

EventPass User Guide

July 2025



EventPass
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1. Getting Started

Welcome to EventPass! This user guide will help you get set up quickly and give you the best tips to make sure you're ready to attend any HITS horse show.

Create Your Account

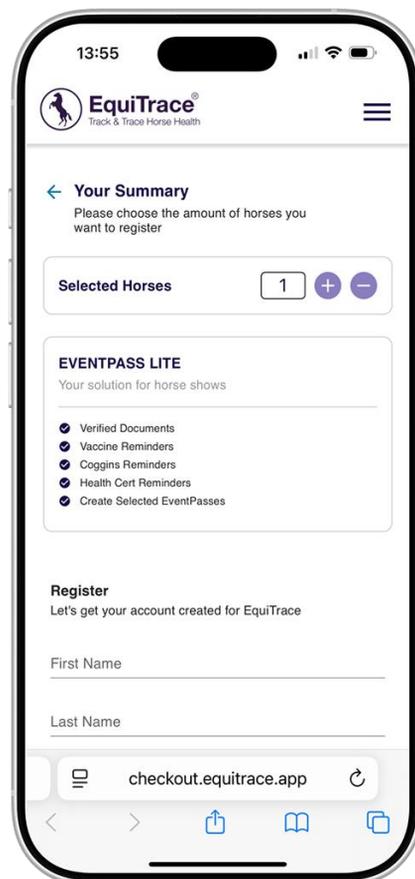
You need to create an "EventPass Lite" account to attend HITS Horse Shows.

Click the button below or Scan the QR Code with your phone.

[Click Here to Create Your Account](#)

Top Tips

- Select the maximum number of horses that are in your barn or program when signing up.
- **Farm Name** – this is your unique business or username, not the show you are attending.



EventPass Lite Sign Up



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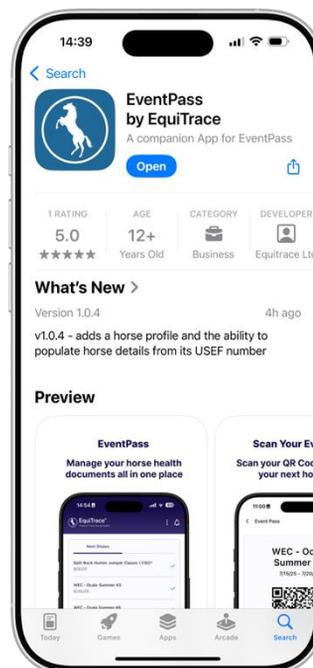


2. Downloading The App

- EventPass is accessible on your desktop, mobile phone, or tablet. For mobile and tablet use, please download our app for your device.

Download the Mobile App

Scan or Click the QR Code below to download the EventPass App

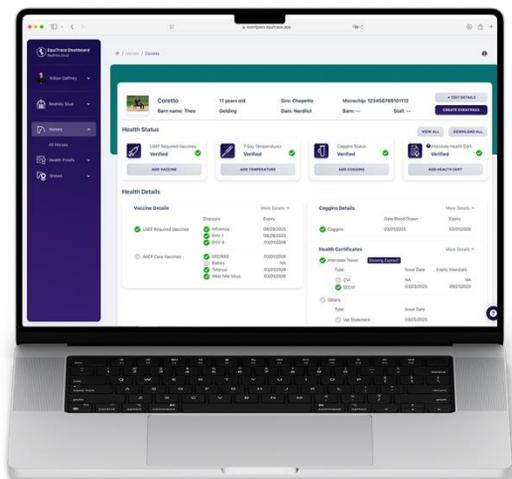


Desktop Version

To use the desktop version, please visit this link or click the button below to manage your horses online.



eventpass.equitrace.app



[Click Here for Desktop Version](#)



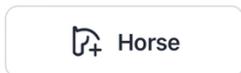
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3. Adding Your Horses

You can add your horses in multiple ways, either through the mobile app or through the desktop platform.

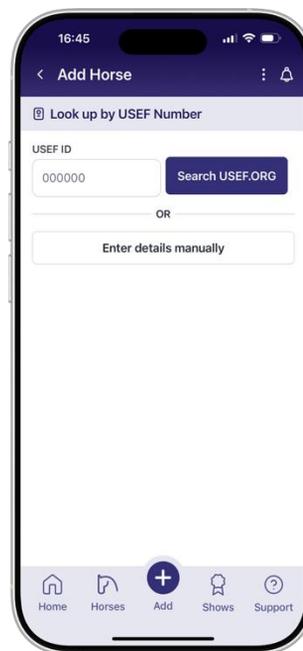
Adding Horses on Mobile



Click "Add Horse" from your home screen, and then enter the USEF ID of the horse you want to add & click search.

This will give you a pop-up of the horse details matching the USEF ID.

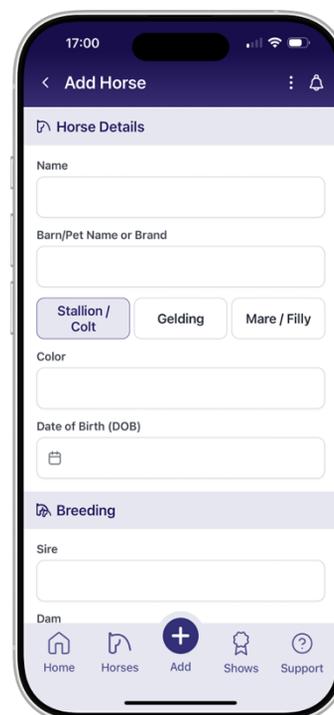
Click "Use", scroll to the bottom, and hit "Save", this will now add your horse.



Adding Horses Manually

To add your horse manually, please enter the details of your horse, and it's important to include:

- Registered Name
- Barn Name
- Microchip Number
- USEF ID





3. Adding Your Horses

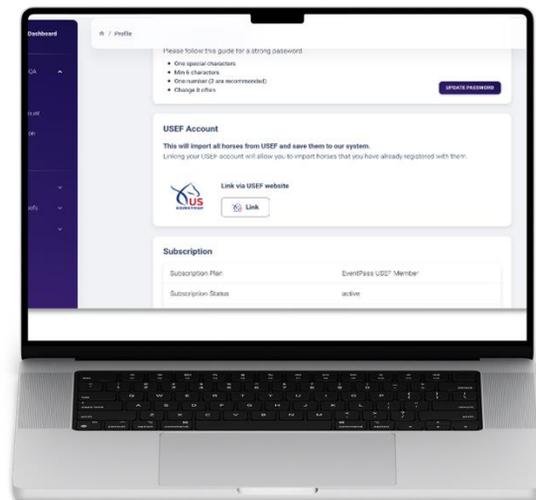
You can link directly to your USEF account to easily import multiple horses.

Adding Horses on Desktop

When on your desktop, navigate to "My Account". Scroll down until you see "USEF Account".

Click "Link," and you will be prompted to enter your USEF login credentials.

You can then select the horses in your USEF account that you want to appear in your EventPass account.



Top Tips

Barn Name: Please ensure this is entered, as it greatly reduces the chances of documents being rejected.

USEF ID: Please ensure this is correct so that the horse show software will show your verified status on arrival.





3.1 Editing Your Horses

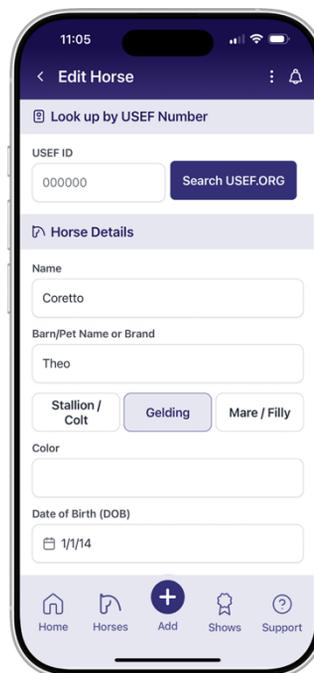
If you need to edit details for your horses such as barn names, USEF ID's or any other details you can edit these from the mobile app or desktop.

Editing Horses on Mobile

Find the horse you want to edit, and click their profile. In the top right corner, you will see the edit button. Click this.

You can enter the USEF ID to update the details directly from USEF.

You can also add barn name and other details as needed at any point.



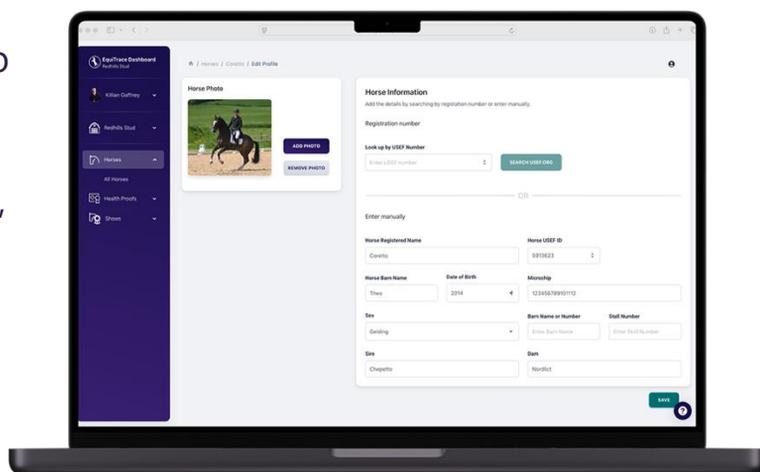
Editing Horses on Desktop

[+ EDIT DETAILS](#)

Click All Horses, select the profile of the horse you wish to edit.

Click the button "+Edit Details"

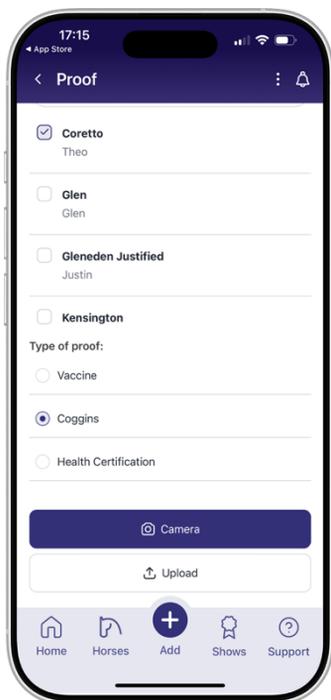
Update the information you need to edit and click save.





4. Uploading Documents

Easily upload documents through our mobile app, but you can also use the desktop platform. We'll go through each of them.



1. Coggins

 Upload

- Select which horse you are uploading for.
- Select "Coggins" from the "Type of Proof"
- Select "Camera" to take a photo
- Select "Files" to select from a saved file or photo on your phone.

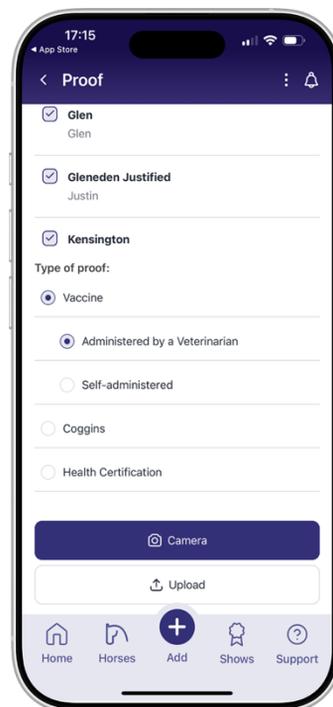
Top Tip: You can only upload Coggins by individual horse.

2. Vaccinations

 Upload

- Select which horses are listed on your vaccine letter
- Select "Vaccine" from "Type of Proof"

Top Tip: You can upload one vaccine document for multiple horses, saving time with the number of documents you need to upload.

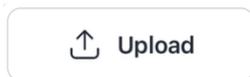




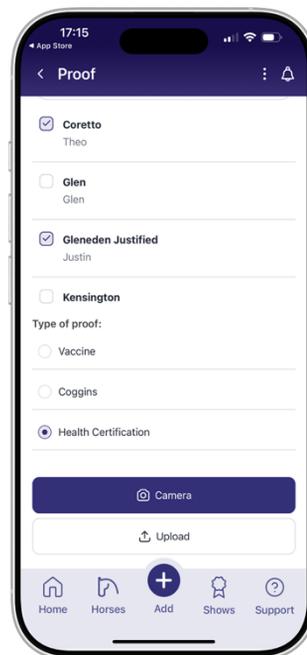
4. Uploading Documents

Some HITS venues may require a Health Certificate, you can upload this the same way you uploaded your vaccinations and Coggins.

3. Health Certificates

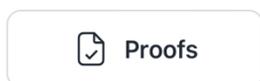


- Select which horse or horses are on the health certificate
- Select "Health Certification" from the "Type of Proof"
- Take a photo or upload from your files.



Top Tips

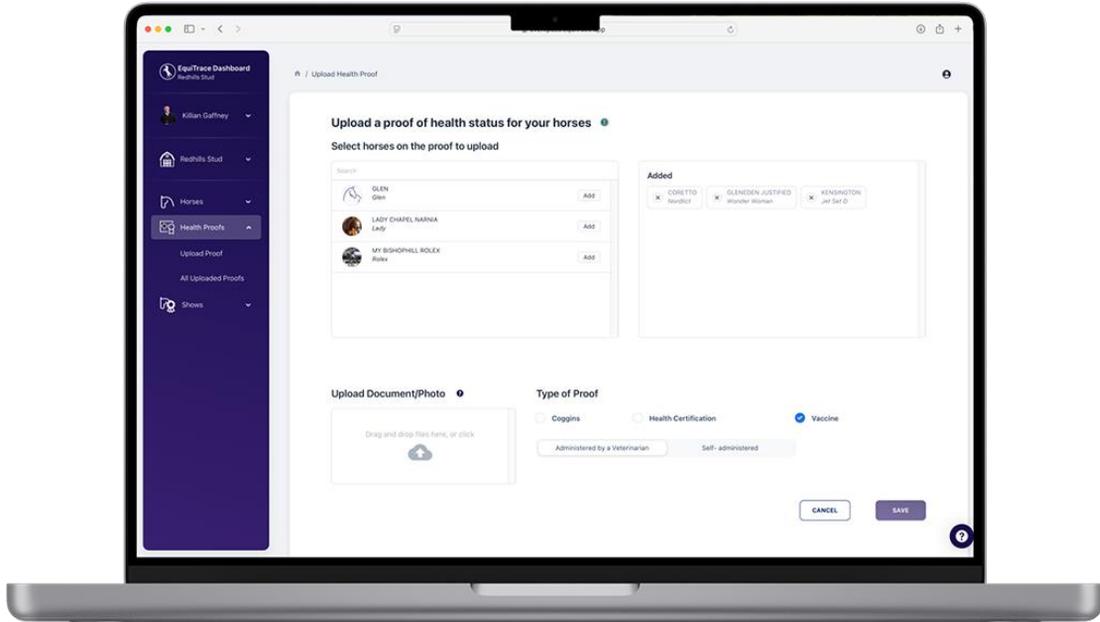
- Always ensure your barn name is updated on your horse profile, in case your health documents only list this.
- When taking photos of documents, make sure there is good visibility, the image is not blurred, and the paper is flat.
- Once your documents are uploaded, you will be able to see them in your "**Proofs**" section on your home screen.



4. Uploading Documents - Desktop



You can upload your documents directly from your computer through the horse profile or by **clicking > Health Proofs > Upload Proof**.



Upload Documents from Desktop

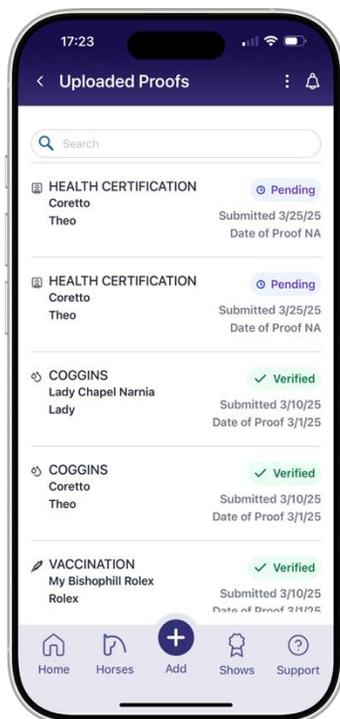
- You will see your list of horses on the left-hand side.
- Click "Add" for the appropriate horse(s).
- The horses will appear in your "Added" column on the right.
- Select the type of Proof you are uploading.
- In the "Upload Document/Photo" box, drag and drop the file or upload from the storage on your computer.
- Click "Save".
- You can view your Uploaded Proofs and view their progress by clicking "All Proofs" on the "Health Proofs" tab on the left side.





5. Document Verification

When a document is uploaded, the EventPass system will start to review it against the horse profiles on your EventPass account.



Pending

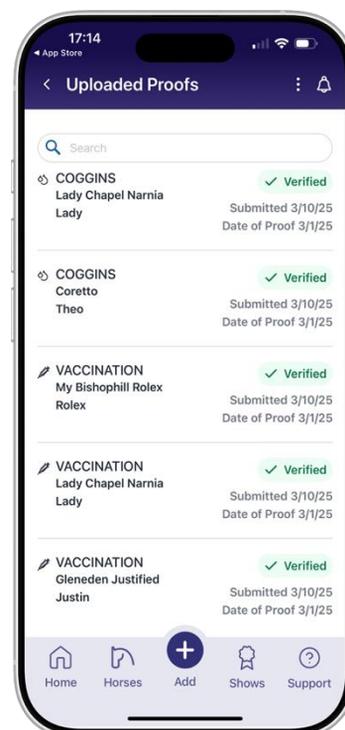
When a document is uploaded and in review you will see a blue status that says **“Pending”**.

Please note that document verification can take up 8 hours.

Verified

Once a document has been verified, its status will update to “Green,” and it will be displayed as “Verified” under your proofs.

You will also see Green “Verified” badges within each horse’s individual profile.





5. Document Verification

There are different statuses for document verification. Here is a table to show what each status means.

Verification Status

Status	Meaning
• Verified	Your document has been verified.
• Pending	Your document is pending system verification.
• Expires Soon	Your document expires within the next 2 weeks.
• Expired	Your document has expired and is not valid.
• Could not be verified	Your document was rejected.

Why was my document rejected?

If your document has been rejected, these are some of the reasons why and how to fix them

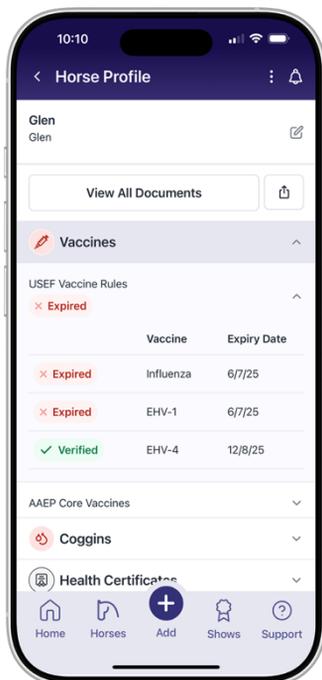
Reject Reason	What this means
Document has expired	Document is out of date, e.g. vaccinations have expired or Coggins is over 12 months old. Upload a new version.
Incorrect Document Received	You may have accidentally uploaded a Coggins document as a vaccination record. Please re-upload.
Wrong Horse on Document	If a barn name or alias is on the health document, please update the horse's profile to include this and reupload the document.





6. Verified Documents

You can check your health documents by clicking “Uploaded Proofs” from the home screen, or by viewing each horse’s profile.



Horse with Expired Documents

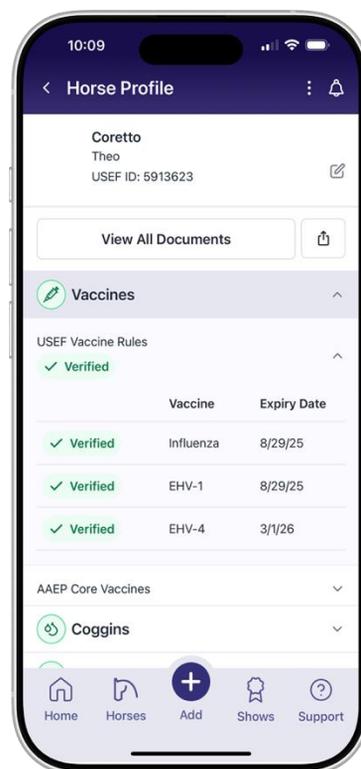
- If your horse’s documents are expiring within two weeks, it will be noted on their profile and in your “Proofs” sections.
- Once your documents have expired, they will say “Expired” and be noted in Red on the horse’s profile page and in “Proofs”
- To create an EventPass, all requirement documents **will need to be verified and green.**

Horse with Verified Documents

When your horse’s documents are all verified, their profile page will have green verified badges.

Now you can create an EventPass.

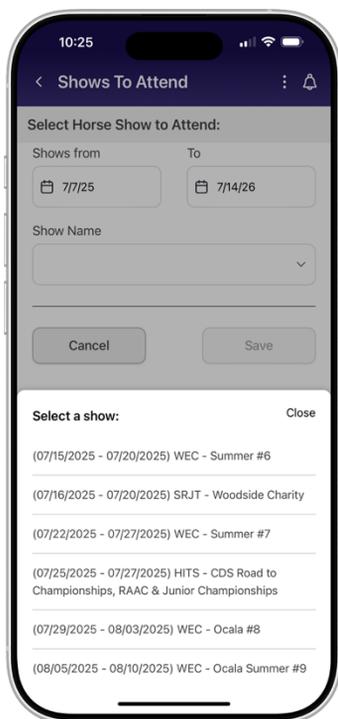
If any of your horses do not meet the show requirements, you won’t be able to create an EventPass.





7. Create an EventPass

Lets create your first EventPass. Follow these steps.

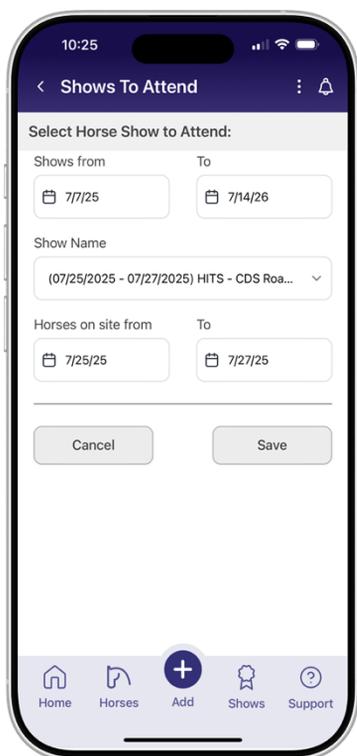


1. Select your Show

Click the "+" button at the bottom of the screen.

You will see the list of shows that you can attend. Please select the HITS show you wish to attend.

Then click Save, and let's complete the rest of your EventPass.



2. Set Your Dates

You will need to select the dates your horses plan to arrive at the show.

On the mobile app, this will default to the show's start date.

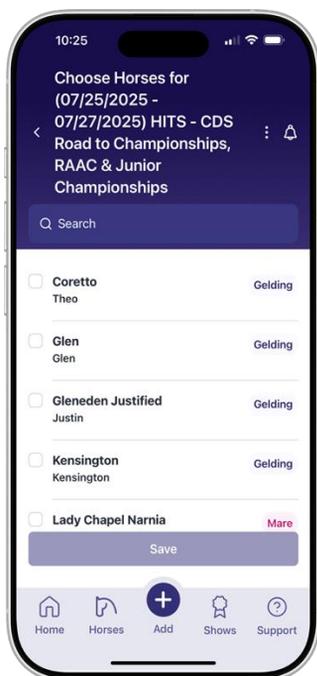
You can select a different date by creating your EventPass on the desktop platform.





7. Create an EventPass

Now let's add the horses you are going to show at HITS.



3. Select Your Horses

Your list of horses will appear, and you **can select multiple horses for your pass.**

Simply click the checkbox beside each horse you plan to show at HITS.

Once you have selected all your horses, **click save to go to the next step.**

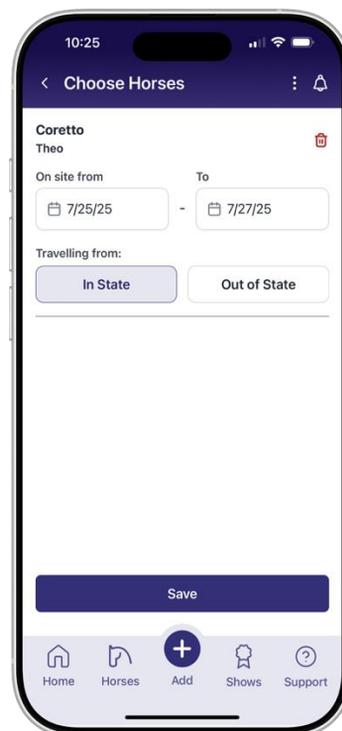
4. Select your travel type

You will need to select which way your horse is travelling to the HITS Shows.

"In State" means the horse is arriving to HITS from within the state.

"Out of State" means the horse is travelling to the show from out of the state.

Click Save.

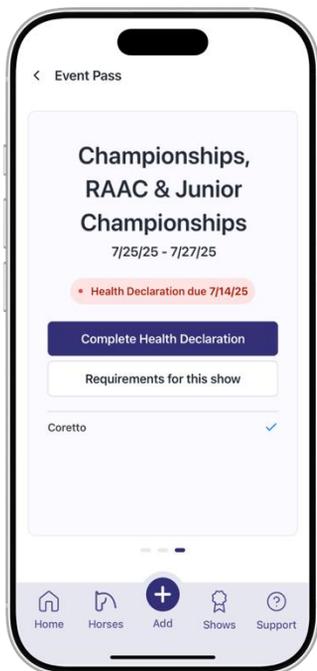




7. Create an EventPass

When you have clicked save, your EventPass will be created.

If a Health Declaration is required, you will be prompted to complete this to finish creating your EventPass.

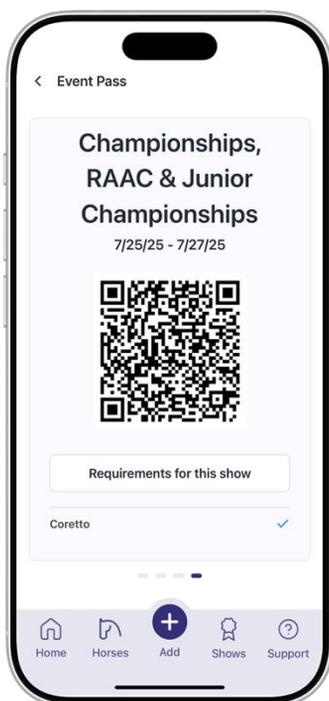


5. Health Declaration

Go to your EventPasses. If the show requires a health declaration, you will see this screen.

This means that the health declaration is not open yet. **When it does open, you will get a notification.**

Once you complete the health declaration, your pass will be issued.



6. Completed EventPass

When your horse meets all of the show's requirements and if the health declaration is completed, your pass will then appear like this.

Now you're ready to show at HITS, present your pass at the show office and have it scanned on arrival.

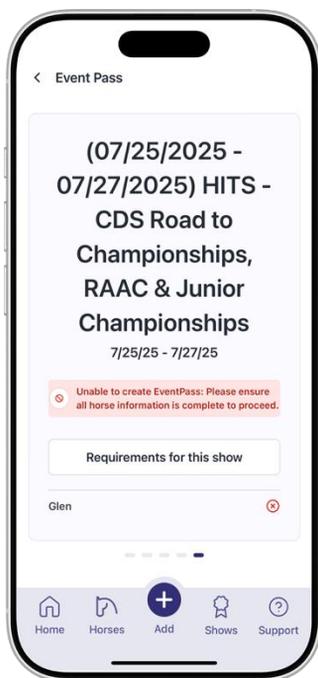
If you have multiple EventPasses, swipe through them to find the one for HITS.





8. EventPass Issues

If you create an EventPass and face some issues.



Invalid EventPass

If your horse(s) do not meet the show requirements, a red error will appear on the EventPass and no QR Code will be generated.

This means you have to check which documents are causing an issue by clicking on **“Requirements for this show”**

Once these are updated and verified, you can then re-issue your EventPass.

Requirements Issues

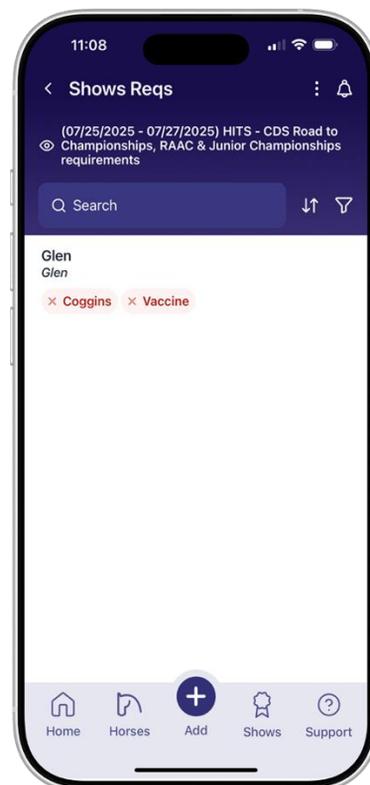
When you click “Requirements for this show” it will show the issues for each horse.

Recently Uploaded Documents?

If your documents were recently uploaded and still show as “Pending” please wait.

Rejected Documents

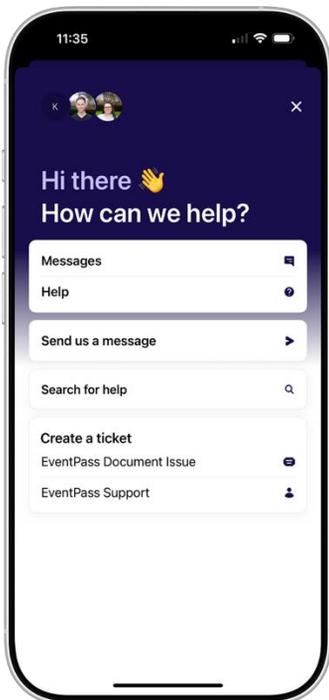
If your documents were rejected or expired, please upload new documents.





9. EventPass Support

If you ever need support for anything with EventPass, the quickest way to get help is through our **support hub**.

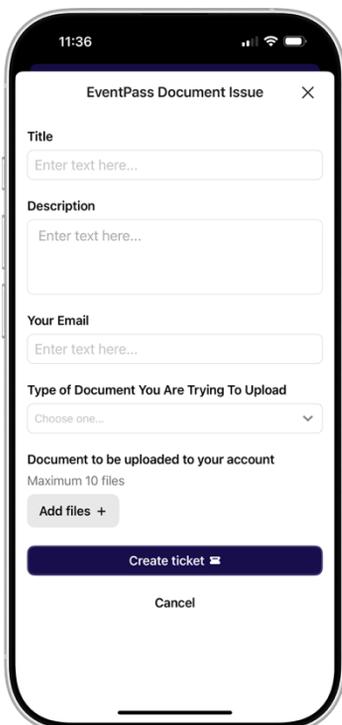


Support Hub

On the bottom right, click Support.

Our Support Hub has lots of resources and guides on how to use EventPass.

You can ask questions, raise a ticket, or speak to a member of the EventPass Team.



Document Support

If you are having trouble uploading a document, our support team are here to help.

Click "Create Ticket" and select "**EventPass Document Issue**"

Our team can then support you with getting your document uploaded.





10. Frequently Asked Questions

Here are some of the most frequently asked questions.

Horses

Q: Can I edit my horse after it's been created?

A: Yes, you can edit the profile at any time by clicking on the edit button.

Q: Can I add a horse's USEF ID after I create a horse?

A: Yes, just click edit on the horse's profile and add the USEF ID.

Q: Can I have a leased horse on my account?

A: Yes, EventPass allows you to have leased horses on your account.

EventPass

Q: Can I add all of my horses to an EventPass?

A: Yes, you can add all the horses you plan to show to a single EventPass.

Q: Can I delete an EventPass?

A: You can delete incomplete EventPasses from the desktop platform.

Q: Can I edit my EventPass?

An incomplete EventPass can be edited from your desktop. If you need assistance editing an EventPass, please contact your EventPass representative or our Support Hub.



EventPass

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10. Frequently Asked Questions

Here are some of the most frequently asked questions.

Documents

Q: How long does it take to verify a document?

A: It can take up to 8 hours as a maximum to verify some documents.

Q: My documents are still pending, and it's been past 8 hours.

A: Please raise a ticket from the support button for our team to resolve.

Q: Can I upload a Coggins for multiple horses?

A: No, you can only upload a Coggins for one horse at a time.

Q: Why was my vaccination rejected?

Please check that the name on the vaccines matches what is on your horse profile, that you uploaded a vaccine letter or invoice with the administration date, and that you've uploaded a complete document

Q: Can I upload a health certificate with multiple horses?

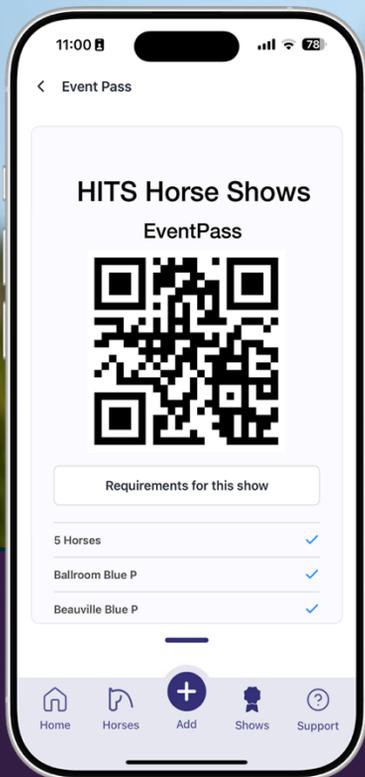
A: Yes, you can upload a PDF document with multiple horses on it.

Q: Can I share an EventPass with my shipper?

A: You can share completed EventPasses from the desktop with your commercial shipper, so they can scan this on arrival if required.



Download The EventPass App



Available on iOS, Android, Tablet and Desktop

Need Support? Please reach out to Courtney!



Courtney Carson



+1 (618) 924-5363

Available 8am – 6pm EST



courtney@equitrace.app



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