



## **USER MANUAL**

## DAKSHINI DURGOTSAV 2023

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## **USER MANUAL**

## **DAKSHINI DURGOTSAV 2023**

Welcome to **Dakshini's 2023 Durgotsav Event**! We cannot wait to celebrate the much-awaited event of the year with you all! So that you can easily register for the event, we have put together a user manual that will provide you step by step guidance. If you have questions, please email us at communications@dakshini.org or call (310)977-3156, (949)292-5863 OR (310)344-1804.

## Schedule

Day 1 - Friday, October 27<sup>th</sup>: Hariharan Concert Day 2 - Saturday, October 28<sup>th</sup>: Shaan Concert Day 3 - Sunday, October 29<sup>th</sup>: Bijoya Durgotsav celebrations

## **Dakshini Membership:**

Consider becoming a Dakshini member to avail multiple benefits including complementary tickets to the three events mentioned above.

**Please note** that we have partnered with Vibrnz to digitally power our memberships and events. Your entire experience of becoming a member and buying your event tickets will be ONLINE without the need to manage any paperwork. *Go Green*!

## Summary of the Durga Puja registration process for members AND non-members:

- Fill up and submit the membership form along with your payment. Click <u>here for Membership form</u>.
- Register and book your seats online for Day 1 event. Click <u>here for Day 1 event registration page</u>.
- Register and book your seats online for Day 2 event. Click <u>here for Day 2 event registration page.</u>
- Register online for Day 3 event. Click here for Day 3 event registration page.

**Attention Members!** You need to register for each event so you can choose your concert seats and confirm your attendance. Your purchase amount will be ZERO at the event checkout (*depending on your membership type and the number of tickets you purchase*).

**Non-members:** For any reason, if you cannot become a member, just register for the events. Book your seats and pay online.

Following pages: Step by step guide to become a member and to buy your event tickets.





## **STEP BY STEP GUIDE**

HOW TO BECOME A DAKSHINI MEMBER: Submit the completed form and make the payment.

**Click on the <u>MEMBERSHIP ONLINE FORM</u> and** you will be taken to the page as below:

		Velcome to	) Dakshini	
			<b>Main</b>	
		Demo - Anex	al Membership	
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We welcone all	propie from Southern California	and beyond to be part of this growing	organization and became our valuant memb	ee
		Select men	bership type	
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Grand Term: 1 Year (r Mandoar Terit Vitica Bright	4	US\$ 5,000.00	C Padinan Pan Sens 1 Ver Io Hertier linit 4 Ver detals	US\$ 3,500.0
C Platinum Term 1 Year II Member Jenit View (Halts	é 4	US\$ 2,500.00	Chanced Sector 1 Year IID Member Basil: 4 View (HEAR)	US\$ 1,500.0
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## Section 1: Choose Membership type.

There are 14 membership types. Member limit shows the maximum number of members you can add to a particular membership type. First is the Primary member and then there are additional or secondary members. For e.g., as a family of 4 with a father, mother and 2 children, and you choose Diamond, if you are the primary member, you can add 3 additional members (that includes spouse, child 1 and child 2). Note that each member (primary and secondary) will be issued a membership id.

Click on "View details" (in red) to view membership benefits.

	Selectment	bership type	
O Super Grand Plus Term: 1 Year (s) Member limit: 6 View details	US\$ 10,000.00	O Super Grand Term: 1 Year (s) Member limit: 6 View details	US\$ 7,500.00
○ Grand Term: 1 Year (s) Member limit: 4 View details	US\$ 5,000.00	O Platinum Plus Term: 1 Year (s) Member limit: 4 View details	US\$ 3,500.00
O Platinum Term: 1 Year (s) Member limit: 4 View details	US\$ 2,500.00	O Diamond Term: 1 Year (5) Member limit: 4 View details	US\$ 1,500.00
○ Gold 4 Term: 1 Year (s) Member limit: 4 View details	US\$ 800.00	O Gold 3 Term: 1 Year (5) Member limit: 3 View details	US\$ 700.00
○ Gold 2 Term: 1 Year (s) Member limit: 2 View details	US\$ 550.00	O Gold 1 Term: 1 Year (s) Member limit: 1 View details	US\$ 375.00
○ Silver 4 Term: 1 Year (s) Member limit: 4 View details	US\$ 650.00	O Silver 3 Term: 1 Year (s) Member limit: 3 View details	US\$ 550.00
○ Silver 2 Term: 1 Year (s) Member limit: 2 View details	US\$ 425.00	O Silver 1 Term: 1 Year (s) Member limit: 1 View details	US\$ 275.00





#### Section 2: Fill in basic Primary member details.

Note: All mandatory fields are marked by an Asterisk \*

The basic details include first name, last name, email, and phone number. (Avoid using space)

imary member details		
First name *	Last name *	
Enter first name	Enter last name	
Email *	Phone number (xxx-xxx-xxxx) *	
Enter email		
Address	Landmark	
Address	Landmark	

## Section 3: Secondary/Additional member details

#### If your membership type has a member limit greater than 1, you will need to fill in this section.

Click on the **"Add member"** button and fill up the fields in the pop-up form. Add the first name, last name and choose the relationship with the primary member. If the email and phone number are the same as the primary member, no need to make any changes.

Additional member details
No member added
Add member Click on the button above to enter details of additional members
First name •     First name     Last name
Email   Relation with the Primary member  mrinalbiz@gmail.com  Spouse  Phone number  Ardress Phone number
Address 513-504-4425 Additional member details
No member added Add member Click on the button above to enter details of additional members





## **Section 4: Additional details**

#### To understand your preferences, we need additional details from you.

Please note that the total of primary member and additional members should match the total:

- 1. Count of adults and kids entered in the two fields.
- 2. Count of Non-Veg and Veg in the household.

**Company matching**: If your company will match the membership amount, as stated below please use the "Pay offline" option on the checkout page.

Do you have Company Mat O Yes O No	ching ? (if Yes, please use Offline Payment mode - Check, Zelle, Paypal - for your own contribution in the payment checkout page) #
Company Name (* If the se	ection in the previous question is No, please write N/A)
Number of Adults (18+) in	/our household (include yourself and all adults in the Add Member section above) •
\$	
Number of Kids in your hou	sehold (include all kids in the Add Member section above) *
\$	
Number of Non-Veg in you	'household 🔹
\$	
Number of Veg in your hou	sehold 🔹
\$	

#### Section 5: Important information (Please read)

As stated, please read the information provided. **Check the box to confirm** that you have read the information and click on the "**Proceed**" button. This will take you to the checkout/payment page.

IMPORTANT INFORMATION (Please read carefully):
<ul> <li>After your membership is paid, you will still have to COMPLETE THE EVENT REGISTRATION WITH YOUR HOUSEHOLD VIBRNZ MEMBERSHIP ID (to select your seats for Concerts during Durgotsav) by booking tickets for each of the three (3) Events this year (Friday, Saturday and Sunday).</li> </ul>
All Durgotsav Events and other Annual events will be included in your Membership Benefits as mentioned in the benefits package.
<ul> <li>The Membership payment will be processed on the next page and you will receive a confirmation email with VIbrnz Membership ID. If you are paying by Offline Payment mode (checks, Zelle and Paypal), you will receive an email for your interest in Membership and further instructions to send the payment. Once the payment has been verified you will receive your confirmation email along with VIbrnz Membership ID.</li> </ul>
Please confirm that you have read the above Information before proceeding to the payment step. +
Yes I have read the above Information and ready to Proceed to the next step.
Disclaimer - Dakshini Bengali Association of California
CONTACT US-
For questions or assistance with Membership please contact us at
(310)977-3156; (949)292-5863; (310)344-1804;
communications@dakshini.org
Mandatory fields
Proceed





## Payment/Checkout Page:

This page will show a summary of all the details you filled in on the form. If you are not satisfied with the details you entered, click on "**Start over**". Note that this will erase all that you input in the form. You will need to RESTART by filling in all the details again.

	Demo - Annual Membership		
art over			
Silver 2		Order su	ummary
Term: 11 Jun 23 - 10 Jun 24 Transaction no: VMMF0C8	1737	Membership fee	US\$ 425.00
Primary member detail		Total	US\$ 425.00
Mini Ayachit mrinalbiz@gmail.com			
Additional members			
Krishna Kamaraju			
dditional details			
o you have Company Matching : No umber of Veg in your household : 0			
o you have Company Matching : No umber of Veg in your household : 0 umber of Non-Veg in your household : 2 umber of Kids in your household (include all kids umber of Adults (18+) in your household (include pove) : 2	in the Add Member section above) : 0 yourself and all adults in the Add Member section		
o you have Company Matching : No umber of Veg in your household : 0 umber of Non-Veg in your household : 2 umber of Kids in your household (include all kids umber of Adults (18+) in your household (include bove) : 2	in the Add Member section above) : 0 yourself and all adults in the Add Member section		
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o you have Company Matching : No umber of Veg in your household : 0 umber of Non-Veg in your household : 2 umber of Kids in your household (include all kids umber of Adults (18+) in your household (include bove) : 2 online Pay offline Pay witt yment amount: US\$ 425.00 Cardholder name	in the Add Member section above) : 0 yourself and all adults in the Add Member section h card Remaining time: 08:47		
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o you have Company Matching : No umber of Veg in your household : 0 umber of Non-Veg in your household : 2 umber of Kids in your household (include all kids umber of Adults (18+) in your household (include bove) : 2 online Pay offline Pay witt yment amount: US\$ 425.00 Cardholder name Card number pur credit card information is NOT stored on Vibrnz servers	in the Add Member section above) : 0 yourself and all adults in the Add Member section h card Remaining time: 08:47 MM / YY CVC . Payments are processed through Stripe.		





#### Payment options: Pay online OR Pay offline.

**Pay online:** This is the default option. This option allows you to pay for your membership dues via your credit card. Just ensure that the payment amount is correct. Enter the full name on your credit card, the credit card number, month/year and CVC in the fields.

	Pay online Pay offline		
	Pay with c	ard	
Full name of the cardholder	Payment amount: US\$ 425.00 Cardholder name	Remaining time: 08:47	
Credit card number	Card number Your credit card information is NOT stored on Vibrnz servers. Pa By clicking on "Pay Now", you are accepting the Terms And Cond Vibrnz may share your information with the organizer. Vibrnz will add you to the mailing list. You have the option to un Vibrnz	MM / YY CVC yments are processed through Stripe. Vitions, and have read the <b>Privacy Policy</b> . You agree that subscribe if you do not wish to receive any emails from	Month/Year & CVC no.
	Powered by Stripe	Pay Now C	lick on this button once you have ntered all the Credit card details.

**Note**: **Vibrnz** DOES NOT store any of your credit card details. Payment processing is done by **STRIPE** – a globally accepted payment platform.

**Email confirmation**: Once you complete the payment, you will receive a welcome message from Dakshini with all your membership details including the membership id, and the amount paid. *Please retain and save this email for your future reference*.

Note: Check your spam or junk folder if you don't see the welcome email in your Inbox.

	EIN: 33-0313523	
Dear Mini Ayachit,		
Thank you for your mer association.	nbership and support. We look forward to or	ur
Membership Dakshi	ni Annual Membership	
Type : Gold 4		
Amount paid : US\$ 50	0.00	
Term : 10 Jun 23 - 09 J	un 24	
Membership id: TT024	06075994A-1	
Transaction id: VMM5	46D6D46	
Additional member de	tails:	
Name: Krishna Kama	raju	
Email: minksp2014@g	mail.com	
Membership id: TT024	06075994A-2	





**Pay offline:** You can pay your membership dues to Dakshini offline, through multiple methods as provided under "Message from the Organizer". You can use this payment option when there is a company match, or the amount you want to pay is different from the membership.

	Message from the Organizer
You ca	an send donations to Dakshini thru the following methods:
Check	Payment:
For of	fline payments please send checks to Dakshini's mailing address as below:
Daksh	ini Bengali Association of California
P.O. B	0X #14385
TOTTal	ICE, CA 70505 05A
Zelle	Payment:
Pay di	rectly from your Bank Account. You can Pay your Membership fees to our email address
"pay@	dakshini.org".
Com	pany Matching Donation:
lf you	r company pays matching donation for Non-Profit Organizations, please check with your
comp	any's payment policy. Payment may be sent to the address below:
Daks	hini Bengali Association of California
P.O. E	iox #14385
Iorra	ICE, CA 70203 05A

Please click on submit button. Note that the membership will be pending until the payment process is complete. For questions, please contact the organizer.

**Email confirmation**: Once you click on "Submit", you will receive an email from Dakshini regarding your interest in membership. At this point your membership is still PENDING. Ensure that you complete the payment to Dakshini through one of the methods shared by Dakshini. Once Dakshini receives your payment, they will confirm your membership and you will receive a welcome message.







## EVENT REGISTRATION AND RESERVING YOUR SEATS FOR THE CONCERTS

Dakshini Durgotsav 2023 is a 3-day celebration. Following are the events on each day. Click on each event title below to go to the event webpage to book your seats:

Day 1 - Friday, October 27<sup>th</sup>: Hariharan Concert Day 2 - Saturday, October 28<sup>th</sup>: Shaan Concert Day 3 - Sunday, October 29<sup>th</sup>: Bijoya Durgotsav celebrations

**Members:** You need to register for each event so you can choose your concert seats and confirm your attendance. **Your purchase amount will be ZERO at the event checkout** (*depending on your membership type and the number of tickets you purchase*).

**Non-members:** For any reason, if you cannot become a member, just register for the events. Book your seats and pay online.

## Why do you need to register for each event?

Because for Day 1 and Day 2, you need to reserve your seats for each concert separately. For Day 3, we need to know in advance how many people are attending so that we can make the necessary arrangements and get adequate supplies so you all can have a great time!

#### Steps to register for an event and book your seats.

**Note**: For Day 3 event, you DO NOT need to reserve any seats. Just register and purchase your tickets.

Continue to the next page.....





## **REGISTRATION FOR DAY 1 – HARIHARAN CONCERT**

Once you click on the Day 1 Event Page URL, you will be directed to the webpage as shown below.



Once you click on the BOOK button, you will be directed to the seat map. Follow the next steps.





## Non-members:

- 1. Choose your seats from the seat map. You can use the Zoom icon to enlarge the image.
- 2. And then follow steps 4, 5 and 6 as shown below.

## Dakshini members:

- 1. Click on the red button (under the event title and date) as shown below.
- 2. In the pop up enter your membership id and membership email in the fields provided. (You can open your new membership welcome email to get your member id. Make sure there is NO space when you copy paste the id)
- 3. Once your membership is verified, you will be able to view and choose the seats reserved by Dakshini for your membership type.
- 4. As you choose the seats, they get added under the order summary. Review your seat selection and click on the NEXT button at the bottom of the page.
- 5. Click on the confirm button and you are done!
- 6. Once confirmed, you will receive a confirmation email with the event details and the QR code.

**Note about Complementary tickets**: Based on your membership type, you are allowed a certain number of complementary tickets/seats. For e.g. A **Silver 2 member** will be able to purchase and book **2 COMPLEMENTARY Silver Member** tickets. The member will need to pay the regular price for any ticket over the limit of 2.



## Step 1





## Step 2



## Step 3







Step 4



#### Step 5







Final confirmation page. This will trigger a confirmation email with the event details and QR code.



Confirmation Email: Once your booking is complete, you will receive a confirmation email. The email will have all the event details and the QR code. Please save this email with the QR code. You will need to show it at the venue gate on the day of the event.



Note: Check your spam/junk folders if you do not see the confirmation email in your inbox.

SAMPLE – EMAIL FROM DAKSHINI ONCE YOU PURCHASE

Please reach out to your event host/organizer for any questions regarding the event.





## Forgot your member id while buying your tickets? No problem. Follow the steps below:

- 1. On checkout page, click on "Click here if you forgot your member id"
- 2. Enter your primary member email in the pop up box
- 3. Click on Submit
- 4. Check your email inbox (or SPAM)
- 5. You can copy your member id from your email OR
- 6. You can go anytime to your registered member email inbox and search for "Welcome message" email from Dakshini. This email will have all your membership details.

	akshini Dakshini				
Incase you cannot find your member id, click here.	Hariharan Concert (Demo) Start over 27 Oct 23 (08:00 pm) - 27 Oct 23 (11:00 pm) Click here if you are a member Click here if you forgot your member id		teconosti Harih	LIVE IN CONCERT The second se	
Enter your primary member email. You will receive an email with your member id.	Q	Find your membership details	×		US\$ 0
		Membership: Test Membership Mini May 22 Enter vour email id		Ticket pricing per tickets er Grand Plus Member	US\$ 2.00
				er Grand Member nd Member inum Plus Member	US\$ 2.00 US\$ 2.00 US\$ 2.00
		I'm not a robot		inum Member mond Member d Member er Reserved er Member	U\$\$ 2.00 U\$\$ 2.00 U\$\$ 2.00 U\$\$ 2.00 U\$\$ 2.00
		Submit	ura Plat	Member tickets er Grand Plus Non Member er Grand Non Member nd Non Member isjuum Plus Non Member	US\$ 2.00 US\$ 2.00 US\$ 2.00
			Dia Gol	mond Non member d Non member	US\$ 2.00 US\$ 2.00





## **REGISTRATION FOR DAY 2 AND DAY 3**

**Registration for Day 2 – Shaan Concert** on Saturday October 28<sup>th</sup>: Follow the same process as Day 1.

**Registration for Day 3 – Bijoya Durgotsav celebrations** on Sunday October 29<sup>th</sup>: This event does not have any seating. **Members** verify their membership, claim their free the tickets and checkout as above. **Non-members** just choose the tickets, checkout and pay online.

*If you have questions, please email us at communications@dakshini.org or call (310)977-3156, (949)292-5863 OR (310)344-1804.* 

