INSTRUCTIONS

Making Changes in Conference Registrations

7th NACRJ Conference Attendees

General Information

To make changes in the conference registrations once they have been created you will need two pieces of information to open the registration record:

- **Email Address** of the Registrant (the one used to create the registration)
- **Confirmation Number** for the person’s registration
  - The confirmation number is included on the registration confirmation sent to each person registered. It would look something like this: **FXMS33W27XJ**

To start any modification of an existing registration:

1. Go to the registration website for the 7th NACRJ Conference. [CLICK HERE](http://www.cvent.com/events/7th-nacrj-conference/event-summary-bfd9bf65e6474a42a758d36914abad7f.aspx)
   a. Or use the full URL (copy and paste into your browser):

2. Select the “Already Registered” located next to the “Register” banner.
   a. Note: If that link is not viewable on this page
      i. Click on “Register” and look for the “Already Registered” link near the bottom of the next page.
3. On the “Already Registered” page scroll down and enter the:
   a. Email Address
   b. Confirmation Number
      i. If you don’t have the confirmation number – locate the registration confirmation email sent to the registrant.
      ii. If you cannot locate the registration confirmation email – click on the link to resend the confirmation email. The email will be sent to the registrant’s email address.
1. If you are modifying your own registration the email with the confirmation number will come to your email address.

2. If you are modifying someone else’s record (e.g., making a substitution or changing some other element of their record for them) you will need to get the email from them or have them provide the confirmation number.

4. Once you have entered the correct confirmation number assigned to the email address for the registration you will be able to open the registration to make:
   a. Modifications to data fields,
   b. Substitutions, or
   c. Cancel the registration.

**Modifying an Individual Registration**

If you have both the email address associated with an individual’s registration (your own or some one else’s) you can log in to the registrant’s record. Click “OK” to open the registration record.

Once, in the registration record you will find several options:

*Top Line of Tabs:*

- **My Registration**
  - This tab is open at the outset. It is the default field and provides an overview of the full registration.
  - It cannot be edited directly
  - A drop-down menu allows you select other viewing options:
    - Confirmation
    - My Agenda (event passes require payment of fees)
      - Pre-Conference Workshops
      - All Conference (required to attend the full main conference)
      - Single Day (e.g., June 14, June 15, or June 16, 2019)

_IMPORTANT NOTE:_ If you don’t see any event passes listed, it means you are not actually registered because registration fees required have not been paid. You will need add the appropriate event passes and pay the fees to attend those events. Select “Modify” from the tabs in the middle of the page and go to the page with Event Passes to select the passes you want and add any other items (scholarship donations, NACRJ shirts).
- **My Group**
  - Applicable only to registrants who are part of a defined group of 3 or people registered at the same using the appropriate verification codes at on the first page of each person’s registration.

- **Register Another**
  - Starts the registration process for a new person registered individually or added to an existing group.

**Mid-Page Tabs:**

- **Modify**
  - Allows you to edit all the fields in the individual’s registration (update fields with new information, add event passes with new fees, add other charges - scholarship donation, purchase an NACRJ shirt).

- **Unregister**
  - Allows the registrant to cancel their registration for the 7th NACRJ Conference.
  - If a registrant cancels their registration an on-line “partial refund” will be automatically generated to the credit card used. The reimbursement will follow the NACRJ Reimbursement Policy (full refund in the Early Bird Period, -$45/registration in the Regular Period, -$90/registration in the Late Period, and no refund after May 15, 2019).
  - DO NOT SELECT THIS OPTION UNLESS YOU WANT TO CANCEL THE REGISTRATION

- **Name on Badge**
  - This allows you see how the conference badge would appear.
  - NOTE: The design of the conference badge is still being worked on.
  - Do not assume the badge layout and appearance will not be what you might see at this point.

- **Substitute Registration**
  - This allows you to substitute one person for a currently registered individual without any additional charges
    - Additional charges will only appear if new event passes are selected (e.g., a Pre-Conference Workshop is added), a scholarship donation is made, or an NACRJ shirt is ordered.
  - Once a substitution has been submitted the person originally registered is no-longer registered and a new person has replaced them.

- **More Options**
  - Share this Event - To let others know about the 7th NACRJ Conference (June 14-16, 2019)
  - Email this Page - To allow you to send the information to another email address.
  - Printer Friendly - To allow you to print the full registration information page.
Modifying a Group Registration (i.e., three or more people registered on a single transaction)

**IMPORTANT NOTE:** Defined groups receive lower registration rates which amount to a volume discount. Defined groups must be registered properly:

- Three or more people registered at the same time on a single transaction
- Using the correct verification code for the first person in the group (i.e., the “Group Leader”)
  - **NACRJ Member formed Group (use of verification codes)**
    - Group Leader - NACRJ Member Verification Code: 7nacrj19
    - 2nd, 3rd, and subsequent registrants of the group: 7nacrj-gp
  - **Non-Member formed Group (use of verification codes)**
    - Group Leader – Non-Member Verification Code: 7nacrj-nm
    - 2nd, 3rd, and subsequent registrants of the group: 7nacrj-group

Groups must be registered in this way to access the discounted group rates.

If a group is incorrectly formed (not using the proper codes) it will not qualify for the group discount. Once established, the only remedy is cancelling the individual registrations for all members of the group. This also generates a refund to the credit card used consist with the NACRJ refund policy.

Groups formed using an off-line payment will require manually generated refunds to organizations by the Executive Director. The NACRJ Refund Policy will be applied to off-line refunds.

If the cancelled group is re-created correctly it would qualify for the discounted group rates.

**Making Changes – Groups**

- All procedures outlined for making changes in Individual Registrations apply to making changes in Group Registrations.
- With groups – individuals may access their own records to make changes but all changes will be shared with the Group Leader (i.e., the first person registered).
- *Any change to the registration of someone other than a person’s own record should be done by the Group Leader.*
- *Any changes to registration records that add costs should be done by the Group Leader.*
- *Any changes that remove a member of the group or substitute a member of the group should be done by the Group Leader*

- There are some additional elements for management of Group Registrations:
  - A **yellow bar across the middle of the page** which allows you to quickly view the registration confirmation for each person in the group.
    - Use the drop down menu to select specific members of the group.
To modify the registration for a member of the group select their name from the yellow bar.

- Then select “Modify”
- Make the changes needed

To substitute someone new for a current member of the group, select the name of the person to be replaced from the drop-down list on the yellow bar.

- Then select “Substitute Registration”
- Register the new person.
- The system will automatically replace the original registration with the new registration at no new charges are added.

To UNREGISTER (CANCEL) someone removes the person from the group and generates a partial refund to the credit card used. If an off-line registration process was used refunds must be manually generated by NACRJ and requires assistance from the Executive Director.

If you encounter any problems making changes to conference registration please contact the NACRJ Executive Director [exec.director@nacrj.org or (210) 218-7159].