User Manual

Portal Event Tickets Management Plugin

for

Odoo v19.0

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1. Introduction

The **Portal Event Tickets Management** is an Odoo module that extends the customer portal to provide event attendees with a self-service interface for managing their event tickets. Portal users can view, filter, sort, search, download, and communicate about their event tickets — all without requiring backend access.

Role	Access
Portal User	View and manage only their own event tickets
Admin	View all event tickets and attendees across all users

2. Features

2.1 Portal Home Card

An **"Event Tickets"** card is added to the portal home page (/my/home) with a ticket icon showing the number of registrations.

2.2 Ticket Listing

A dedicated listing page (/my/event-tickets) displays all event registrations in a table with columns: Event Name, Attendee Name, Event Date, Status, and Download.

2.3 Sorting

Sort tickets by:

- **Event Date** — Newest first (default)
- **Event Name** — A → Z
- **Attendee Name** — A → Z
- **Status** — Alphabetical

2.4 Filtering

Filter tickets by:

- **All** (default) | **Upcoming** | **Past**

- **Confirmed** | **Attended** | **Cancelled**

2.5 Grouping

Group tickets by:

- **Event** — Grouped under event name headers with count badge

- **Status** — Grouped under status headers (Registered, Attended, Cancelled)

2.6 Search

Search tickets by:

- **Event Name** | **Attendee Name** | **All** (both)

2.7 Pagination

- 20 tickets per page

- Pager navigation (« 1 2 3 ») at the bottom

- Sort, filter, and search settings preserved across pages

2.8 Ticket Detail Page

Displays complete ticket information: event name, attendee details, ticket type, event dates, venue, organizer, and status badge. Includes breadcrumb navigation and a sidebar with download button.

2.9 PDF Ticket Download

Download event tickets as PDF with QR codes for check-in. Available from both listing and detail pages. Disabled for cancelled tickets.

2.10 Chatter / Communication

Send messages to the event organizer directly from the ticket detail page. Messages are visible in both portal and backend.

2.11 Attendee List (Admin Only)

Admin users can view all attendees for an event on the ticket detail page. This section is hidden for portal users.

3.   Installation

Installation Steps:

1. Navigate to the **Apps** module in Odoo.

2. In the search bar, enter **"Portal Event Tickets Management"**

3. Locate the module from the search results and click **Install**.

4.   Working

Navigation Flow:

Login → Portal Home → Click **"Event Tickets"** → View Ticket List

Steps:

1. Log in to the Odoo portal using your credentials.
2. Navigate to **My Account** (/my/home).
3. Locate the **"Event Tickets"** card (with the ticket icon).
4. Click the card to open the ticket listing page and view your tickets.
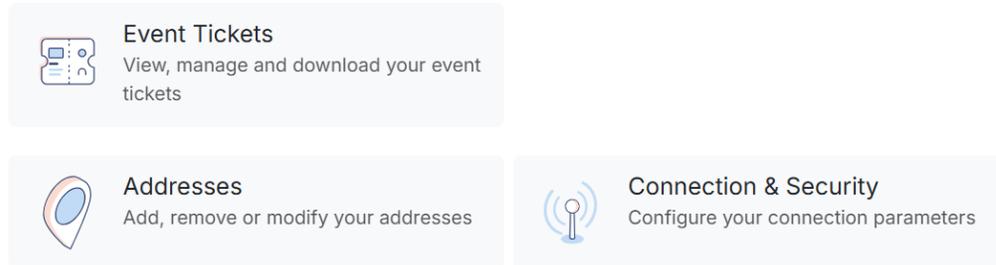
My account

Event Tickets
View, manage and download your event tickets

Addresses
Add, remove or modify your addresses

Connection & Security
Configure your connection parameters

Fig: View Event Tickets

Sort, Filter, Group & Search Tickets

Navigation Flow:

Ticket List → Sort By → Filter By → Group By → Search → View Results

Steps:

1. Navigate to the **Ticket Listing** page (/my/event-tickets).

2. **Sort:** Click the **"Sort By"** dropdown and select an option (Event Date / Event Name / Attendee Name / Status).

3. **Filter:** Click the **"Filter By"** dropdown and choose an option (All / Upcoming / Past / Confirmed / Attended / Cancelled).

4. **Group:** Click the **"Group By"** dropdown and select an option (None / Event / Status).

5. **Search:** Use the search bar to quickly find tickets by relevant keywords.

6. View the updated ticket list based on the selected criteria.

| ☐ Your Logo | Home | Events | Contact us | 🔍 | ☎ +1 555-555-5556 | Jane Portal Demo ▾ | Contact Us |

🏠 / Event Tickets   Sort By: Event Name ▾   Filter By: Upcoming ▾   Group By: Event ▾   ▾   Search in All 🔍

Developer Workshop: Python Advanced ①

Event	Ticket Type	Attendee	Event Date	Status	Download
Today Developer Workshop: Python Advanced	—	Jane Portal Demo	03/09/2026	✔ Confirmed	⬇

Tech Conference 2026 ③

Event	Ticket Type	Attendee	Event Date	Status	Download
Tech Conference 2026	—	Jane Portal Demo	04/04/2026	✔ Confirmed	⬇
Tech Conference 2026	—	Alice Demo Guest	04/04/2026	✔ Confirmed	⬇
Tech Conference 2026	—	John Demo Guest	04/04/2026	✔ Confirmed	⬇

Hockey Tournament ⑦

Event	Ticket Type	Attendee	Event Date	Status	Download
Hockey Tournament	—	Jane Portal Demo	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	a	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	b	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	c	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	Jane Portal Demo	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	qb	03/10/2027	✔ Confirmed	⬇
Hockey Tournament	—	qa	03/10/2027	✘ Cancelled	⬇

Fig: Filter and Group By

5. Search: Select a search scope from the dropdown → Type a keyword → Press Enter.

6. The listing refreshes with the applied settings.

Event	Ticket Type	Attendee	Event Date	Status	Download
Live Music Festival	—	Willie Burke	06/30/2026	✔ Confirmed	⬇
Live Music Festival	—	Ron Gibson	06/30/2026	✔ Confirmed	⬇
Live Music Festival	—	Douglas Fletcher	06/30/2026	✔ Confirmed	⬇
Live Music Festival	—	Piers Morgan	06/30/2026	✔ Confirmed	⬇
Live Music Festival	—	Nigel Woodfire	06/30/2026	✔ Confirmed	⬇
Live Music Festival	—	Floyd Steward	06/30/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Douglas Fletcher	05/31/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Nigel Woodfire	05/31/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Willie Burke	05/31/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Ron Gibson	05/31/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Floyd Steward	05/31/2026	✔ Confirmed	⬇
Great Reno Ballon Race	—	Piers Morgan	05/31/2026	✔ Confirmed	⬇

Fig: Sort, Filter, Group & Search Tickets

7. Tags have been added to today's events.

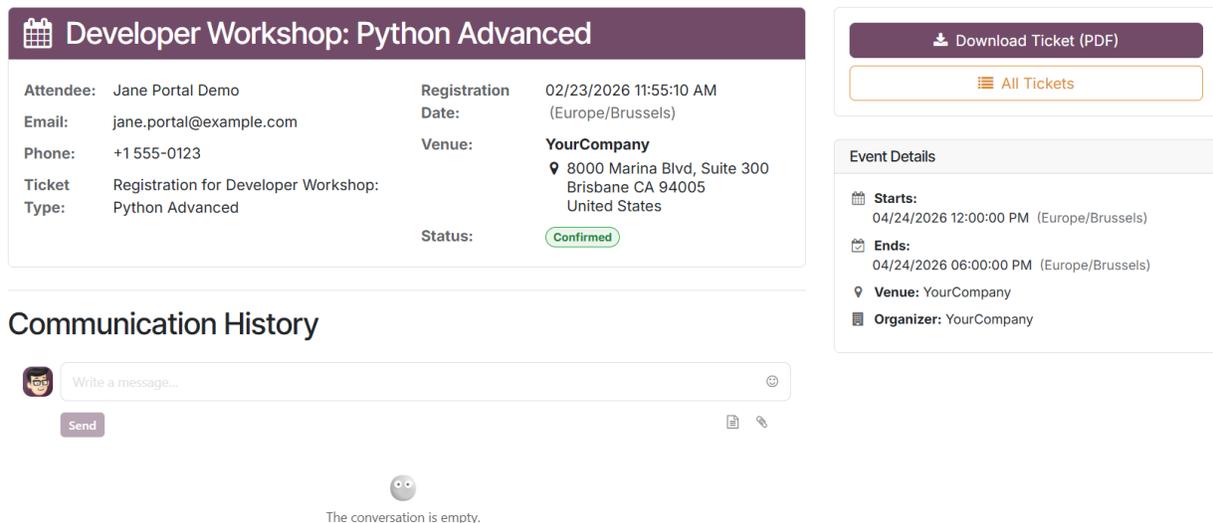| Event	Ticket Type	Attendee	Event Date	Status	Download
Today Developer Workshop: Python Advanced	—	Jane Portal Demo	03/09/2026	✔ Confirmed	⬇
Conference for Architects	VIP	Piers Morgan	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	a	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	Willie Burke	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	Ron Gibson	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	Douglas Fletcher	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	Floyd Steward	03/10/2026	✔ Confirmed	⬇
Conference for Architects	Standard	Mitchell Admin	03/10/2026	✔ Confirmed	⬇
Design Fair Los Angeles	Free	Samar Basra	03/15/2026	✔ Confirmed	⬇

Fig: Tag

View Ticket Details

Navigation Flow:
Ticket List → Click Event Name → View Detail Page

Steps:

1. Navigate to the **Ticket Listing** page.

2. Click on the **Event Name** of the ticket you want to view.

3. The **Ticket Detail** page opens, displaying:

    o   **Event Name** with Status Badge

    o   **Attendee Information** — Name, Email, Phone

    o   **Ticket Details** — Ticket Type, Event Dates, Venue, Organizer

4. If the ticket is cancelled, a **red alert banner** will be displayed.

5. The breadcrumb will appear as:
    Event Tickets > [Event Name] - [Attendee].

🏠 / Event Tickets / Developer Workshop: Python Advanced - Jane Portal Demo   ‹ ›

📅 **Developer Workshop: Python Advanced**

Attendee:	Jane Portal Demo	**Registration Date:**	02/23/2026 11:55:10 AM (Europe/Brussels)
Email:	jane.portal@example.com	**Venue:**	**YourCompany**
Phone:	+1 555-0123		📍 8000 Marina Blvd, Suite 300 Brisbane CA 94005 United States
Ticket Type:	Registration for Developer Workshop: Python Advanced		
		Status:	Confirmed

⬇ Download Ticket (PDF)

☰ All Tickets

Event Details

📅 **Starts:**
04/24/2026 12:00:00 PM (Europe/Brussels)

📅 **Ends:**
04/24/2026 06:00:00 PM (Europe/Brussels)

📍 **Venue:** YourCompany

📋 **Organizer:** YourCompany

Communication History

Write a message...   ☺

Send   📄 📎

The conversation is empty.

Fig: View Ticket Details

Download Ticket PDF

Option A: From Listing Page
Ticket List → Click Download Icon (↓) → PDF Downloaded

Steps:

1. Locate your ticket on the **Ticket Listing** page.

2. Click the **Download** icon (↓) in the last column of the ticket row.

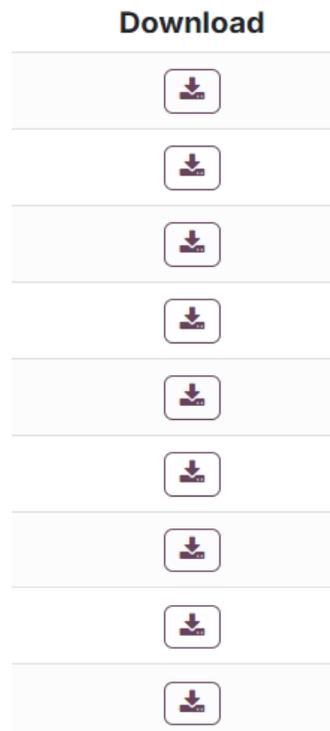3. The ticket PDF will be downloaded automatically to your device.

Fig: Download Ticket PDF: From Listing Page

Download Ticket PDF

Option B: From Detail Page
Ticket Detail → Click **"Download Ticket (PDF)"** → PDF Downloaded

Steps:

1. Open the **Ticket Detail** page.

2. Click **"Download Ticket (PDF)"** in the right sidebar.

3. The ticket PDF will be downloaded automatically to your device.
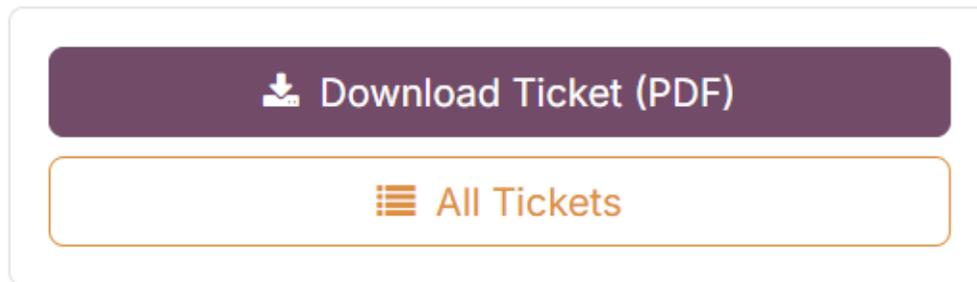
Fig: Download Ticket PDF: **From Detail Page**

Note:

- Download is disabled for **cancelled tickets**.

- The button will display **"Download Unavailable"** and appear greyed out.

Communicate via Chatter

Navigation Flow:
Ticket Detail → Scroll to Communication → Type Message → Click Send

Steps:

1. Open the **Ticket Detail** page.

2. Scroll down to the **"Communication History"** section.

3. Type your message in the compose area.

4. Click **"Send."**

5. The message will appear in the history and will be visible to the event organizer in the backend.
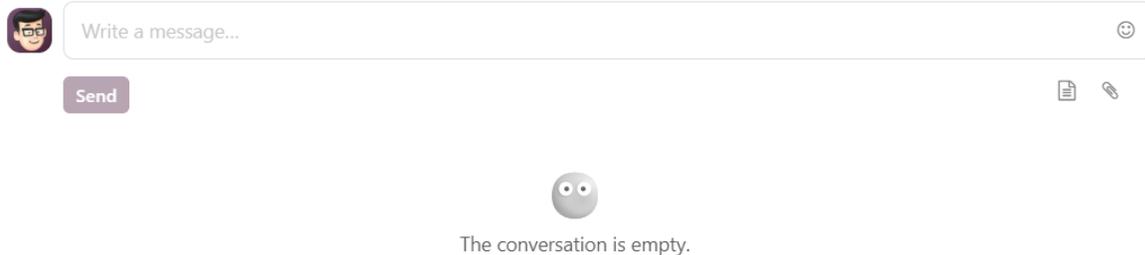
Communication History

Fig: Communicate via Chatter

Admin — View All Tickets & Attendees
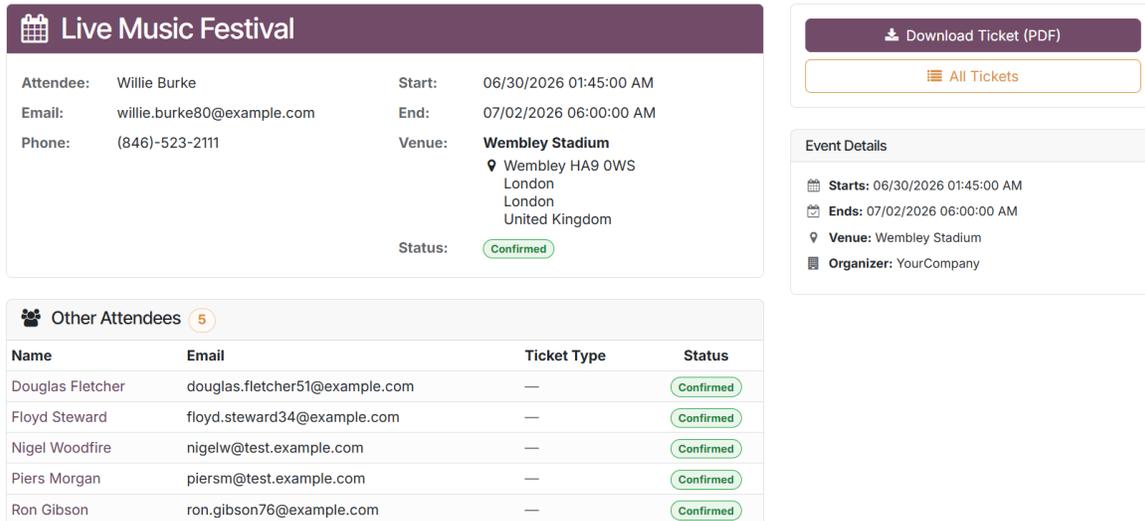
Navigation Flow:
Login as Admin → Portal Home → Click **"Event Tickets"** → View All Tickets → Click Ticket → View All Attendees

Steps:

1. Log in as an **admin/internal user**.

2. Navigate to **Portal Home** (/my/home) — the counter displays the total number of all registrations.

3. Click the **"Event Tickets"** card to view all registrations across users and events.

4. Click on any **Event Name** to open the **Ticket Detail** page.

5. Below the ticket details, locate the **"Other Attendees"** section to view all registrations for the same event.

6. If there are more than 10 attendees, the list will be **paginated** with navigation options (« 1 2 3 »).

Note:

- Portal users will **not** have access to the **"Other Attendees"** section.

Fig: Admin — View All Tickets & Attendees

5.   Technical Requirements / Compatibility

- **Technical Requirements:**
    - o **Odoo Modules:**
        - ▪ Event
        - ▪ Portal
- **Compatibility:**
    - o Odoo Community Edition: v19.0
    - o Odoo Enterprise Edition: v19.0

6.   Change Log / Release Notes

- **Version 1.0.0** — March 2026
    - o Initial release.

7.   Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.