



L2 iCON INTERNATIONAL

Admin Handbook

How to run the website: putting on an event, taking registrations, answering enquiries and keeping the pages current.

Describes the site as at 22 September 2026 · built by SawangVille

CONTENTS

Nine sections. Each one stands on its own — start at the job you have.

1 Getting in

2 Putting on an event

3 After the event

4 The rest of the website

5 Bookings and money

6 The registration desk

7 Enquiries and the newsletter

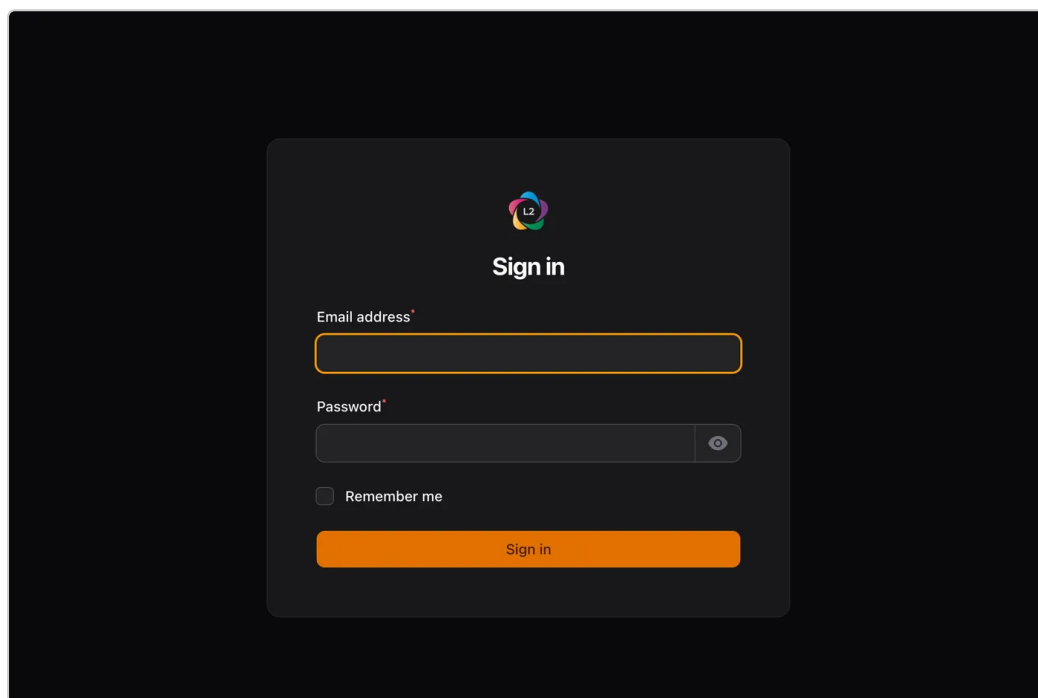
8 Settings

9 Questions we get asked

Getting in

The panel is the whole website's back room. Everything in this handbook happens there unless it says otherwise.

Go to www.l2icon.org/admin and sign in with your work email address. Forgotten the password? Use [Forgotten your password?](#) on the sign-in page; the reset link arrives from **webmaster@l2icon.org**, and lands in spam the first time often enough that it is worth looking there.



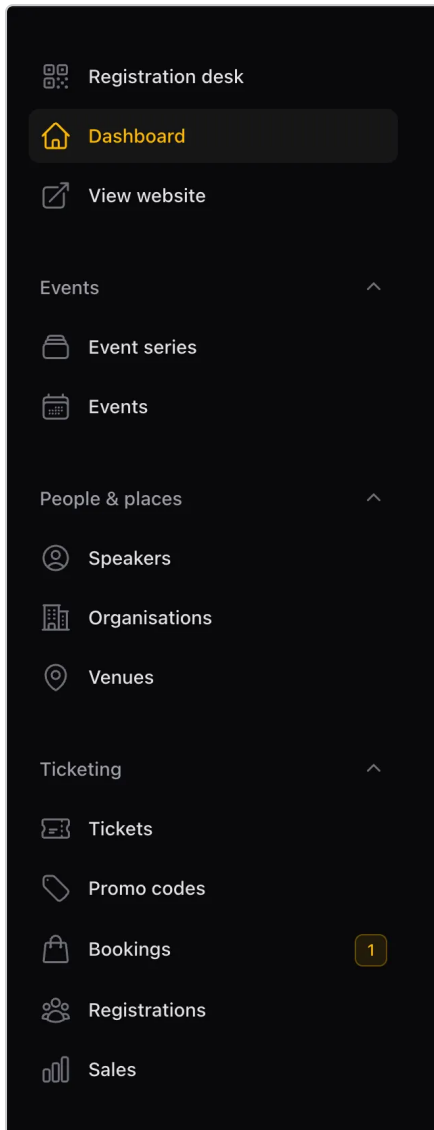
www.l2icon.org/admin. Delegates sign in somewhere else — at www.l2icon.org/login — and never see this screen.

What you can see depends on your role

Everyone gets the menu for their own job and nothing else. If a section named below is missing from your sidebar, that is why — ask an administrator rather than looking for it.

ROLE	CAN DO
Administrator	Everything, including staff accounts, payments, email and branding.
Event manager	Events, agendas, speakers, organisations, venues, tickets and promo codes. Can read bookings but not change money.
Content editor	The homepage, page wording, posts, galleries, videos, testimonials, downloads and the team page. Reads events but cannot change them.
Registration desk	The check-in screen, and the registrations for the event they are working on.
Finance	Bookings, payments, refunds and the sales figures.

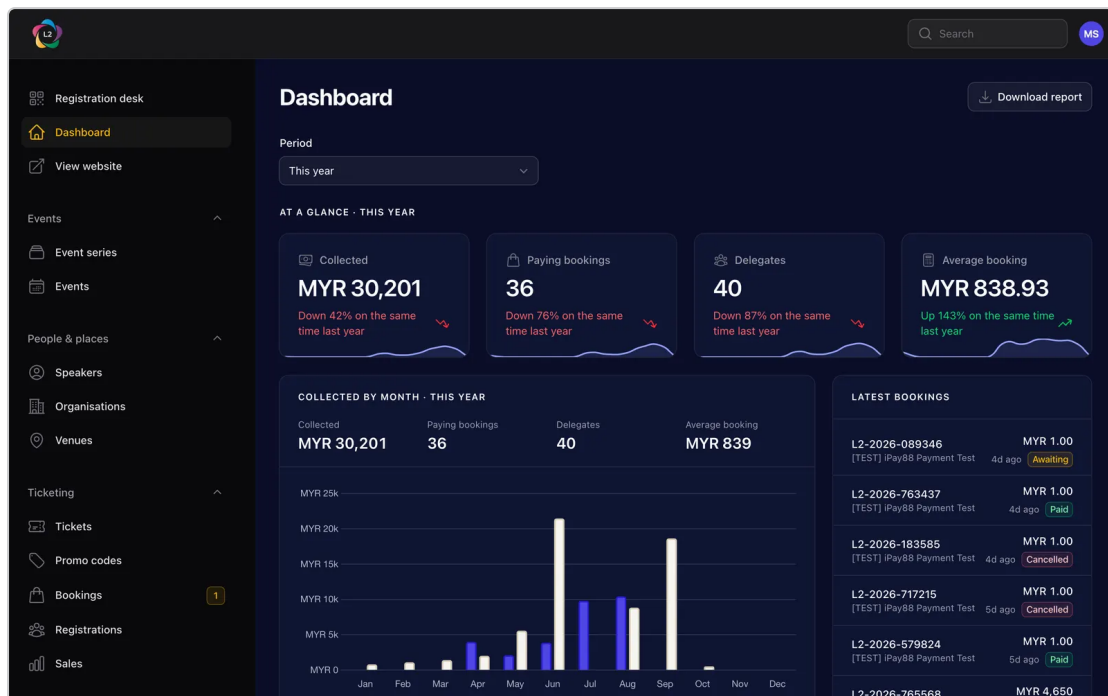
The sidebar, top to bottom



Grouped by the thing behind the link, not by how often it is used.

- **View website** and **Registration desk** — two doors out of the panel, at the very top.
- **Events** — the event series, and the events themselves. Almost all of section 2 happens here.
- **People & places** — speakers, organisations and venues. One record per person or body, reused by every event they take part in.
- **Ticketing** — tickets, promo codes, bookings, registrations and sales.
- **Content** — the homepage slider, page wording, posts, headline figures, galleries, videos, testimonials, downloads and the team.
- **Enquiries & signups** — contact enquiries, sponsorship enquiries and newsletter subscribers. A number beside one of these is how many nobody has opened yet.
- **Administration** — staff accounts, the site navigation and old address redirects. Administrators only.

The dashboard



The first screen after signing in. **Needs action** is the one to read: bookings awaiting payment, enquiries nobody has answered, events with no ticket priced.

The period selector at the top changes every figure on the page, and **Download PDF** gives you the same numbers as a document you can send on.

Putting on an event

Seven steps, all of them from the event's own page. You do not need to visit any other screen to build a complete event.

Start at **Events** > **Events**. This is the list of actual conferences — Borneo ADR Week 2026, and so on. **Event series** above it is the family a conference belongs to, so that 2024, 2025 and 2026 sit together; you rarely open it directly.

The screenshot displays the 'Events' management interface. On the left, a sidebar lists various administrative sections. The main area shows a table of events, each with a status icon, a series name, an event title, and a slug. A 'New event' button is visible in the top right of the main content area.

Series	Event	Slug
Standard Form of Building Contracts Forum	Standard Form of Building Contracts Forum 2022 (Virtual Pass)	standard-form-of
Construction Claims and ADR Conference Sabah and Sarawak	Construction Claims and ADR Conference Sabah & Sarawak 2023	construction-claim
Construction Insurance Workshop by Ir. Pooba Mahalingam	Construction Insurance Workshop by Ir. Pooba Mahalingam	construction-insu
Housing Development and Real Property Conference	Housing Development and Real Property Conference 2023	housing-developr
BICAM Opening Ceremony and Conference	BICAM Opening Ceremony and Conference	bicam-opening-c
Construction Claims and CIPAA Conference Malaysia	Construction Claims & CIPAA Conference Malaysia 2023	construction-clair
BICAM's Launch and Conference	BICAM's Launch and Conference	bicams-launch-ar

Every event, newest first. The status column tells you at a glance what the public can see.

1

Create the event

Press **New event**. You are asked three questions and nothing else — everything the event page can show is filled in afterwards, on the event's own page.

Step 1 of 3. The year fills itself in and the web address is generated from the title.

- **Event series** — pick the family. For a one-off conference, press **+ Create** in that field and give the series the same name as the event; that is all it needs.
- **Title** — what the event is called on the website, year included: "Borneo ADR Week 2026".
- **Status** — leave it on **Draft** while you build. Nothing is public until you set it to **Published**.
- **Format** — physical, virtual or hybrid. It decides whether the page shows a venue and a map.

Step 2 asks when and where; step 3, when registration opens and closes. Save, and the panel puts you on the event's own page with its agenda ready.

2

Write the agenda

Scroll past the form to the tabs at the bottom of the event page and stay on **Agenda**.

The screenshot shows the L2 iCON Admin Handbook interface. On the left is a dark sidebar with navigation links: Registration desk, Dashboard, View website, Events (with a sub-link for Event series), People & places (Speakers, Organisations, Venues), Ticketing (Tickets, Promo codes, Bookings, Registrations, Sales), and a notification badge on Bookings. The main content area has a top banner, a search and social section, and a tabbed interface with Agenda, Speaker wall, Partners and sponsors, Tickets, and Photo gallery. The Agenda tab is active, showing a table with columns: Itinerary, Starts, Venue, and Sessions. The table lists five days from July 15 to 19, 2024, each with a venue and a session count. Action links 'Open' and 'Delete' are provided for each row. An 'Add itinerary' button is in the top right of the table area.

Itinerary	Starts	Venue	Sessions
Day 1	15 Jul 2024, 00:00	Event venue	6
Day 2	16 Jul 2024, 00:00	Event venue	6
Day 3	17 Jul 2024, 00:00	Event venue	5
Day 4	18 Jul 2024, 00:00	Event venue	4
Day 5	19 Jul 2024, 00:00	Event venue	1

One row per day. The number on the right is how many sessions that day holds.

An **itinerary** is a day of the event. Press **Add itinerary** and the day is already chosen for you — the first one you have not used yet.

The 'Add itinerary' form is shown in a modal window. It contains fields for 'Which day' (a dropdown menu currently showing 'Day 6'), 'Date' (a date picker), 'Ends' (a date picker), and 'Venue' (a dropdown menu). Below these are a 'Description' text area and a 'Sessions' section with an 'Add a session' button. At the bottom are 'Save itinerary', 'Create & create another', and 'Cancel' buttons.

The day and its sessions are one form. There is no second screen to visit afterwards.

Then press **Add a session** once per thing that happens — registration, the opening, each panel, lunch, the closing. Sessions are numbered by their position, so dragging one up

renumbers the rest.

Day 1
The day, and the sessions in it.

The day

Which day*
Day 1

Date
15/07/2024, 12:00 AM

Ends
15/07/2024, 12:00 AM

Venue
Select an option

Description
Optional. A short introduction above the sessions.

Sessions
What happens, in the order it happens. Drag a session by its arrows to move it.

Sessions
Collapse all Expand all

Title*	Type*	Starts	Ends	Room or hall
Navigating ADR Through The Lens of Borneo	Presentation	15/07/2024, 09:30 AM	15/07/2024, 12:45 PM	Pullman Hotel Kuching, Sarawak, #1 elementor

Opening a day later shows the same form, so correcting a session is two clicks from the event.

- **Type** decides how the session is drawn on the page — a break and a keynote do not look alike.
- **Room or hall** is only needed when the event runs in more than one room.
- **Who is on it** — add each speaker and say how they are billed: speaker, moderator, chair or panellist. Somebody the site has never heard of can be created right there.

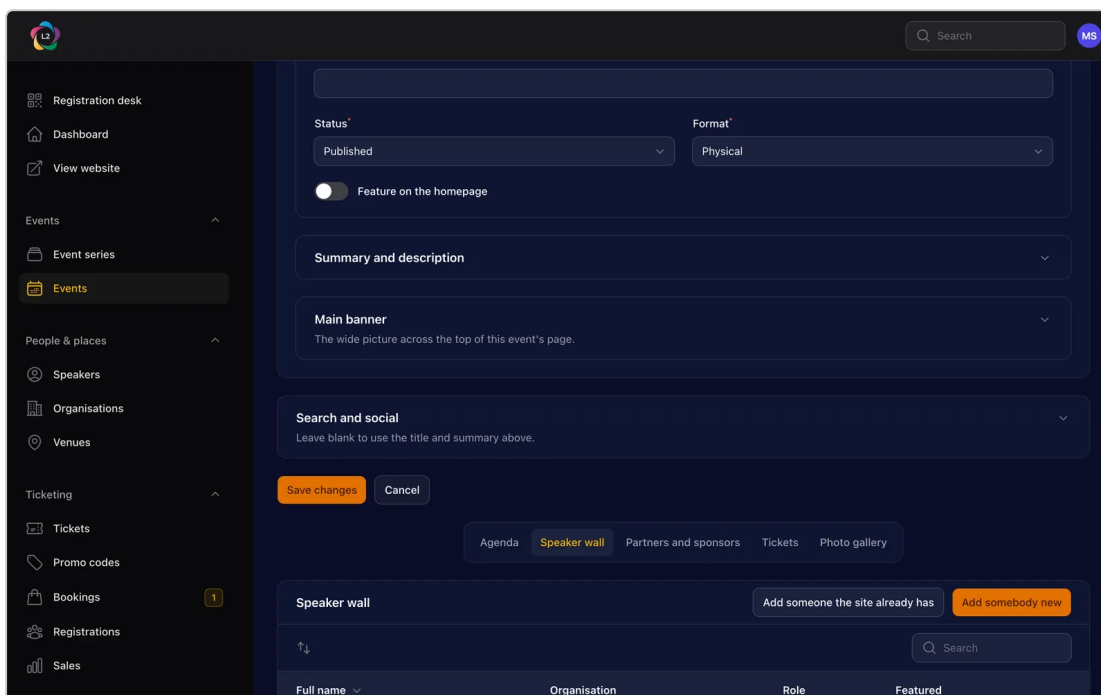
Two sessions at the same time?

Add a second itinerary for that same day, choose **Something else** in the day list and give it a name — "Young practitioners track". Both appear on the page, side by side.

3

Check the speaker wall

The **Speaker wall** tab is the block of faces on the event page. Everyone you put in the agenda is here already — adding a speaker to a session puts them on the wall for you.



Drag a row by its arrows to change the order the wall is printed in.

Three things you do here that the agenda cannot:

- Add somebody who never appears in the running order — a guest of honour, or whoever gives the welcome address.
- Change how somebody is billed for this event. The wall accepts **keynote**, **guest of honour** and **welcome address**, which an agenda item does not.
- Turn on **Show larger on the speaker wall** for the names a visitor should see first.

Add a speaker

This adds them to the site, not only to this event: the same record is reused every year, so their photograph and background are written once.

Who they are

Name*

Without the title — "Chow Kok Fong", not "Ir. Chow Kok Fong".

Title

Dato' Sri, Ir., Dr., Prof.

Printed in front of the name.

Job title

Partner, Chartered Arbitrator

Their role, shown under the name.

Organisation

Select an option

Leave blank and use the free-text field below for a one-off.

Background

A short paragraph: what they do, what they are known for. Shown when a visitor opens their name on the speaker wall.

Photograph

Drag & Drop your files or Browse

JPG, PNG or WebP. Up to 4 MB.

Photograph alt text

Describe what the image shows. Required once an image is uploaded.

LinkedIn

https://www.linkedin.com/in/

Country

Malaysia

No speakers

Create a speaker to get started.

Add somebody new writes a speaker record for the whole site, not only for this event — their photograph and background are written once and reused every year they come back.

Removing a session does not remove anybody from the wall.

That is deliberate: the wall carries people who never appear in a running order, and a deleted session must not quietly delete a name. Take somebody off the wall on this tab.

4

Credit the partners and sponsors

The logos along the event page. Drag to change the order they are printed in.

Two buttons, and the difference matters:

- **Add one the site already has** — search the organisations already on the site. Use this whenever you can: it keeps one logo and one spelling everywhere.
- **Add one that is new** — for a body the site has never worked with. You give the name and upload the logo once; every future event can then pick them from the list.

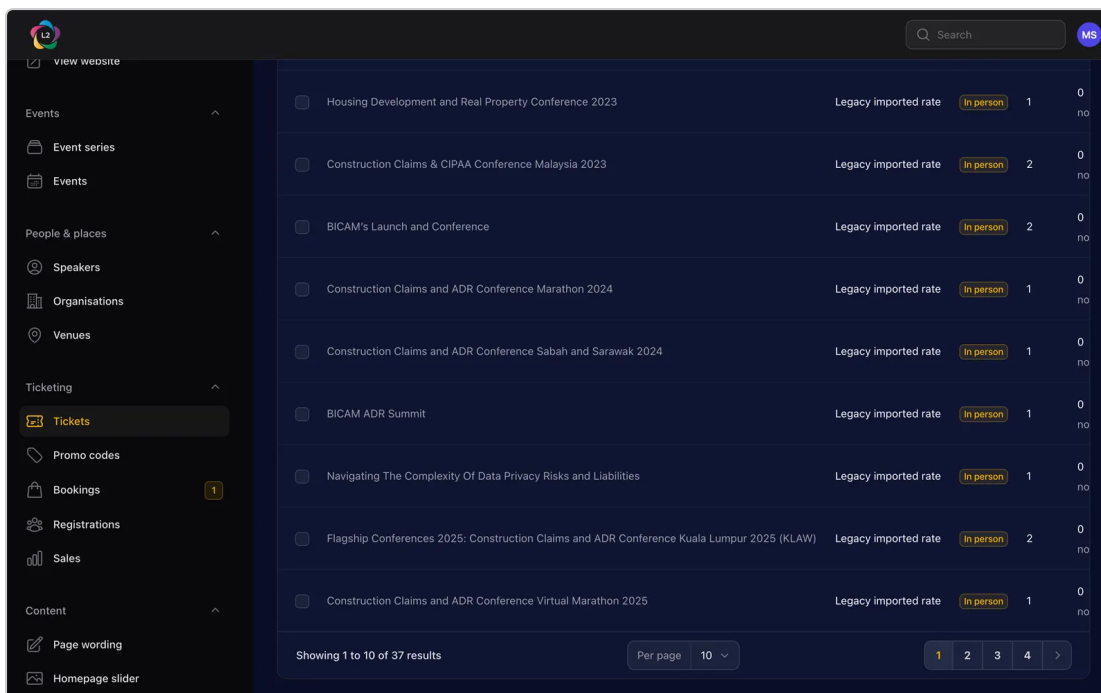
What an organisation *is* — organiser, co-organiser, secretariat, sponsor, supporting organisation, media partner, endorser — is decided per event, so the same body can co-organise one year and sponsor the next without a second record. For a sponsor, the level (platinum down to exhibitor) sets how large the logo is printed.

Upload a full logo, not a symbol.

The page prints the logo instead of the name, so a mark with no wordmark leaves a reader unable to tell who it is. Transparent PNG on a light background works best.

5

Set up the tickets



A ticket is what somebody buys. Prices are set on the ticket's own page — one ticket can carry an early-bird rate, a standard rate and a member rate.

Press **Add a ticket**, give it a name a delegate would recognise ("Delegate pass", "Student rate", "Table of ten"), then press **Set prices** on its row to add the rates and the dates each one runs between.

A ticket with no price is not shown on the event page.

The Tickets list says *not shown until priced* against any ticket in that state, and the dashboard's **Needs action** panel lists them too.

Discounts live in **Ticketing > Promo codes**: a code, a percentage or a fixed amount, an expiry, and a limit on how many times it may be used.

6

Decide what the page shows

The **What shows on the page** tab on the event form is a switch per block — agenda, speakers, fees, brochures, venue map, testimonials, photographs, videos and the rest. Turn off what this event does not have rather than leaving an empty heading on the page.

The **Search and social** section below the tabs sets what Google and WhatsApp show when the page is shared. Leave it blank and the site uses the title and summary you already wrote.

7 Publish

Back on the **Details** tab, set **Status** to **Published** and press **Save changes**. The event appears on the homepage, in the Registration Hub and in the sitemap within the minute.

Registration opens and closes on the dates in step 3 — you do not have to come back and switch anything on the day.

Running the same conference next year?

Open last year's event and press **Clone edition**. It copies the agenda, the speakers, the organisations and the tickets into a new draft, and you correct the dates from there.

After the event

Photographs, and anything else that only exists once the conference has happened.

Photographs

The **Photo gallery** tab on the event holds albums — one per occasion, so a three-day conference might have a day-one album, a gala dinner album and a site-visit album.

The screenshot shows the L2 iCON Admin Handbook interface. On the left is a dark sidebar with a navigation menu including: Registration desk, Dashboard, View website, Events (expanded), People & places, Speakers, Organisations, Venues, Ticketing, Tickets, Promo codes, Bookings (with a '1' badge), Registrations, and Sales. The main content area is titled 'Photo gallery' and contains several sections: a top section with 'Status' (set to 'Published') and 'Format' (set to 'Physical') dropdowns, a 'Feature on the homepage' toggle, a 'Summary and description' section, a 'Main banner' section with a placeholder image, and a 'Search and social' section. Below these are 'Save changes' and 'Cancel' buttons. A horizontal navigation bar at the bottom of the main content area includes links for Agenda, Speaker wall, Partners and sponsors, Tickets, and Photo gallery (which is highlighted). The 'Photo gallery' section itself has an 'Add an album' button and a search bar. At the very bottom, a table header is visible with columns: Title, Photographs, Taken on, and Status.

Each row is an album. **Add photographs** puts more into one you already made.

Press **Add an album**, name it, and drag in as many photographs as you like at once — up to sixty per go.

One album, one upload.

Then describe them.

Every photograph needs a description — it is what a blind visitor's screen reader reads out, and what shows if the image fails to load. A bulk upload starts each one off with the album's title, which is true but not useful, so open the album afterwards with **Describe and reorder** and write what each picture actually shows. The first photograph in the album leads the block on the event page.

Nothing is public until the album's status is **Published**.

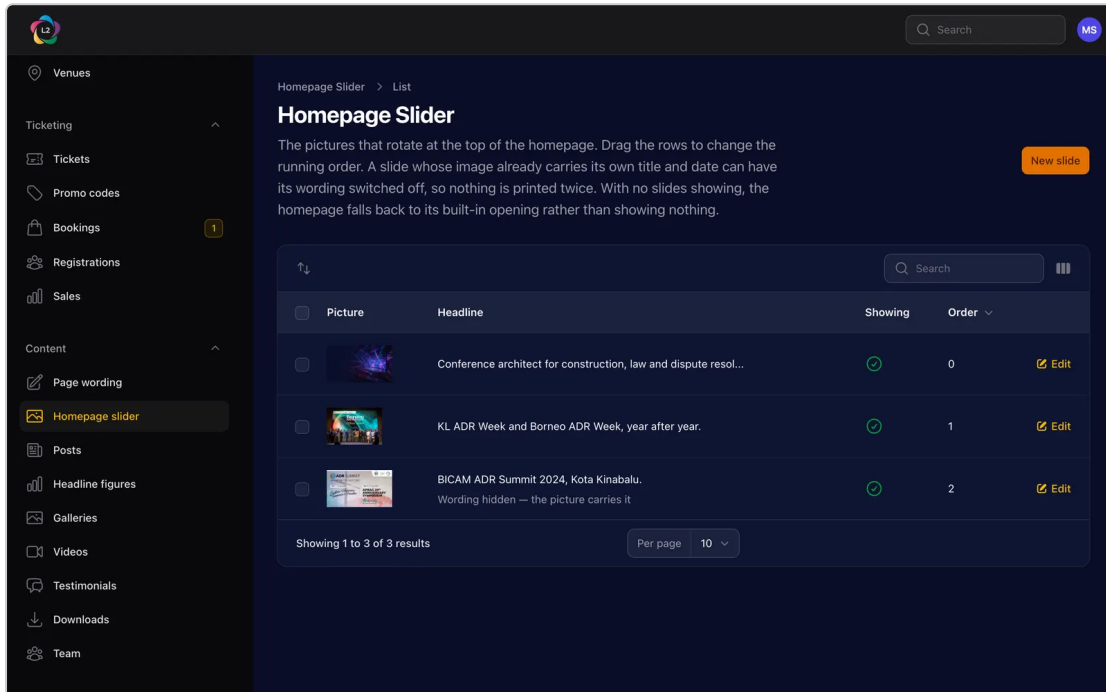
Brochures, reports and recordings

PDFs go in **Content** > **Downloads** and are attached to an event; they appear under the event page's brochure block and in Resources. Recordings go in **Content** > **Videos** as a YouTube or Vimeo address — the site handles the player.

The rest of the website

Everything in **Content**, which is where the pages that are not events are edited.

The homepage slider



The full-screen pictures at the top of the homepage. Drag to reorder; turn a slide off rather than deleting it if it might come back.

Each slide takes a picture, a small line above the headline, the headline itself and up to two buttons. Turn **Show text** off when the picture already carries its own title and date.

Page wording

Content > Page wording holds the standing sentences on the homepage, About, Partners, Contact, HRD Corp and Resources pages — headings, the small uppercase line above them, and the paragraph underneath. Anything you leave blank falls back to the wording the site shipped with, so you can never empty a page by accident.

Posts, testimonials, figures and the team

- **Posts** — articles and press releases, shown in Resources.
- **Testimonials** — a quote, who said it, and which event it belongs to.
- **Headline figures** — the "150+ conferences, 10,000+ delegates" numbers on the homepage and About page.
- **Team** — the people on the About page.

Navigation and old addresses

Administration > **Navigation** is the header and footer menus: drag to reorder, and an item can point at any page on the site. **Old address redirects** sends an address from the previous WordPress site to wherever that content lives now, so a link in an old email still works.

Bookings and money

Ticketing > Bookings is every registration taken through the website.

What each status means

STATUS	WHAT HAPPENED	WHAT TO DO
Not paid	A booking was started and no payment has been made.	Nothing. Unpaid bookings release their seats automatically after the holding period.
Awaiting payment	They chose bank transfer and the money has not arrived.	Confirm it when the transfer lands — see below.
Paid	Paid in full. Passes and the confirmation email have gone out.	Nothing.
Cancelled	Cancelled by the delegate or by us.	Nothing. The seats are back on sale.
Refunded	Money returned.	Nothing.

Confirming a bank transfer

Open the booking, find the **Payments** panel, and press **Money received**. Enter the bank reference from the statement. The booking turns **Paid**, the delegate's passes are generated and the confirmation email is sent — you do not send anything by hand.

If the proof of payment does not match anything on the statement, **Not found** records that, with a note saying what is wrong.

Invoices, passes and refunds

On a booking you can **Issue invoice** (once the company details are set — see Settings), **Download invoice**, **Download passes**, **Resend email**, **Cancel booking** and **Record a refund**. A refund asks for the amount and whether the seats go back on sale; it records what we did, it does not move money — that is done in the bank or in iPay88.

Registrations

Ticketing > Registrations is the delegates themselves rather than the bookings — the list the desk works from, and the list you export for badges. A name can be changed up to the deadline set on the event, and a seat can be transferred to somebody else.

Sales

Ticketing › **Sales** is what has sold, per ticket, per event: how many, how much, and how much is still unpaid.

The registration desk

On the day, at the door, on a phone.

Open www.l2icon.org/checkin — or press **Registration desk** at the top of the sidebar. It is built for a phone held in one hand, not for the panel.

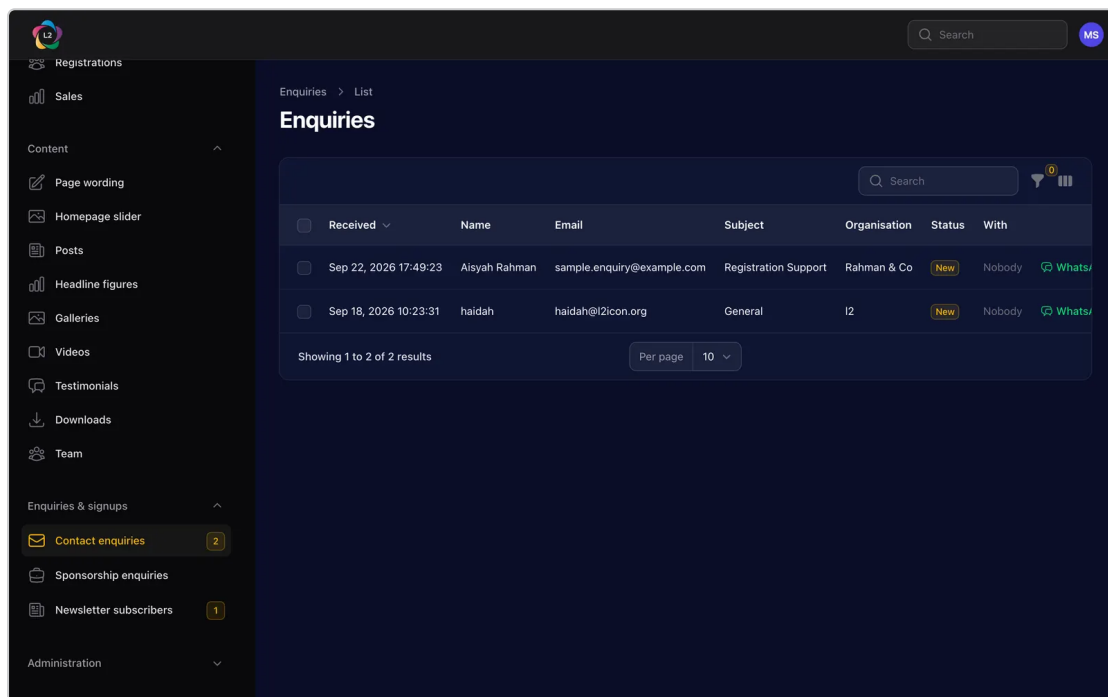
- Point the camera at the QR code on the delegate's pass; it checks them in.
- No pass? Search by name and check them in from the list.
- A pass already used says so, with the time it was first scanned.

Desk staff need only the **registration desk** role. It gives them this screen and the delegate list, and nothing else — no bookings, no money, no identity-card numbers.

Enquiries and the newsletter

Contact enquiries

Anything sent through the contact form lands in **Enquiries & signups > Contact enquiries**, and is emailed to **reg@l2icon.org** as it arrives. The number beside the menu item is how many nobody has opened yet.



The WhatsApp link opens a chat with the number they left, if they left one.

Open an enquiry to answer it.

The screenshot shows the 'Edit Aisyah Rahman' enquiry form in the L2 iCON Admin Handbook. The form is divided into two main sections: 'Enquiry' and 'Handling'.

Enquiry Section:

- Name:** Aisyah Rahman
- Email:** sample.enquiry@example.com
- Phone:** +60123456789
- Organisation:** Rahman & Co
- Subject:** Registration Support
- Linked edition:** (Dropdown menu)
- Message:** Is the Construction Claims Marathon claimable under HRD Corp? We would like to send four people from our Kuching office.

Handling Section:

- Status:** New (Dropdown menu)
- Handled by:** Select an option (Dropdown menu)
- Handled at:** dd/mm/yyyy, --:--:-- (Date and time field)

Write the reply here and the site sends it, so the whole exchange stays on the record.

- Set **Being handled** and put your name against it so two people do not answer the same message.
- Write the reply, **Save as draft** as often as you like, and only press send when it is ready.
- Sending marks the enquiry **Replied** and keeps a copy of what was sent.

Sponsorship enquiries

The Partners page form is kept separately, with the track the enquirer chose — institutional, supporting organisation or sponsorship — so it reaches whoever handles partnerships.

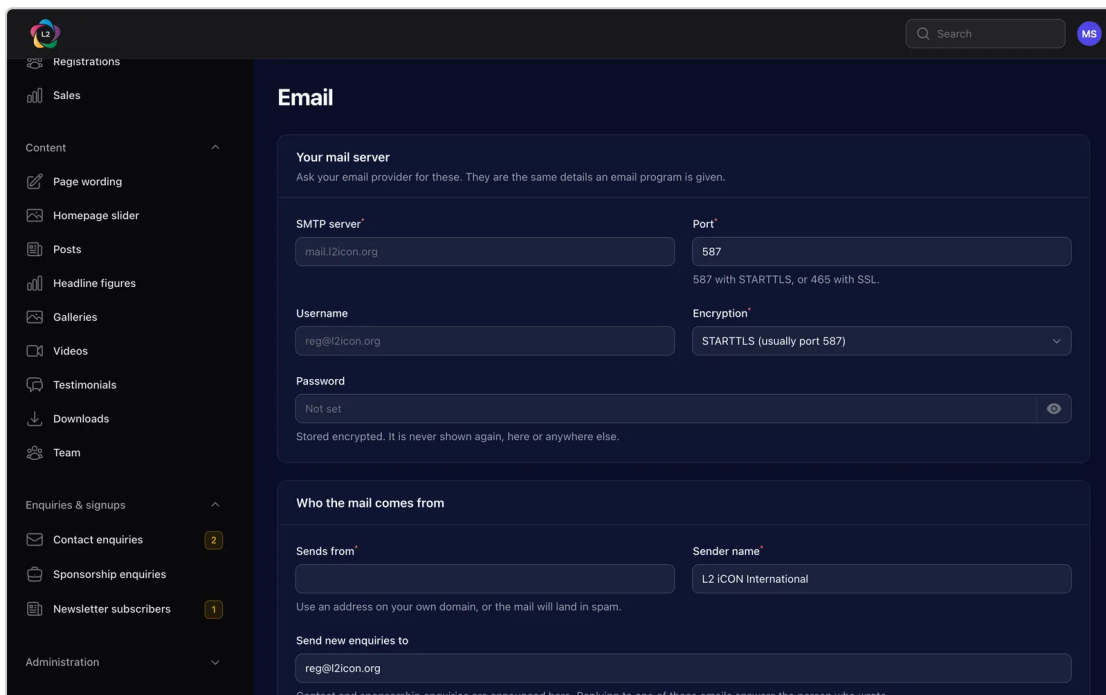
Newsletter subscribers

Everyone who signed up through the footer, with the date they confirmed. Sign-ups are double opt-in: the address only becomes a subscriber after the person clicks the link in the confirming email. You can export the list, and remove anybody who asks.

Settings

Administrators only. These are the settings the website runs on — change them deliberately.

Email

The screenshot shows the 'Email' settings page in the L2 iCON Admin Handbook. The left sidebar contains navigation links: Registrations, Sales, Content (with a sub-link for Page wording), Homepage slider, Posts, Headline figures, Galleries, Videos, Testimonials, Downloads, Team, Enquiries & signups (with sub-links for Contact enquiries, Sponsorship enquiries, and Newsletter subscribers), and Administration. The main content area is titled 'Email' and contains two sections. The first section, 'Your mail server', includes fields for SMTP server (mail.l2icon.org), Port (587), Username (reg@l2icon.org), Encryption (STARTTLS), and Password (Not set). The second section, 'Who the mail comes from', includes fields for Sends from (empty) and Sender name (L2 iCON International), and a field for Send new enquiries to (reg@l2icon.org).

Everything the site sends — confirmations, passes, password resets, enquiry alerts — goes through this server.

Send new enquiries to is the address that gets told when somebody writes through the website. It is **reg@l2icon.org** today; change it here and the change takes effect immediately.

Do not change the server, port or password without a reason.

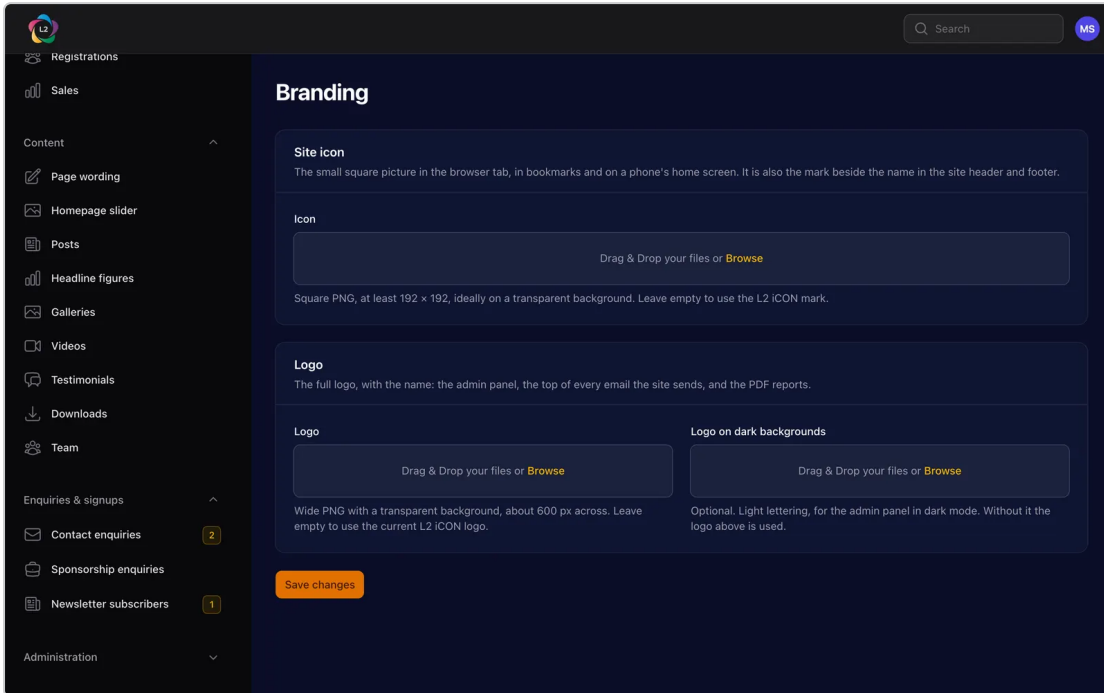
Mail is sent from our own server so that it passes the checks that keep it out of spam. A wrong setting here stops every email on the site, quietly.

Payments

Bank transfer details — the account a delegate is asked to pay into — and the iPay88 merchant code and key for card payment. **Card payment is off at the moment:** no iPay88 credentials are saved, so checkout offers bank transfer only. Entering the merchant code and key turns card payment on for every event.

The company details on this page are what an invoice is issued under. Without a registered name, company number and address, **Issue invoice** refuses to produce a document — a finance office will not pay against one that lacks them.

Branding



Replacing the mark here changes it across the website, the admin panel, the emails and the browser tab.

Three images: the **site icon** (square, for the browser tab and a phone's home screen), the **logo**, and the **logo for dark backgrounds** — the navy header would swallow a dark mark, so a light version is kept for it.

Staff accounts

Administration > **Staff & users**. Create an account, give it one role, and the person receives a password-reset email to set their own password. Remove the role of anybody who leaves — the account then has no way into the panel at all.

Questions we get asked

My event is not on the website.

The fees table is empty on the event page.

A speaker is in the agenda but not on the speaker wall.

Somebody changed their job title. Do I fix it on every event?

A delegate says they never got their confirmation.

Somebody wants to send a colleague instead.

I uploaded a logo and the page still shows the organisation's name.

Can I undo a delete?

Something is broken, or I am not sure.
