how far in advance of the event date)?*

The ideal timeframe for accepting Event Profiles falls between 45-21 days before the event date. This is the window of time during which we expect you to be in touch with your Client to discuss and finalize Event Profile details. Accepting Event Profiles is important; when you "Accept" an Event Profile all active contacts are notified and this signals to your Client that you have reviewed and accepted their event information.

- *How do I share an Event Profile with a Planner?*

Please do not share your Event Profile links with planners. Band Event Profile links are uniquely designed for band users. A Planner may be added as a new contact to an Event Profile as a Client Contact on the Event Contacts page of the Event Profile in The Hub. Planners will access their Event Profile(s) via links that are automatically emailed to them by Sam Hill Entertainment. Contact the Event Support Manager (support@samhillbands.com) if a planner requests an Event Profile link.

- *How do I share an Event Profile with a bandmate?*

Option 1 (Direct Hub Access): If you would like to invite a Band Member into The Hub, please email your Roster Relationship Manager and we can send your bandmate a registration link. IMPORTANT NOTE: All users of The Hub have full access to view pricing & payment information in The Hub. If you do not want your bandmate to be able to view this information, please do not request that they be invited to The Hub.

Option 2 (Printable Event Profile Summary): You may print an Event Profile Summary (which does NOT include pricing & payment information) or share the .pdf file with bandmates. IMPORTANT NOTE: Event Profiles are locked for the Client 48-hours prior to the event.

- *What do I do when the Event Profile is locked for a Client but event information has changed?*

When an Event Profile is locked for a Client but an event detail has changed, please directly update The Hub and save the changes. The saved changes will prompt an email notification to all active contacts to inform them of the change that was made. It's especially important that last minute event information changes are added to The Hub so that everyone can stay up to date and informed.

Questions?

We're happy to answer them! Please contact your rosterteam@samhillbands.com to submit a question.