SIGNIVENT

Event raffles: prizes, entries, the draw and the screen

Signivent · Last updated November 3, 2026

A raffle gives prizes to attendees picked at random. You set it up in the event dashboard under **Outreach** > **Gamification**, attendees enter in the Connect app under **More** > **Games**, and a **Game Board** sign shows the prizes, the number of entries and the winners on your screens.

Step	Where	Required	What it does
Create the raffle	Outreach > Gamification > **New raffle**	Yes	Name, official rules and at least one prize
Choose who can enter	The raffle's **Setup** tab	Yes	Self entry in the app, automatic entry, and the eligibility rules
Set the entry window	**Setup** tab	Optional	When entries open and close, in the event's time zone
Choose how winners are named	**Setup** tab	Yes (has a default)	The name format used on screens and in the app
Open the raffle	The raffle's header	Yes	Lets people enter and lets you draw
Show it on a screen	Digital Signage > **Signs**	Optional	A Game Board sign for the raffle
Draw	The raffle's **Draw** tab	Yes	Picks winners for every prize, or one prize at a time

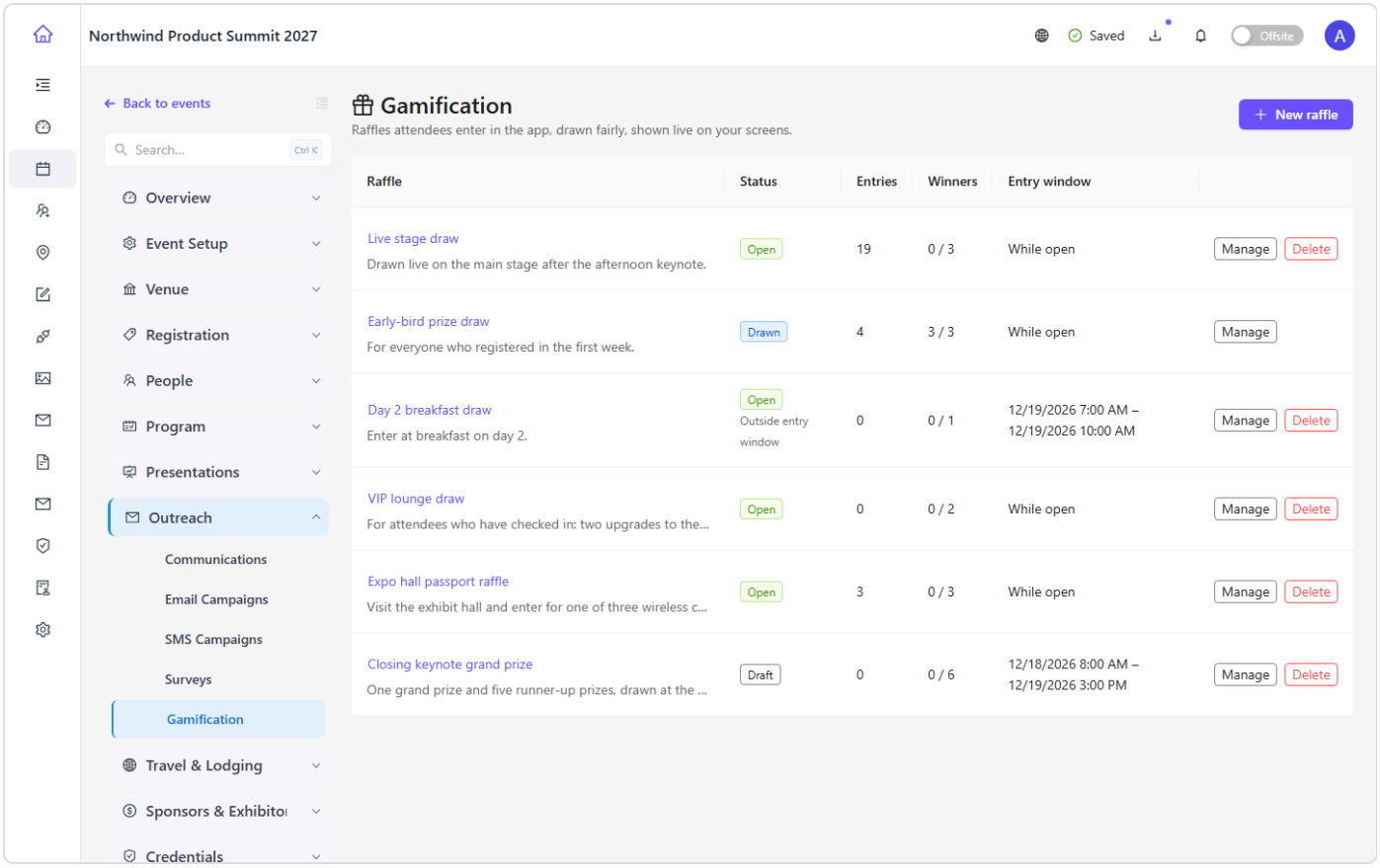
Raffles are free to enter

Every raffle form starts with this reminder, and it is the most important rule: **don't charge for entry or require a purchase to take part.** A draw people pay to enter can count as a lottery, which is regulated or illegal in many places. Signivent has no paid entry option.

Write **official rules** for each raffle: who can enter, the prizes, how and when winners are drawn, and how they are told and collect their prize. Attendees see your rules on the raffle in the app, always together with the line "Free to enter. No purchase necessary." Check the local rules on prize draws and prize value where your event takes place.

The raffle list

Open the event, then **Outreach** > **Gamification**. Each raffle shows its status, how many people entered, how many prizes have a winner (for example **0 / 3**), and its entry window (**While open** when it has none).



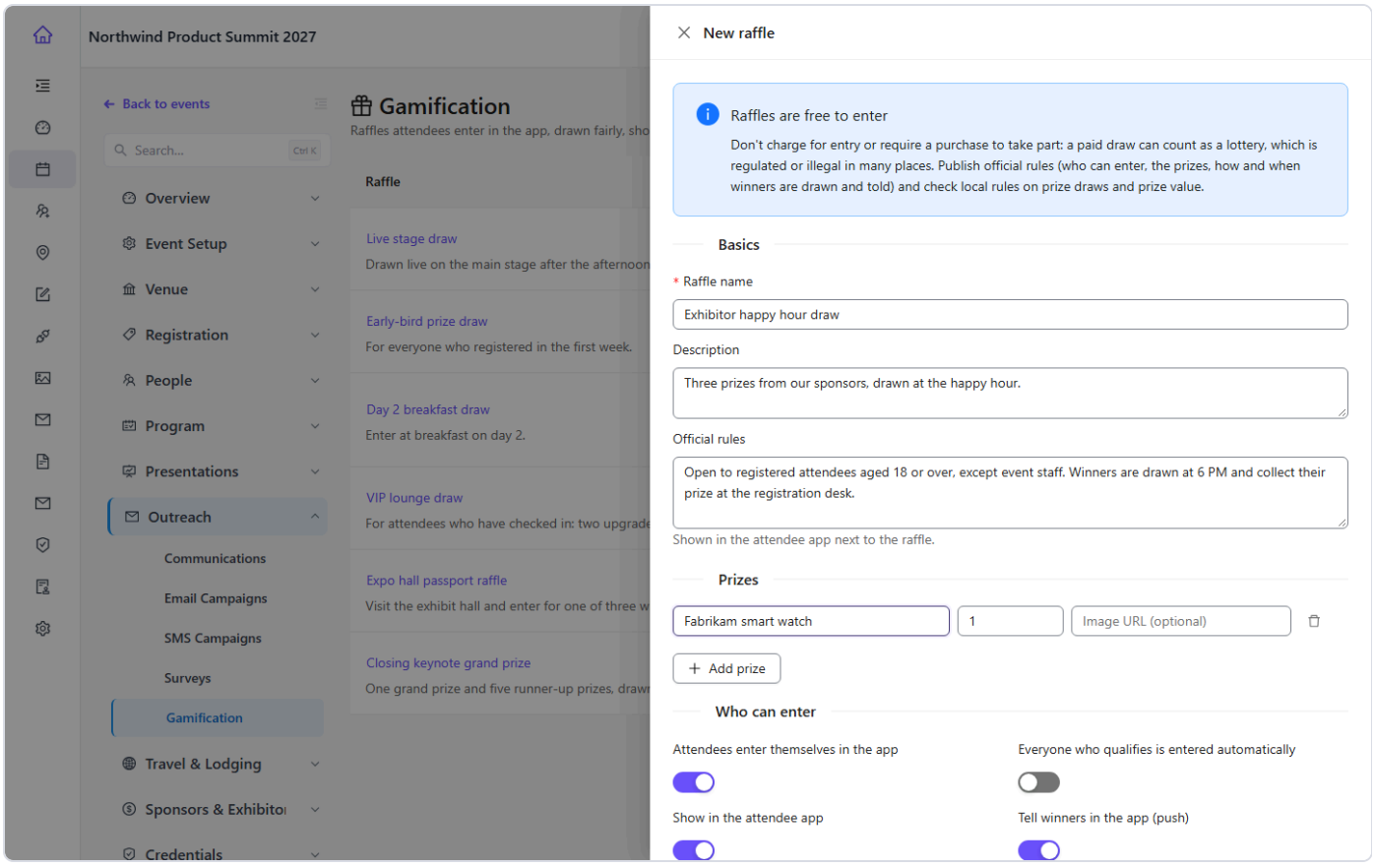
Outreach > Gamification: the event's raffles with their status, entries, winners and entry window, and the New raffle button

Status	Meaning	What you can do next
Draft	Being set up. Attendees don't see it.	Finish the setup, then **Open the raffle**
Open	Attendees can see it and enter (inside the entry window). "Outside entry window" under the status means the window hasn't started or has ended.	Draw winners, **Close entries**, or **Back to draft** if no one has won yet
Entries closed	No new entries; you can still draw.	Draw winners, or **Reopen entries**
Drawn	Every prize has a winner.	Mark prizes collected, redraw a winner, export the winners

Manage opens a raffle on its **Setup** tab; clicking its name opens the **Draw** tab. **Delete** is only offered while a raffle has no winners.

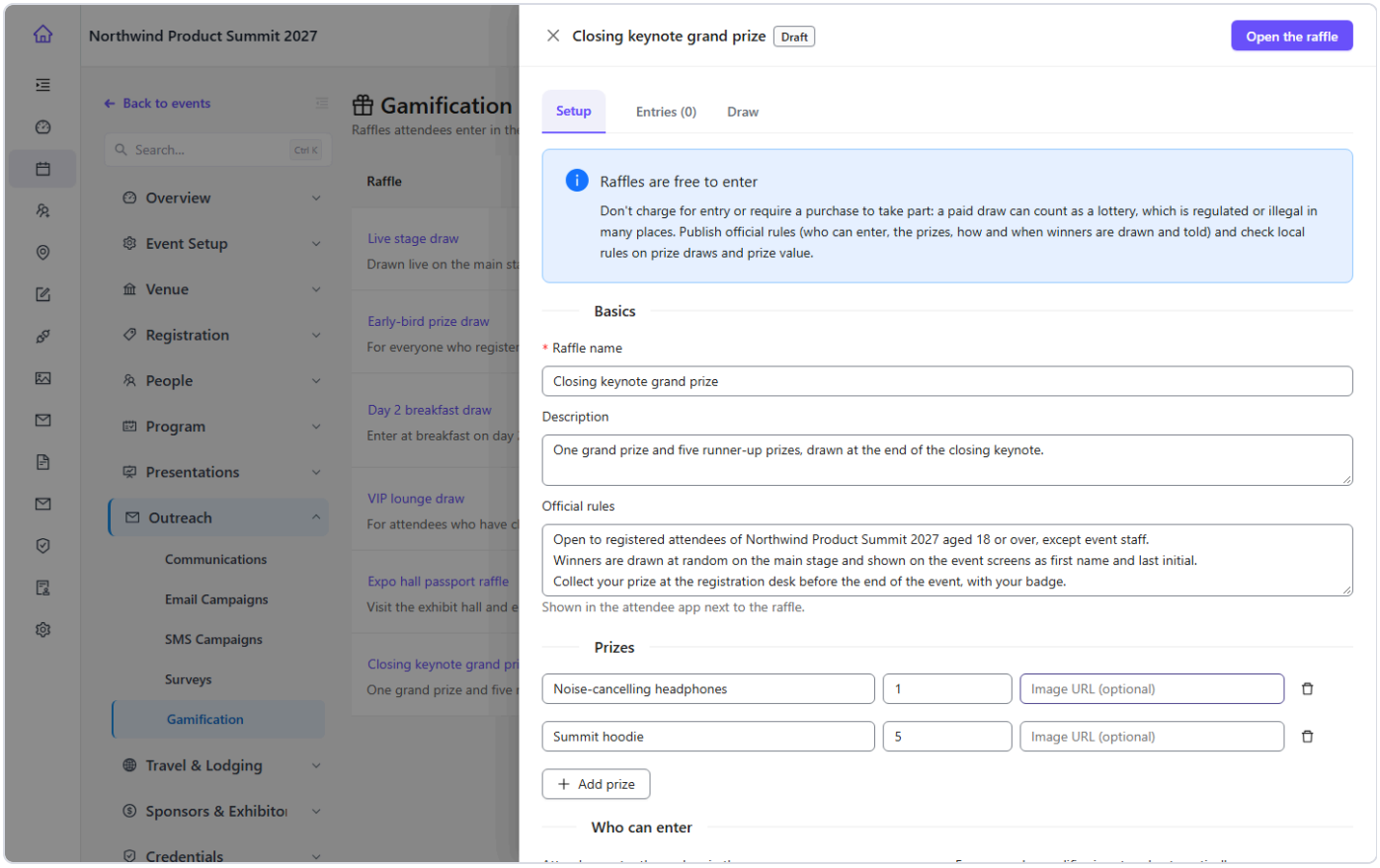
Create a raffle

1. Click **New raffle**. The form opens with the free-entry reminder at the top.
2. Under **Basics**, give it a **Raffle name**, an optional **Description**, and your **Official rules** (shown in the attendee app next to the raffle).
3. Under **Prizes**, add each prize with its name, **How many** of it there are, and an optional image URL. **Add prize** adds another row. A raffle needs at least one prize before it can open.
4. Set who can enter, the entry window and the name format (below), then click **Save raffle**.



The New raffle form: the free-entry notice, Basics (name, description, official rules) and the first prize

After you save, the raffle opens in a panel with three tabs, **Setup**, **Entries** and **Draw**, and its status actions in the header. A draft shows **Open the raffle**.



A draft raffle's panel: the Setup tab with the Open the raffle button in the header

Who can enter

Four switches decide how people get into the draw:

Switch	What it does
Attendees enter themselves in the app	Shows **Enter the raffle** in the Connect app to everyone who qualifies, while entries are open
Everyone who qualifies is entered automatically	Everyone who meets the rules when you draw is in the draw, whether or not they pressed Enter
Show in the attendee app	Lists the raffle under More > Games. Turn it off for a draw you only run on stage
Tell winners in the app (push)	Sends a "You won!" notification to winners who use the Connect app and allow event notifications

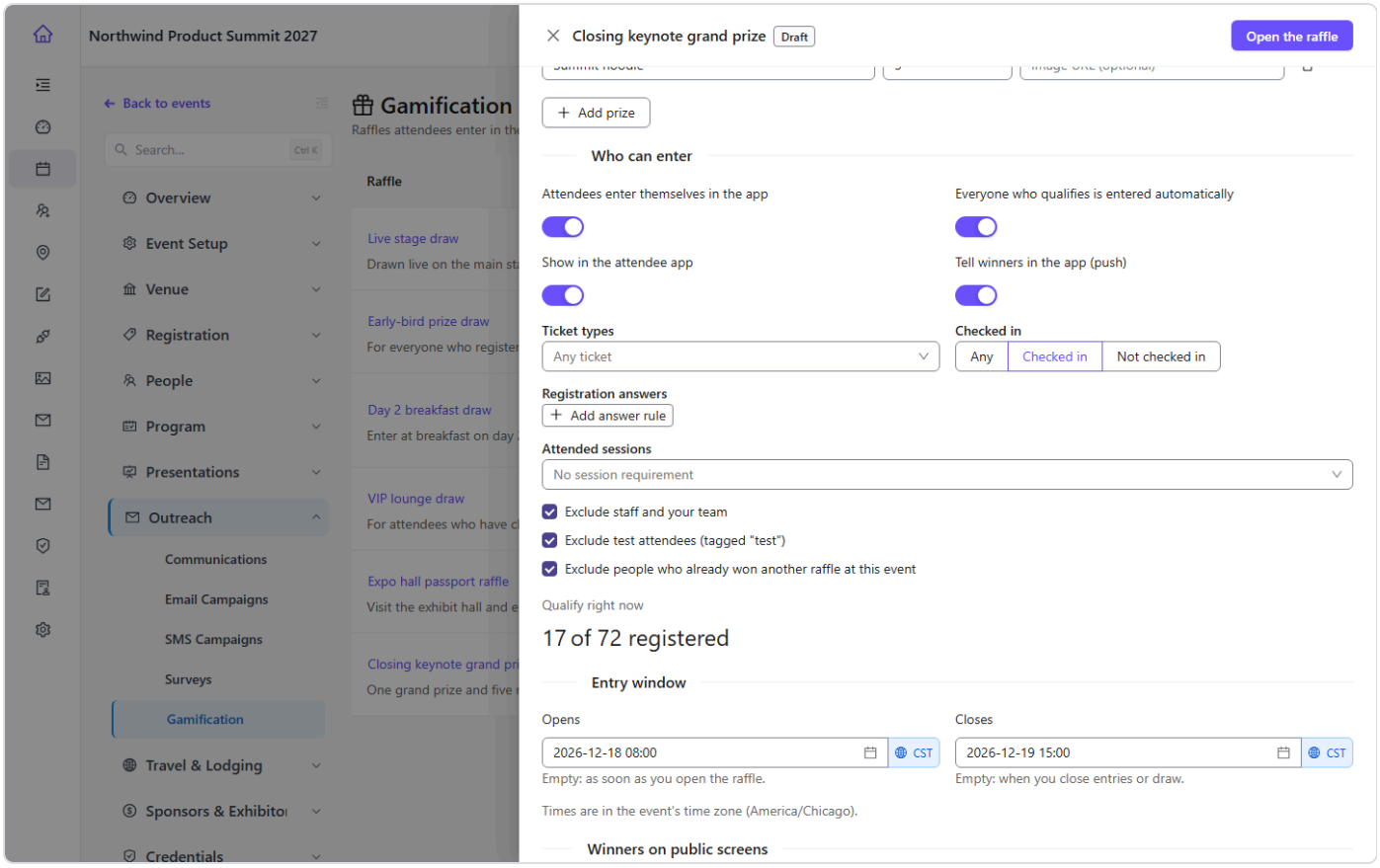
You can switch on self entry, automatic entry or both. With automatic entry only, attendees see "Entry is automatic for eligible attendees." instead of a button.

Eligibility rules

The rules below the switches narrow who qualifies. Every rule you set must be met; rules you leave empty don't restrict anyone. Only people **registered** for the event can ever qualify.

Rule	Choices
Ticket types	Any ticket, or only the ticket types you pick (staff tickets are marked "staff")
Checked in	**Any**, **Checked in** or **Not checked in**
Registration answers	**Add answer rule**: pick a registration question and the answers that qualify (any of them)
Attended sessions	Only people who attended the sessions you pick
Exclude staff and your team	Leaves out staff tickets and your organization's members
Exclude test attendees (tagged "test")	Leaves out test registrations
Exclude people who already won another raffle at this event	Spreads prizes across more people

Qualify right now counts, live on the server, how many registered attendees meet the rules at this moment ("17 of 72 registered", for example). The count changes as people check in, attend sessions or register.

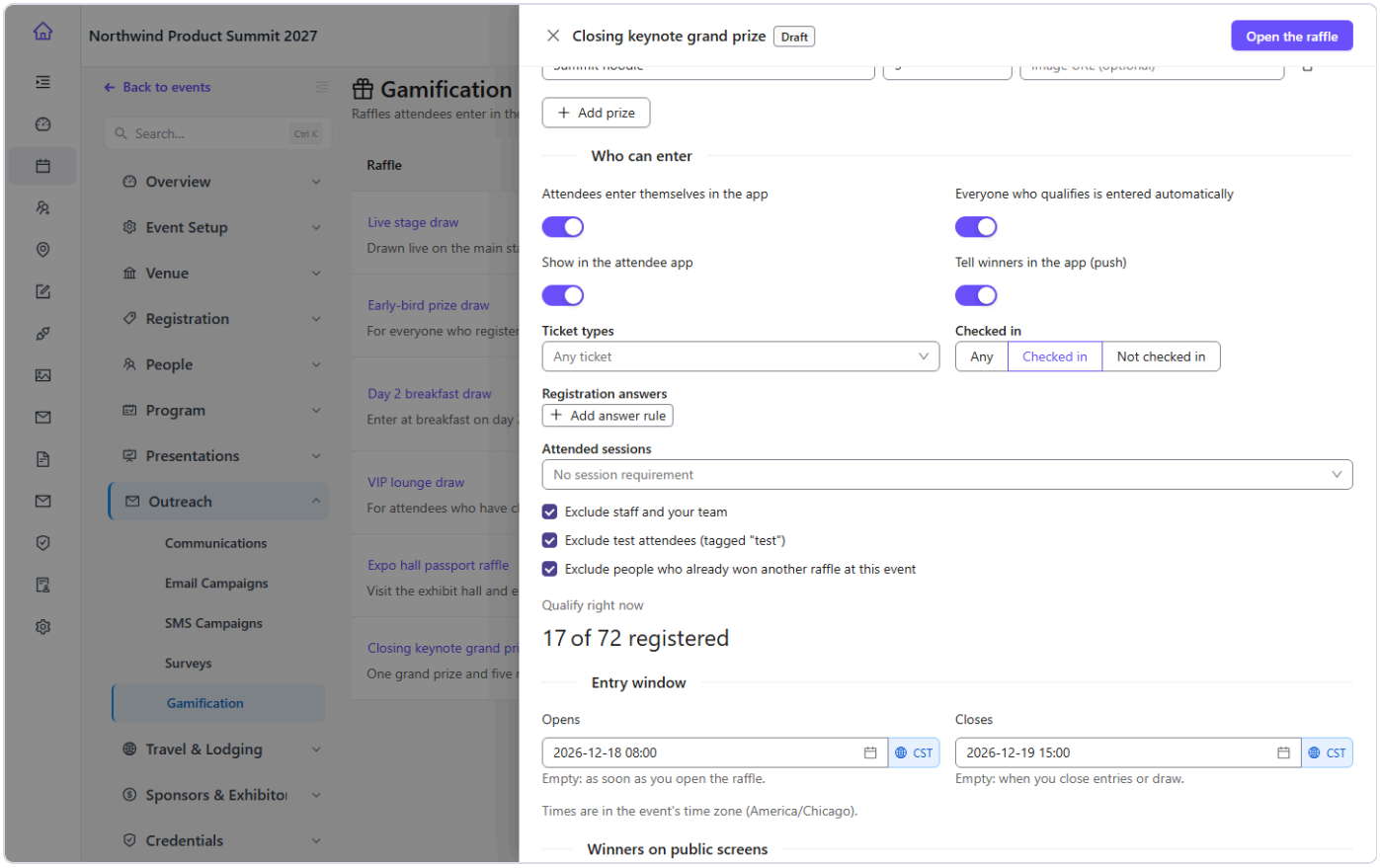


Who can enter: the four switches, the eligibility rules and the Qualify right now count

Entry window and winner names

- **Opens**: when entries start. Empty means as soon as you open the raffle.
- **Closes**: when entries stop. Empty means when you close entries or draw.

Times are in the event's time zone, shown next to each field.

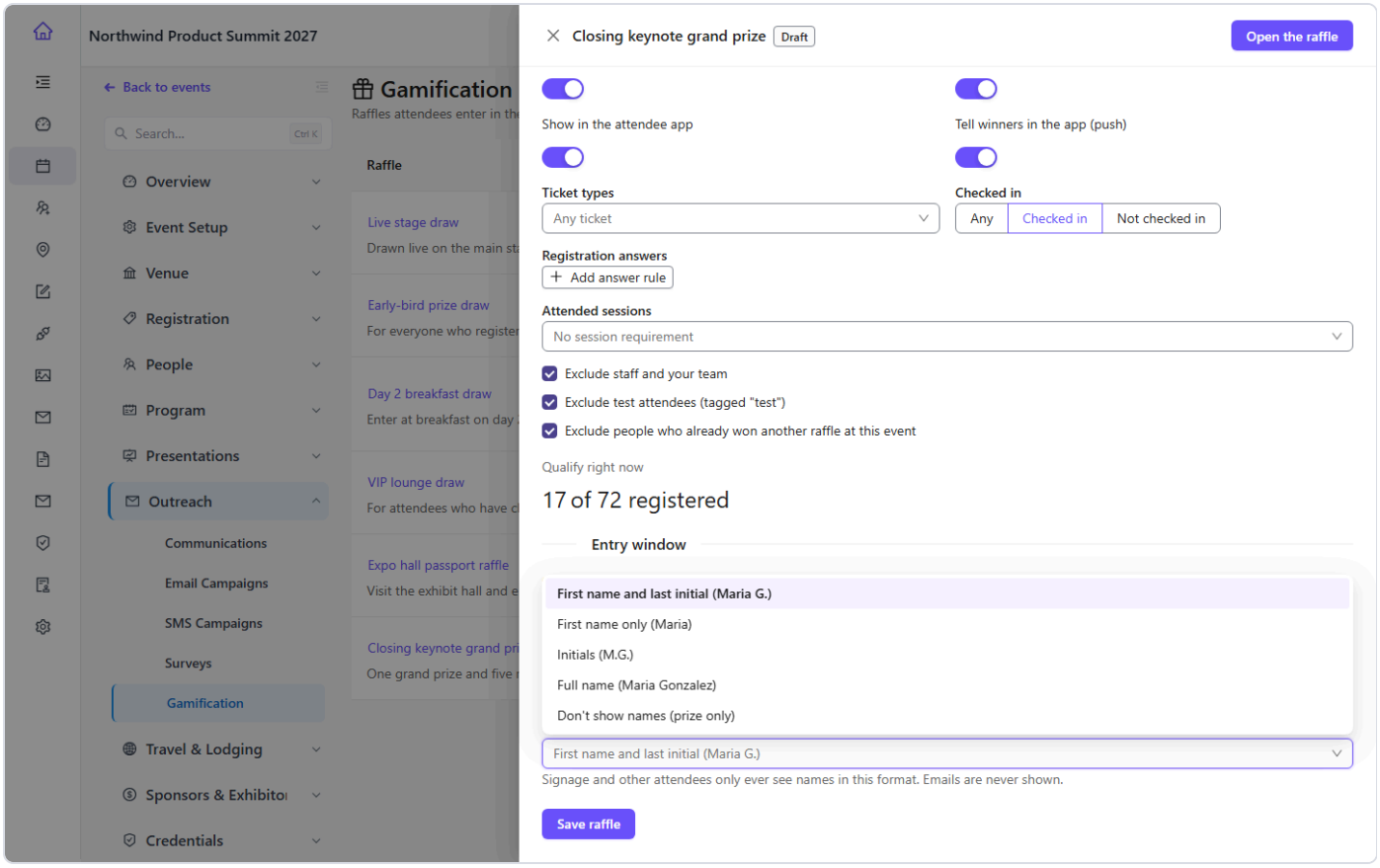


Entry window: Opens and Closes in the event's time zone

Winners on public screens sets how winners are named on signs and to other attendees. Email addresses are never shown.

Format	Example
First name and last initial (default)	Maria G.
First name only	Maria
Initials	M.G.
Full name	Maria Gonzalez
Don't show names (prize only)	"Winner drawn"

The winner always sees their own win in the app, whatever the format. In the dashboard you see the full name and email.



The name formats offered under Winners on public screens

Open the raffle and watch the entries

Click **Open the raffle** in the raffle's header. From then on the header offers **Close entries** and, until someone has won, **Back to draft**. A closed raffle offers **Reopen entries**.

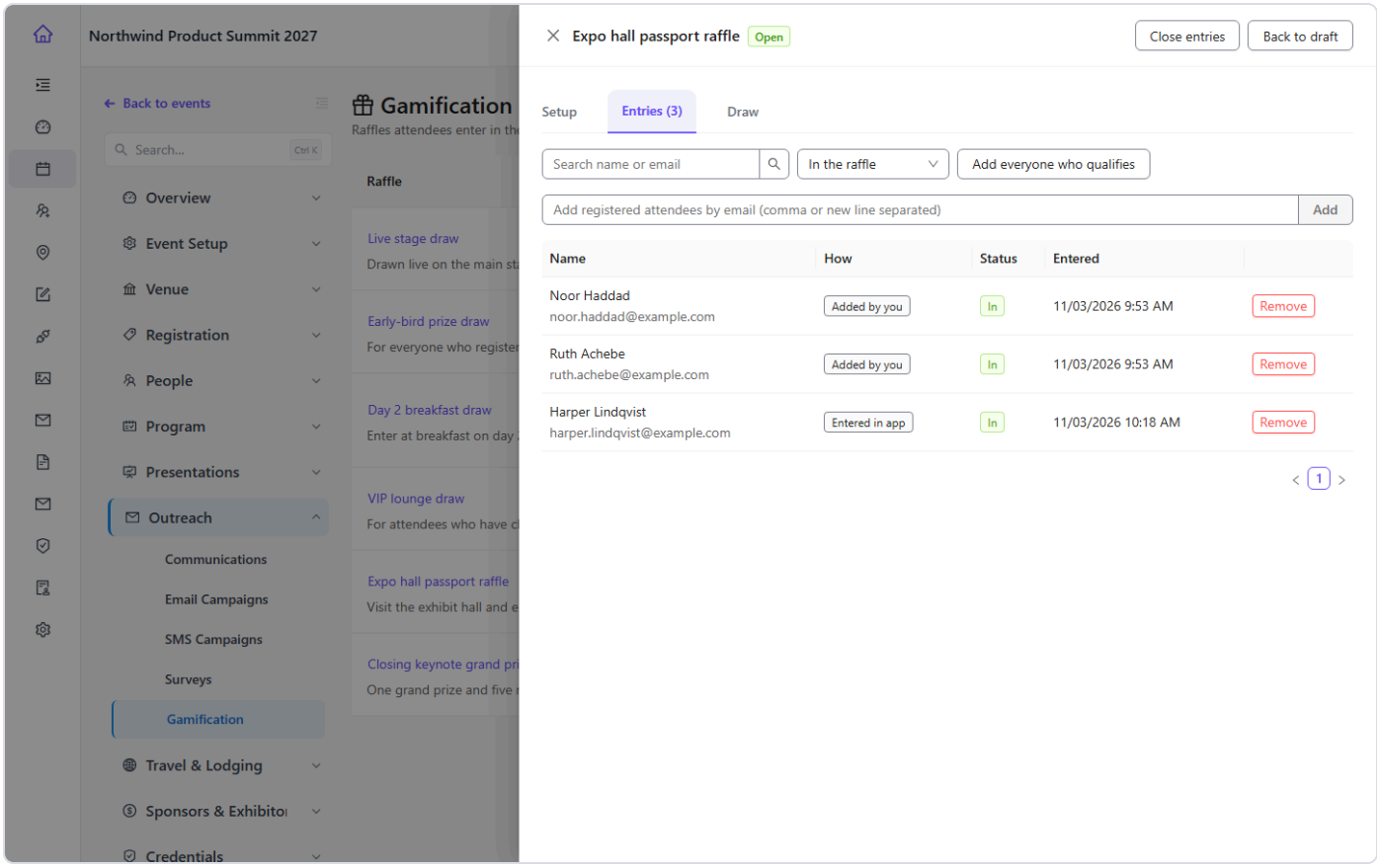
The **Entries** tab lists everyone in the draw, how they got in and their status:

How	Meaning
Entered in app	The attendee pressed Enter the raffle
Added by you	You added them by email
Qualified	Added because they met the rules (Add everyone who qualifies, or automatic entry)

Status	Meaning
In	In the draw
Left	The attendee left the raffle in the app
Removed	You removed them; they can't enter again

Status	Meaning
Won	They won a prize; to take a prize back, redraw it instead of removing them

Search by name or email, and filter **In the raffle**, **Left or removed** or **Everyone**. **Add everyone who qualifies** adds everyone who meets the rules right now. To add specific people, paste their emails (comma or new line separated) and click **Add**; only registered attendees are added, the rest are listed as skipped. People you add yourself are in the draw even if they don't meet the eligibility rules: that is your call.

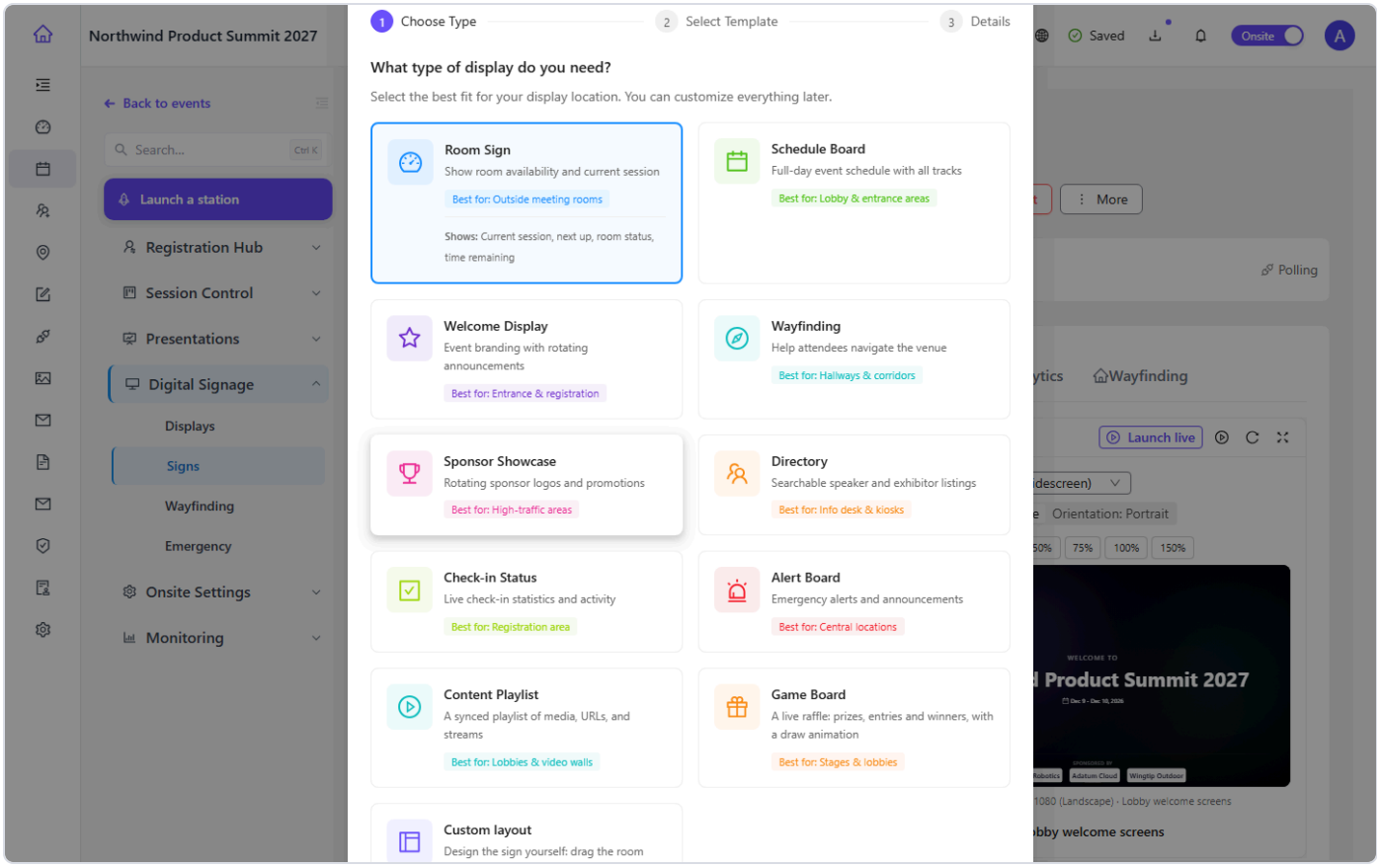


The Entries tab: entries with how they entered and their status, search, filter, Add everyone who qualifies and add by email

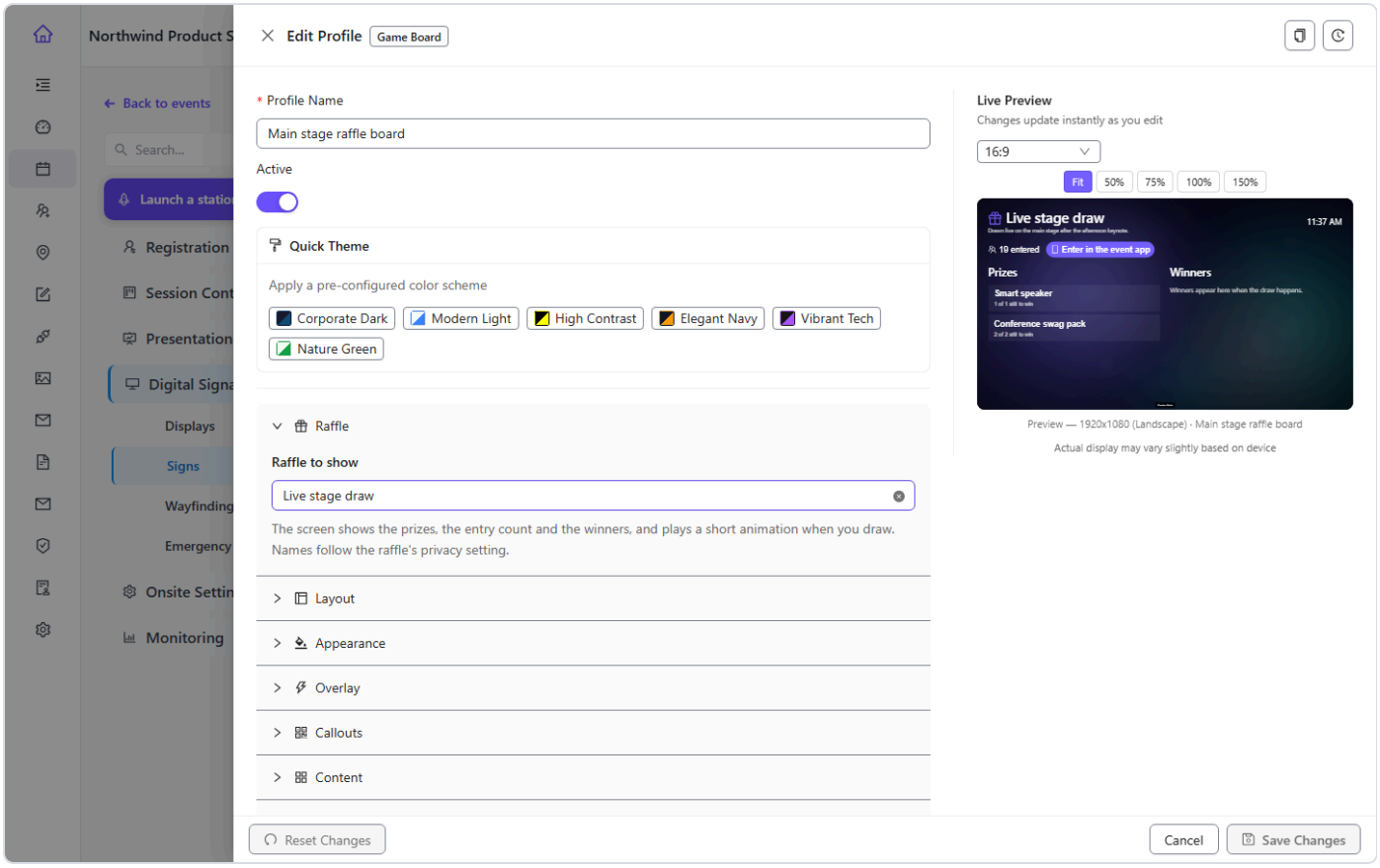
Show the raffle on a screen

A **Game Board** sign shows one raffle: its prizes and how many are left, the number of entries, "Enter in the event app" while entries are open, and the winners.

1. Go to **Onsite** > **Digital Signage** > **Signs** and click **Create Profile**. **Create New Profile** has three steps: **Choose Type** (pick **Game Board**, "A live raffle: prizes, entries and winners, with a draw animation", best for stages and lobbies), **Select Template**, and **Details** (the sign's name).
2. Open the sign's settings (**...** > **Edit**). In **Edit Profile**, the **Raffle** section is at the top: choose the **Raffle to show**, then **Save Changes**. The drawer's live preview shows the board.
3. Assign the sign to your screens as you would any other sign (see Digital signage).

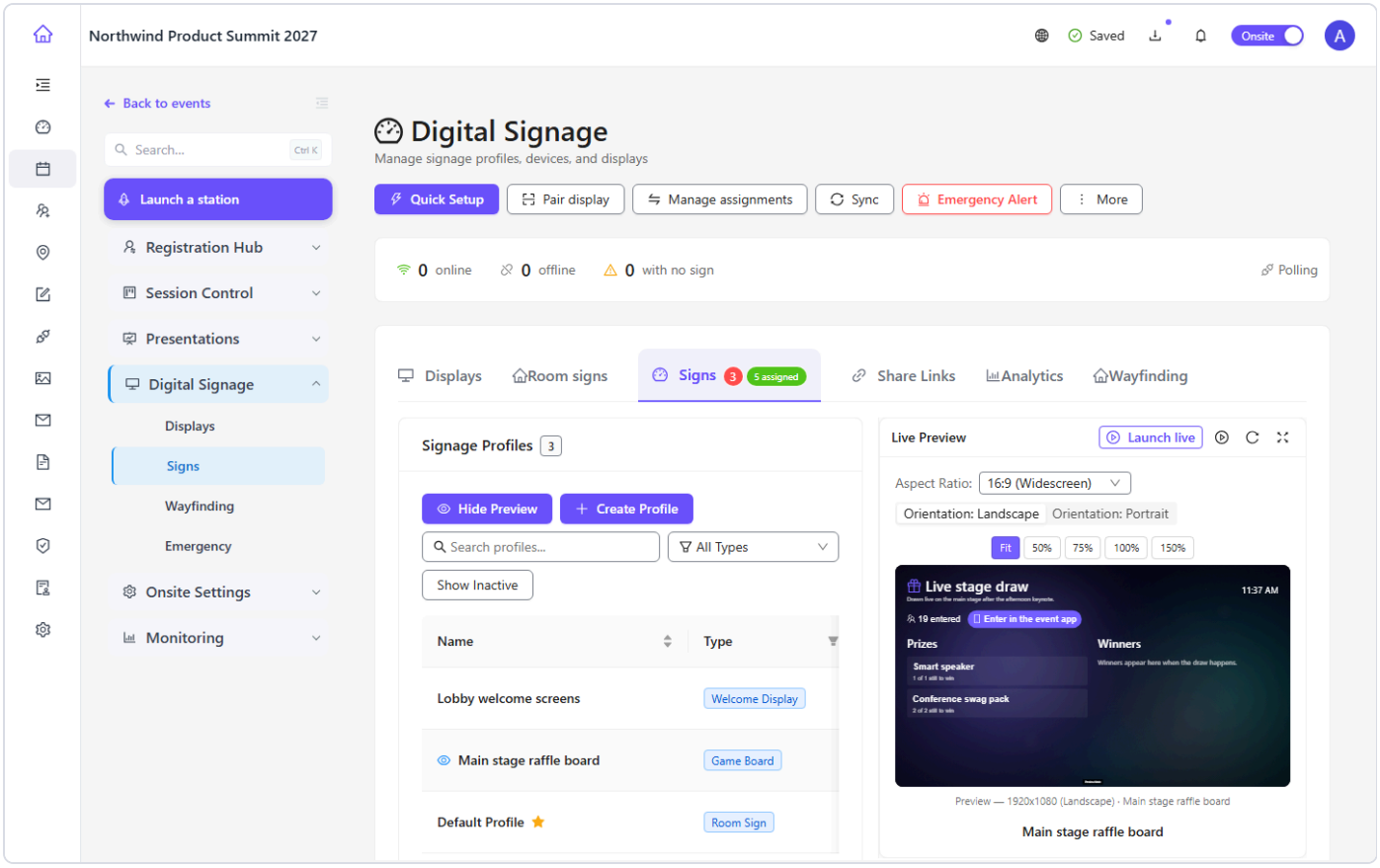


Create New Profile, Choose Type: the sign types, with Game Board at the end



Edit Profile for a Game Board sign: the Raffle section with Raffle to show, and the live preview

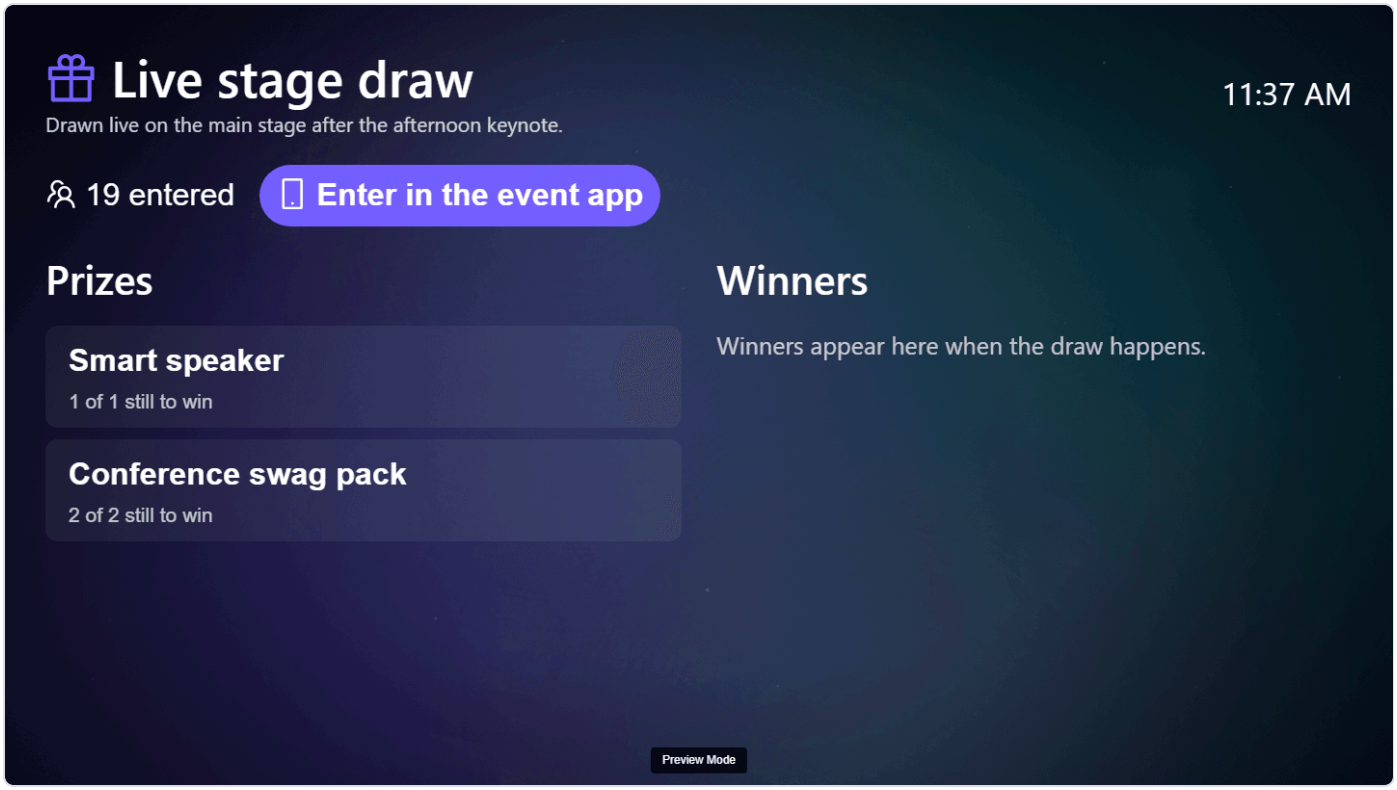
The **Signs** tab previews the sign, and **Launch live** opens it full size.



The Signs tab with the Main stage raffle board sign and its live preview

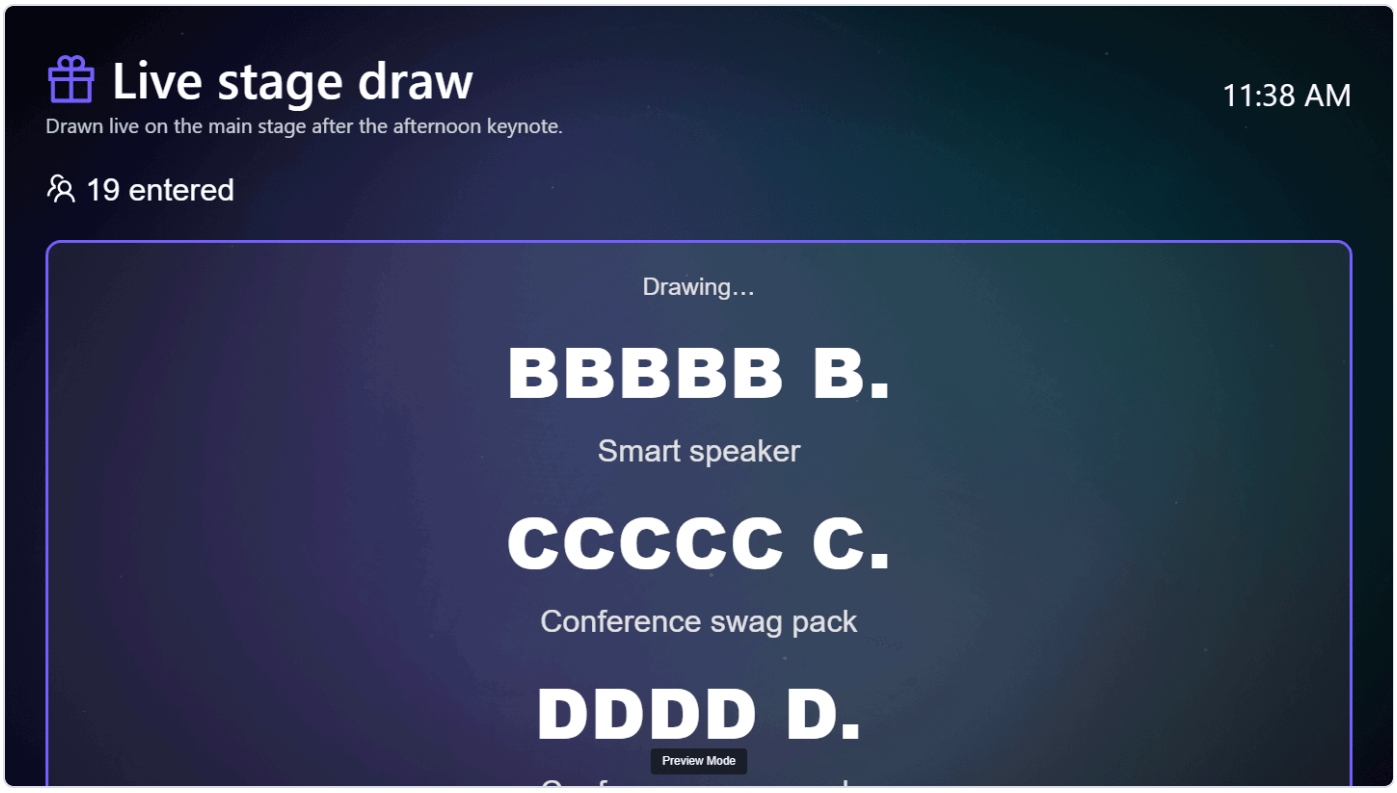
What the screen shows

Before the draw: the prizes with how many are still to win, the entry count and "Enter in the event app".

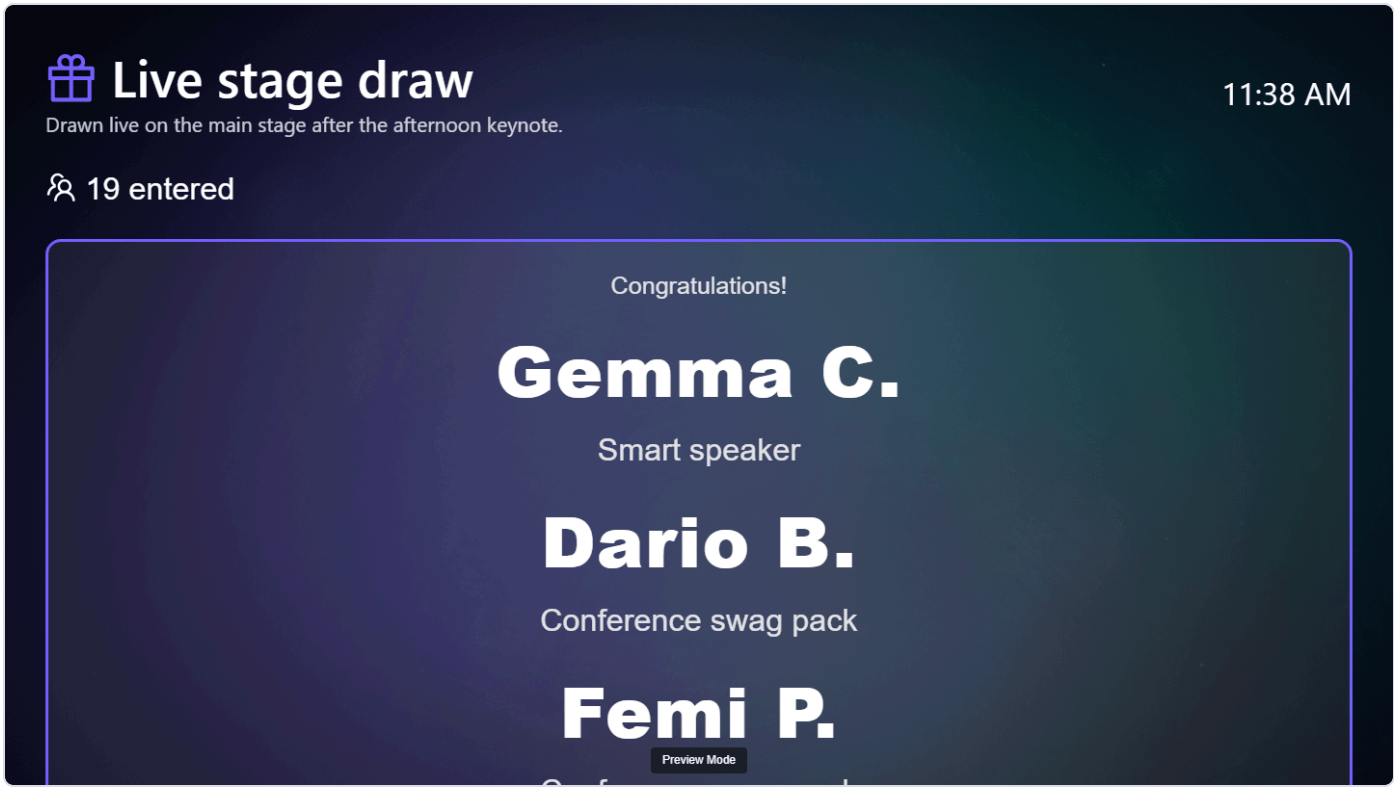


The Game Board before the draw: prizes, 19 entered, Enter in the event app, and "Winners appear here when the draw happens."

When you draw, the screen picks it up within about ten seconds. The new winners' names shuffle for a moment ("Drawing…"), then settle with "Congratulations!". Screens set to reduce motion skip the shuffle.

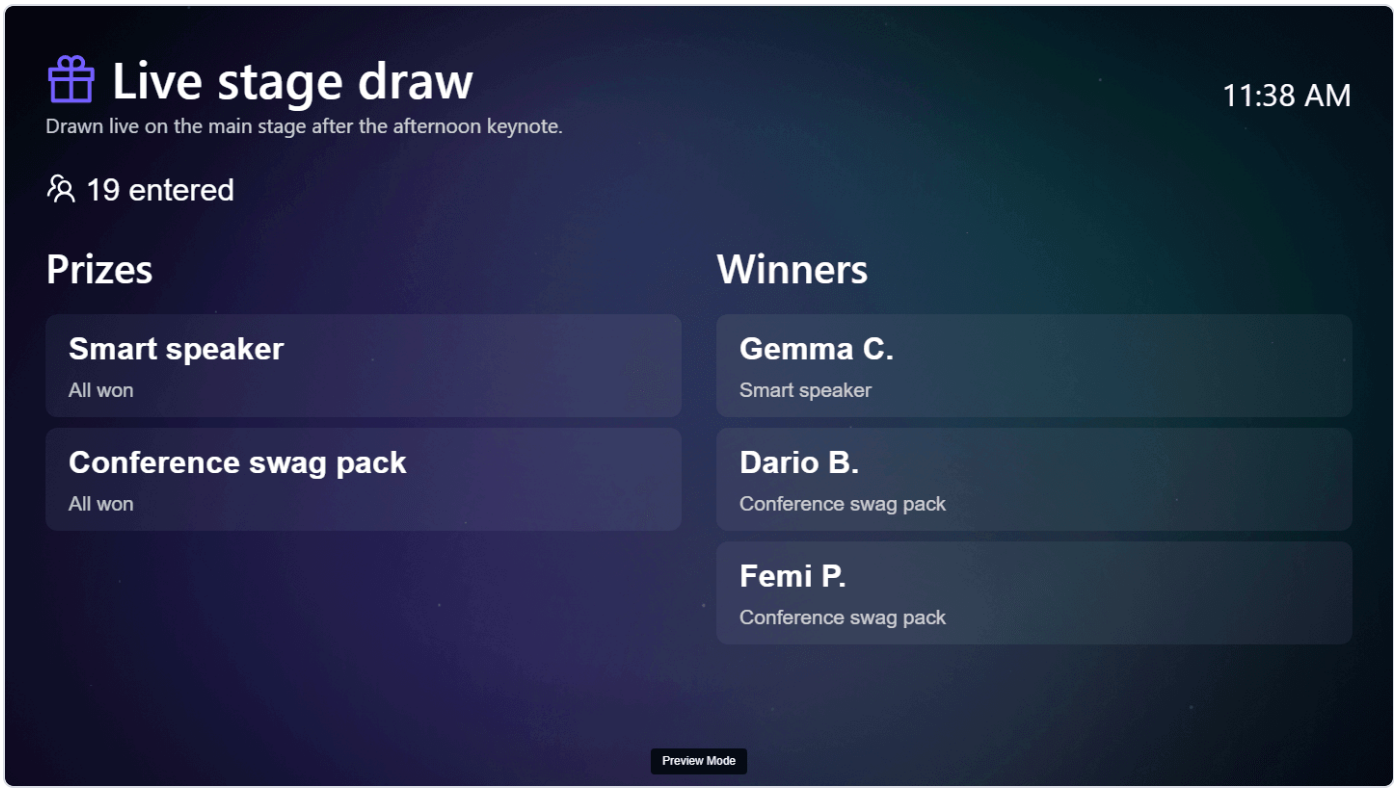


The Game Board during the draw: Drawing… with the names shuffling



The Game Board as a winner settles: Congratulations! and the winner's name

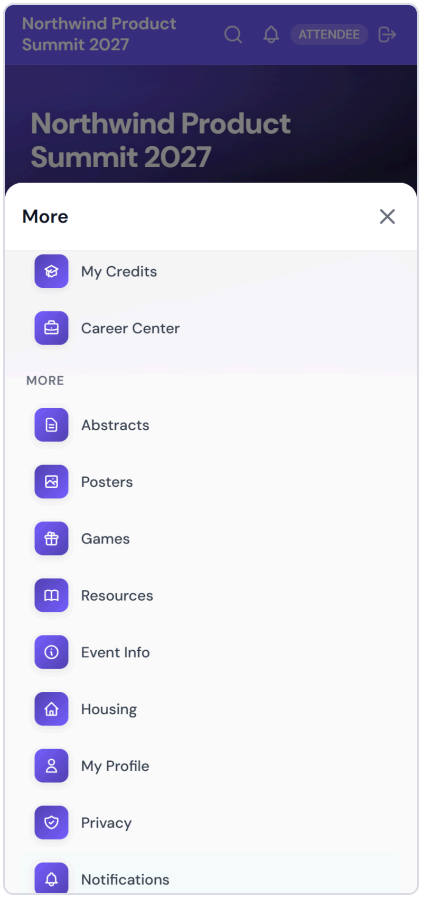
After the draw, the winners stay listed with their prizes, in the raffle's name format.



The Game Board after the draw: every prize won and the winners listed

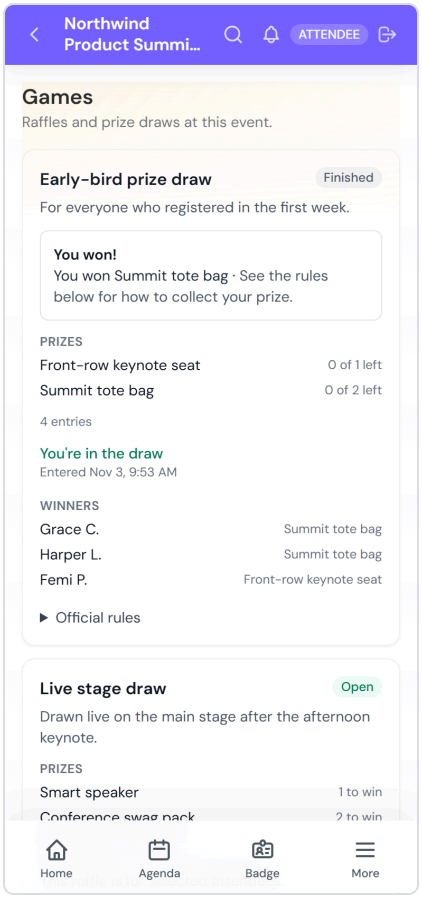
What attendees see in the Connect app

Attendees find raffles under **More** > **Games**. The menu item only appears when the event has a raffle shown in the app.



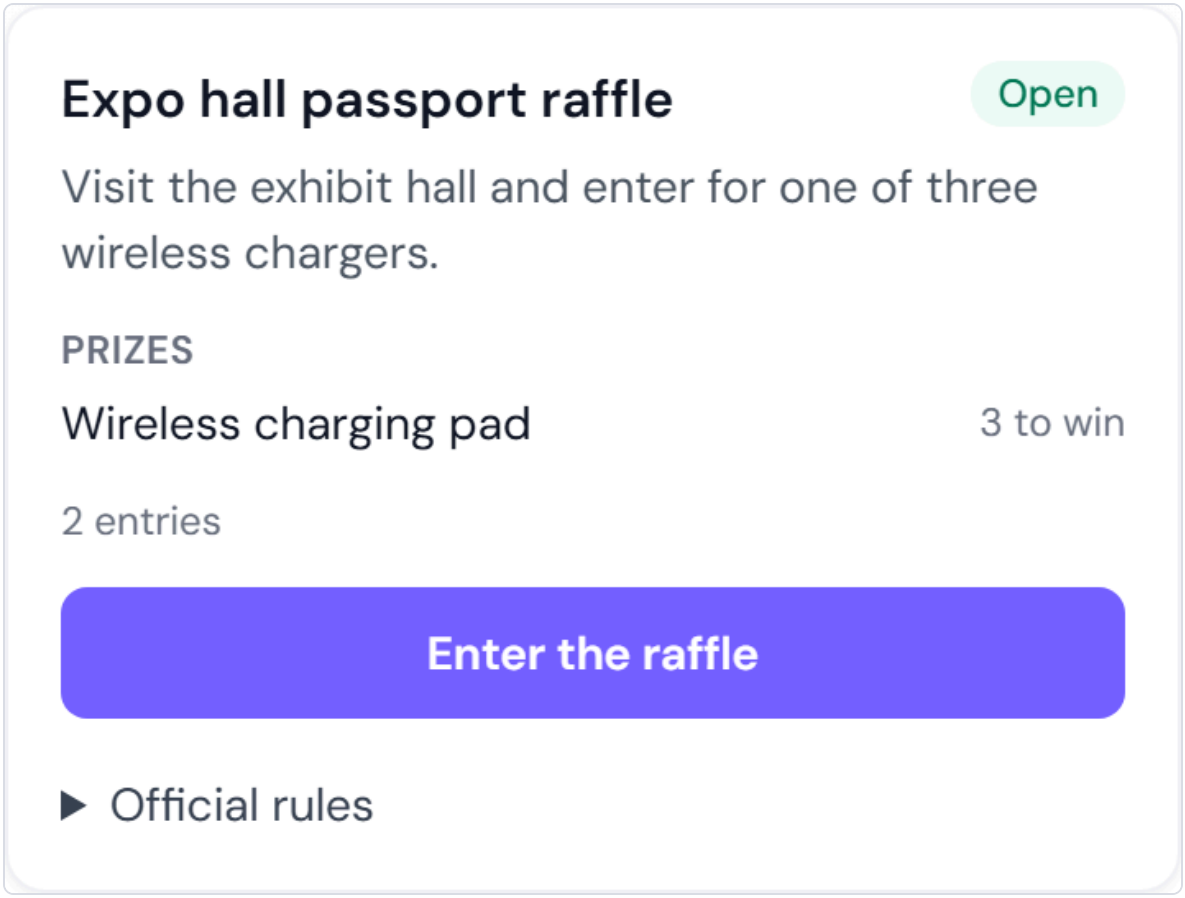
The Connect More menu with Games

Games lists each raffle with its status (**Open**, **Entries closed** or **Finished**), description, prizes and how many are left, the entry count and the entry window, and **Official rules** (your rules plus "Free to enter. No purchase necessary."). The list refreshes every 30 seconds and stays on screen without a connection ("Showing the last games you loaded.").

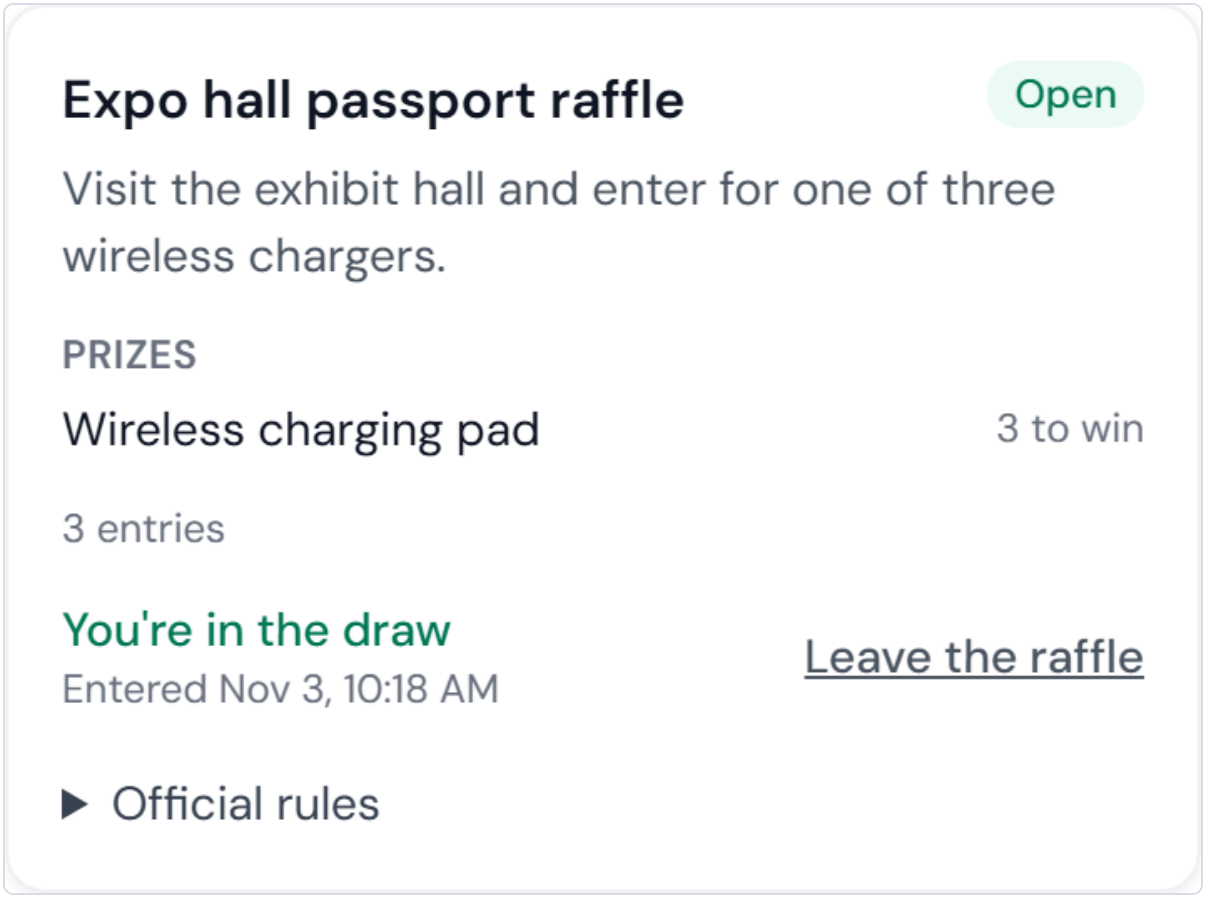


The Connect Games screen: the event's raffles

1. When an attendee can enter, the card shows **Enter the raffle**. One tap enters them.
2. Once in, the card says **You're in the draw** with the time they entered. While entries are open and they haven't won, they can **Leave the raffle**.



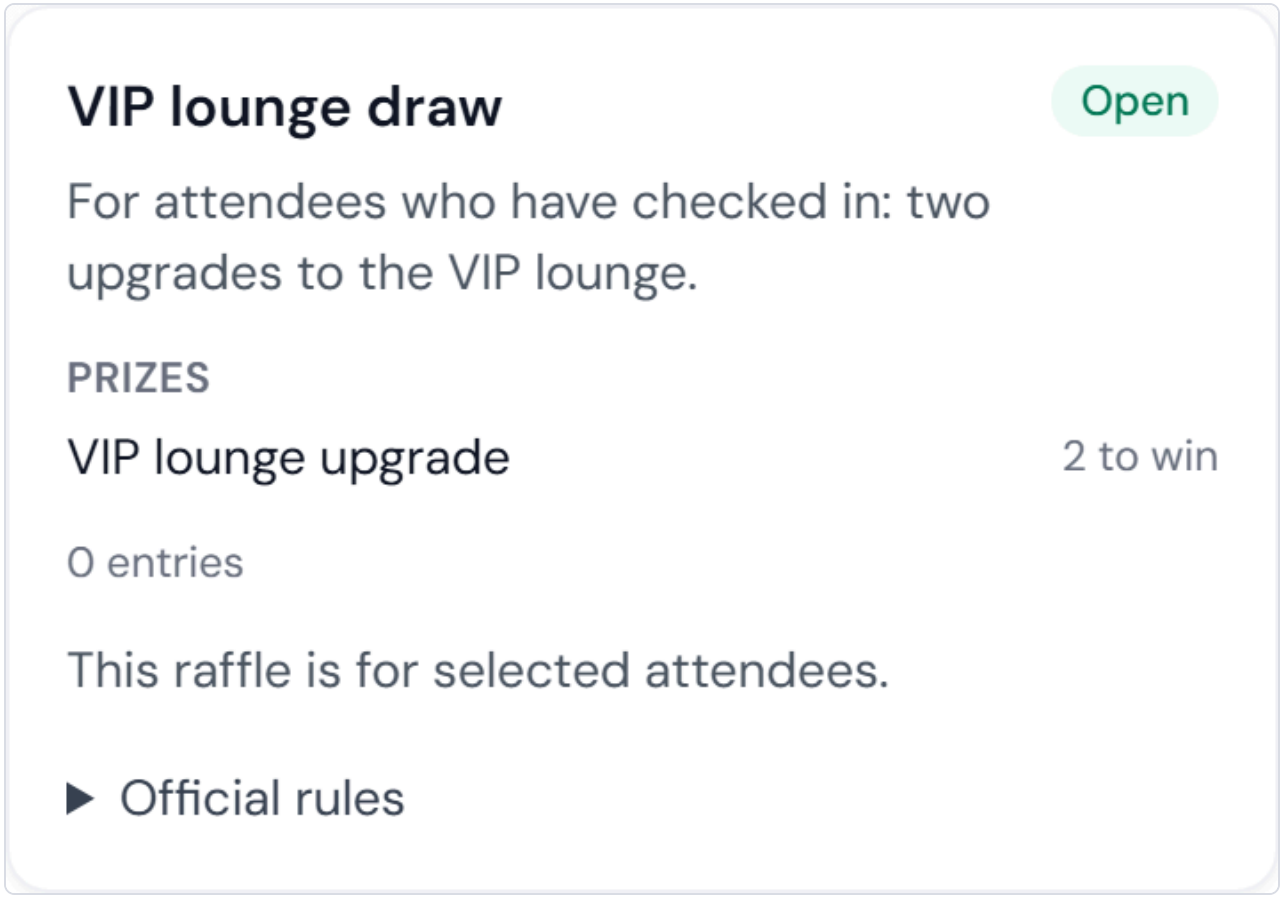
A raffle the attendee can enter, with Enter the raffle



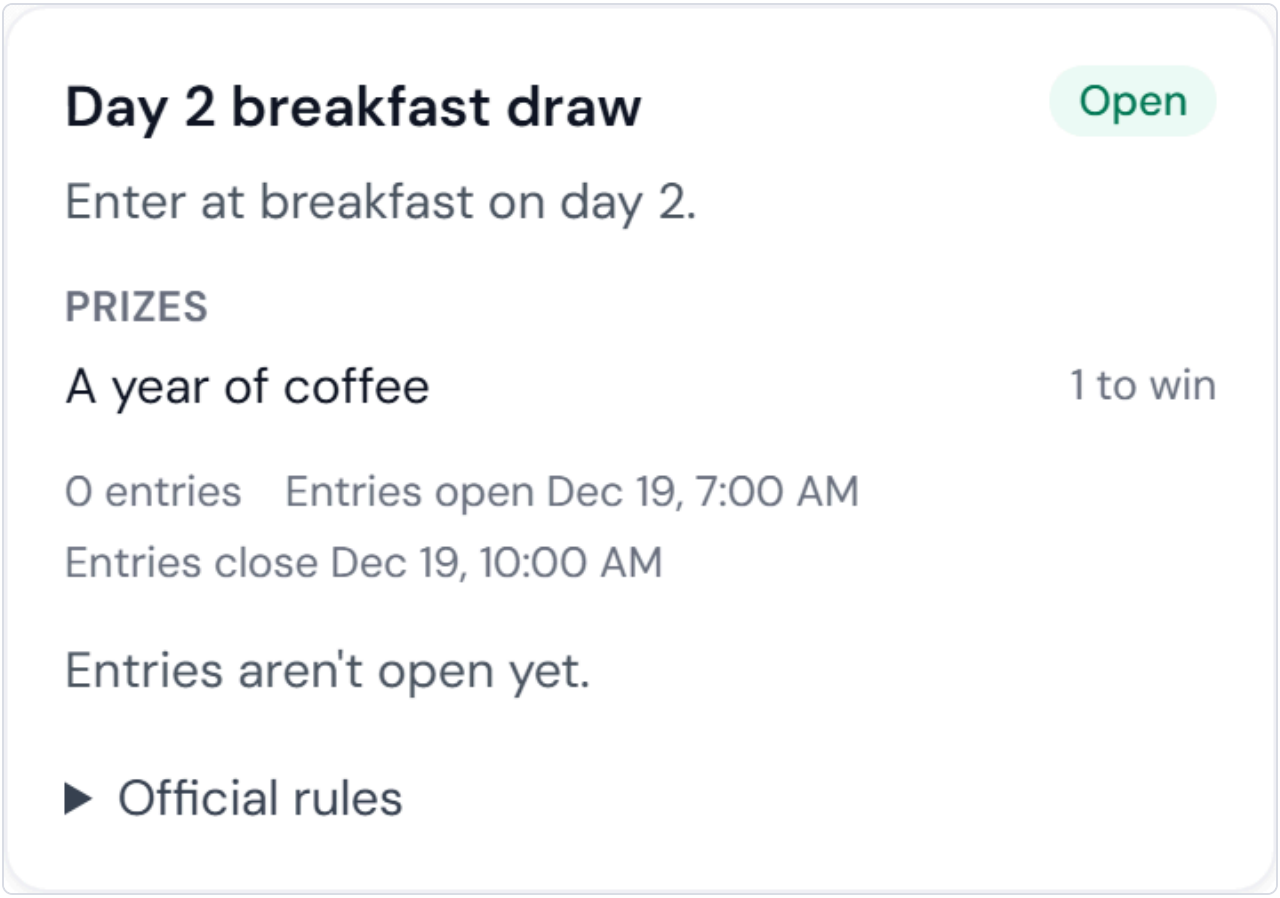
After entering: You're in the draw and Leave the raffle

When an attendee can't enter, the card says why instead of showing the button:

The card says	Why
This raffle is for selected attendees.	They don't meet the eligibility rules (for example, it is for checked-in attendees)
Entries aren't open yet.	The entry window hasn't started
Entries are closed.	The window has ended or you closed entries
Entry is automatic for eligible attendees.	Self entry is off; qualifying people are entered for them
Register for the event to enter.	They aren't registered for this event
The organizer removed your entry.	You removed them from the raffle

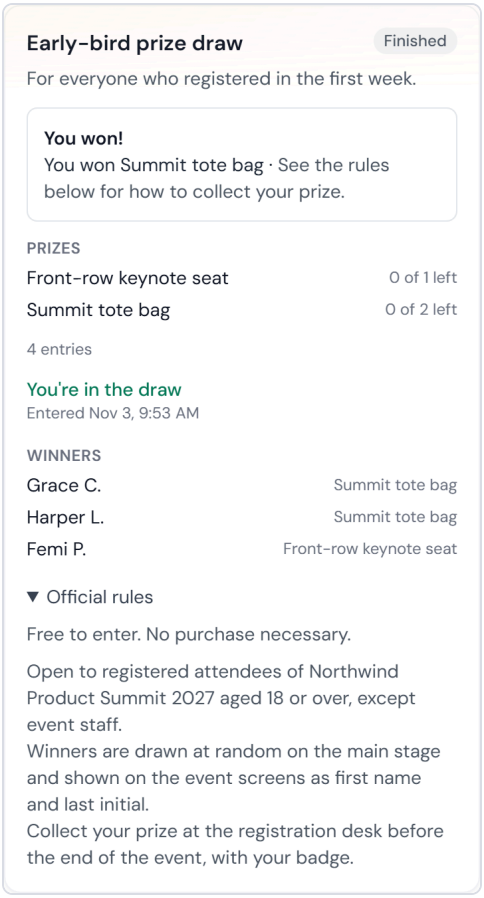


A raffle for selected attendees only



A raffle whose entry window hasn't started

When they win, the card shows **You won!** with the prize, and "See the rules below for how to collect your prize." (or **Collected** once you mark it). The **Winners** list shows everyone's wins in the raffle's name format. If the raffle tells winners by push, they also get a "You won!" notification that opens this screen.

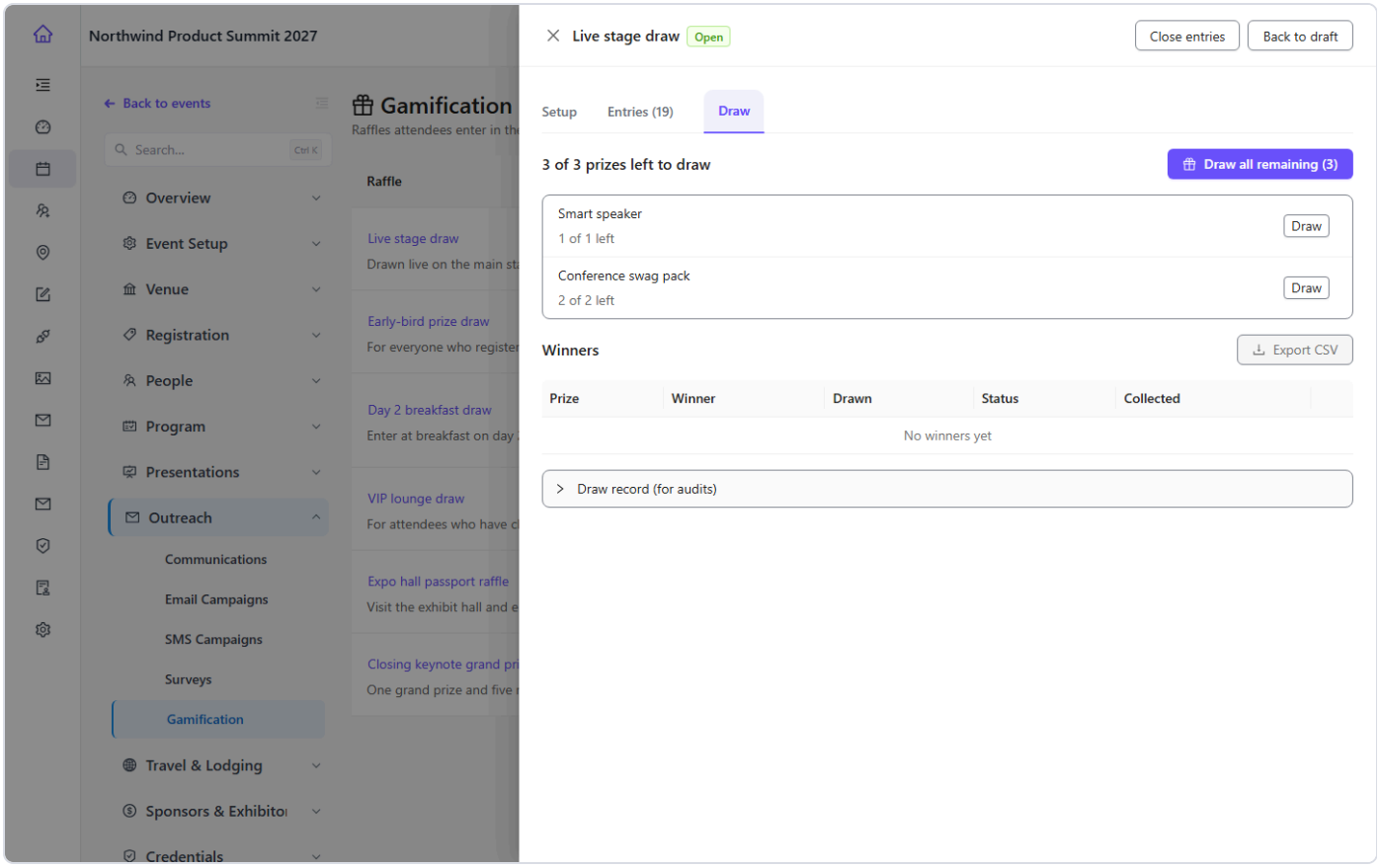


A won raffle: You won!, the winners list and the official rules with the free-entry line

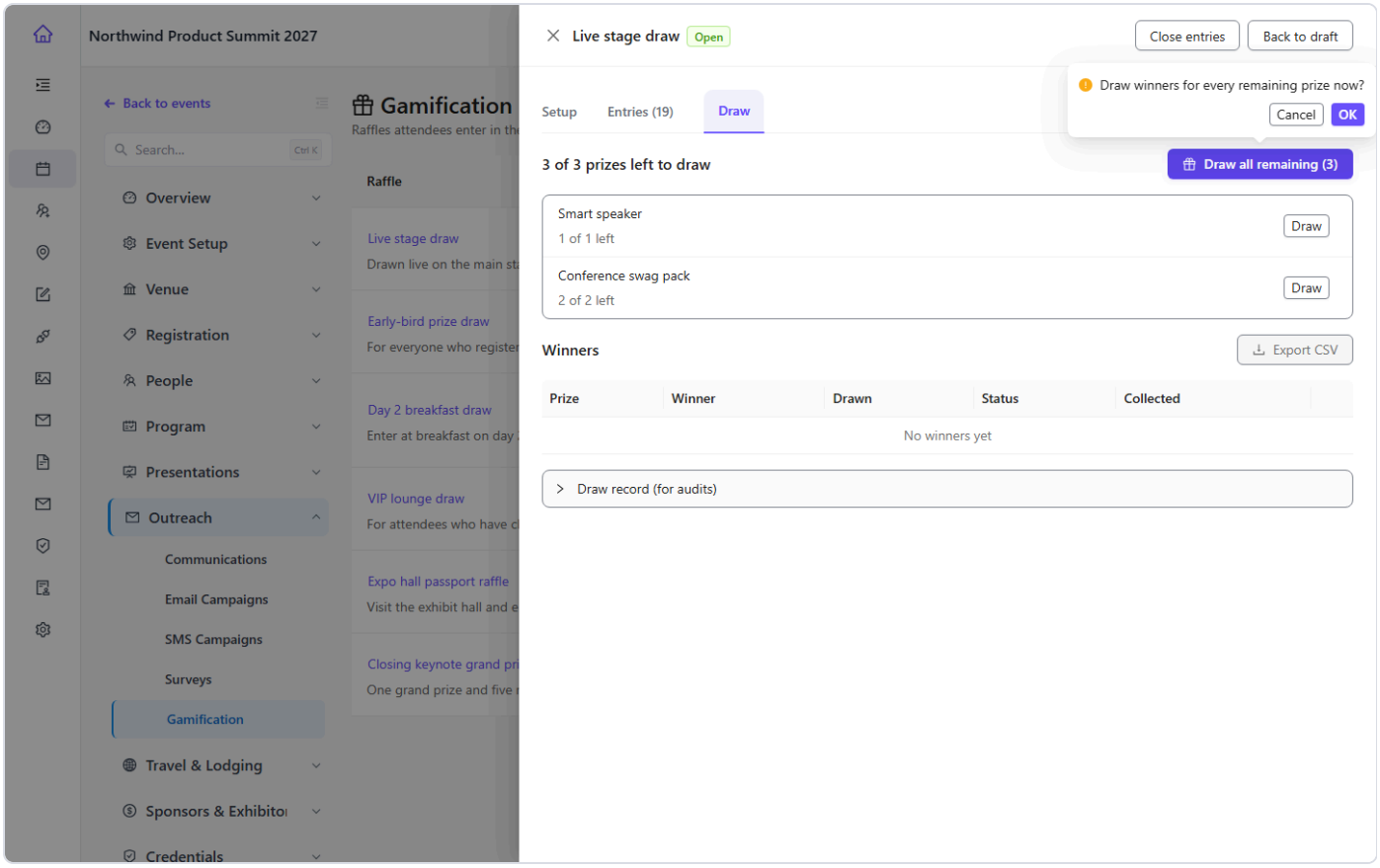
Draw the winners

Open the raffle's **Draw** tab. The raffle must be **Open** or **Entries closed**; a draft says "Open the raffle before drawing winners."

- **Draw all remaining** picks winners for every prize that still has one to give, after you confirm "Draw winners for every remaining prize now?".
- **Draw** next to a prize picks winners for that prize only, for example one prize after each session.



The Draw tab before the draw: 3 of 3 prizes left to draw, each prize with its Draw button



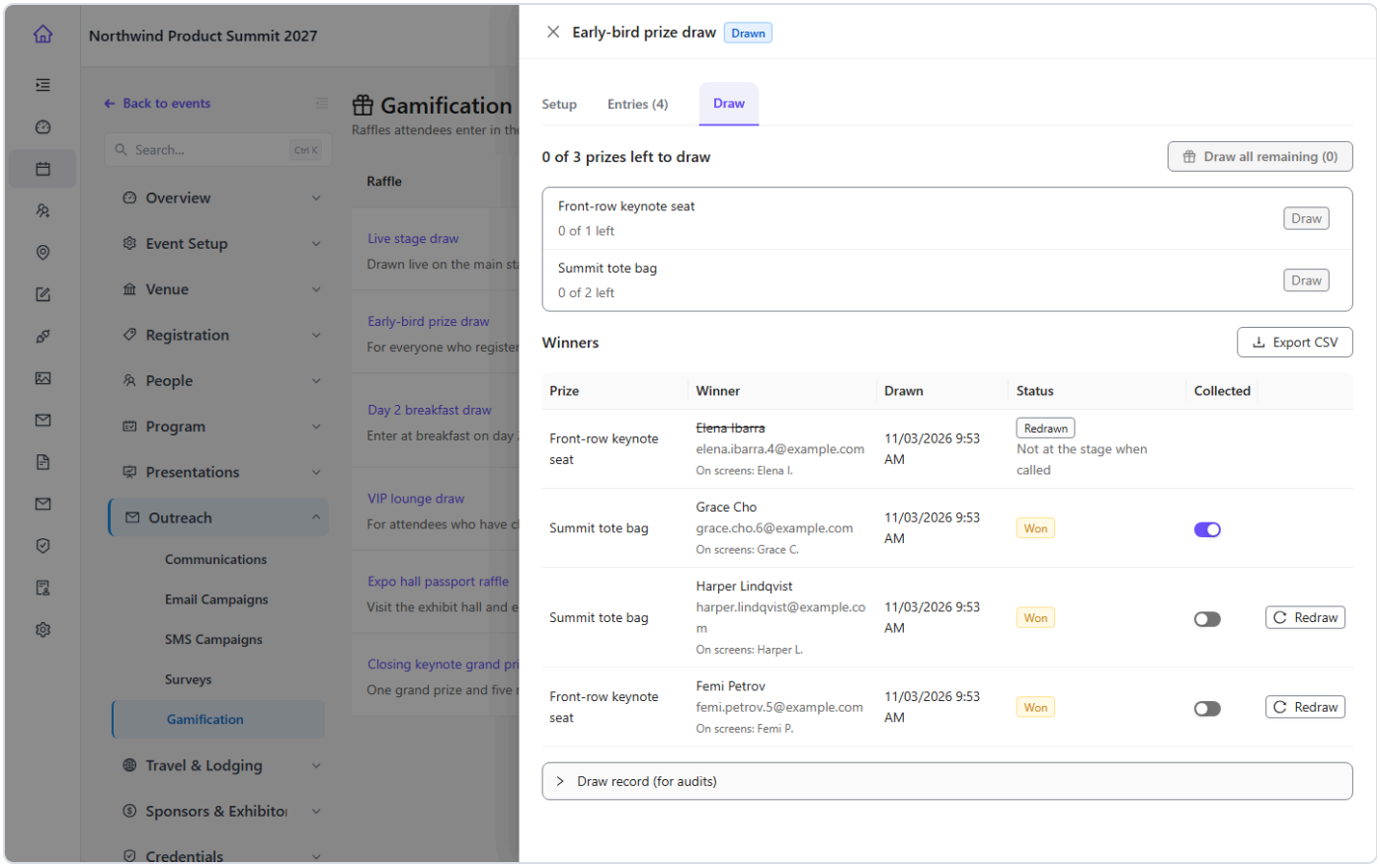
The confirmation before drawing every remaining prize

The draw happens on the server and is fair: everyone in the draw who can still win has the same chance, a person wins at most one prize per raffle (someone whose prize was redrawn can't win again in it), and pressing Draw twice (or a retry after a dropped connection) never draws twice. If fewer people can win than there are prizes, the rest stay undrawn and the page tells you how many.

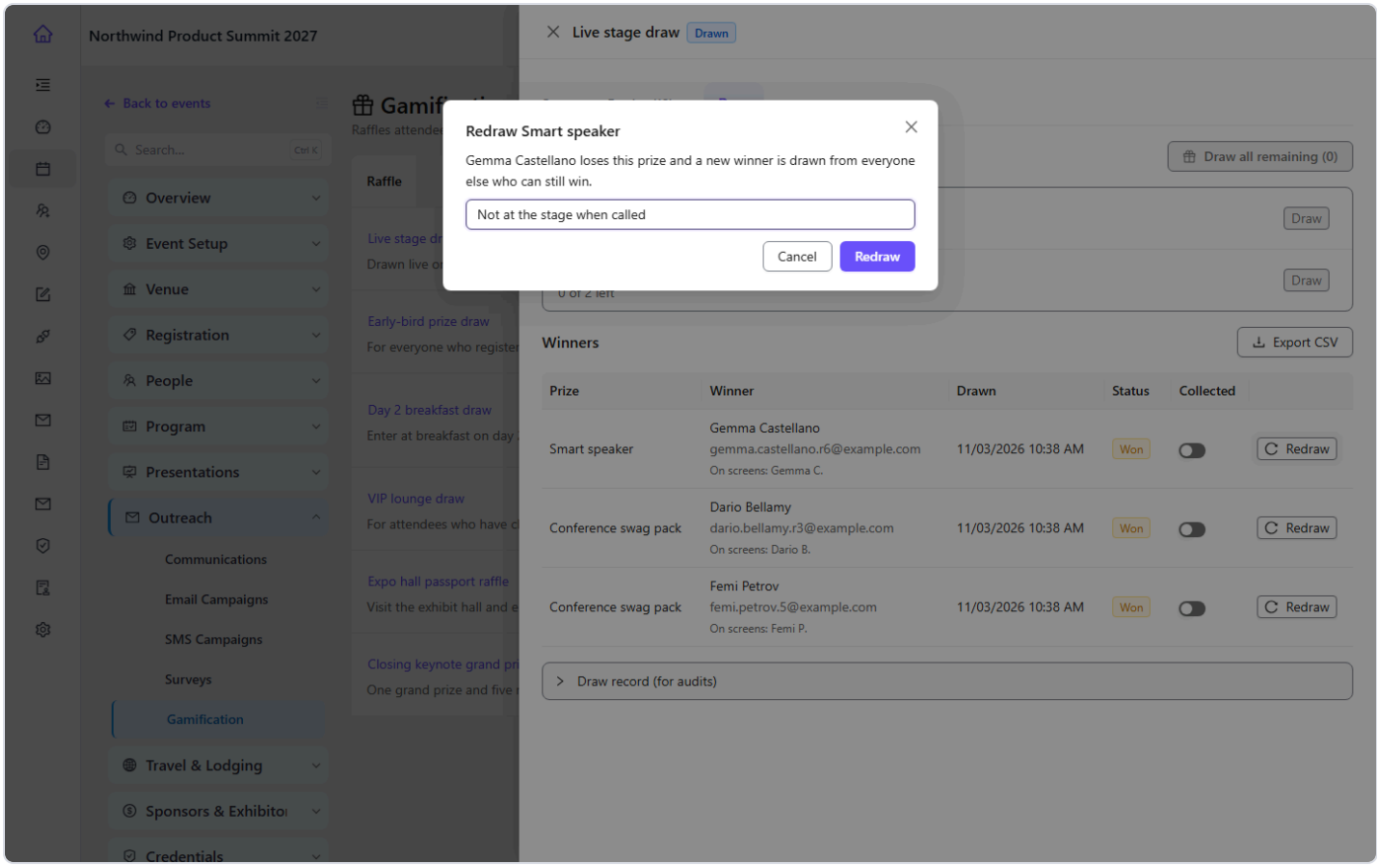
Winners, redraws and collected prizes

The **Winners** table shows each prize, the winner (with their email, for you only), how they appear on screens ("On screens: Harper L."), when they were drawn and their status.

- **Collected**: switch it on when the winner picks up the prize. The winner's app shows **Collected**.
- **Redraw**: if a winner isn't there or can't accept, click **Redraw**, give a reason (for example "Not at the stage when called") and confirm. They lose the prize, it is marked **Redrawn** with your reason, and a new winner is drawn from everyone else who can still win. A collected prize can't be redrawn.
- **Export CSV** downloads the winners list.



The Winners table: a redrawn winner with the reason, a collected prize, and Export CSV

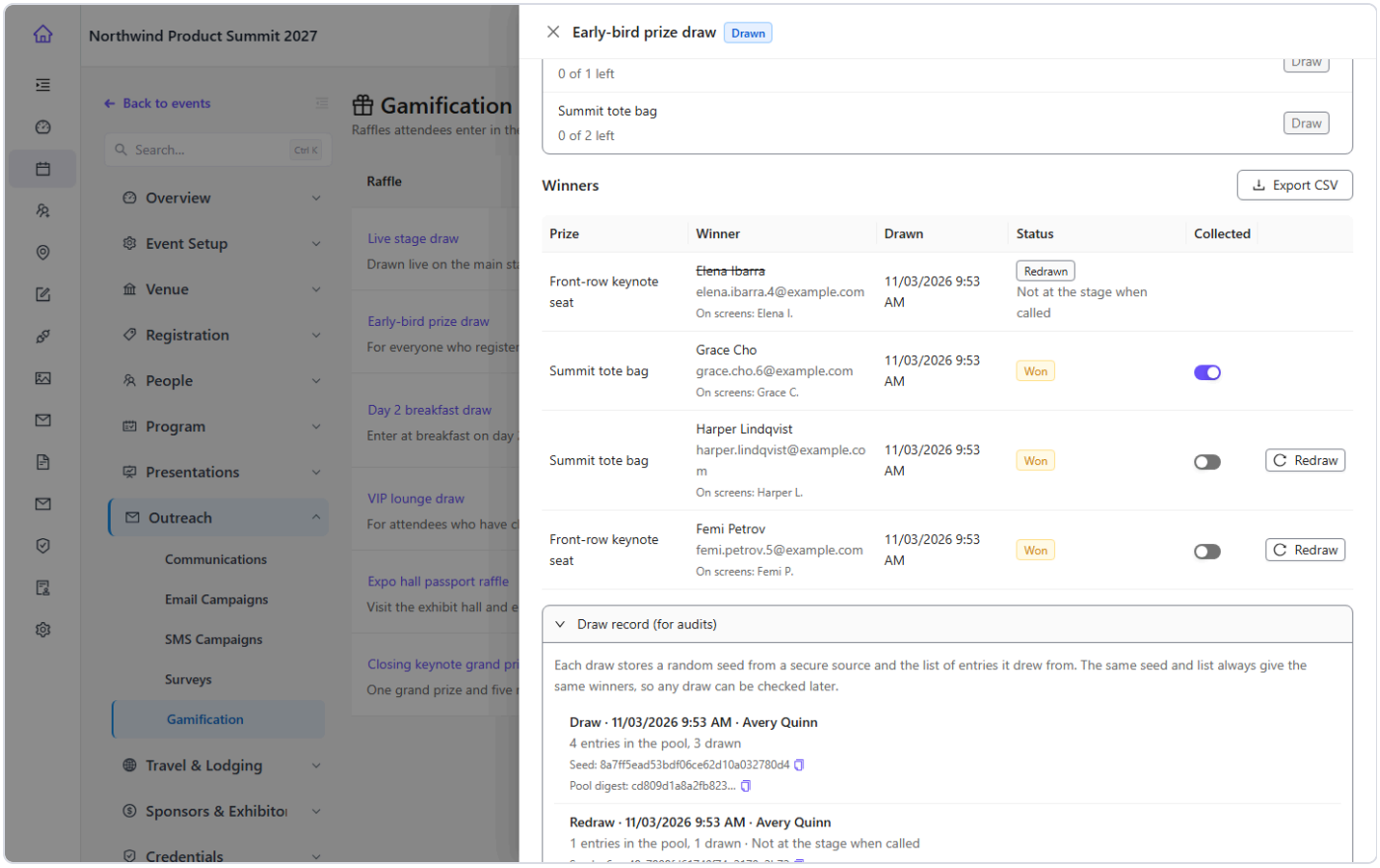


Redraw: the reason and the confirmation

There is no separate "publish" step: winners appear on Game Board signs and in the app as soon as they are drawn.

The draw record

Draw record (for audits) lists every draw and redraw: when, by whom, how many entries were in the pool and how many were drawn, and the draw's **Seed** and **Pool digest**. Each draw stores a random seed from a secure source and the list of entries it drew from; the same seed and list always give the same winners, so any draw can be checked later.



The draw record: each draw and redraw with the pool size, seed and pool digest

Data and permissions

- Raffles belong to the event. Team members who can manage the event can create, open, draw and redraw.
- Attendees only ever see winners in the raffle's name format. Signs receive names already formatted by the server, never emails.
- Every draw, redraw, entry, removal, collected prize and status change is recorded with who did it.

Troubleshooting

You see	Why	Fix
"Add at least one prize before opening the raffle."	The raffle has no prize	Add a prize on the Setup tab
"Entries must close after they open."	Closes is before Opens	Fix the entry window
"Nobody in the raffle can win right now. Check the entries and the rules."	Everyone in the draw has won, left or been removed, or no one meets the rules	Check the Entries tab and the eligibility rules; add people or loosen a rule

You see	Why	Fix
"... prizes left without a winner: not enough people can win."	More prizes than people who can win	Add entries, then draw the remaining prizes
"A raffle with winners can't go back to draft."	Someone already won	Close entries instead
"This person won. Redraw their prize instead of removing them."	You tried to remove a winner	Use Redraw on the Draw tab
"A prize's quantity can't go below the winners it already has."	You lowered a prize's quantity under its winners	Redraw or keep the quantity
Games is missing from the app's More menu	The event has no raffle shown in the app	Open a raffle with **Show in the attendee app** on
An attendee can't enter	See the reason on their card (table above)	Adjust the rules or the window, or add them by email
The sign shows "Choose a raffle in this display's settings."	The Game Board sign has no raffle picked	Edit the sign > Raffle > Raffle to show
The sign lost its connection	It keeps showing the last board it loaded	Nothing to do; it updates when it reconnects
A winner didn't get a push	They don't use the Connect app, turned off event notifications, or the raffle's push switch is off	They still see the win under More > Games