

ZIZIRO / FOUR-SITE NETWORK

Help & Handbook

Your community. Your session. Your next step.

23 September 2026 · Edition 1.0.0

ziziro.org · ziziro.studio zigytone.net · gbl.ziziro.org

A practical handbook for visitors, members, customers, artists and residents. Search this PDF with your reader, use its bookmarks or turn to the article index.

This edition records agreed workflows and safe troubleshooting. It is not a live service-status audit or confirmation that every described control is available.

Contents

Shared account and network help	3
ziziro.org - community	15
ziziro.studio - bookings	20
zigytone.net - artists and label	23
gbl.ziziro.org - residents	24
Troubleshooting routes	26
Glossary, A-Z	38
Article index, A-Z	43
Sources and edition limits	45

Shared account and network help

Start with the site that owns your task. Shared identity never means automatic access to every private workspace. The proposed Studio staff subdomain is not a fifth public site.

H001 | Choose the right ZIZIRO site

Use the destination that owns the activity you want to complete.

1. Use ziziro.org for the community: discover events and music, listen, follow people and customise your feed.
2. Use ziziro.studio for physical studio services, tuition, sound hire and your booking requests.
3. Use zigytone.net for promotion, label releases, represented artists and artist or event-production enquiries.
4. Use gbl.ziziro.org for GBL public activity, opt-in resident profiles and the resident workspace.

ops.ziziro.studio is a proposed private staff entrance for Studio operations. It is not a fifth public community site. A working login on one site does not automatically grant access elsewhere.

Related: [H002 Use this guide online or offline](#) · [H012 Membership and permissions across sites](#) · [H030 Request studio time or a service](#)

H002 | Use this guide online or offline

Search articles, browse the index, look up a term or use the troubleshooting helper.

1. Type a symptom, task, term or visible error code into Search. Narrow results by site or topic if useful.
2. Open an article and follow its numbered steps. Related articles connect the next part of the task.
3. Choose Troubleshoot for a question-by-question route. Prepare a support report if the suggested action does not resolve the problem.
4. The HTML file works offline after download. Site links, account actions and third-party media require an internet connection. The PDF and Markdown editions contain the same public guidance.

This edition documents agreed workflows, not a live service-status check. Where a described control is absent, use the feature-unavailable guidance. The helper cannot access accounts, reset credentials or send reports.

Related: [H046 Prepare a useful support report](#) · [H047 A feature or support contact is missing](#)

H004 | Find help for your role

The same person can be a listener, dancer, DJ, collector, engineer or contributor.

1. Choose a role to understand the relevant workflow; a descriptive profile title is not an administrative permission.
2. Community members manage their own public profile, preferences and participation on ORG.
3. Studio customers use the Studio booking journey. Artists and promoters use Zigytone for the business enquiries it owns.
4. GBL residents need approved membership. Editors and staff need a separate operator-approved permission.

Selecting a role or a site in this help file only filters guidance. It never signs you in or changes your account privileges.

Related: [H012 Membership and permissions across sites](#) · [H039 Join GBL and open the resident workspace](#) · [H042 Staff, editor and partner account access](#)

H005 | Register and verify your account

Use the official registration journey on the site where you want to participate.

1. Open the site directly and choose its displayed registration option. Use an email address you control and the supported sign-in method.
2. Review the site terms and privacy choices yourself. Choose a unique password through the official account screen if that method is offered.
3. If verification is required, open the newest verification message you requested and follow its link. Do not share that link or code.
4. If no message arrives, check spelling, spam and your inbox filters. Respect any resend delay. If you already have an account, try its original sign-in method before registering again.

A generic success message may deliberately avoid revealing whether an account exists. This guide cannot confirm registration or membership.

Related: [H006 Sign in with the right account and method](#) · [H008 Verification or recovery email has not arrived](#) · [H012 Membership and permissions across sites](#)

H006 | Sign in with the right account and method

Use the same method you used when the account was created.

1. Check that you are on the intended official domain and its secure sign-in page.
2. Choose the original method: password, supported email link or the same external identity provider. Similar email addresses do not prove two accounts are the same.
3. If the site reports an expired session, save any unsent draft locally, sign in again and return to the task.
4. If one site works and another does not, check that site's sign-in and membership rules. Ask its authorised support team to review the link between accounts rather than creating more accounts.

Never send a password, one-time code, backup code or session cookie to support or paste it into this helper.

Related: H007 Reset a forgotten password · H010 Repeated sign-outs or a sign-in loop · H012 Membership and permissions across sites

H007 | Reset a forgotten password

Request a reset from the official site. Resetting a password does not automatically restore a staff role or bypass MFA.

1. Use the site's password-recovery control, if available, and enter the address associated with your account.
2. Use only the newest reset link you requested. If it is expired or already used, request a fresh link and respect the shown resend delay.
3. Choose the new password in the official recovery screen yourself. Do not type it into a support report.
4. Return to sign-in. If you used an external identity provider, follow that provider's recovery process. If email access is lost, use the official assisted-recovery route.

No universal reset URL, expiry time or password policy is assumed here. Support must verify ownership through its approved process.

Related: H008 Verification or recovery email has not arrived · H009 Lost MFA device or recovery access · H011 Suspected account compromise

H008 | Verification or recovery email has not arrived

Check the delivery path before requesting repeated messages.

1. Confirm the address you entered without posting it in a public discussion. Check spam, junk, promotions, mail rules and mailbox capacity.
2. Search for the site name and compare the message time with the request you made.
3. Wait for any displayed resend delay, then request one new message. Use the most recent valid link.
4. If it still fails, record the site, approximate time/timezone and action. Contact the site through its verified support route; never attach the reset link.

Support may be able to inspect delivery failures after verifying your request. This helper has no access to email or delivery logs.

Related: H007 Reset a forgotten password · H046 Prepare a useful support report

H009 | Lost MFA device or recovery access

Use the recovery method established for your account.

1. If you still have a trusted signed-in session, keep it available while you review the official account security options.
2. Use an unused recovery code only in the official recovery screen, if the service offers that route. Never include it in a message.
3. If no recovery method works, ask the authorised account-support team for its identity-verification process.
4. After recovery, review active sessions and update recovery methods through the official security controls.

A person claiming to be support should not ask you to send MFA codes. Staff must not disable MFA just because someone knows a display name or email address.

Related: H011 Suspected account compromise · H042 Staff, editor and partner account access · H046 Prepare a useful support report

H010 | Repeated sign-outs or a sign-in loop

A loop can result from an expired session, blocked required storage or a configuration problem.

1. Save unsent text first. Confirm the device date/time and use the official site address.
2. Close duplicate sign-in attempts, reload once, then use the same supported sign-in method.
3. Check whether required site storage is blocked for this specific site. You do not need to enable advertising or third-party tracking broadly.
4. If possible, try another supported browser to isolate the symptom. Record the point where the loop starts and the affected site.

Do not clear all browser data as a first step. Site-specific clearing signs you out and may erase local drafts; use it only after saving work and when the site's support guidance calls for it.

Related: H006 Sign in with the right account and method · H013 Privacy, remembering settings and shared devices · H046 Prepare a useful support report

H011 | Suspected account compromise

Act through the official website and its verified support route.

1. If you can sign in safely, change the password through the official account security screen and review active sessions or connected applications where offered.
2. Revoke sessions you do not recognise where the service supports it. Secure the linked email account too.
3. Contact official support with the time, unexpected activity and affected site. Do not send credentials, codes or reset links.
4. If money or a third-party order is involved, contact the responsible merchant/payment provider using details from your genuine receipt.

The helper does not monitor accounts or prove compromise. If you are locked out, follow account recovery; do not ask another member to lend you an account.

Related: [H007 Reset a forgotten password](#) · [H009 Lost MFA device or recovery access](#) · [H036 Tickets, orders, charges and refunds](#)

H012 | Membership and permissions across sites

Identity, descriptive roles and permission grants are separate.

1. Sign in on the site that owns the task. Use a supported cross-site sign-in redirect if it is offered.
2. For GBL resident access, confirm that the operator approved your membership and the relevant location scope.
3. For Studio staff or editorial access, request the appropriate invitation from the responsible operator.
4. If access was removed, ask for a review through that operator. Do not alter account IDs, borrow accounts or change profile labels to try to gain access.

The agreed design links a person across the network while retaining separate permissions. Cross-site sign-in is not verified by this manual.

Related: [H004 Find help for your role](#) · [H039 Join GBL and open the resident workspace](#) · [H042 Staff, editor and partner account access](#)

H013 | Privacy, remembering settings and shared devices

Keep public profile choices separate from private account preferences.

1. Check which profile fields are visible before saving. Avoid putting contact or private booking details in a public bio.
2. For guest display settings, choose Remember on this device only when you want local persistence and trust the device.
3. For account preferences, use the save control and verify they appear after signing in again.
4. Sign out on shared devices and close account pages. Export or copy unsent work before clearing any site storage.

The offline help system stores no account information. Its filters and report draft are temporary; downloaded reports are files you control.

Related: [H014 Export, correct or remove your information](#) · [H017 Customise your home, filters and arrival view](#) · [H046 Prepare a useful support report](#)

H014 | Export, correct or remove your information

Use the available account tools or the site's verified support channel.

1. For a public profile correction, edit the relevant field and review its visibility.
2. For an export or deletion request, identify the site and information concerned through an authenticated or otherwise verified support process.
3. Before confirming deletion, save the material you need and review the displayed consequences.
4. Ask separately about published credits, shared projects, orders or records another organisation must manage. Withdrawing public display is not necessarily the same as deleting every operational record.

No deletion is performed by this guide. Retention and response details must come from the current published policy and the responsible operator.

Related: [H013 Privacy, remembering settings and shared devices](#) · [H026 Photos, tags, memories and publication permission](#) · [H046 Prepare a useful support report](#)

H015 | Duplicate accounts or missing profile

Keep the existing records intact while support checks account ownership.

1. Check whether you used a different email spelling, a different provider or another site when registering.
2. Sign out and try the original supported method. Do not make a third account to recover a missing profile.
3. Contact verified support with the affected site and public profile links or account references, if known.
Share private identifiers only in the official private channel.
4. Ask support to preserve follows, bookings, credits and ownership during any verified account-linking or merge process.

Cris and Ziggy are one person with different personal/artist identities in this project. Do not infer that other similar names are the same person.

Related: [H006 Sign in with the right account and method](#) · [H012 Membership and permissions across sites](#) · [H046 Prepare a useful support report](#)

H023 | Report harmful content or unwanted contact

Preserve a useful reference and keep the report private.

1. Use Report or the verified support route for the site where the content appears.
2. Include the public URL or content reference, approximate time and a short description of the concern.
3. Use mute/block controls where available while the report is reviewed. Do not repost the harmful material to attract attention.
4. If there is immediate danger, seek appropriate local emergency help; a website report is not an emergency service.

Moderation outcomes and appeal routes must follow the published site policy. This helper does not submit or monitor reports.

Related: [H018 Follow, mute, block and report](#) · [H046 Prepare a useful support report](#)

H024 | Understand moderation and appeal a decision

Read the reason and use the stated review route.

1. Check the notification or status: draft, submitted, changes requested, approved, published, withdrawn or restricted.
2. Correct factual or permission issues when a revision is requested.
3. If you disagree, use the official appeal/contact route and identify the content and decision. Explain what you want reviewed.
4. Keep correspondence private and avoid reposting removed material while review is pending.

A reviewer must not promise approval or reward credits before completing the appropriate checks. There is no assumed response deadline in this guide.

Related: [H021 Share posts, comments and news submissions](#) · [H023 Report harmful content or unwanted contact](#) · [H026 Photos, tags, memories and publication permission](#)

H025 | Upload media successfully

Use the types and limits actually shown by the destination.

1. Keep an original copy and confirm you have permission to upload it. Check the displayed size, format and duration limits.
2. Use the supported upload control. Add a useful title, contributor credit and alternative text or captions where appropriate.
3. Wait for an explicit saved/uploaded state; a local preview alone is not proof of storage.
4. If it fails, record the visible message. For size/type errors, prepare a supported copy of your own file. Never rename an extension merely to bypass a file-type check.

Do not upload private studio recordings to a public profile just to move them between sites. A provider URL may be a better supported option for an authorised public set.

Related: H026 Photos, tags, memories and publication permission · H029 Play provider media and feature five selections · H045 Unavailable pages, files or media links

H026 | Photos, tags, memories and publication permission

Attendance and delivery do not automatically grant public-use permission.

1. Check who owns the material and which publication uses are approved before posting.
2. Use opt-in photo/tag approval where offered. Respect a person's visibility choice and request to withdraw a tag.
3. For a correction or removal, identify the item through the responsible site's private moderation channel.
4. When a source item is withdrawn, its derived public listings should be updated. A downloaded copy already held by another person may require separate action.

Delivering a studio recording, publishing a release and displaying work in a portfolio are separate decisions. This guide does not grant rights.

Related: H025 Upload media successfully · H028 Use an event page before and after the night · H034 Receive, review and approve studio deliverables

H027 | Credits and confirmed contributions

A contribution record describes who did what and who confirmed it.

1. Link the role to the relevant event, project or authorised release.
2. Check whether the claim is self-described, awaiting confirmation or confirmed by a named host.
3. Accept or request correction of a proposed credit before public display where that workflow is available.
4. Raise disputes with the responsible project host and retain the evidence privately.

A confirmed contribution does not automatically prove independent vetting, copyright ownership, competence or a royalty agreement.

Related: H020 Maintain a profile with several roles · H022 Join a scene circle or collaboration · H026 Photos, tags, memories and publication permission

H036 | Tickets, orders, charges and refunds

Start with the organisation that issued the order or accepted the payment.

1. Check your genuine receipt for the seller/provider, order reference, currency and service.
2. For tickets bought through an external seller, use that seller's official order-support route.
3. For Studio or partner services, contact the supplier shown in the accepted quote/order. Use the original reference.
4. If a charge appears duplicated or an outcome is unclear, stop repeated payment attempts and ask the provider to reconcile the transaction.

Never put full card details in the helper. A bank authorisation may differ from a captured charge; only the responsible provider can confirm the transaction and refund status.

Related: H031 Understand requests, quotes, holds and confirmation · H033 Change, cancel or check a studio request · H046 Prepare a useful support report

H042 | Staff, editor and partner account access

Use the permission assigned by the responsible operator.

1. Accept a legitimate invitation through the official service and use its required sign-in/MFA process.
2. Confirm which organisation, location and tasks you are authorised to access.
3. If a role is missing, request operator review rather than changing your public profile label.
4. If you leave a role or organisation, follow its offboarding process and return control of assigned work.

The separate operator handbook describes operational responsibilities. Its documents must not be placed in the public help bundle or used as a substitute for server permissions.

Related: H009 Lost MFA device or recovery access · H012 Membership and permissions across sites · H035 Studio staff workspace and customer access

H044 | Keep listening while moving between sites

Internal navigation and changing domains behave differently.

1. Within a site, the agreed player should continue across its internal routes.
2. For browsing several network sites, use the dedicated radio window/tab where offered, then open other sites separately.
3. If you leave the playing document in the same tab, its audio can stop. New-site players should start paused.
4. If two sources are audible, pause one. The sites cannot assume automatic coordination across every tab and external provider.

Use an ordinary new-tab link if a popup is blocked. Background playback also depends on your browser and device.

Related: H043 Start radio and understand player states · H029 Play provider media and feature five selections

H045 | Unavailable pages, files or media links

A missing item can be expired, withdrawn, private, moved or temporarily unavailable.

1. Check the site and link spelling. Return to the current public listing or authorised dashboard instead of modifying private record IDs.
2. Sign in with the intended account if access is required.
3. For delivered files, ask the owner to check expiry and your permission. For a provider embed, try its legitimate source link.
4. If it persists, record the page path, visible message and time. Do not share private signed URLs or tokens.

A 403 does not necessarily mean a wrong password. A 404 does not prove that information never existed. A 5xx response usually needs a service-side check.

Related: [H012 Membership and permissions across sites](#) · [H025 Upload media successfully](#) · [H048 Understand common error messages](#)

H046 | Prepare a useful support report

Send the smallest amount of information needed through the verified support route.

1. Choose the affected site, symptom, browser family and device type in the helper.
2. Record the visible error code, approximate time/timezone, what you expected and the last safe step tried. Save unsent drafts before retrying.
3. Generate and review the report. It removes URL query/fragment data and common credential patterns, but automated redaction is not a guarantee. Remove any remaining personal or secret information.
4. Download or copy it, then use the site's verified support/contact route. A downloaded report has not been submitted.

Do not send passwords, MFA/recovery codes, reset links, cookies, card details, identity documents or other people's private data. Never share raw browser storage or a full network capture through a public form.

Related: [H047 A feature or support contact is missing](#) · [H048 Understand common error messages](#) · [H002 Use this guide online or offline](#)

H047 | A feature or support contact is missing

This guide includes the agreed experience; some controls may still be awaiting release.

1. Check that you are on the intended site and using the appropriate account/role.
2. Look for the current Help or Contact route on that official site. Do not rely on an old placeholder email or invented support address.
3. If no verified route exists, ask the responsible operator through an established channel and name the missing feature.
4. In this standalone guide, generate a local support report for later delivery. No support destination is preconfigured or silently contacted.

A missing feature should be labelled unavailable. Do not publish personal information in a public comment to attract support.

Related: [H001 Choose the right ZIZIRO site](#) · [H046 Prepare a useful support report](#)

H048 | Understand common error messages

Use the visible code as a clue, not a complete diagnosis.

1. 401: sign-in may be absent or expired. 403: the service is refusing access; check permission through the operator.
2. 404: item not found or not exposed to your account. 409: conflicting state, such as an updated quote or unavailable slot; refresh the record before retrying.
3. 413/415: upload too large or unsupported. 422: review highlighted fields. 429: stop repeated attempts and respect any Retry-After instruction.
4. 500/502/503/504: the server or an upstream service failed or is unavailable. Preserve your draft and check whether a booking/payment succeeded before retrying.

Network offline and certificate warnings are different problems. Do not bypass a security warning, repeatedly pay or repeatedly request reset emails. Use the helper and report persistent errors.

Related: [H045 Unavailable pages, files or media links](#) · [H046 Prepare a useful support report](#) · [H049 Browser, accessibility and offline help](#)

H049 | Browser, accessibility and offline help

Use native controls and preserve your work while isolating a display problem.

1. Use browser zoom, keyboard navigation and your normal assistive tools. Search and article controls should remain labelled and usable.
2. If the page looks wrong, save unsent work, reload once and compare a supported browser where practical.
3. If JavaScript is unavailable, use the included static reading edition, searchable PDF or Markdown manual.
4. If you are offline, read the downloaded guide and prepare a report for later. Account changes, uploads and purchases cannot complete offline in this helper.

Report the browser family, device class and failed action. Do not disable browser security protections to make a site work.

Related: [H002 Use this guide online or offline](#) · [H046 Prepare a useful support report](#) · [H048 Understand common error messages](#)

ziziro.org - community

H003 | Start as a visitor or become a member

Public listening and discovery remain open. A member account adds a saved personal experience.

1. Browse public events, music, programme information and approved public profiles without needing a paid membership.
2. Use the official site registration control when available to save a profile, followed sources, bookmarks and preferences.
3. Choose your interests and sources at your own pace. An empty personal feed is an invitation to choose, not a reason to create a second account.
4. Use the available sign-out control when you finish on a shared device.

Optional supporter benefits, credits and paid memberships are separate future capabilities. They must not be described as active without a verified release.

Related: [H005 Register and verify your account](#) · [H016 Build your personal scene feed](#) · [H019 Fix an empty or unexpected feed](#)

H016 | Build your personal scene feed

Choose who and what you want to hear about.

1. After registration, open My Feed when that feature is available. Select interests such as sounds, music styles and an optional local area.
2. Follow the people, artists, promoters, venues, labels, record shops, circles and radio shows that matter to you, as those entity types become available.
3. Use Following for recent eligible posts from sources you chose. Use Explore for approved discovery with understandable filters.
4. Save useful items, adjust follows and return after events to find approved memories, recordings, credits and future gatherings.

The purpose is continuity around your scene. A follow is not a booking, an endorsement or permission to see someone's private attendance.

Related: [H017 Customise your home, filters and arrival view](#) · [H018 Follow, mute, block and report](#) · [H022 Join a scene circle or collaboration](#)

H017 | Customise your home, filters and arrival view

Choose a useful starting view while keeping navigation and radio within reach.

1. Use Personalise, if available, to choose public Home or My Feed as your arrival view.
2. Reorder or hide supported sections: events, releases, DJ sets, live sessions, Radio/Studio/Star Lane news and approved community posts.
3. Adjust interests, chosen area, content types and followed or muted sources. Clear active filters when results become too narrow.
4. Save account preferences. Use Reset to return to the public homepage order. Guest preferences require an explicit remember choice for later visits.

The default public homepage remains activity-led. Choosing a local area does not require sharing precise live location.

Related: H016 Build your personal scene feed · H019 Fix an empty or unexpected feed · H013 Privacy, remembering settings and shared devices

H018 | Follow, mute, block and report

These actions serve different purposes.

1. Follow to include an available source in your chosen feed; unfollow to stop following it.
2. Mute to reduce what you see where that control is supported.
3. Block to apply the site's supported interaction restrictions; read the displayed explanation rather than assuming it removes all historical content.
4. Report a post or account when you need moderation review. Include the relevant public link and a concise explanation, without reposting private material.

Blocking is not a substitute for reporting urgent abuse. If a control is missing, use the verified support channel and name the content.

Related: H023 Report harmful content or unwanted contact · H024 Understand moderation and appeal a decision · H046 Prepare a useful support report

H019 | Fix an empty or unexpected feed

First check your selected sources and active filters.

1. Confirm you are signed in to the intended account. Guest settings and another account's feed may differ.
2. Clear the area, date and content-type filters, then check Following and Explore separately.
3. Follow a few eligible sources with published content. Unpublished, withdrawn or private items should not appear.
4. If your saved choices disappear, retry saving once after checking your connection. Preserve the error and use the helper if it repeats.

No new content is a valid result. The site should not invent posts or bypass visibility rules to fill your feed.

Related: H016 Build your personal scene feed · H017 Customise your home, filters and arrival view · H010 Repeated sign-outs or a sign-in loop

H020 | Maintain a profile with several roles

Describe how you participate without being limited to one identity.

1. Use your profile editor, where available, to set a display name, biography, image and several descriptive roles.
2. Add public links and work you have permission to share. Keep personal contact details and client material private.
3. Review public visibility and the appearance of your profile before publishing changes.
4. Keep artist representation, contribution confirmations and organisation membership accurate; request corrections from the responsible host/operator.

A self-described skill or DJ title does not mean verified work, representation or staff access.

Related: [H004 Find help for your role](#) · [H027 Credits and confirmed contributions](#) · [H037 Artists, label releases and representation](#)

H021 | Share posts, comments and news submissions

Use the right route for a conversation or an editorial article.

1. For an ordinary post/comment, use the available community control and respect visibility and moderation rules.
2. For Newsroom submissions, provide title, text, links, dates/timezone, location, media credits and permission information.
3. Save as a draft, then submit for review. If changes are requested, revise and resubmit. Publication is an editor's decision.
4. If you edit approved material, expect the changed version to need review before public display. Use withdrawal/correction controls where offered.

Likes or comments inside ZIZIRO are distinct from actions on embedded providers. Rewards are unavailable until their separate ledger and redemption workflow is verified.

Related: [H024 Understand moderation and appeal a decision](#) · [H025 Upload media successfully](#) · [H026 Photos, tags, memories and publication permission](#)

H022 | Join a scene circle or collaboration

Small groups and shared work can extend a connection beyond one event.

1. Read the circle's purpose, host, participation rules and public/private visibility before joining.
2. Introduce your interests and what you can contribute without sharing sensitive information.
3. For a collaboration, agree the task, payment or unpaid basis, deliverables, timing, credit and publication permission.
4. When studio or production services are needed, follow the Studio enquiry route and keep the agreed project reference.

Joining a circle does not commit you to a paid service. A collaboration invitation does not automatically transfer media rights or create a confirmed booking.

Related: H027 Credits and confirmed contributions · H030 Request studio time or a service · H031 Understand requests, quotes, holds and confirmation

H028 | Use an event page before and after the night

The event record connects the gathering with its music, people and approved memories.

1. Before attending, check the organiser, venue, date/timezone, status, accessibility information and authorised ticket link.
2. Listen to linked sets or shows and follow relevant artists or organisers. Keep attendance visibility under your control.
3. After the event, return for approved flyers, photographs, recordings, comments, credits and related releases.
4. Use linked future events or collaboration routes to stay involved. Report conflicting date, price or venue information to the organiser.

External ticket sellers retain their checkout and order support. ZIZIRO native ticketing is not assumed to be active.

Related: H036 Tickets, orders, charges and refunds · H026 Photos, tags, memories and publication permission · H022 Join a scene circle or collaboration

H029 | Play provider media and feature five selections

Use supported official players and legitimate public source links.

1. Add a validated public URL from a supported provider such as SoundCloud, Mixcloud or YouTube.
2. Keep named playlists separate from the maximum five featured profile selections. Remove or replace an existing featured item deliberately when all slots are used.
3. Use the provider's visible player. If embedding is unavailable, use the original source link and respect its login, region or availability restrictions.
4. Stop the previous audible source before starting another when automatic switching is unavailable.

Saving a link does not authorise downloading, extracting or rebroadcasting audio. ZIZIRO likes/comments are separate from provider interactions.

Related: H043 Start radio and understand player states · H044 Keep listening while moving between sites · H020 Maintain a profile with several roles

H043 | Start radio and understand player states

Use Play to start audio and read the player's actual status.

1. Choose Play and check your device/media volume and output device.
2. Connecting or buffering means playback is still trying to start or continue. Unconfigured, off-air and unavailable are different states.
3. Use the schedule for planned shows; it does not prove a show is currently on air.
4. Use Pause to stop. If the station is unavailable, retry after checking your connection or choose an available replay.

Browsers can block audible playback until you interact. The help file contains no live stream and cannot verify station status.

Related: H044 Keep listening while moving between sites · H029 Play provider media and feature five selections · H048 Understand common error messages

H050 | How the scene stays connected

People, music and gatherings remain linked before, during and after an event.

1. Hear a radio show or set, discover a gathering and follow the people or organisations involved.
2. Attend according to the organiser's information, keeping personal attendance visibility optional.
3. Return to the event page for approved memories, recordings, credits and future dates.
4. If you want to create something, use the relevant collaboration, Studio or Zigytone route. Independent partners retain their own responsibilities.

The new market-map attachment supplies product direction, not verified current competitor statistics. This manual adopts continuity and participation without repeating its unverified commercial claims.

Related: H016 Build your personal scene feed · H028 Use an event page before and after the night · H022 Join a scene circle or collaboration

ziziro.studio - bookings

H030 | Request studio time or a service

The public booking form belongs to ziziro.studio.

1. Choose the relevant service and provide your desired date/timezone, duration, needs and a reply method through the official form.
2. Include the room, engineer, equipment, access and recording/deliverable requirements you know. State what is still undecided.
3. Submit once and keep the request reference or confirmation message. If the result is uncertain, check before sending again.
4. Staff review availability and scope, then arrange the next step. Follow your authorised request progress on the Studio site where that view is available.

Submitting a form creates a request, not a reservation. Studio owns the resulting session operations; ORG does not become a second booking database.

Related: [H031 Understand requests, quotes, holds and confirmation](#) · [H032 Request sound hire and engineering](#) · [H033 Change, cancel or check a studio request](#)

H031 | Understand requests, quotes, holds and confirmation

Each stage answers a different question about your session.

1. A request records what you would like. Staff review feasibility and resource availability.
2. A quote defines a version of the scope, price basis, supplier and terms for your review.
3. An approved hold temporarily protects specified resources until its stated expiry. A hold can expire.
4. A booking is confirmed only when the required approvals, resources and conditions are satisfied and confirmation is issued.

A payment receipt or accepted quote alone does not prove every supplier/resource is confirmed. Check the actual confirmation and the responsible operator.

Related: [H030 Request studio time or a service](#) · [H033 Change, cancel or check a studio request](#) · [H036 Tickets, orders, charges and refunds](#)

H032 | Request sound hire and engineering

Sound hire is a Studio service, with equipment under Tech and engineering under Sound.

1. Use the Studio sound-hire enquiry route. Provide venue, date/timezone, audience/room needs and event duration.
2. Include access/load-in, delivery, collection, setup, travel, crew and recording requirements.
3. Ask staff to confirm the available inventory, equipment specification, engineer scope and current quote.
4. Check responsibilities and the agreed return/inspection schedule before accepting the service.

Published historical rate cards and old equipment lists are not proof of current stock, prices or availability. The same rig cannot be committed to incompatible Studio and external jobs.

Related: H031 Understand requests, quotes, holds and confirmation · H033 Change, cancel or check a studio request · H038 Enquire about an artist or event production

H033 | Change, cancel or check a studio request

Keep changes linked to the original request.

1. Use the available request view or reply through the official channel with the request reference.
2. State the desired change and when it takes effect. Check whether a new quote or availability review is required.
3. For cancellation, review the actual accepted terms and ask for the resulting status in writing.
4. If a submission or payment result is uncertain, ask staff to check the record before repeating the action.

No refund amount, cancellation period or new availability is promised here. Staff must release appropriate resources when cancellation or hold expiry is processed.

Related: H031 Understand requests, quotes, holds and confirmation · H036 Tickets, orders, charges and refunds · H046 Prepare a useful support report

H034 | Receive, review and approve studio deliverables

Delivery, client acceptance and public release are separate stages.

1. Open the authorised delivery route and check the agreed files, formats, versions and deadlines.
2. Compare the delivery to the accepted scope and included revision allowance.
3. Send a consolidated change request or record acceptance through the agreed workflow.
4. If public release or portfolio use is intended, complete that separate permission process before the material appears on ORG or another public site.

Keep private recording links and customer notes out of comments or feed posts. Expired private download access should be reviewed by the responsible Studio team.

Related: H026 Photos, tags, memories and publication permission · H031 Understand requests, quotes, holds and confirmation · H045 Unavailable pages, files or media links

H035 | Studio staff workspace and customer access

Customers and staff use different views of the Studio-owned records.

1. Customers use the public Studio site and their authorised request/quote/progress view where available.
2. Staff use the operator-issued private workspace and assigned permissions. ops.ziziro.studio is the proposed address, not a verified live endpoint.
3. Staff manage requests, calendars, resources, quotes, session tasks and deliverables within their scope.
4. If the wrong customer or private record appears, stop interacting with it and report the exposure through the verified support route.

A subdomain name, hidden menu or noindex rule does not protect private data. Access must be enforced by the service.

Related: [H012 Membership and permissions across sites](#) · [H042 Staff, editor and partner account access](#) · [H046 Prepare a useful support report](#)

zigytones.net - artists and label

H037 | Artists, label releases and representation

Use Zigytones for its promoter, label and agency business activity.

1. Check the artist or release page and the stated organisation/label.
2. Use approved listening/purchase links and accurate credits.
3. For representation or artist booking, use the relevant enquiry and state the requested artist and event needs.
4. If a claim or credit is wrong, send a correction to the responsible editor/operator with a useful public reference.

A profile or a past appearance does not automatically mean Zigytones represents that artist. Zigy's private archive remains private unless selected verified material is expressly approved for public use.

Related: H038 Enquire about an artist or event production · H027 Credits and confirmed contributions · H028 Use an event page before and after the night

H038 | Enquire about an artist or event production

A business enquiry starts a scoped conversation; it does not confirm an artist.

1. Provide the requested artist/service, event date/timezone, venue/location, scale, budget range if known and a reply method.
2. Keep the assigned enquiry reference and respond through the agreed channel.
3. For sound-system or technical-service requirements, follow the Studio hire workflow and link the project reference.
4. Review supplier-specific availability, scope, terms and confirmation before announcing a booking.

Star Lane Presents, the venue, GBL and other partners remain distinct organisations. Do not infer a contract or ownership from a cross-link.

Related: H032 Request sound hire and engineering · H031 Understand requests, quotes, holds and confirmation · H037 Artists, label releases and representation

gbl.ziziro.org - residents

H039 | Join GBL and open the resident workspace

Public GBL browsing and private resident membership are separate.

1. Visit the GBL public site for approved resident profiles, events, projects and news.
2. Use the GBL-branded sign-in and operator-issued invitation process when available.
3. Ask the GBL operator to confirm membership and relevant location scope if the private workspace remains unavailable.
4. Use the same verified account/membership when returning; public registration alone does not approve resident access.

Do not share a resident account with another person. A previous invitation or membership may have been revoked or expired.

Related: H012 Membership and permissions across sites · H040 Edit your GBL public profile · H041 GBL notices, projects and service requests

H040 | Edit your GBL public profile

Manage your own profile and choose whether it is public.

1. In the resident profile editor, update the supported biography, disciplines, images, links and featured work.
2. Review consent, media permission and the public visibility choice.
3. Submit changes for operator/editor review where required. Membership, roles and location scope are operator-controlled.
4. To withdraw public display, use the supported opt-out or ask the GBL operator. Approved syndicated highlights on ORG should be removed too.

Private contact and unit details should not be copied into the public profile response. Another resident must not be able to change your profile.

Related: H039 Join GBL and open the resident workspace · H026 Photos, tags, memories and publication permission · H041 GBL notices, projects and service requests

H041 | GBL notices, projects and service requests

Use the resident workspace for the information your membership permits.

1. Read the notices and projects shared with your authorised group/location.
2. For a maintenance or service request, describe the issue without including access codes or unrelated residents' information.
3. Use assigned project/file routes for private work; do not move private files to ORG to get around a failed link.
4. For public events, projects or news, submit a draft for review and track requested changes or withdrawal.

Ordinary service requests are not emergency reporting channels. Contact the responsible operator through the established urgent route when needed.

Related: [H039 Join GBL and open the resident workspace](#) · [H040 Edit your GBL public profile](#) · [H045 Unavailable pages, files or media links](#)

Troubleshooting routes

Choose the closest symptom, answer the question and follow that branch. Use the HTML wiki for the interactive version. If unresolved, prepare a minimal report using H046 and the official site support route. No report is sent by this guide.

T01 | I cannot sign in

Does the visible message say your password or sign-in method is wrong?

If: Yes

Use the original method or official recovery

1. Use the method used to create the account.
2. For a password account, request one official reset and use the newest valid message.
3. Do not send your password to support.

Read: H006 Sign in with the right account and method · H007 Reset a forgotten password · H012 Membership and permissions across sites

If: No / unsure

Check session and site access

1. Confirm the correct site and account.
2. If the session expired, save drafts and sign in again.
3. If access is denied after sign-in, ask the responsible operator to check membership.

Read: H006 Sign in with the right account and method · H007 Reset a forgotten password · H012 Membership and permissions across sites

T02 | No verification or reset email

Have you checked the entered address, spam and inbox rules?

If: Yes

Respect resend limits, then ask for delivery help

1. Wait for the displayed resend delay.
2. Request one new message and use only its latest link.
3. Record site and request time for private support if it still fails.

Read: [H008 Verification or recovery email has not arrived](#) · [H005 Register and verify your account](#)

If: Not yet

Check the mailbox first

1. Check spelling and the original sign-in method.
2. Review spam, filters and mailbox capacity.
3. Do not post your address or reset link publicly.

Read: [H008 Verification or recovery email has not arrived](#) · [H005 Register and verify your account](#)

T03 | Reset or invitation link expired

Is this a staff/resident invitation rather than a password reset?

If: Invitation

Ask its issuer to review or reissue it

1. Contact the responsible Studio/GBL operator through a known channel.
2. Ask for a fresh invitation and current role scope.
3. Do not forward the old token.

Read: [H007 Reset a forgotten password](#) · [H039 Join GBL and open the resident workspace](#) · [H042 Staff, editor and partner account access](#)

If: Password reset / unsure

Start from the official sign-in page

1. Use the official recovery control once.
2. Open the newest valid link yourself.
3. Keep reset links out of support reports.

Read: [H007 Reset a forgotten password](#) · [H039 Join GBL and open the resident workspace](#) · [H042 Staff, editor and partner account access](#)

T04 | Lost MFA device

Do you have a supported recovery method available?

If: Yes

Use it only in the official recovery screen

1. Use an unused recovery code or supported trusted method.
2. Never send the code to support.
3. Review security settings after recovering access.

Read: [H009 Lost MFA device or recovery access](#) · [H011 Suspected account compromise](#)

If: No

Request assisted recovery

1. Contact verified account support.
2. Follow its approved ownership-verification process.
3. Do not ask staff to bypass MFA or borrow someone else's account.

Read: [H009 Lost MFA device or recovery access](#) · [H011 Suspected account compromise](#)

T05 | Access denied / 403

Is the page private, staff-only or GBL resident-only?

If: Yes

Request a membership or role review

1. Confirm the intended account and organisation.
2. Ask its operator to check active membership and scope.
3. A profile title does not grant access.

Read: [H012 Membership and permissions across sites](#) · [H045 Unavailable pages, files or media links](#)

If: No / unsure

Check the intended account and resource

1. Return to the current listing or dashboard.
2. Do not change IDs or try other people's links.
3. Prepare the visible error and site for support.

Read: [H012 Membership and permissions across sites](#) · [H045 Unavailable pages, files or media links](#)

T06 | Repeated sign-in loop

Can you save your unsent work before trying again?

If: Saved / no draft

Try one controlled sign-in

1. Check device time and original sign-in method.
2. Reload once; check required site storage for this site.
3. Record the loop if it repeats; do not clear all browser data.

Read: H010 Repeated sign-outs or a sign-in loop · H013 Privacy, remembering settings and shared devices

If: Not saved

Preserve the draft first

1. Copy unsent text to a file you control where possible.
2. Do not clear storage or close the draft yet.
3. Then follow the sign-in-loop article.

Read: H010 Repeated sign-outs or a sign-in loop · H013 Privacy, remembering settings and shared devices

T07 | Feed is empty or wrong

Are area, date or content filters active?

If: Yes

Clear filters and compare feed views

1. Clear active filters and compare Following with Explore.
2. Check whether sources have eligible published posts.
3. An honest empty result is valid.

Read: H016 Build your personal scene feed · H017 Customise your home, filters and arrival view · H019 Fix an empty or unexpected feed

If: No

Check follows and account

1. Confirm the signed-in account.
2. Choose some relevant approved sources to follow.
3. If saved settings disappear, prepare a report.

Read: H016 Build your personal scene feed · H017 Customise your home, filters and arrival view · H019 Fix an empty or unexpected feed

T08 | Preferences do not save

Are you signed in, or using guest settings?

If: Signed in

Check account save and connection

1. Save once and wait for the result.
2. Check the same account on return.
3. Report repeated failures without sharing private account data.

Read: H017 Customise your home, filters and arrival view · H013 Privacy, remembering settings and shared devices

If: Guest / unsure

Check the remember choice

1. Choose Remember on this device only if wanted.
2. Blocked storage may prevent later persistence.
3. Do not enable tracking broadly to save a display preference.

Read: H017 Customise your home, filters and arrival view · H013 Privacy, remembering settings and shared devices

T09 | Radio has no sound

Does the player say Playing after you press Play?

If: Yes

Check output and competing sources

1. Check volume and output device.
2. Pause other players or tabs.
3. If still silent, report site, state and time; do not invent a stream URL.

Read: H043 Start radio and understand player states · H044 Keep listening while moving between sites

If: No

Read the actual player state

1. Press Play once to allow user-started audio.
2. Unconfigured/off-air needs the station operator; buffering may be network or stream failure.
3. Try an available replay or report the persistent state.

Read: H043 Start radio and understand player states · H044 Keep listening while moving between sites

T10 | Radio stops during navigation

Did you leave the playing site in the same tab?

If: Yes

Use a separate radio tab/window

1. Open the dedicated radio tab/window if offered.
2. Browse other domains separately.
3. A new-site player starts paused.

Read: H044 Keep listening while moving between sites · H043 Start radio and understand player states

If: No

Report an internal-navigation regression

1. Record the internal page transition where playback stopped.
2. Check whether another player started.
3. Prepare a support report with the two page paths.

Read: H044 Keep listening while moving between sites · H043 Start radio and understand player states

T11 | Media embed or playlist will not play

Does the legitimate provider source page work?

If: Yes

Embedding may be unavailable

1. Use the official source link as a fallback.
2. Do not extract or rebroadcast the audio.
3. Report the supported URL and provider without private access tokens.

Read: H029 Play provider media and feature five selections · H045 Unavailable pages, files or media links

If: No / cannot check

The source may be restricted or unavailable

1. Check whether the item is private, deleted, region-limited or needs provider sign-in.
2. Use only the provider's authorised route.
3. Choose another eligible source if needed.

Read: H029 Play provider media and feature five selections · H045 Unavailable pages, files or media links

T12 | Upload failed / 413 / 415

Does the file meet the displayed size and type limits?

If: Yes

Preserve the original and capture the failure

1. Keep the original file.
2. Check the connection and try once only if the previous upload failed.
3. Do not treat a local preview as saved.

Read: H025 Upload media successfully · H048 Understand common error messages

If: No / unsure

Prepare a supported copy

1. Read the actual destination limits.
2. Convert or resize your own file using a suitable tool.
3. Do not rename an extension to bypass validation.

Read: H025 Upload media successfully · H048 Understand common error messages

T13 | Booking request has no confirmation

Did the form show a saved request reference?

If: Yes

Ask about the existing request

1. Keep the reference and contact the Studio team.
2. Request status/availability is separate from a confirmed booking.
3. Do not create a duplicate to get attention.

Read: H030 Request studio time or a service · H031 Understand requests, quotes, holds and confirmation · H033 Change, cancel or check a studio request

If: No / unsure

Check before sending again

1. Preserve the time and visible result.
2. Check available request history or ask Studio support whether it arrived.
3. Submit again only after confirming the first attempt failed.

Read: H030 Request studio time or a service · H031 Understand requests, quotes, holds and confirmation · H033 Change, cancel or check a studio request

T14 | Slot conflict / 409 / changed quote

Were you reviewing a quote or hold that may have changed?

If: Yes

Review the latest authorised version

1. Refresh the authorised record after saving notes.
2. Read the changed scope, price and hold expiry.
3. Do not assume an old acceptance confirms the new version.

Read: H031 Understand requests, quotes, holds and confirmation · H032 Request sound hire and engineering · H033 Change, cancel or check a studio request

If: No / unsure

Ask staff to recheck resources

1. Ask Studio staff to check room, engineer and rig availability.
2. Select an alternative only after confirmation.
3. Do not bypass conflict checks.

Read: H031 Understand requests, quotes, holds and confirmation · H032 Request sound hire and engineering · H033 Change, cancel or check a studio request

T15 | Charge or ticket order problem

Is the seller an external ticket or payment provider?

If: Yes

Use that provider's official order support

1. Find the genuine receipt and order reference.
2. Stop repeated payment attempts.
3. Use the provider's verified support route.

Read: H036 Tickets, orders, charges and refunds · H033 Change, cancel or check a studio request

If: Studio / partner / unsure

Identify the responsible merchant

1. Read the accepted quote/order and receipt.
2. Ask the named supplier to reconcile payment and booking status.
3. Share no full card number or security code.

Read: H036 Tickets, orders, charges and refunds · H033 Change, cancel or check a studio request

T16 | GBL resident access missing

Has the operator approved your current membership?

If: Yes

Ask for a scope/account check

1. Confirm the original account and invitation.
2. Ask the operator to check status, location scope and revocation.
3. Do not use another resident's account.

Read: [H039 Join GBL and open the resident workspace](#) · [H012 Membership and permissions across sites](#)

If: No / unsure

Request membership review

1. Public registration alone is insufficient.
2. Contact the GBL operator through a known route.
3. Wait for an approved invitation or membership decision.

Read: [H039 Join GBL and open the resident workspace](#) · [H012 Membership and permissions across sites](#)

T17 | Post or profile is not public

Does its status show draft, review or changes requested?

If: Yes

Complete the publication workflow

1. Review requested changes and permission information.
2. Resubmit the corrected version.
3. Do not post the same material repeatedly.

Read: [H021 Share posts, comments and news submissions](#) · [H024 Understand moderation and appeal a decision](#) · [H040 Edit your GBL public profile](#)

If: No / unsure

Check visibility and withdrawal

1. Check public visibility and whether the item was withdrawn or moderated.
2. Ask the responsible editor/operator to review it.
3. Never expose private fields to force a public listing.

Read: [H021 Share posts, comments and news submissions](#) · [H024 Understand moderation and appeal a decision](#) · [H040 Edit your GBL public profile](#)

T18 | Missing page or file / 404

Is this a private delivered file or dashboard record?

If: Yes

Ask the owner to check access and expiry

1. Use the intended account.
2. Ask the responsible Studio/GBL owner to review permission or expiry.
3. Do not share signed download links.

Read: [H045 Unavailable pages, files or media links](#) · [H034 Receive, review and approve studio deliverables](#)

If: Public / unsure

Find the current canonical item

1. Return to the current listing.
2. Check whether the event/item was moved or withdrawn.
3. Report the public path if it remains broken.

Read: [H045 Unavailable pages, files or media links](#) · [H034 Receive, review and approve studio deliverables](#)

T19 | Rate limit / 429

Does the message give a retry time?

If: Yes

Wait until the stated retry time

1. Respect Retry-After or the displayed countdown.
2. Avoid other repeated tabs or reset requests.
3. Report an ongoing problem after the indicated interval.

Read: [H048 Understand common error messages](#) · [H008 Verification or recovery email has not arrived](#)

If: No

Stop repeated attempts and retry later

1. Stop the action rather than repeatedly refreshing.
2. Preserve work and retry later once.
3. Use support if the limit persists.

Read: [H048 Understand common error messages](#) · [H008 Verification or recovery email has not arrived](#)

T20 | Server error / 5xx / offline

Could the failed action have created a booking or payment?

If: Yes / unsure

Verify the outcome before retrying

1. Keep the visible error and time.
2. Check request/order history or ask the responsible supplier.
3. Never repeatedly pay or submit while the result is unknown.

Read: [H048 Understand common error messages](#) · [H046 Prepare a useful support report](#)

If: No

Preserve work and check connectivity

1. Save unsent text and check basic connectivity.
2. Reload once when online; do not bypass certificate warnings.
3. Report persistent service errors.

Read: [H048 Understand common error messages](#) · [H046 Prepare a useful support report](#)

T21 | Suspected compromise or exposed private data

Is this your account behaving unexpectedly?

If: My account

Use official recovery/security controls

1. Follow the compromised-account article.
2. Secure your linked email and review sessions where available.
3. Contact official support without sharing credentials.

Read: [H011 Suspected account compromise](#) · [H046 Prepare a useful support report](#)

If: Another person's data / unsure

Stop and report the exposure privately

1. Do not browse, download or share the exposed record.
2. Report the site, path and time through a verified private channel.
3. Keep other people's details out of the report.

Read: [H011 Suspected account compromise](#) · [H046 Prepare a useful support report](#)

T22 | Something else / feature unavailable

Is the control described in the guide absent from your site?

If: Yes

Check feature availability and role

1. Check site, account and role.
2. Some agreed features may still await release.
3. Use the current verified contact route; no address is guessed here.

Read: [H047 A feature or support contact is missing](#) · [H046 Prepare a useful support report](#)

If: No / unsure

Prepare a concise support report

1. Record the site, task, expected result and visible error.
2. Include only safe details you have reviewed.
3. Download/copy the report; it is not automatically submitted.

Read: [H047 A feature or support contact is missing](#) · [H046 Prepare a useful support report](#)

Glossary, A-Z

Account

Your sign-in identity and associated settings. An account does not automatically grant staff or resident access. H005

Agency

The business activity of arranging artist representation and enquiries, subject to actual agreements. H037

Approval

A specific authorised decision. Approval of a quote, publication or membership are separate actions. H031

Artist profile

A public description of an artist and approved work. It is not proof of representation. H020

Authentication

Checking who is signing in. H006

Authorisation

Checking which actions and records that identity may access. H012

Backend

The service that stores records and enforces workflow and access rules. The page alone is not the backend. H035

Block

A supported restriction on interactions with an account; its exact effects depend on the site. H018

Booking

A service arrangement whose required resources, approvals and conditions have been confirmed. H031

Booking request

An enquiry about a service or time. It does not reserve resources. H030

Buffer

Time around a session or hire for setup, travel, return or inspection. H032

Candidate

A version prepared for review before publication. H047

Canonical record

The authoritative record an item refers to, using a stable identity rather than duplicated copies. H028

Circle

A hosted small community around a shared scene, sound, venue or activity. H022

Client acceptance

The customer's acceptance of agreed delivered work. It is separate from public-release permission. H034

Collaboration

People working on an agreed outcome with clear tasks, timing and contribution expectations. H022

Contribution record

A description of work linked to a project/event and its confirmation state. H027

Cookie

Small site data stored by a browser. Required session storage and optional display preferences have different purposes. H013

Credit

Acknowledgement of a contribution. It is separate from money, reward balance or a royalty agreement. H027

Deliverable

An agreed output such as a recording, edited video or other completed file. H034

Draft

Work that has not yet been approved for public publication. H021

Embed

An official provider player shown inside another page, subject to that provider's capabilities. H029

Enquiry

The first request for information, availability or a scoped service. H030

Event memory

The approved recordings, photos, links and credits retained around a past event. H028

Explore

A discovery view of eligible content, with understandable filters. H016

Featured selection

One of up to five supported items highlighted on an ORG profile. H029

Feed

A changing view of eligible posts, events and music based on chosen sources and filters. H016

Following

A feed of recent eligible content from sources you chose to follow. H016

GBL

The separately operated GBL public community and resident destination in the network. H039

Hold

An explicitly approved temporary reservation of specified resources with an expiry. H031

Identity provider

A supported external service used to sign in. Recover its credentials through that provider. H006

Ingest

The private receiving point for a broadcast source such as OBS; it is not the public website address. H043

Invitation

An operator-issued offer to join a permitted account, role or membership workflow. H039

Label

The organisation responsible for its approved releases and related business activity. H037

Local storage

Browser data retained on a device. It is not a shared server database. H013

Member

A registered community participant. It does not automatically mean GBL resident, paying supporter or staff. H003

Membership scope

The organisation, location and permissions attached to a membership. H012

MFA

Multi-factor authentication: an additional supported sign-in factor beyond the primary credential. H009

Moderation

Review and action under the site's community/publication rules. H024

Mute

A supported preference to reduce what you see from a source. H018

Newsroom

The submission and editorial-review workflow for articles and approved news. H021

OBS

Broadcasting software used with an approved service's supported ingest configuration. H043

Operator

The responsible person or organisation managing a service and its permissions. H042

ORG

Short name for ziziro.org, the consumer social and radio platform. H001

Permission

An allowed action or use, limited to the relevant record and scope. H012

Playlist

A named collection of supported media references. It does not imply rebroadcast rights. H029

Private workspace

An authenticated interface whose service restricts records and actions to authorised people. H035

Profile role

A descriptive title such as dancer, DJ or engineer; it does not grant staff permissions. H004

Promoter

The organiser/promoter identity for an event, which may differ from the venue. H028

Publication

Making an approved version visible to the intended public audience. H021

Quote version

A specific service scope and price proposal. Later changes may require new acceptance. H031

Recovery code

A private single-use or otherwise provider-defined recovery credential. Never send it to support. H009

Resource

A room, person, rig or other capacity needed for a session or job. H032

Retry-After

A server instruction indicating when a request may be tried again. H048

Role

A word that may describe participation or a permission assignment; distinguish the two. H004

Scene continuity

Connections between music, people, events and participation that remain useful after a night ends. H050

Session

In Studio: a scheduled service activity. In account help: the browser's signed-in state. Context matters. H030

Shared identity

A supported link to one person across sites while maintaining site-specific access. H012

Source link

The legitimate original destination for media or a record. H029

STUDIO

Short name for ziziro.studio, its service intake and session operations. H030

Syndication

Showing approved source content on another permitted view using the same identity and withdrawal rules. H040

Ticket referral

A link to an external ticket seller. It is not a ZIZIRO checkout. H036

Time zone

The named time context for a date/time, needed when events cross regions or clock changes. H028

Verified contribution

A contribution confirmed by an identified party, with stated limits. H027

Withdrawal

Removing public eligibility or cancelling a specific permission/workflow state. It may not delete every retained record. H026

ZIGY

Short name for zigytone.net, the promoter, label and agency destination. H037

Article index, A-Z

Select an entry to jump to the article. Its page number follows the title and article ID.

A feature or support contact is missing (H047) **13**

Artists, label releases and representation (H037) **23**

Browser, accessibility and offline help (H049) **14**

Build your personal scene feed (H016) **15**

Change, cancel or check a studio request (H033) **21**

Choose the right ZIZIRO site (H001) **3**

Credits and confirmed contributions (H027) **10**

Customise your home, filters and arrival view (H017) **16**

Duplicate accounts or missing profile (H015) **9**

Edit your GBL public profile (H040) **24**

Enquire about an artist or event production (H038) **23**

Export, correct or remove your information (H014) **8**

Find help for your role (H004) **4**

Fix an empty or unexpected feed (H019) **16**

Follow, mute, block and report (H018) **16**

GBL notices, projects and service requests (H041) **25**

How the scene stays connected (H050) **19**

Join a scene circle or collaboration (H022) **18**

Join GBL and open the resident workspace (H039) **24**

Keep listening while moving between sites (H044) **11**

Lost MFA device or recovery access (H009) **6**

Maintain a profile with several roles (H020) **17**

Membership and permissions across sites (H012) **7**

Photos, tags, memories and publication permission (H026) **10**

Play provider media and feature five selections (H029) **19**

Prepare a useful support report (H046) **12**

Privacy, remembering settings and shared devices (H013) **8**

Receive, review and approve studio deliverables (H034) **21**

Register and verify your account (H005) **4**

Repeated sign-outs or a sign-in loop (H010) **6**

Report harmful content or unwanted contact (H023) **9**

Request sound hire and engineering (H032) **21**

Request studio time or a service (H030) **20**

Reset a forgotten password (H007) **5**

Share posts, comments and news submissions (H021) **17**

Sign in with the right account and method (H006) **5**

Staff, editor and partner account access (H042) **11**

Start as a visitor or become a member (H003) **15**

Start radio and understand player states (H043) **19**

Studio staff workspace and customer access (H035) **22**

Suspected account compromise (H011) **7**

Tickets, orders, charges and refunds (H036) **11**

Unavailable pages, files or media links (H045) **12**

Understand common error messages (H048) **13**

Understand moderation and appeal a decision (H024) **9**

Understand requests, quotes, holds and confirmation (H031) **20**

Upload media successfully (H025) **10**

Use an event page before and after the night (H028) **18**

Use this guide online or offline (H002) **3**

Verification or recovery email has not arrived (H008) **6**

Sources and edition limits

Source of intended scope: Master development brief and audit, 22 September 2026 Document R3; companion ledger v1.4; latest owner decisions and four domain handovers dated 23 September 2026. The supplied scene-continuity note informs feeds, followable sources and event memory. Its market statistics were not revalidated for this guide.

This help package has no account connection or verified support endpoint. Control labels, configured identity providers, membership rules, booking terms, prices, live service status and support contacts must be checked against the exact candidate website before publication.

Technical reading

MDN: autoplay and media playback

<https://developer.mozilla.org/en-US/docs/Web/Media/Guides/Autoplay>

MDN: HTTP response status codes

<https://developer.mozilla.org/en-US/docs/Web/HTTP/Reference/Status>

OWASP: forgotten-password recovery

https://cheatsheetseries.owasp.org/cheatsheets/Forgot_Password_Cheat_Sheet.html

OWASP: MFA recovery

https://cheatsheetseries.owasp.org/cheatsheets/Multifactor_Authentication_Cheat_Sheet.html

OWASP: authorisation

https://cheatsheetseries.owasp.org/cheatsheets/Authorization_Cheat_Sheet.html

The operator and integration manual is a separate restricted document. Do not distribute internal support cases, staff procedures or private project materials as public web assets.