**Webinar Registrations, Basic Instructions**

**Important: Do not use the user dashboard to administer event registration. It is now all done within Admin/Registration as per below**

1. **Registration by user, Member**

* Registration Processing e-mail received
* Admin/Registration/Edit Registration/Search
* Confirm & Payment tab
* Tick ‘Complimentary’
* Tick ‘Send Attendance Confirmation’
* Payment type Complimentary
* Click ‘Save Complimentary Booking’
* Event Attendance issued

1. **Registration by user, Non-Member, card**

* Registration Processing e-mail received
* Admin/Registration/Edit Registration/Search
* Ensure the same user does not also have a Member account – you can see in the list that comes up
* Invoices tab
* Click ‘Confirm Card Payment’
* Event Attendance and receipt issued

1. **Registration by user, Non-Member, BACS**

* Registration Processing e-mail received
* Admin/Registration/Edit Registration/Search
* Ensure the same user does not also have a Member account – you can see in the list that comes up
* Invoices tab
* Click ‘Take Payment’
* Invoice issued
* When money comes in, click ‘Authorise’
* Event Attendance and receipt issued

1. **Registration by admins**

* Admin/Registration/New Registration/Select Event
* Search member, use the Member account if there is a choice
* Check details and ‘Save/Confirm User’
* Schedule tab, input any relevant details, check price correct
* Save/Confirm User
* Confirm & Payment tab
* Select payment type, BACS click ‘Issue BACS invoice’; for card ‘Confirm card payment’ if we already have the money, click ‘Delegate paying by card’ to open up payment for the user in his dashboard within ‘Invoices’. E-mail delegate asking him to logon/My Account/Invoices/Pay

1. **Card Payment Retry**

* If card declined, it will tell you when you click ‘Confirm Card Payment’
* Send e-mail explaining the decline and ask user to logon/My Account/Invoices/Pay
* Schedule tab, input any relevant details, check price correct

1. **Export csv**

* Admin/Events/Select Event/Export csv