AriaStage

Artist Guide

The complete guide to your artist profile & tools

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Introduction

Welcome to Muziekplatform.com ? the dedicated platform for classical musicians. This guide walks you through every feature available to you as an artist, from setting up your public profile to embedding your concert agenda on your own website. Read it once, keep it as a reference, and get the most out of your presence on the platform.

1. Getting Started

1.1 Creating Your Account

Visit the registration page and choose "Artist" as your account type. Fill in your name, email address and a secure password. You will receive a verification email ? click the link inside to activate your account.

TIP Use the email address you check most often. All booking enquiries and notifications are sent there.

1.2 Profile Approval

After registration your profile is submitted for review. The team will approve it within 1?2 business days. You can already fill in all your information while you wait ? it is saved immediately.

1.3 The Quick Actions Bar

Once approved, the top of your profile editor shows a Quick Actions bar with shortcuts to every major feature: posting news, uploading media, managing your mailing list, creating masterclasses, and more.

2. Your Public Profile

2.1 Basic Information

Open Profile Editor > Basic Info to fill in:

- Artist / ensemble name
- Short tagline (shown under your name on search results)
- Full biography (supports formatting)
- Website URL and RSS feed URL (if you have a blog elsewhere)
- Subscription price ? the monthly fee fans pay to access your subscriber-only content

2.2 Profile Photo & Banner

Upload a square profile photo (minimum 400×400 px recommended) and a wide banner image (1280×400 px or wider). Accepted formats: JPG, PNG, WebP. Maximum file size: 8 MB each.

TIP Use a professional photo. Profiles with a photo receive significantly more profile visits.

2.3 Band Members

If you perform as an ensemble, add each member's name and role under the Members tab. You can link members to their own artist profiles on the platform if they have one. Member information is displayed prominently on your public profile.

2.4 Repertoire

List the composers and works you perform under the Repertoire tab. This helps bookers and fans understand your specialisation and programming.

2.5 Social Media Links

Add links to your profiles on streaming platforms (Spotify, SoundCloud, YouTube), social networks (Facebook, Instagram), and your own website. Icons are displayed automatically on your public profile.

3. Media Library

3.1 Uploading Audio Tracks

1. Go to Quick Actions > Upload track (or navigate to Media Library > + Audio).
2. Select an audio file from your computer. Supported formats: MP3, WAV, FLAC, OGG, AAC, M4A. The title and track number are read automatically from the ID3 tags ? you can adjust them before uploading.
3. The duration is detected automatically.
4. Fill in a description (optional) and set the track number.
5. Choose the access level (see 3.4) and click Upload track.

TIP The platform detects the actual audio format from the file itself, so you can upload WAV, FLAC or AAC files without converting them first. Maximum file size is shown on the upload page.

3.2 Uploading Videos

1. Go to Media Library > + Video.
2. Select an MP4 file.
3. Optionally upload a thumbnail image (JPG/PNG).
4. Set title, description and access level, then click Upload video.

3.3 Uploading PDFs

Sheet music, programme notes, press kits ? anything in PDF format can be uploaded. Go to Media Library > + PDF, select your file and fill in the details.

3.4 Access Control

Every media item has one of three access levels:

- Free ? anyone visiting your profile can listen/watch/download.
- Subscribers only ? only fans with an active subscription can access this item.
- Pay-per-view ? visitors pay a one-off price you set. They keep access after purchase.

TIP For any track a visitor cannot fully access, the first 30 seconds play automatically as a free preview.

3.5 Editing & Deleting Media

In the Media Library, click Edit next to any item to update its title, description, track number or access settings. Click Delete to permanently remove the file. Deletion cannot be undone.

3.6 Tracks Hidden by the Platform

In exceptional cases, the platform team may hide a media item ? for example following a copyright complaint or a platform policy review. When this happens:

- The item is no longer visible on your public profile.
- A red banner appears at the top of your Dashboard listing every hidden item with the reason provided by the team.
- The item remains in your Media Library so you can review and, if needed, remove it yourself.

- Contact the team via the Contact page if you believe an item was hidden in error.

4. News & Blog

4.1 Creating a Post

1. Click + New Post in the Quick Actions bar, or go to My Posts > New Post.
2. Enter a title.
3. Write your post in the WYSIWYG editor. Supported formatting: bold, italic, underline, headings, bullet lists, numbered lists, links, and images. To insert an image, click the image icon in the toolbar and upload a file directly ? no external URL required.
4. Optionally upload a cover photo (shown at the top of the post).
5. Optionally link an audio track from your media library. When linked, a full audio player is shown below the post so visitors can listen without leaving the page.
6. Set the status to Published or Draft.
7. Click Publish Post (or Save Changes when editing). Use "Save & Preview" to save and immediately check how the post looks.

4.2 Drafts

Set a post's status to Draft to save it without making it public. Drafts are stored in your My Posts list and are only visible to you. You can preview a draft at any time ? see section 4.3.

4.3 Previewing a Post

Before publishing, you can check exactly how your post will look to visitors. There are three ways to open the preview:

- "Save & Preview" button in the post editor ? saves your latest changes and opens the preview.
- "Preview current" button in the editor (edit mode only) ? opens the last-saved version in a new tab without saving first.
- The ? Preview button in the My Posts overview ? opens any post (including drafts) in a new tab.

The preview page shows a yellow "Preview" banner at the top. If the post is still a draft, a DRAFT badge is shown. A "Publish now" button is available directly from the preview page so you can go live without returning to the editor.

4.4 Managing Posts

All your posts ? both published and draft ? are listed under My Posts. You can edit or delete any post at any time. Only published posts appear in the News tab on your public profile, visible to all visitors.

4.5 Linked Track Player

When you link an audio track to a post, an embedded audio player appears below the post body ? both on the preview page and when a visitor opens the post from your public profile. The same access rules apply as on your profile: subscribers hear the full track, while other visitors get a 30-second free preview.

4.6 RSS Feed Integration

If you write a blog on an external website, paste your RSS feed URL in Profile Editor > Basic Info. Your latest external posts will appear in the News tab alongside your platform posts. Visitors can click a post title to read it in a pop-up, or share it directly.

5. Concert Agenda

5.1 Adding Concerts

Open Profile Editor > Concerts to manage your upcoming concerts. For each concert you can enter:

- Concert title (required)
- Date and time (required)
- Venue ? select from the database or create a new venue on the spot
- Ticket URL ? a direct link to where visitors can buy tickets
- Concert image ? a photo of the venue or event poster (JPG, PNG, WebP)

1. Click + Add concert to add a new row.
2. Fill in the details.
3. Click Save concerts when done.

TIP Upcoming concerts appear in the Concerts tab on your public profile. Visitors can click a concert title to open a detail pop-up with the full description, ticket link, and calendar buttons.

5.2 Concert Detail Pop-up

Visitors can click any concert title on your public profile to open a detail pop-up. The pop-up shows:

- Concert image (if uploaded)
- Title and your artist name
- Full date and time
- Location with a direct link to Google Maps
- Concert description
- A "Buy tickets" button (if a ticket URL was provided)
- Add to Google Calendar and Add to Apple / iCal buttons

TIP Fill in the description field when adding a concert ? it appears in the pop-up and gives visitors the programme details they need to decide whether to attend.

5.3 Importing Concerts from CSV

You can import multiple concerts at once from a CSV file. This is useful if you manage your agenda in Excel, Google Sheets, or another calendar tool.

1. Prepare a CSV file with at least two columns: title and event_date.
2. Optional columns: venue, city, country, ticket_url, description.
3. The event_date column accepts most common date formats (e.g. "2026-04-15 20:00" or "15 April 2026 20:00").
4. In the Concerts editor, open the "Import concerts from CSV" panel.
5. Select your CSV file and click Import.
6. Imported concerts are added to your existing list without replacing anything.

5.4 Exporting Concerts

Click the ? Export CSV button in the Concerts editor to download all your concerts (including past ones) as a CSV file. Use this for backups or to share your agenda with an assistant.

5.5 Embedding on Your Own Website

Your concert agenda can be embedded on any website ? your own site, a WordPress blog, a Squarespace page, or any other platform. The embed always shows live data from the platform: update your concerts once and every embedded widget updates automatically.

5.6 iframe Embed

The simplest way to embed is via an iframe. Copy the iframe code from the Concerts editor (Embed & share your concert agenda > iframe embed code) and paste it into any page on your site:

- The widget shows your upcoming concerts with date, title, venue, ticket button and "Add to calendar".
- It is fully responsive and works on mobile.
- Visitors see a "Powered by Muziekplatform.com" link at the bottom.

5.7 WordPress Plugin

If your website runs on WordPress, install the dedicated AriaStage Events plugin for a native, styled integration without an iframe.

1. Download the plugin file from your profile editor (or ask your web developer for the ariastage-events.zip).
2. In WordPress, go to Plugins > Add New > Upload Plugin and upload the ZIP file.
3. Activate the plugin.
4. Go to Settings > AriaStage Events and verify the platform URL.
5. Add the shortcode to any page or post: [ariastage_events slug="your-slug"]

- [ariastage_events slug="your-slug"] ? basic usage
- [ariastage_events slug="your-slug" limit="5"] ? show at most 5 concerts
- [ariastage_events slug="your-slug" show_image="false"] ? hide concert images

TIP Find your slug in the URL of your public profile: muziekplatform.com/artist/YOUR-SLUG

5.8 iCal / Calendar Subscribe

Anyone ? including yourself ? can subscribe to your concert calendar in any calendar app (Google Calendar, Apple Calendar, Outlook) using the iCal feed URL. Copy the link from the Concerts editor (? iCal feed button) and add it as a subscribed calendar. New concerts you add to the platform automatically appear in the subscribed calendar.

5.9 JSON API

Developers can fetch your upcoming concerts as structured JSON data from the API endpoint shown in the Concerts editor. The response includes all event fields including image URL and Google Calendar link. This is used by the WordPress plugin and can be used for any custom integration.

6. Mailing List

6.1 Overview

The Mailing List section (Quick Actions > Mailing list) lets you build and manage a database of contacts ? fans, bookers, press, radio producers and more.

6.2 Contact Tags

Every contact is assigned one tag to help you segment your audience:

- Fan ? music lovers and regular attendees.
- Booker ? event organisers, concert programmers.
- Venue ? concert halls, theatres, clubs.
- Radio ? radio producers and journalists.
- TV ? television producers and journalists.
- Newspaper ? print and online press.
- Blog ? music bloggers and online publications.

6.3 Adding Contacts Manually

1. Click + Contact on the Mailing List page.
2. Enter first name, last name, email address and select a tag.
3. Click Add contact.

6.4 Importing from CSV

1. Prepare a CSV file with at least an "email" column.
2. Optional columns: first_name, last_name, tag.
3. Allowed tag values: fan, booker, venue, radio, tv, newspaper, blog.
4. Click Import CSV and select your file.
5. Duplicate email addresses for the same artist are automatically skipped.

TIP You can export your existing contacts from any email tool (Mailchimp, Gmail contacts, etc.) as a CSV and import them directly.

6.5 Exporting Contacts

Click Export CSV on the Mailing List page to download all your contacts (or just the contacts for the currently selected tag) as a CSV file. Use this for backups or to import into other tools.

6.6 Unsubscribes

Every email campaign includes a mandatory unsubscribe link. When a contact clicks it, their status changes to Unsubscribed and they will not receive future campaigns. Their record stays in your list so you can see it in your export.

7. Email Campaigns

7.1 Creating a Campaign

1. Go to Quick Actions > Campaigns, then click + New campaign.
2. Write a subject line.
3. Select the audience (see 7.2).
4. Write your message in the WYSIWYG editor ? supports formatting, links and images.
5. Choose a send option (see 7.3) and click the action button.

7.2 Selecting an Audience

In the Audience section you see all your contact tags as toggle buttons. You can select one tag, multiple tags, or leave all unselected to send to everyone.

- No tags selected ? the campaign goes to all subscribed contacts.
- One or more tags selected ? only contacts with those tags receive the campaign.
- Each tag button shows the number of contacts in that group.
- The summary line below shows exactly how many contacts will receive the campaign.

TIP Example: select "Booker" and "Venue" together to send a concert announcement to all industry contacts in one send, without mailing your fan base.

7.3 Adding an Upcoming Concerts Block

Below the message editor you will find the option "Aankomende concerten toevoegen" (Add upcoming concerts). When this toggle is switched on, the email will automatically include a formatted block listing your next 5 upcoming concerts. The block is generated at the moment the email is sent, so it always shows the most current data.

- Each concert row shows the date block (day + month in purple), concert title, day name, time and location.
- If a ticket URL is set for the concert, a Tickets button is included.
- A "View all concerts" link at the bottom points to your public profile.
- The block is rendered as a table ? it displays correctly in all major email clients including Outlook.

TIP A live preview of the concerts block appears directly in the form as soon as you enable the toggle, so you can see exactly what your recipients will see before you send.

7.4 Send Options

- Save as draft ? save without sending. You can come back to edit and send later.
- Send now ? queues the campaign immediately. Each contact receives a personalised email within minutes.
- Schedule ? pick a future date and time. The platform sends the campaign automatically at that moment.

TIP Combine the concerts block with scheduling: schedule the newsletter for the morning tickets go on sale and let the platform do the rest.

7.5 Viewing Campaign Results

After a campaign is sent, the Campaigns overview shows how many contacts received it and the exact time it was dispatched. Sent campaigns cannot be edited or resent.

8. Bookings

8.1 Setting Your Availability

In Profile Editor > Availability, mark the dates or periods when you are open to booking requests. When availability is set, a contact form appears on your public profile so bookers can reach you directly.

8.2 The Booking Contact Form

Visitors who see your availability can fill in their name, email and a message. They must check a consent box before submitting. You receive the enquiry by email.

8.3 Formal Booking Requests

Registered bookers can send a formal booking request through the Book page. You will receive an email notification. Review the request under My Bookings, submit a quote with your fee, and accept or decline when the booker responds.

8.4 Leaving a Review

After a booking is completed, the booker can leave a public review on your profile.

9. Masterclasses

9.1 Creating a Masterclass

1. Go to Quick Actions > New masterclass (or navigate to Profile Editor > Masterclasses).
2. Enter a title, description, date, location and price.
3. Set the maximum number of participants.
4. Optionally upload a cover image.
5. Click Create to publish the masterclass on your profile.

9.2 Managing Enrolments

Visitors can enrol and pay directly through the platform. You can see all enrolments on the masterclass detail page. Edit or cancel the masterclass at any time from the same page.

10. Payments & Subscriptions

10.1 Connecting Your Payment Account

Go to Dashboard > Connect Stripe to link your Stripe account. This is required before you can receive payments from subscriptions, pay-per-view purchases, tips and masterclass enrolments. Follow the Stripe onboarding steps ? it takes about 5 minutes.

10.2 Subscription Pricing

Set your monthly subscription price in Profile Editor > Basic Info. Subscribers get access to all content you marked as "Subscribers only".

10.3 Pay-per-View Pricing

When uploading a media item, select Pay-per-view and enter the price. A visitor pays once and keeps permanent access to that item.

10.4 Tips

Your public profile includes a Tip button. Any visitor can send you a small payment as a token of appreciation. Tips are paid out through Stripe.

10.5 Payouts

The platform uses Stripe Connect to handle payouts. Funds are transferred to your bank account on the schedule you configure inside your Stripe dashboard (typically daily or weekly).

11. Dashboard & Notifications

11.1 Dashboard

Your dashboard gives a quick overview of your activity and reach. The top section shows your key metrics:

- Followers ? total number of fans following your profile.
- Upcoming concerts ? how many concerts you have scheduled in the future.
- Subscription price ? your current monthly fan subscription rate.

Below the key metrics, the Profile Stats panel shows detailed visitor data:

- Profile views (total) ? all visits to your public profile since you joined.
- Unique visitors ? the number of distinct visitors (counted by IP address).
- Views today ? visits recorded since midnight.
- Views last 30 days ? your recent reach.
- Track plays (total) ? how many times your tracks have been played across all visitors.
- Track plays (30 days) ? recent listening activity.

TIP Check your profile stats regularly to understand what's driving traffic. A spike in views often follows a concert announcement, a social media post, or being featured in a review.

If any of your media items have been hidden by the platform team, a red alert banner appears at the top of your dashboard listing each hidden item with the reason given. See section 3.6 for details on what to do.

11.2 Notifications

The bell icon in the top navigation shows unread notifications. You receive notifications for: new followers, new bookings, new purchases, new reviews, and new tips.

12. Legal, Privacy & Cookies

12.1 Terms & Conditions

By using the platform you agree to our General Terms & Conditions. They cover topics such as pricing, payment, digital content delivery, cancellation and liability. You can read them in full at any time via the Terms & Conditions link in the footer of every page.

12.2 Privacy Policy (GDPR)

We process personal data in accordance with the General Data Protection Regulation (GDPR). The Privacy Policy explains exactly which data we collect, why, how long we keep it, and what rights you have (access, correction, deletion, portability). Payment data is handled exclusively by Stripe and Mollie ? we never store card details ourselves.

- You can request a copy of your data at any time by emailing privacy@muziekplatform.com.
- You can request deletion of your account and all associated data.
- Complaints can be filed with the Belgian Data Protection Authority (GBA) at gegevensbeschermingsautoriteit.be.

12.3 Right of Withdrawal

As a consumer (private individual) you have a 14-day right of withdrawal on most purchases. However, for digital content that is delivered immediately ? such as access to a media item or a platform subscription ? the right of withdrawal lapses once you have explicitly agreed to immediate delivery and acknowledged the loss of that right (as shown on the checkout page). Full details and a model withdrawal form are available via the Withdrawal Right link in the footer.

12.4 Cookie Policy

The platform uses strictly necessary cookies for login sessions and security (CSRF protection). No tracking or advertising cookies are placed. Stripe and Mollie may set their own cookies during checkout. You can read the full cookie overview via the Cookie Policy link in the footer and manage cookies via your browser settings.

TIP The cookie notice bar at the bottom of the page disappears after you click Agree. Your preference is remembered for 12 months.

13. Frequently Asked Questions

Q: How long does profile approval take?
A: Usually 1?2 business days. You can fill in your profile and upload media while you wait.

Q: Can I change my artist name after registration?
A: Yes. Go to Profile Editor > Basic Info and update your name. The change takes effect immediately on your public profile.

Q: What audio formats are accepted?
A: MP3, WAV, FLAC, OGG, AAC and M4A are all supported. The platform detects the actual format from the file contents, so there is no need to rename or convert your files. 320 kbps MP3 or lossless WAV/FLAC are recommended for the best listening experience.

Q: Why is my audio upload rejected?
A: The most common reasons are: the file exceeds the size limit shown on the upload page, or the file is corrupt / not a valid audio file. Re-export the file from your DAW and try again.

Q: Do subscribers see all my tracks automatically?
A: Subscribers can access all tracks marked "Subscribers only". Free tracks are accessible to everyone. Pay-per-view tracks require a separate purchase even for subscribers.

Q: How do I offer a free 30-second preview?
A: This is automatic. For any track a visitor cannot fully access (subscriber-only or PPV), they hear the first 30 seconds as a free preview.

Q: How do I embed my concert agenda on my own website?
A: Open Profile Editor > Concerts and look for the "Embed & share your concert agenda" box at the top. Copy the iframe code and paste it into your website. The widget updates automatically whenever you add or change concerts on the platform.

Q: Is there a WordPress plugin for the concert agenda?
A: Yes. Download the AriaStage Events plugin from the Concerts editor and upload it to your WordPress site via Plugins > Add New > Upload Plugin. Then use the shortcode [ariastage_events slug="your-slug"] on any page or post.

Q: Can visitors subscribe to my concert calendar in their calendar app?
A: Yes. The iCal feed URL (available in the Concerts editor) can be added as a subscribed calendar in Google Calendar, Apple Calendar, Outlook and most other calendar apps. New concerts you add appear automatically.

Q: Can I import concerts from a spreadsheet?
A: Yes. Export your spreadsheet as a CSV with columns title and event_date (plus optional venue, city, country, ticket_url). Then use the Import CSV panel in the Concerts editor. Imported concerts are added without replacing your existing list.

Q: Can I send a campaign to multiple audience groups at the same time?
A: Yes. In the campaign editor, the Audience section shows tag toggle buttons. Click multiple tags to select them ? the campaign will be sent to all contacts in any of the selected tags. Leave all tags unchecked to

send to everyone.

Q: Can I import my existing mailing list?
A: Yes. Export your contacts from your current email tool as a CSV file with at minimum an "email" column. Then use Import CSV on the Mailing List page.

Q: Is the unsubscribe link mandatory in campaigns?
A: Yes. An unsubscribe link is automatically added to the footer of every campaign email you send. This is required by anti-spam regulations (GDPR, CAN-SPAM).

Q: Can I edit a campaign after it has been sent?
A: No. Once a campaign has been sent it is locked. You can create a new campaign with similar content.

Q: What happens when I schedule a campaign and the server is offline?
A: The campaign is processed by the cron job queue. If the server was briefly offline, the campaign will be sent within the next minute once the server is back up.

Q: How do I create a masterclass?
A: Click "New masterclass" in the Quick Actions bar at the top of your profile editor, or go directly to /masterclass/create. Fill in the title, description, date, location, price and maximum participants.

Q: How do I connect Stripe?
A: Go to Dashboard > Connect Stripe. You will be redirected to Stripe's onboarding flow where you enter your bank details. Return to the platform when finished ? the connection is confirmed automatically.

Q: Can I offer a masterclass without a Stripe account?
A: No. Masterclass enrolments require payment processing. Connect Stripe first.

Q: How do I remove a contact from my mailing list?
A: Click the red X button next to the contact on the Mailing List page. The contact is permanently removed from your list.

Q: Can fans follow me for free?
A: Yes. Following is always free. Followers receive notifications when you post news or upload new content. Subscribing (paid) unlocks subscriber-only media.

Q: Where can I get support?
A: Contact the team via the Contact page on the platform. Please include your artist name and a description of the problem.

Q: What do visitors see when they click a concert title on my profile?
A: A detail pop-up opens showing the full concert information: image (if uploaded), title, your artist name, date and time, location with a Maps link, description, a Tickets button (if a ticket URL is set) and calendar buttons for Google Calendar and Apple / iCal. Visitors can add the event to their calendar directly from the pop-up.

Q: How do I add upcoming concerts to a newsletter campaign?
A: In the campaign editor, tick the "Aankomende concerten toevoegen" checkbox below the message body. The platform will automatically add a formatted concerts block ? showing your next 5 upcoming concerts ? to every email when the campaign is sent. A live preview of the block appears in the form as soon as you enable the option.

Q: Can I include concerts in a scheduled campaign?

A: Yes. The concerts block is generated at the moment each email is sent, not when you save the draft or set the schedule. So a campaign scheduled a week in advance will include your concerts as they are at send time, not as they were when you wrote the campaign.

Q: Where can I see how many people visited my profile?

A: Your dashboard shows a Profile Stats panel with: total views, unique visitors (by IP), views today, views in the last 30 days, total track plays and track plays in the last 30 days. Bot traffic and your own visits are automatically excluded from the count.

Q: Where can I find the Terms & Conditions, Privacy Policy and Cookie Policy?

A: Links to all legal pages are in the footer of every page on the platform: Terms & Conditions (/terms), Privacy Policy (/privacy), Right of Withdrawal (/withdrawal) and Cookie Policy (/cookies). The platform is operated by Kyzoe (VAT BE 0885.138.658).

Q: Can I preview a post before publishing it?

A: Yes. Use "Save & Preview" in the post editor to save your latest changes and immediately see the preview. You can also click the ? Preview button next to any post in the My Posts overview ? this works for drafts too. From the preview page, you can publish the post directly with one click.

Q: How do I save a post without making it public?

A: Set the Status dropdown to "Draft" before clicking Save. Draft posts are stored in your My Posts list and are only visible to you. You can preview, edit and publish them at any time.

Q: How do I insert an image inside a post?

A: In the post editor, click the image icon in the toolbar. A dialog opens where you can upload an image file directly from your computer ? there is no need to host it yourself or paste an external URL. Accepted formats: JPG, PNG, GIF, WebP, SVG. Maximum size: 5 MB.

Q: What happens when a linked track plays inside a post?

A: An embedded audio player appears below the post body when a track is linked. Visitors can play it without leaving the page. The same access rules apply as on your main profile: subscribers hear the full track, everyone else hears the first 30 seconds as a free preview.

Q: One of my tracks has been hidden ? what does that mean?

A: The platform team may hide a media item following a copyright complaint, a listener report or a platform policy review. A red banner on your Dashboard will tell you which item was hidden and why. The item is removed from your public profile but stays in your Media Library. Contact the team via the Contact page if you believe the decision was made in error.

This guide was generated by AriaStage on November 2, 2026. For the latest version visit https://muziekplatform.com/help