



## PARTNER PLATFORM FOR SEAT AND INVITATION MANAGEMENT

### PRACTICAL GUIDE – V1

Starting in late April 2026, the Organizing Committee for the European Swimming Championships (COCEM) will launch a partner platform designed for institutional stakeholders, private partners, and groups that have received invitations or made bulk purchases in connection with the 2026 European Swimming Championships.

This platform will allow users to manage their ticket allocations and distribute them directly to their beneficiaries.

#### Operation :

In April, COCEM will contact each institution to obtain a primary email address, which will be used to receive the unique login link for their administrator account.

***Each organization will be responsible for monitoring the allocation of seats within its quota.*** The COCEM will be able to track, via its dashboard, the progress of quota management for each partner. As part of the social ticketing program, recipient verification may be conducted.

While seat allocation can be done in advance (assigning a seat number to a person or organization), e-tickets will only be available for download and distribution starting in May 2026 (exact date to be confirmed).

Organizations receiving invitations (social ticketing or standard invitations) as well as those selling tickets can manage their quotas through the same portal. Special attention must be paid to managing these different types of tickets to avoid any confusion.

#### Information about the Social Ticket Office:

**Is it possible to adjust the allocation set by COCEM (requesting more tickets for one session at the expense of another)?** No. The quotas allocated by COCEM form part of an overall social ticketing quota, which is set in advance and distributed amongst several partner institutions. Any change to the allocation would affect the overall balance.

**Tickets covered by the social ticketing scheme fall into Category 2.**

Sessions concerned:

**DIVING**

	Morning Session
Day 1 - 31st July	
Day 2 - 01st August	12:30 - 14:30 * Men's 1m Springboard Preliminary
Day 3 - 02nd August	12:30 - 14:15 * Women's 1m Springboard Preliminary
Day 4 - 03rd August	13:00 - 14:30 * Women's 10m Platform Preliminary
Day 5 - 04th August	12:30 - 14:30 * Women's 3 Springboard Preliminary
Day 6 - 05th August	11:30 - 13:30 * Men's 3m Springboard Preliminary
Day 7 - 06th August	10:30 - 12:00 * Men's 10m Platform Preliminary

**ARTISTIC SWIMMING**

	Morning Session
Day 1 - 31st July	09:00 - 10:45 * Duet Free Preliminary
Day 2 - 01st August	09:00 - 11:00 * Women's Solo Free Preliminary
Day 3 - 02nd August	09:00 - 10:30 * Team Free Preliminary
Day 4 - 03rd August	09:00 - 11:30 * Women's Solo Free FINAL * Men's Solo Free FINAL
Day 5 - 04th August	09:00 - 11:00 * Women's Solo Technical FINAL
Day 6 - 05th August	

**SWIMMING**

	Morning Session - Heats From 09:30
Day 1 - 10th August	Men's 400m Ind Medley Women's 100m Freestyle Men's 50m Butterfly Women's 200m Backstroke Men's 100m Breaststroke Women's 4 x 200m Freestyle Men's 4 x 200m Freestyle Women's 800m Freestyle
Day 2 - 11th August	Women's 50m Butterfly Men's 100m Freestyle Women's 100m Breaststroke Men's 200m Backstroke Mixed 4 x 100m Medley Men's 800m Freestyle
Day 3 - 12th August	Women's 200m Freestyle Men's 100m Butterfly Women's 50m Backstroke Men's 200m Breaststroke Women's 400m Ind Medley Women 4 x 100m Freestyle
Day 4 - 13th August	Men's 200m Freestyle Women's 100m Butterfly Men's 50m Backstroke Women's 200m Breaststroke Men's 4 x 100m Freestyle Women's 1500m Freestyle
Day 5 - 14th August	Women's 50m Freestyle Men's 50m Breaststroke Women's 100m Backstroke Men's 200m Butterfly Women's 200m Ind Medley Mixed 4 x 100m Freestyle Men's 1500m Freestyle
Day 6 - 15th August	Men's 50m Freestyle Women's 200m Butterfly Men's 100m Backstroke Women's 50m Breaststroke Men's 200m Ind Medley Mixed 4 x 200m Freestyle Women's 50m Freestyle - Para Men's 100m Freestyle - Para
Day 7 - 16th August	Women's 400m Freestyle Men's 400m Freestyle Women's 4 x 100m Medley Men's 4 x 100m Medley Men's 50m Freestyle - Para Women's 100m Freestyle - Para

**Contact and support:**

If you require assistance, please contact Julie Viard at the following email address:  
julie.viard@ffnatation.fr

COCEN will provide technical support, but will not be responsible for generating or sending tickets to the various participants.

## PARTENAIR PLATFORM : USER GUIDE

### Contents

- **Step 1:** Log in
  - **Step 2:** Using the dashboard
  - **Step 3:** Generating and assigning tickets
  - **Step 4:** Distributing tickets
  - Further information
- 

### **Step 1: Log in**

Once your account has been created by COCEN, you will receive a login email sometime in April. Simply click on the unique link to access your account. [A dedicated support session with the Fan Experience – Ticketing team may be arranged to help you get to grips with the platform.](#)

#### **Your partner platform is open**

Hello Julie,

*We are happy to announce the opening of your invitation platform TEST COLLECTIVITES.*

*To distribute your invitations, click on the following button:*

Access the platform

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*For log in, simply click on the button above or save this link:*

[https://partners.weezevent.com/ca3010a6-5cda-4530-a73a-f09c57507fb2?  
token=f5763b33c467e92b96b8999379f439ac](https://partners.weezevent.com/ca3010a6-5cda-4530-a73a-f09c57507fb2?token=f5763b33c467e92b96b8999379f439ac)

The French Swimming Federation Team

## Step 2: Using the dashboard

When you arrive on the home page, you'll be taken to your dashboard, which displays a list of your invitees. This dashboard shows your available quotas, all registered participants, the number of places still available, and the status of each ticket (sent or unsent).

10  
Guests  
[See more details >](#)

**Next event: 7 tickets available**  
Next event: LUNDI 10 AOÛT - FINALES - Aug 10, 2026, 12:00:00 AM GMT+2 - Aug 16, 2026, 12:00:00 AM GMT+2  
[See more details >](#)

100  
Invitations to send  
[See more details >](#)

### Guest list

Filters  10 Guests

Bulk actions

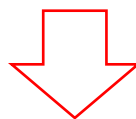
<input type="checkbox"/>	Guest	Company	Event	Ticket type	Seating	Emails sent	Scanned	Actions
<input type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	JEUDI 13 AOÛT - FINALES 10 Aug 2026	Invitation CAT1 - NATATIO... Catégorie 1		<a href="#">OPEN &amp; CLICKED</a>		
<input type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	JEUDI 13 AOÛT - FINALES 10 Aug 2026	Invitation CAT1 - NATATIO... Catégorie 1		<a href="#">OPEN &amp; CLICKED</a>		
<input type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	JEUDI 13 AOÛT - FINALES 10 Aug 2026	Invitation CAT1 - NATATIO... Catégorie 1		<a href="#">OPEN &amp; CLICKED</a>		
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<input type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	JEUDI 13 AOÛT - FINALES 10 Aug 2026	Invitation CAT1 - NATATIO... Catégorie 1		<a href="#">OPEN &amp; CLICKED</a>		

Details of the places available can be viewed by clicking on “See more details”.

10  
Guests  
[See more details >](#)

**Next event: 7 tickets available**  
Next event: LUNDI 10 AOÛT - FINALES - Aug 10, 2026, 12:00:00 AM GMT+2 - Aug 16, 2026, 12:00:00 AM GMT+2  
[See more details >](#)

100  
Invitations to send  
[See more details >](#)



### Tickets available

Event name	Remaining invitations
^ LUNDI 10 AOÛT - FINALES Aug 10, 2026, 12:00:00 AM GMT+2	7 / 7
└ Invitation CAT1 - NATATION COURSE	7 / 7
^ MARDI 11 AOÛT - FINALES Aug 10, 2026, 12:00:00 AM GMT+2	8 / 8
└ Invitation CAT1 - NATATION COURSE	8 / 8
^ MERCREDI 12 AOÛT - FINALES Aug 10, 2026, 12:00:00 AM GMT+2	39 / 39
└ Invitation CAT1 - NATATION COURSE	39 / 39
^ JEUDI 13 AOÛT - FINALES Aug 10, 2026, 12:00:00 AM GMT+2	29 / 39
└ Invitation CAT1 - NATATION COURSE	29 / 39
^ SAMEDI 15 AOÛT - FINALES Aug 10, 2026, 12:00:00 AM GMT+2	7 / 7
└ Invitation CAT1 - NATATION COURSE	7 / 7

### Step 3: Generating and assigning tickets

To start generating your tickets, click on the “Distribute tickets +” button.



#### A – ‘Information Participant’ section

The dialog box is titled 'Generating your tickets' and has a close button (X) in the top right corner. The main section is 'Information participant'. It contains a toggle switch for 'Use the same participant information for all tickets' which is currently turned off. Below this is an information box with a blue header 'Information' and the text: 'You can add multiple participants at once by copying and pasting from a spreadsheet.' Underneath is a table with four columns: 'First Name', 'Name', 'Email', and 'Society'. The table has one row with the following values: '1', 'First Name', 'Name', 'Email', and 'Society'. Below the table, it says '0 participant'.

Here, two options are available:

- Generate personalised tickets: this involves entering the participant’s first name, surname, email address and ‘Organisation’ (this could be the name of your institution, a local authority or an organisation within your area).

This screenshot shows the 'Information participant' section with the same toggle switch as above. The information box is present. The table below has four columns: 'First Name', 'Name', 'Email', and 'Society'. It contains three rows of data:

	First Name	Name	Email	Society
1	Test	Test	Test@natation.fr	FFN
2	Test1	Test1	Test1@natation.fr	FFN
3	Test2	Test2	Test2@cocen.com	COCEN

Below the table, it says '3 participants'.

- Issue non-personalised tickets by clicking the ‘Use the same participant information for all tickets’ button. In this case, you simply need to specify the number of tickets to be generated, enter an email address and fill in the ‘Society’ field.

### Information participant

Use the same participant information for all tickets

Quantity

–
10
+

First Name

Non-nominative

Name

Non-nominative

Email

test@natation.fr

Society

FFN

Add 10 participants

Add 10 participants and continue

Cancel

In both cases, please ensure you fill in the ‘Society’ field correctly, as this will enable you to track the allocation of your seats within your overall quota on your dashboard.

**10**  
Participants  
[See more details >](#)

**Next event: 7 tickets to be distributed**  
Next event: MONDAY 10 AUGUST - FINALS - Aug 10, 2026, 12:00:00 AM GMT+2 - Aug 16, 2026, 12:00:00 AM GMT+2  
[See more details >](#)

**100**  
Quota available  
[See more details >](#)

**List of participants**

Filters

Search

Bulk actions
**10** Participants

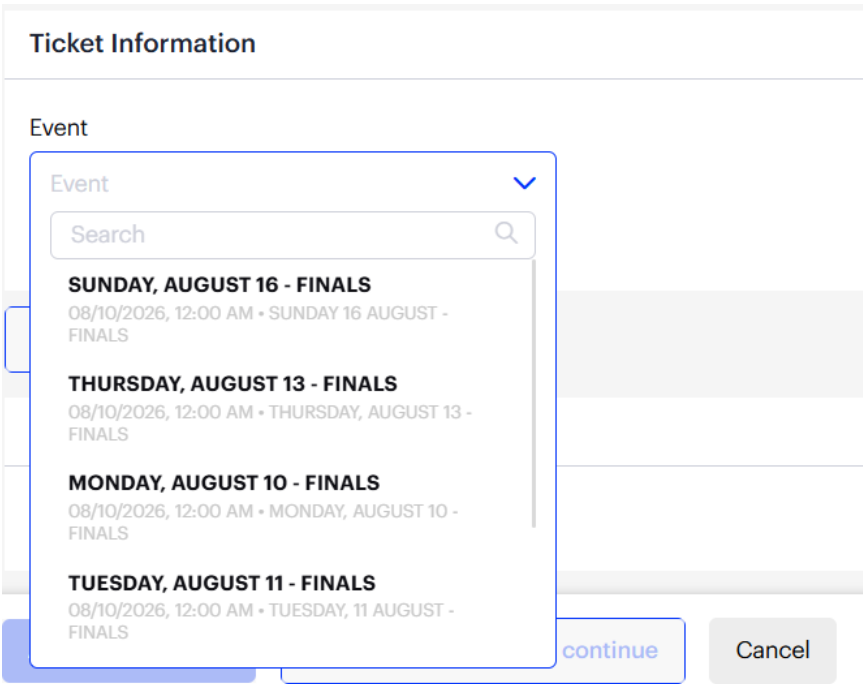
Participant	Society	Event	Ticket Type	Placement	Email sent	Composited	Actions
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
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<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮
<input type="checkbox"/> NAERT Quentin <small>quentin.naert@weeevent.com</small>	FFN	THURSDAY, AUGUST 13 - FINALS <small>August 10, 2026</small>	CAT1 Invitation - SWIM RACE Category 1	■	OPEN & CLICK	■	✉ 📄 ⋮

For example, when using a private partner, it will be possible to generate all invitations at once simply by entering an email address and filling in the 'society' field with the company name – e.g. 'EDF'.

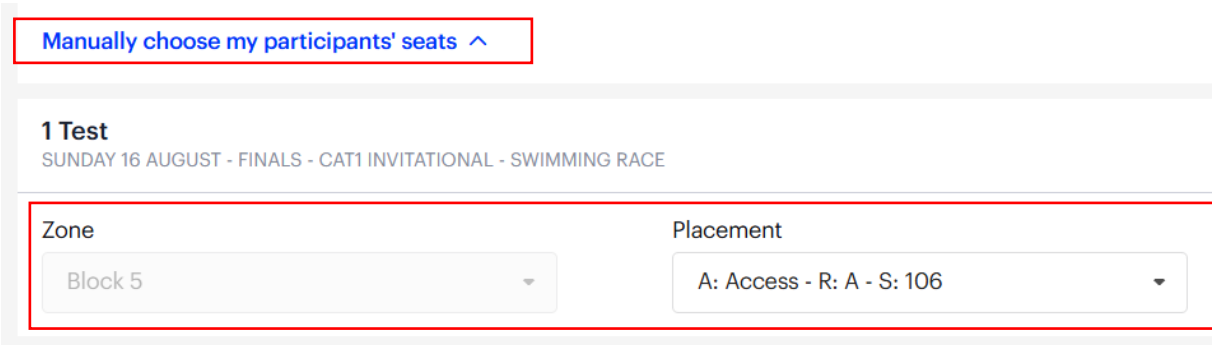
As a result, all tickets will display the text 'CAT1 Invitation – Swimming Race [Automatic field] / EDF [Customisable field]'

**B – 'Ticket Information' section**

The 'Event' section allows you to select the session to which you wish to invite your beneficiaries. Example: Sunday 16 August – Finals.



Once the session has been selected, the platform will automatically assign seats to participants. However, you can manually choose where to seat participants in the dedicated section:




If you wish to assign several events (sessions) at the same time to the same person or group, you can click on 'Other event'. You can then select the event you want.

**Ticket Information**

Event: SUNDAY, AUGUST 16 - FINALS


Ticket Type: CAT1 Invitation - SWIM RACE

[+ Other Event](#)

**Ticket Information** 

Event: SUNDAY, AUGUST 16 - FINALS

Ticket Type: CAT1 Invitation - SWIM RACE

**Ticket Information** 

Event: THURSDAY, AUGUST 13 - FINALS

Ticket Type: CAT1 Invitation - SWIM RACE

[+ Other Event](#)

Once you have completed these steps, you can confirm the addition of participants and add them to your dashboard by clicking on 'Add X participants'.

[Add 2 participants](#) [Add 2 participants and continue](#) [Cancel](#)

**Step 4: Ticket distribution**

There are two ways to distribute tickets. Once you have allocated your seats, you can send them directly by email via the platform, or download them to send them later from your own email address.

**Send tickets via the platform:**

When generating the tickets, click on the 'Send tickets by email' button. You can then write a personalised message or a standard message for all your recipients.

## Customize ticket generation

Email tickets

Message to insert in the email sent to participants

Your message

You can also send them via your dashboard.

CAT1 Invitation - SWIM RACE  
Category 1



OPEN  
&  
CLICK



## Download tickets from the platform

Go to your dashboard to download the tickets.

CAT1 Invitation - SWIM RACE  
Category 1



OPEN  
&  
CLICK



To download several posts at once, adjust your filters or search for the posts you want, then click 'Actions on the selection'

### List of participants

Filters

Search

10 selected tickets: Actions on the selection

<input checked="" type="checkbox"/>	Participant	Society	Event
<input checked="" type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	THURSDAY, AUGU August 10, 2026
<input checked="" type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	THURSDAY, AUGU August 10, 2026
<input checked="" type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	THURSDAY, AUGU August 10, 2026
<input checked="" type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	THURSDAY, AUGU August 10, 2026
<input checked="" type="checkbox"/>	NAERT Quentin quentin.naert@weezevent.com	FFN	THURSDAY, AUGU August 10, 2026

10 selected tickets: Actions on the selection

- Add tickets
- Send tickets to participants
- Download tickets
- Send to my email address
- Delete Tickets

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**Further information:**

**Cancellation of a ticket**

If I want to cancel a ticket and return it to my available quota, I can create a task via the dashboard.

CAT1 Invitation - SWIM RACE  
Category 1



OPEN  
&  
CLICK



A dropdown menu is shown, listing the following actions: "Add tickets", "Send to my email address", "Edit", and "Delete ticket". The menu is open from the "More options" icon in the top right of the ticket card. At the bottom of the menu, there is a blue button labeled "OPEN & CLICK" and three icons: an email icon, a download icon, and a more options icon.