SIGNIVENT

Organization profile and settings

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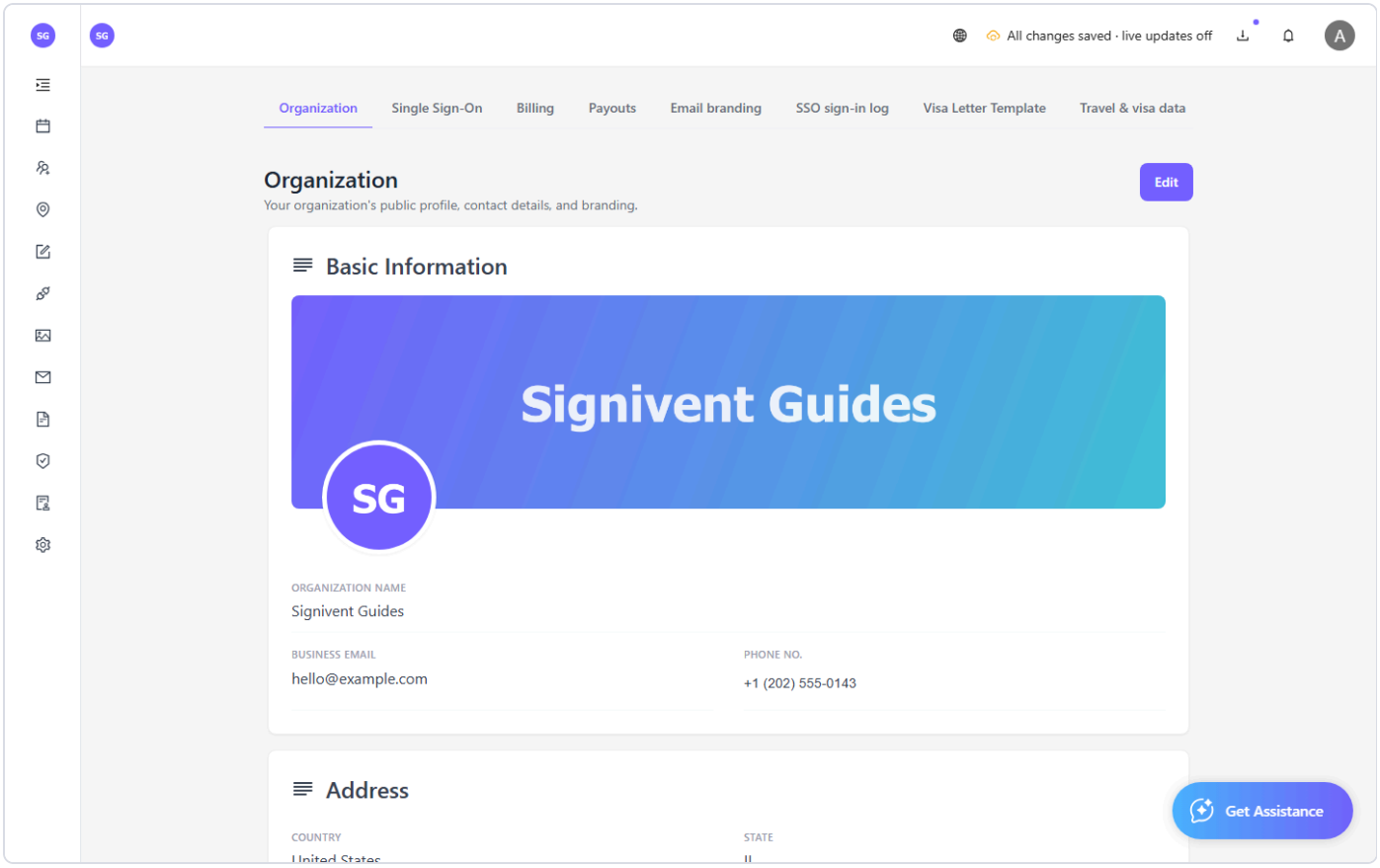
Your organization profile is what attendees, speakers and exhibitors see as "organized by": the name, logo, banner, contact details and social links. It lives under **Organization Settings** > **Organization** in the sidebar. The same page holds the sender name and reply-to address for your email campaigns, and the request to delete the organization's account.

The tabs along the top of Organization Settings lead to the other organization-wide settings: **Single Sign-On**, **Billing**, **Payouts**, **Email branding**, **SSO sign-in log**, **Visa Letter Template** and **Travel & visa data**. Each has its own guide.

Update your organization profile

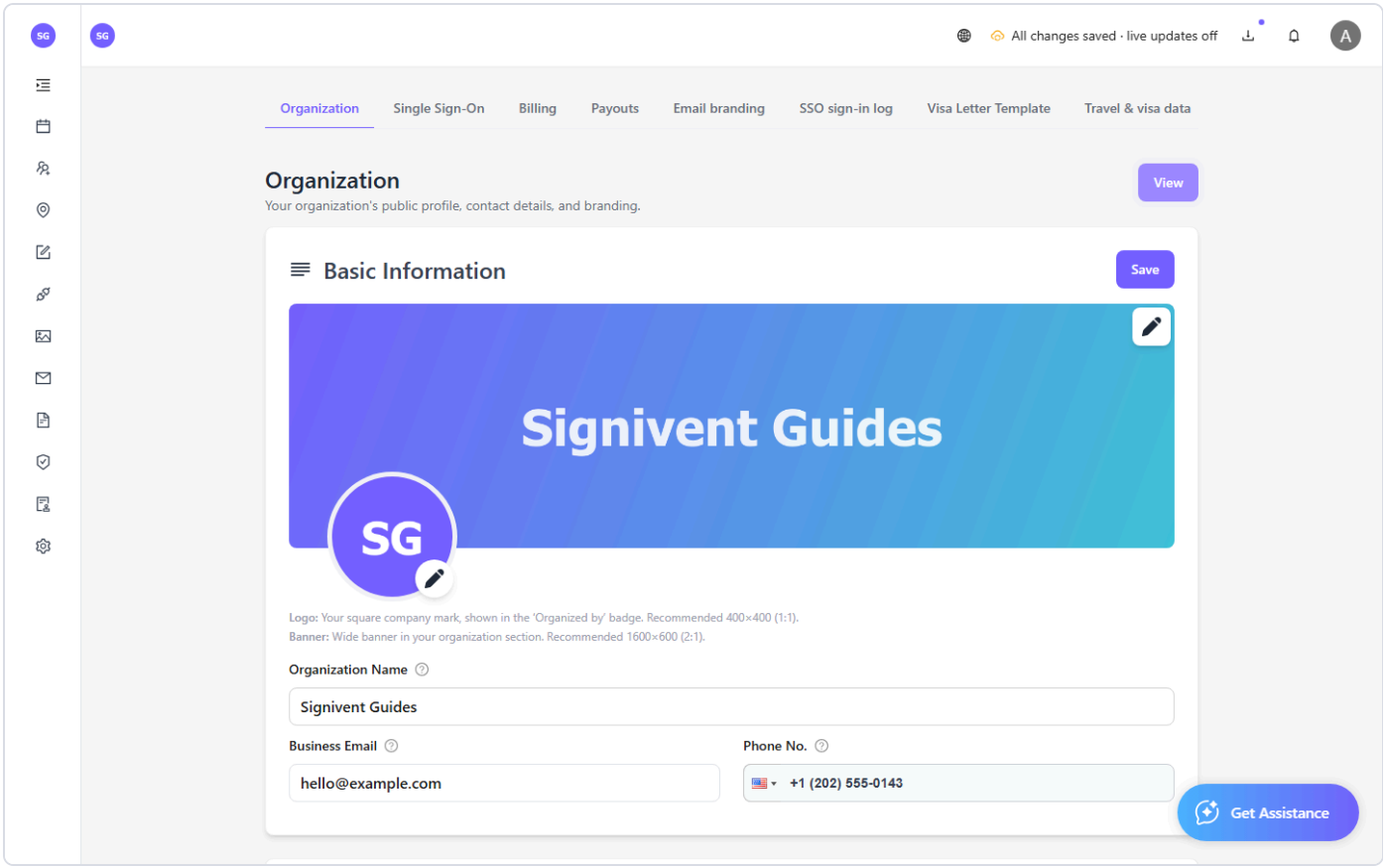


The Organization tab in view mode: banner, logo, organization name, business email and phone

1. Open **Organization Settings** > **Organization** and click **Edit** (top right).
2. Change any of the fields on the cards below.

Card	Fields
Basic Information	Logo, banner, **Organization Name**, **Business Email**, **Phone No.**
Address	Country, State, City, Street & Apartment, Zip/Postal Code
About	Tagline, Description
Social	Facebook, Twitter, Whatsapp, Instagram, Skype

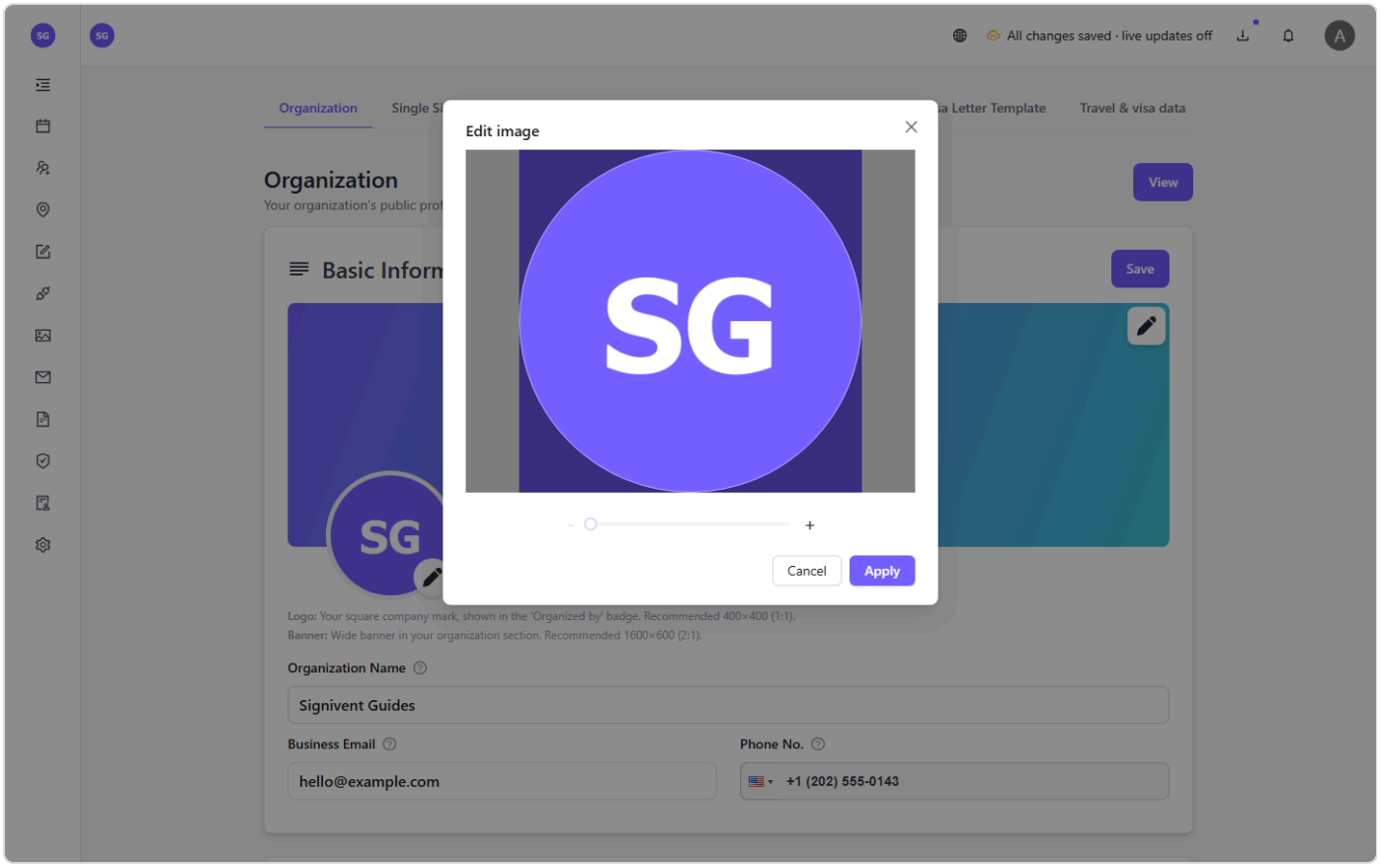
3. Click **Save** (top right of the Basic Information card). It saves every card at once. Click **View** to leave edit mode.



Edit mode: pencil buttons on the banner and logo, and editable name, email and phone fields with a Save button

Add a logo and banner

1. Click **Edit**.
2. Click the pencil on the round logo, or the pencil in the top right corner of the banner, and pick an image file.
   - **Logo:** a square mark, shown in the "Organized by" badge. Recommended 400 x 400 pixels.
   - **Banner:** a wide image for your organization section. Recommended 1600 x 600 pixels.
3. In **Edit image**, drag the image to position it and use the slider to zoom. Click **Apply**.
4. Click **Save** on the Basic Information card.



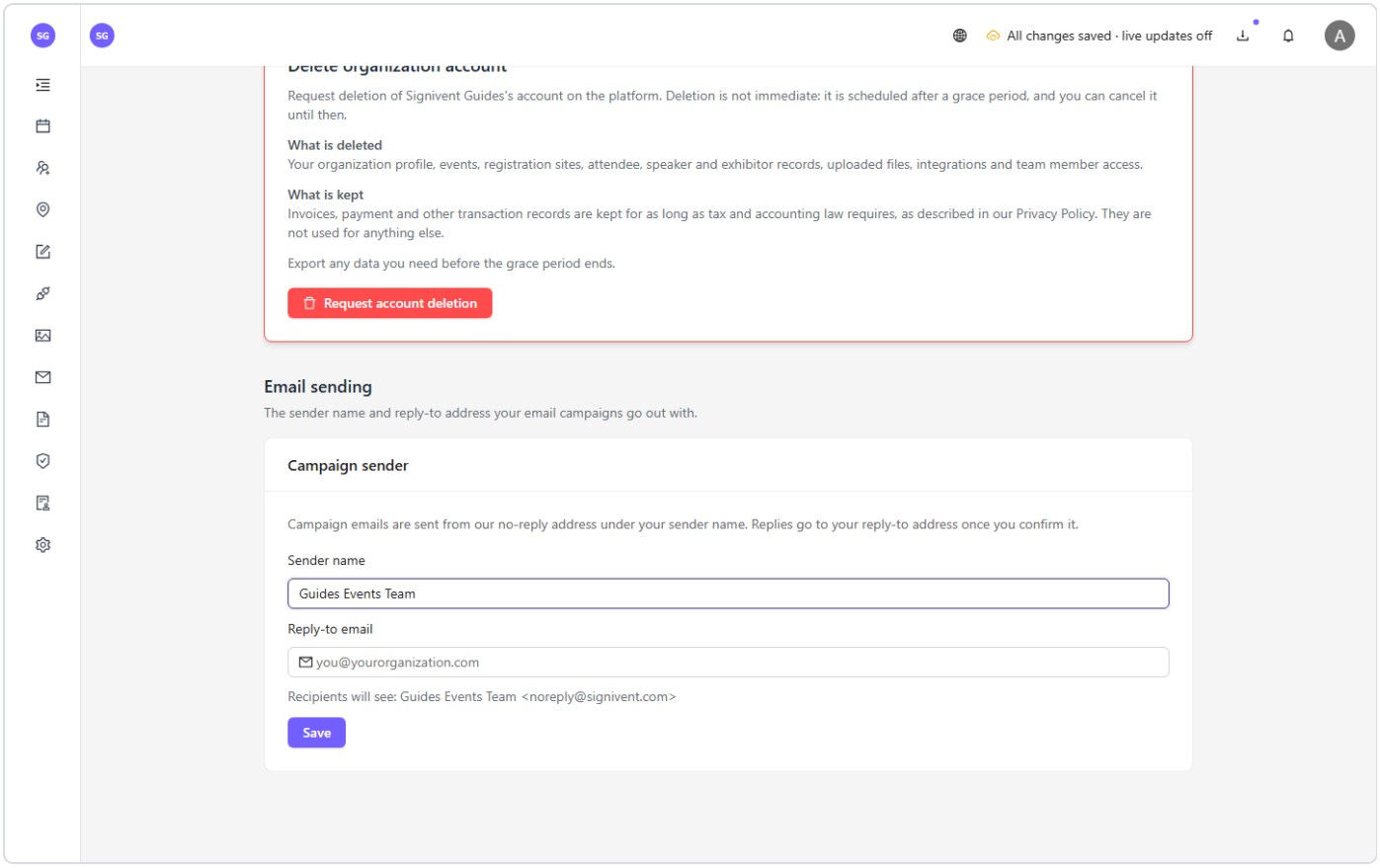
The Edit image dialog: crop area, zoom slider, Cancel and Apply

The new logo also appears at the top of the sidebar for everyone on your team.

Set the campaign sender

Email campaigns are sent from the platform's no-reply address, under your sender name. Replies go to your own reply-to address once you confirm it. Campaigns cannot be sent until both are set.

1. Scroll to **Email sending** > **Campaign sender** on the Organization tab.
2. Enter a **Sender name** (2 to 60 characters), for example your organization or event team name.
3. Enter a **Reply-to email**: a real mailbox your team reads.
4. Click **Save**. We email a confirmation link to the reply-to address. Open it to confirm; until then, replies are not routed to you.



Email sending: the Campaign sender card with sender name, reply-to email and the "Recipients will see" line

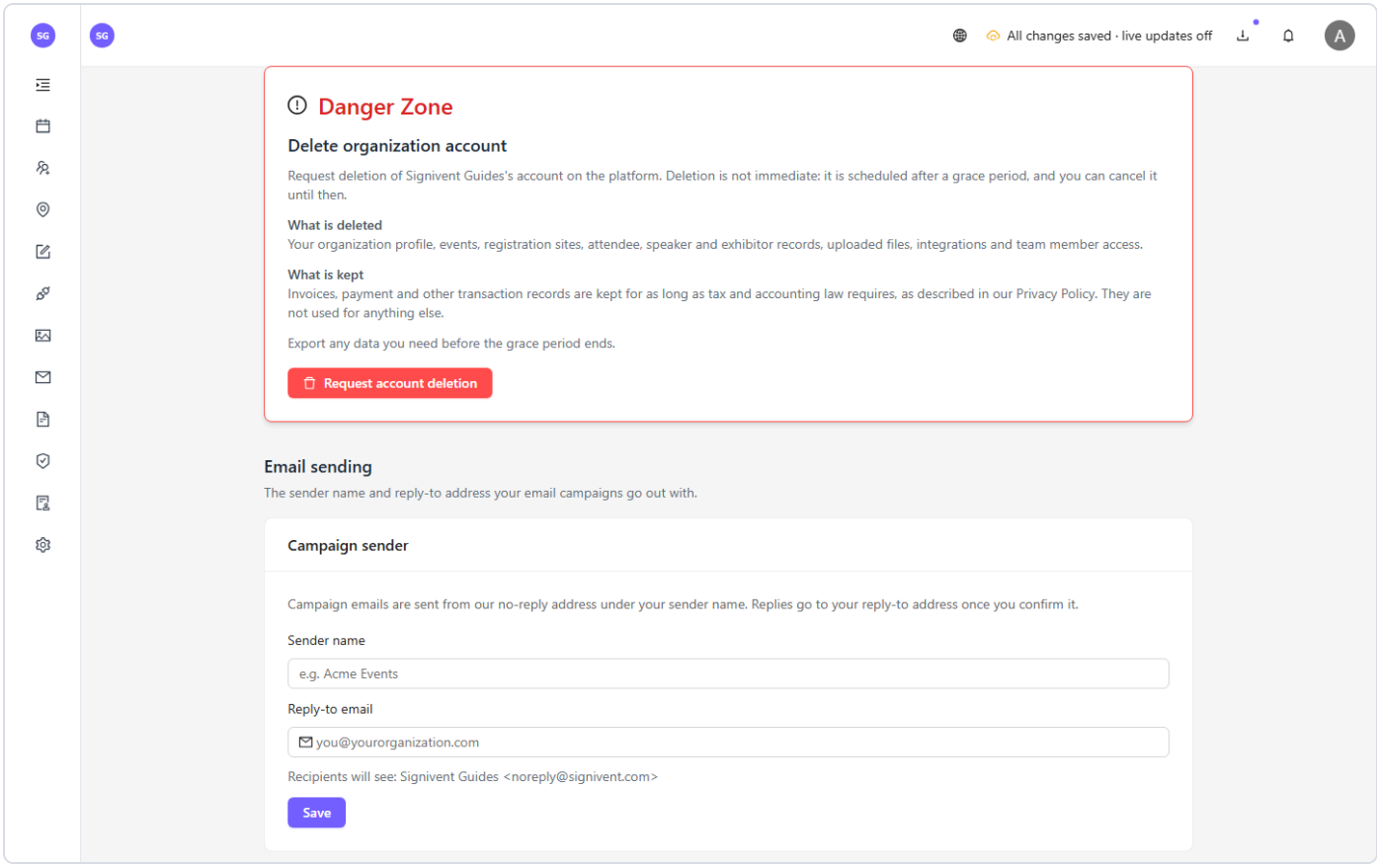
The sender name cannot contain the platform's own brand name or impersonate a well-known company or authority, and the reply-to address cannot be a placeholder domain (such as example.com) or a platform no-reply address.

Delete the organization's account

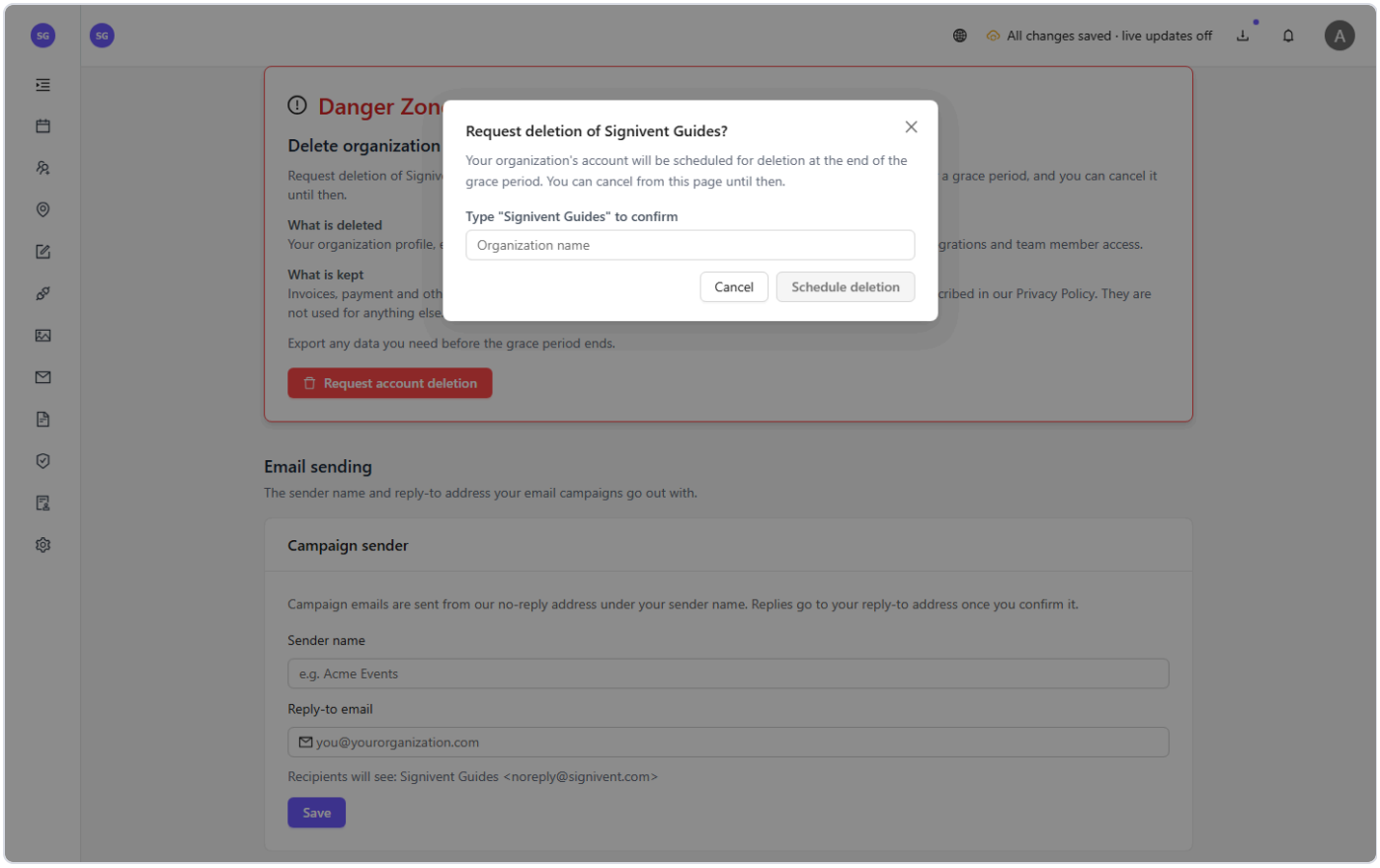
The **Danger Zone** card explains what deletion removes and what is kept:

- **Deleted:** your organization profile, events, registration sites, attendee, speaker and exhibitor records, uploaded files, integrations and team member access.
- **Kept:** invoices, payment and other transaction records, for as long as tax and accounting law requires.

Only the account owner sees the **Request account deletion** button. Deletion is scheduled after a grace period: the owner types the organization name to confirm, and can **Cancel deletion** from the same card until the date shown. Export any data you need before then. Everyone else sees a note that only the owner can do this.



Delete organization account: what is deleted, what is kept, and Request account deletion



The confirmation: type the organization name, then Schedule deletion

Translations and Local AI

- **Settings** > **Translations** is the translation review portal. It is limited to platform staff; organization users see "Staff access required".
- **Settings** > **Local AI** works only in the Signivent desktop app. In a browser the page says so and offers nothing to change.

Who can do this

Organization admins can edit the profile and the campaign sender. Only the account owner can request or cancel account deletion. See Team, members, roles and permissions.

Troubleshooting

You see	Why	Fix
"Sender name cannot impersonate the platform brand."	The sender name contains the platform's brand name	Use your organization or team name without it

You see	Why	Fix
"Reply-to email must be a real, deliverable mailbox."	The address uses a placeholder or test domain	Use a mailbox on your own domain
"Enter a reply-to email address." under the field	Both fields are required	Fill in the reply-to address too
Campaigns will not send: sender not verified	The reply-to address is not confirmed yet	Open the confirmation email and click the link. Saving again sends a new link; only the newest one works
The logo looks cut off	The crop circle did not include the whole mark	Edit, pick the file again, zoom out in Edit image and Apply
No Request account deletion button	You are not the account owner	Ask the owner, or contact support