Eventact

Registration Status and how to use them

Registration Status is a combination of flags. Each flag is a signal for something.
Registration status flags can be turned on and off by the operator.
Some of the registration status flags are turned on and off by EventAct EMS.

Submitted – Signals that the registration form was submitted and is completed.
Turned on when the registration form is successfully submitted by a registrant.

Approved – Signals that the registration was reviewed and approved by the event organizer.
It is turned on when a registrant is entered into the system by the operator through the back-office interface.
Recommended use: Can be used to distinguish between registrants that submitted their registration form themselves and registrants who were entered into the system by the operator.

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Pending – Turned on when the registration form is successfully submitted by a registrant if the registrant has selected an offline payment method such as bank transfer.

Changed – Signals that the registration data was changed by the registrant. Tuned on when a registered registrant edits the registration form. After reviewing the change, the operator can turn off the Changed flag to signal the change was handled.

Free – Singles that the specific registrant does is free of charge.
Turned on when the registration form is successfully submitted by a registrant if the registration price is zero.
Turned on or off by Eventact EMS when the price of registration is zero.
See also: Accounting Status.

Paid – Signals that payment for the registration was made.
See also: Accounting Status

Payment Deferred – Signals that it was agreed payment will be made in the future.
Recommended use: Manual flags registrants will be allowed to enter the event although they did not complete the payment

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Potential – Signals a potential attendee. An attendee who did not confirm. When a potential attendee will log-in and complete the registration form the Potential flags will be turned off by Eventact EMS and the **Submitted** flag will turn on.
Recommend use: When importing potential guests mark them as Potential. Then you can send them RSVP mail to confirm or complete their registration.
See also: {Registration.RSVPLink}

Confirmed – Signals that the registrant has confirmed his attendance, registration, or offer.
The flag is turned on when the registrant clicks on a personal confirmation link sent to him in the email or SMS
{Registration.ConfirmLink}
See also: {Registration.DeclineLink}, {Registration.RSVPLink}

Declined – Signals that the registrant has Declined the offer or will is not planning to attend.
The flag is turned on when the registrant clicks on a personal decline link sent to him in the email or SMS
{Registration.DeclineLink}
See also: {Registration.ConfirmLink}, {Registration.RSVPLink}

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Arrived – Signals that the registrant has entered the event. Turned on when the registrant's badge is printed onsite from the arrival kiosk or arrival desk.

In Progress – The registrant is currently filling out the registration form.

Processing – The registrant was redirected to external payment and did not return yet.
Normally the status is on for a few minutes from the time the registrant was redirected to the external payment page until he was redirected back to the registration system.
Recommend action: If the Processing flag is on – Manually check if payment was made in the external system. If payment was made change the registrant status accordingly (to submitted) and produce a receipt. If payment was not successful changed the status to Incomplete (remove the processing status).

Incomplete - Registration was not completed. The registrant has abended the registration form before the thank you page.
The flag is automatically on when no other flag is on and automatically off if any other flag is on.

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Rejected – Flags a registration rejected by the operator.

Hold – Temporarily flag the registration until something is resolved. In case the registrant is using any allotment (room, flight, or other). It will keep appearing in the different reports as taken.

Canceled – Signals a registration that was canceled.

Accepted – Signals the registration or person is accepted or approved.
Unlike the Approved status, the Accepted flag is never turned on or off by EventAct EMS.
Recommend use: Use the accepted to flag registrants who carefully selected or accepted something.
See also: Approved

The following status take allotment: Submitted, Approved, Accepted, Paid, Pending, Free, Arrived, Exhibitor, Payment Deferred, Potential
If one of the following flags is one the registration is not considered valid: Incomplete, Rejected, or Cancelled.
By default – registration whose flags are Paid, Free, Approved, or Payment Deferred are allowed to enter the event.