

FAQ for Retailers

Is registration on the [WizKids Info Network \(WIN\)](#) required for stores hosting an official Paint Night Event?

Yes. Participating stores must have an active [WIN](#) account and provide their WIN ID to their distributor to be authorized to order their Paint Night Event Kits. Once authorized, a store will have access to the official event template which can be used to schedule their store's event. When an event is scheduled by an authorized store, that event will be added automatically to the WIN event locator for participants to find.

How do I register for the WIN?

For a quick video showing how to sign up for the WIN, [click here](#).

Are customers required to register on the WIN?

No. When setting up your scheduled event on the WIN, you can explain in the notes section how you would like your customers to sign up and purchase their kits from you.

How do I schedule an event using the official WizKids Paint Night Event template?

[Click here](#) to watch a helpful tutorial showing how to schedule an event using an official template.

I do not see the official WizKids' Paint Night Event template on the WIN, help?!

Only authorized stores will have access to the official Paint Night Event Template with their WIN IDs. If you did not provide your WIN ID to your distributor when you placed your order for the kits, your store will not be authorized to access the event template and cannot schedule your event in the WIN.

How do I get a WIN ID?

Simply register your store in the WIN to be automatically assigned an ID. To find out how, [click here](#).

How do I find my WIN ID?

For a quick video showing how to find your WIN ID on the WIN, [click here](#).

My event details changed – how do I change the day/time of my event?

Changing your event details can be done through the WIN. For a quick video showing how to change your event details, [click here](#).

I have special house rules I'd like painters to know about, how do I add that to my event page?

For a quick video showing how to add house rules and other notes to your event page on the WIN, [click here](#).

I will be hosting a virtual event, how do I let painters know?

You may use the notes section to communicate any special rules or information that you feel would be helpful for painters.

How do players find my store's scheduled event, day, time and location?

Once you've scheduled your event using the official Paint Night Event template, your event will automatically be added to the WIN store and event locators [here](#).

How do players register for my event?

How players register for your event is your decision. For example, you are welcome to simply ask customers to call your store and place an order over the phone and reserve their seat that way. If you have another online portal you would prefer, they use to purchase their kits, feel free to add that as a note when you schedule your event.

Is player registration on the WIN mandatory for my event?

No. Player registration on the WIN is **not required** or encouraged at this time. Feel free to add additional notes on your event landing page to clearly explain how your store is accepting reservations (e.g., you may want to ask players to contact your store to purchase their kit and reserve their place in your event).

Helpful Links:

YouTube Playlist for all things WIN: <https://wizkids.io/WINFAQ>

WIN Cancel Event: <https://wizkids.io/WINCancel>

WIN Find Stores and More: <https://wizkids.io/WINFind>

WIN How to Schedule a Paint Night Event: <https://wizkids.io/WINPaintEvent>

WIN How to Edit an Event: <https://wizkids.io/WINEventEdit>

WIN How to Find Store ID: <https://wizkids.io/FindWINID>

WIN How to Register: <https://wizkids.io/WINRegister>

WIN How to Export CSV: <https://wizkids.io/WINExport>