

Booking Platform FAQs

Below are answers to some of the most common questions about booking, accessing, and attending events through our platform.

If you don't see what you need, our team is always here to help so email info@iltoday.co.uk.

Events and booking

I can't see the event I want to book on to?

Wherever possible, we try and upload every event for the upcoming academic year. To ensure you find the event you're looking for, please make use of the filters on the 'Book an Event' page. You can filter by topic, programme type, whether or not it is part of our MAT partnership or by simply searching the event name.

I haven't received a calendar invite?

Calendar invites will be sent in the booking confirmation email when booking on to an event, so please do check back in your emails to access this. If you still haven't received this, please contact info@iltoday.co.uk.

I haven't received a confirmation email, what do I do?

You will receive a confirmation email at the time of booking onto an event, so please do check back in your emails for this. If you still haven't received the email, please contact info@iltoday.co.uk.

How do I cancel an event?

If you don't think you will be able to attend an event you have booked on to, it is imperative that you cancel your place.

To cancel your place, sign in to your account and click 'My Bookings' on the top of the screen.

Find the event you want to cancel and click on 'Cancel'. You will then be prompted to commit to the cancellation again with a pop-up. Click 'Cancel Booking' to cancel your place.

I need to contact the event organisers because I'm going to be late, how do I do this?

If you are going to be late to an event, please don't worry. If you know ahead of time because of travelling from another meeting, please email info@iltoday.co.uk and our team will make sure to pass this on to the facilitator.

I have dietary or access requirements, how do I let the organisers know?

If you have any dietary or access requirements, please ensure you input this at time of creating an account. If you would like to check or change these, please navigate to the 'Account Settings' page. You can do this by finding the circle with your initials in the top right-hand corner of the screen.

Click on 'Account Settings'.

Here you will be able to update your dietary and access requirements. Please click 'Save Changes' if any changes have been made.

How do I access event resources?

To access even resources, click on 'My Bookings' and find the event you have booked on to. At the bottom of the page you will find a list of 'Relevant Links' with all the event resources.

How do I view my upcoming events?

To view your upcoming events, click on 'My Bookings' in the top navigation bar. You will then be able to toggle between 'Upcoming', 'Past' and 'Cancelled' events.

How do I view my past events?

You can only browse past events that you have booked on to. To do this, click on 'My Bookings' in the top navigation bar. You will then be able to toggle between 'Upcoming', 'Past' and 'Cancelled' events.

How will I know if the event changes?

If the event changes, such as the time or location, you will be notified via email of the change.

Your account

How do I change my account settings?

To view or amend details on your profile, find the circle with your initials in the top right-hand corner of the screen.

Click on 'Account Settings'.

Here you will be able to update your details. Please click 'Save Changes' if any changes have been made.

I need to change my password, how do I do this?

To change your password, find the circle with your initials in the top right-hand corner of the screen.

Click on 'Account Settings'.

Here you will be able to update your details and change your password. Please click 'Save Changes' if any changes have been made.

If you have any questions, or need further support, please email info@iltoday.co.uk. One of our team will get back to you as soon as possible.