Quick Start Guide for Event Espresso 4

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Introduction

You've made the right choice to use Event Espresso for managing your events. Everyday event organizers   use Event Espresso to **power their events** and now you can too!

We have created these recommendations to give you a jump start on your new project.

Let's get started!

Learn about your account page on EventEspresso.com

Your account page will be the first thing that you see when you securely login to EventEspresso.com. From this page you can manage your support license, download your software, and get help from our support team.

Click here to view more information about your EventEspresso.com account page

Ensure that your WordPress site is not using UTC for the timezone
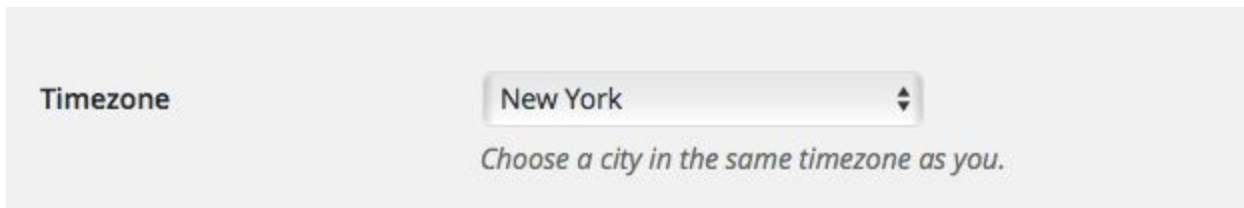
Login to your **WordPress dashboard (WP-admin)** and then go to **Settings**. Then look for the Timezone setting and select a city/region near you using the dropdown menu and then click on **Save Changes**.

[Click here to watch a video tutorial on how to change your timezone](#)

Download Event Espresso from your account page on EventEspresso.com

[Click here to login to EventEspresso.com](#)

Then scroll down to your downloads area and click on **Event Espresso 4** and a zip file will be saved to your computer. Return to your WordPress dashboard and install Event Espresso 4 through the plugins screen. Allow the upload to complete and then click on Activate.

[Click here to watch a video tutorial on how to install Event Espresso 4](#)

Add information about your organization to Event Espresso

Look for **Event Espresso** in the admin menus on the left side of your screen. Then click on **General Settings**. This will take you to the **Your Organization** screen. Go ahead and update the Contact Information for your organization by entering in your actual information and then click on **Save**.

Are you located in a different country than Canada or the United States? Click the link below:

[Click here to learn how to update the countries that are used in Event Espresso](#)

Setup your payment method so you can accept payments

Have you thought about how you would like to accept payments?

PayPal is a popular payment option and here are [steps on setting up PayPal Express](). There are other payment options such [Braintree](), [Stripe](), and more available to merchants in many countries.

A payment option can be enabled through **WP-admin (WP dashboard) → Event Espresso → Payment Methods**. If you do not see your preferred payment option, then it may be [available as an add-on in our store](). If you purchased a payment gateway add-on during your support license purchase, then it will be available for download from your account page on EventEspresso.com in the downloads area. Documentation on how to setup a specific payment gateway will be available next to each payment method add-on that is available on your account as a linked icon (doc image icon).

Members with an Everything support license for Event Espresso 4 have access to all payment gateways created for Event Espresso 4.

Create your first event using the event editor

You are now ready to create your first event with Event Espresso!

Login to your **WordPress dashboard (WP-admin)** and go to **Event Espresso →
Events**. Then click on **Add New** and this will take you to the event editor. Enter a title for
your event and then add a description. Scroll down and you'll see the date time and ticket
editor. These options let you schedule the date for your actual event and then schedule
when a ticket (pricing option) or tickets (pricing options) should be available for sale.

Will you need to collect personal information such as a name and an email address from
registrant/attendee? If so, look for the Questions for Additional Registrants and place a
checkmark next to the **Personal Information** question group. Then click on the **Set
featured image** link and upload an image.

Then scroll up and click on **Publish** to publish your first event in Event Espresso.

[Click here for a video tutorial on how to create an event](#)

Next steps

Upgraded from Event Espresso 4 decaf?

Did you start your project with Event Espresso 4 decaf (free version) and then upgrade? Click here for some recommendations.

Setup Event Espresso to use your language

Learn how to translate Event Espresso into your language.

Add the events listing page to your website's navigation menu

View information on how to add a link to your events page to your website's navigation menu.

Setup a mobile app for Event Espresso on your phone

Mobile apps are available for iOS (e.g. phone) and Android. Get started with mobile apps

Can someone install and set up Event Espresso on my WordPress site for me?

Yes, we can assist you in setting up Event Espresso on your site. Purchase a support token to get started.

Popular questions and solutions

Can I change the order of the event elements on the event pages?
Yes, you can [re-order the content through the Templates screen](#) in the WP Dashboard.

I'm using a caching solution like WP Super Cache or W3 Total Cache. Do I need to change anything?
Please [exclude the Event Espresso pages](#) from your caching solution.

Where can I see shortcodes for Event Espresso 4?
Check out the [shortcodes for Event Espresso 4](#).

I want to customize the templates for Event Espresso. What do you recommend?
Take a look as this [blog post for more information](#).

Can I upgrade my personal support license to the everything support license and receive credit for my existing purchases?
Yes you can! Go to the account settings area of your Event Espresso account page and select your new EE4 Everything support license from the dropdown menu and then confirm the change on the next page and you account will be immediately updated.

Is there a roadmap available for new features?

You can see [our roadmap for Event Espresso 4 on Trello](#).

Resources

How do I get help with Event Espresso?

Event Espresso has tips on troubleshooting issues from within the plugin. Login to your WP-admin (WordPress dashboard) and then look for Event Espresso in the admin menus and then click on Help & Support.

We also have a support center available for our members. Try running a couple searches to see if your question has already been answered via documentation, a tutorial, or an existing support post. If you cannot find what you are looking for, then please reach out to our support team by creating a new support post in our support forums.
Here are some tips on creating a good support post so we can quickly help you.

Connect with other event professionals

You can chat with other event professionals on Slack.

What if I have a billing or account question?

Please get in touch with privately us via our contact page and a team member will follow up with you.

Enjoying Event Espresso? Invite a friend to check out Event Espresso today

We would be delighted if you could tell a friend about Event Espresso right now by asking them to check out Event Espresso at EventEspresso.com.

We also have sharing tools for quickly sharing on Twitter or Facebook.