

VenueOS

Torquay Hotel

MANAGER GUIDE

Gig Hub — Quick Reference Guide

tqh.venueos.jjjk.com.au/advancing



Advance the Show

Everything you'll fill in ahead of the night.

1

Create it

[Shows](#) tab, [New Show](#). Title and date are the only two required fields in the whole app.

2

Fill in the Worksheet

[Booking](#) (accommodation, tour manager, advancing contact, LX/Sound requirements) and [Logistics](#) (load in/doors/load out, backline, access notes). [Save Worksheet](#) commits both at once.

3

Add Acts & Playing Times

An act's name is the only required field — add set times, soundcheck, and contacts as you know them.

4

Only if someone's covering

[People on this Show](#) inherits your permanent Staff Roster Roles automatically. You only need to touch it if someone different is covering tonight — doing so auto-emails them.

5

Send the Advancing Hub link

One link per show, from the show header, shared by the whole bill — every act picks itself off the lineup rather than getting a separate link each.

Show Day

What happens on the day itself.

1 Pre-Show Checklist

Tick off the venue's standard items — sound powered on, lighting console loaded, stage set per rider — before doors.

2 Post-Show Checklist

The mirror set after load-out: gear returned, console reset to house default, any damage logged.

3 File the Show Report

How it went, issues encountered, equipment damage. Visible to staff only — never sent to the touring party.

4 Touring Feedback arrives on its own

The act can rate the show (venue, techs, hospitality) starting the day after, and only once. Nothing to chase.

What Touring Acts See

The Advancing Hub — what you're actually sending out.

1 One link, whole bill

The Advancing Hub is shared by every act on the show — there's no separate link per act.

2 What they can do

Upload Technical, Hospitality, or Combined rider PDFs and a visuals link, per act.

3 What they can see

The full lineup and set times, every assigned contact's details (not just their own), and your External Contacts/Suppliers list.

4 The printable Worksheet is separate

A plain, print-ready page linked from inside the Hub — it's also the only place WiFi details ever appear.

Set Up Once

Venue-wide config that every show draws from.

1 Branding & specs

Logo, Venue Photo, and a Venue Specs Guide PDF — all shown to touring acts.

2 Staff Roster Roles

The default contact for each role. Every new show inherits these live — updating a phone number here updates every show referencing that role, past and future.

3 WiFi

Network name & password — printed-worksheet only, never public.

4 External Contacts / Suppliers

Shown on the public Venue Info page to staff and touring parties alike.

5 Checklist Templates

The shared Pre/Post-Show items every show uses. Editing the template changes every show that references it, including ones already marked done.

"Staff only" pills don't mean Manager-only: Internal Notes, Pre-Show Checklist, and Show Report are hidden from the touring party, but any logged-in Staff member can use them — not just Managers.

LX/Sound Requirements ≠ who's doing it: the Booking card's dropdown only tracks whether lighting/sound is needed. The person actually doing it is set separately, further down, in People on this Show.

Roster overrides only email on a genuine change: assigning the existing default Lighting Operator or Sound Tech sends nothing. Only assigning someone different triggers the email — use "Send show details" to notify manually otherwise.

Contacts tab is hidden from Staff, but not the contacts: Staff can still add someone new inline via "+ Add new contact..." inside any contact picker, without needing the Contacts tab itself.

Duplicate Show doesn't carry everything: tags, roster overrides, the daysheet, and acts come across, but the show gets a brand-new Advancing Hub link, and riders, poster/attachments, and the show report/feedback all reset to empty.

Quick Links

/advancing/	Dashboard — stats, upcoming shows, shows assigned to you
/advancing/control	Shows, Contacts, Assets, Venue Setup — where the work happens
<a href="/tm/<token>">/tm/<token>	The Advancing Hub — from a show's header, unique per show
<a href="/worksheet/<token>">/worksheet/<token>	Printable worksheet — linked from inside the Hub
/venue	Public Venue Info page — not tied to any one show

? FAQ

I assigned the usual Lighting Operator to a show but no email went out — is that a bug?

No — assigning the existing default doesn't trigger an email, only assigning someone different does. Use "Send show details" next to their name if you want to notify them anyway.

Does every act get its own private link?

No — there's one Advancing Hub link per show, shared by the whole bill. Each act selects itself from the lineup to upload its own riders.

Where does the WiFi password show up?

Only on the printed Worksheet. It never appears on the public Advancing Hub or the Venue Info page.

I ticked "Include in house equipment list shown to bands" on an asset — where do bands see that?

Nowhere yet — that feature isn't finished. It's tracked internally but not yet displayed anywhere touring acts can see.

I changed a Checklist Template item — does that affect shows that already happened?

Yes. Templates are shared live across every show rather than copied per-show, so editing one changes past and future shows that reference it.

What happens if I Duplicate a Show?

Tags, roster overrides, the daysheet, and acts carry over, but the show gets a brand-new Advancing Hub link, and riders, poster/attachments, and the show report/feedback all reset to empty.

I ticked "Share with Signage" but nothing changed on the screen — why?

That checkbox only does something if the venue's Signage app is actually set up to pull the Gig Guide. With no Signage screen configured for it, ticking it has no visible effect.