

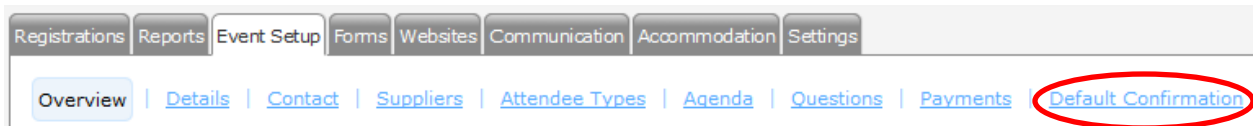


## How-To Guides

- [Changing the Default Confirmation Message for Your Event](#)
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- [Configuring and Creating Name Badges and Labels in Certain](#)
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## Changing the Default Confirmation message for your event

1. From the event that you need to make changes to, go to the Event Setup tab and click Default Confirmation.



2. In the Registration Confirmations screen, notice that each section of the Confirmation Text can contain combinations of plain text and codes specific to your event's data (registration information surrounded curly braces enclosed by angle brackets). Using event code data is a way to include confirmation information that are dynamically driven by registration information submitted by event registrants or event data already captured when the event was setup.

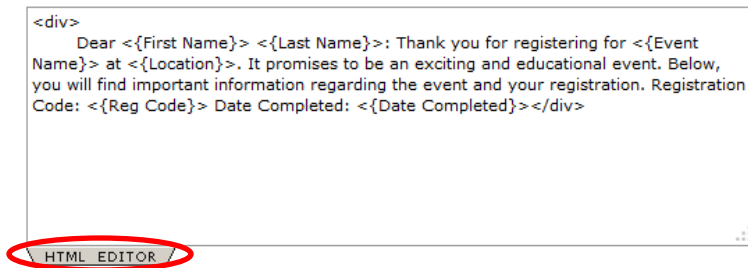
You can edit any of the Confirmation Text for any of the following Subject, Header, Cancellation Policy/Refund Policy, Privacy Policy, or Footer according to your needs but special care must be taken when making changes to any event code data.

In some sections of the Confirmation Text, you may also find HTML tags that are recognizable being surrounded by angle brackets (see a sample below highlighted by a blue box).

- a. For any plain text, simply editing and replacing the text with your own content is enough. In the sample below, we've highlighted the freeform text (in red) that can be overwritten/revised and/or added.

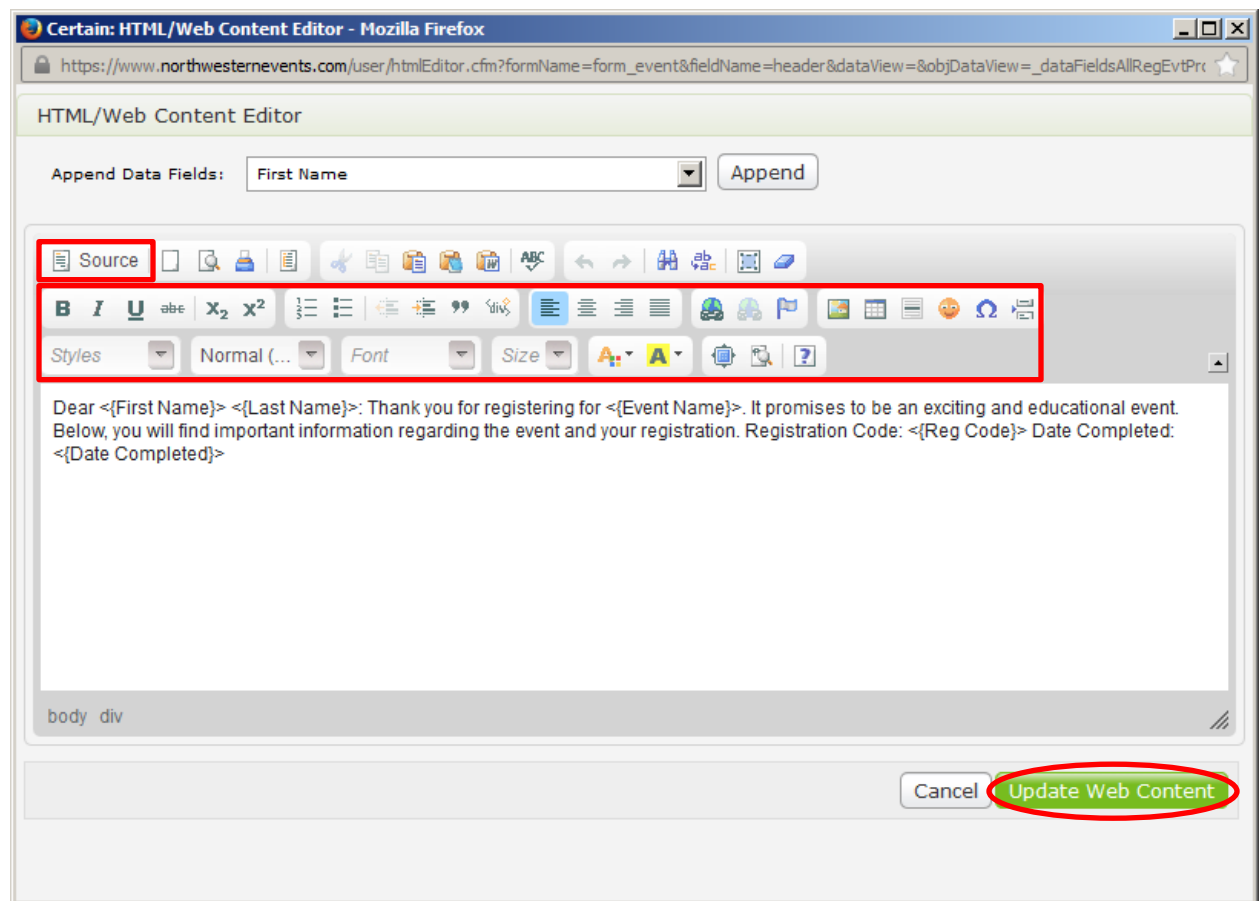
A screenshot of the 'Registration Confirmations' screen in the event management system. The 'Default Confirmation' link is highlighted in the top navigation bar. The main section is titled 'Registration Confirmations' and contains a 'Confirmation Text' editor. The editor has a sidebar on the left with sections: Append, \*Subject, Header, Cancellation Policy / Refund Policy, Privacy Policy, and Footer. The 'Header' section is selected, and its content is displayed in a text area. The text area contains the following content: 'Registration confirmation for <{Event Name}>', 'Dear <{First Name}> <{Last Name}>:', 'Thank you for registering for <{Event Name}>. It promises to be an exciting and educational event. Below, you will find important information regarding the event and your registration.', 'Registration Code: <{Reg Code}>', and 'Date Completed: <{Date Completed}>'. The text 'Thank you for registering for <{Event Name}>. It promises to be an exciting and educational event. Below, you will find important information regarding the event and your registration.' is circled in red. Below the text area is an 'HTML EDITOR' button. The 'Cancellation Policy / Refund Policy' section is also visible, with a large red rectangular box indicating the area for editing. The 'Privacy Policy' section is also visible, with a large red rectangular box indicating the area for editing. The 'Footer' section is visible, with the text '<br /><br /> Thank you for your registration.' and the '<br /><br />' part highlighted with a blue box.

- b. If you'd like to do more advanced editing of any portions of the Confirmation Text, click on the HTML Editor tab that appears underneath each section.



- c. You can change formats, embed objects such as images, links, tables, etc. or use other features that you wouldn't otherwise have access to. You can also switch from the GUI based editor to Source edit mode by clicking on the Source icon. Note that switching to Source mode requires knowledge of HTML.

Always remember to click on the Update Web Content button at the bottom when you are done making edits from this screen.



- d. To use event code data, you must select the code from the Append dropdown, position your cursor in the appropriate section of the confirmation text, and then click on the button pertaining to the section that you are interested in adding the event code data to.

In the following example, we are adding the event's start time to the Header section of the Confirmation Text. First, position the cursor after the word 'at'.

Confirmation Text

Append: Event Start Time to Subject Header Refund Footer

\*Subject: Registration confirmation for <{Event Name}>

Header: <div> Dear <{First Name}> <{Last Name}>: Thank you for registering for <{Event Name}> to be held at . It promises to be an exciting and educational event. Below, you will find important information regarding the event and your registration. Registration Code: <{Reg Code}> Date Completed: <{Date Completed}> </div>

HTML EDITOR

Then select 'Event Start Time' from the Append dropdown and click on the Header button to append the <{Event Start Time}> data to the default confirmation text.

Confirmation Text

Append: Event Start Time to Subject Header Refund Footer

\*Subject: Registration confirmation for <{Event Name}>

Header: <div> Dear <{First Name}> <{Last Name}>: Thank you for registering for <{Event Name}> to be held at <{Event Start Time}> . It promises to be an exciting and educational event. Below, you will find important information regarding the event and your registration. Registration Code: <{Reg Code}> Date Completed: <{Date Completed}> </div>

HTML EDITOR

3. Besides being able to modify confirmation text as outlined in all of the above steps, you can also pick and choose which Confirmation Sections you'd like to include. To do so, simply remove the Section Header name in the Confirmation Section Headers text box next to the Confirmation Section Header labels. For example to exclude Accommodations and Personal Agenda, simply delete them.

Confirmation Section Headers

To hide a section on the confirmation, remove the section header name.

Registrant Details	Registrant Details	Attendee Type	Attendee Type
Questions	Additional Information	Agenda	Personal Agenda
Payments	Transaction Detail		
Accommodations	Accommodations Request		
Primary Reg	Other Registrations on this Order		
Additional Reg(s)	Registration Entered by		

☐ Start a new table with each section  
☒ Add a line break between sections

☒ Send in HTML Format

Confirmation Section Headers

To hide a section on the confirmation, remove the section header name.

Registrant Details	Registrant Details	Attendee Type	Attendee Type
Questions	Additional Information	Agenda	
Payments	Transaction Detail		
Accommodations			
Primary Reg	Other Registrations on this Order		
Additional Reg(s)	Registration Entered by		

☐ Start a new table with each section

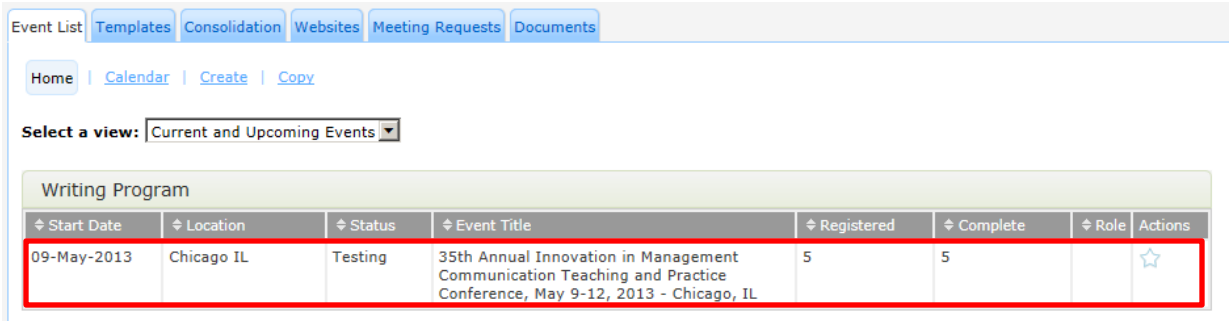
☒ Add a line break between sections

☒ Send in HTML Format

- After making any modifications, remember to press the Save button to commit the changes.

## Switching a Certain Event Live

1. Logon to Certain
2. From the Event List tab, locate the event you'd like to go live with, hover your mouse anywhere over the event and then click on the event



Event List | Templates | Consolidation | Websites | Meeting Requests | Documents

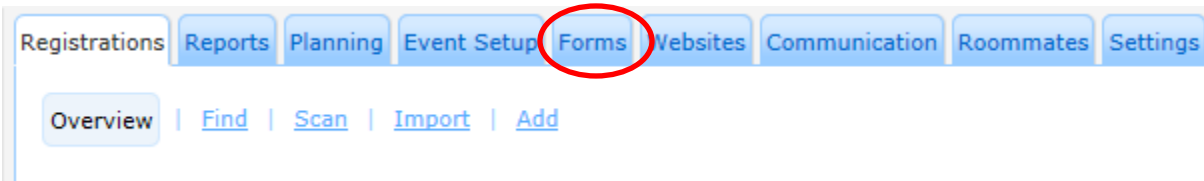
Home | Calendar | Create | Copy

Select a view: Current and Upcoming Events

Writing Program

Start Date	Location	Status	Event Title	Registered	Complete	Role	Actions
09-May-2013	Chicago IL	Testing	35th Annual Innovation in Management Communication Teaching and Practice Conference, May 9-12, 2013 - Chicago, IL	5	5		☆

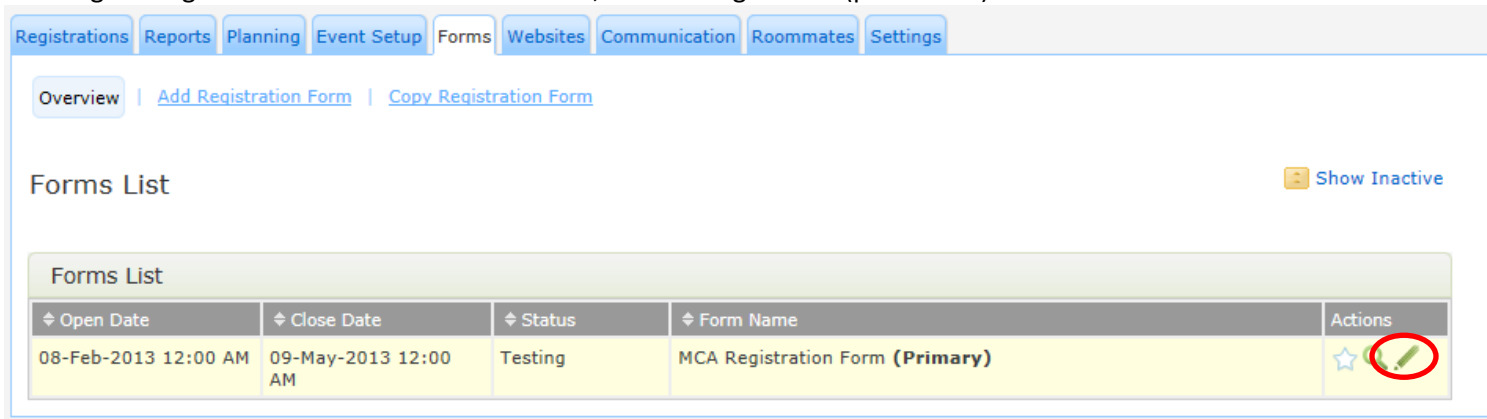
3. Click on the Forms tab



Registrations | Reports | Planning | Event Setup | **Forms** | Websites | Communication | Roommates | Settings

Overview | Find | Scan | Import | Add

4. Disable Test mode by:
  - a. Locating the registration form from the Forms list, and clicking on edit (pencil icon)




Registrations | Reports | Planning | Event Setup | Forms | Websites | Communication | Roommates | Settings

Overview | Add Registration Form | Copy Registration Form

Forms List Show Inactive

Forms List

Open Date	Close Date	Status	Form Name	Actions
08-Feb-2013 12:00 AM	09-May-2013 12:00 AM	Testing	MCA Registration Form (Primary)	☆ 

- b. From Form Setup, uncheck the Test mode check box

## Form Setup (MCA Registration Form)

Setup Information

Created: 08-Feb-2013 (12:36)

Modified: 12-Feb-2013 (10:43)

\* Name

MCA Registration Form

Subtitle

cc:

\* Open

02/08/2013 12:00 AM (mm/dd/yyyy PST/PDT)

\* Close

05/09/2013 12:00 AM (mm/dd/yyyy PST/PDT)

URL

<http://www.northwesternevents.com/profile/form/index.cfm?PKformID=0x132636179>

Hyperlink Label

Registration Form

Google Analytics Tracking Code

Settings

☐ Do not allow edits to existing registrations  
☒ This is the primary form for the event  
☐ Make this form available on the Admin side  
☒ Test mode

- c. Save the change by clicking on the Save button at the very bottom of the Form Setup screen

Save

Delete

5. Switch the event's status from Testing to Live by:

- a. Edit Event Setup by selecting the Event Setup tab, and then clicking on the edit (pencil icon)

[Registrations](#) | 
 [Reports](#) | 
 [Planning](#) | 
 [Event Setup](#) | 
 [Forms](#) | 
 [Websites](#) | 
 [Communication](#) | 
 [Roommates](#) | 
 [Settings](#)

[Overview](#) | 
 [Details](#) | 
 [Contact](#) | 
 [Suppliers](#) | 
 [Attendee Types](#) | 
 [Agenda](#) | 
 [Questions](#) | 
 [Payments](#) | 
 [Default Confirmation](#) | 
 [Housing](#)

Event Overview

Details

Event Name:

35th Annual Innovation in Management Communication Teaching and Practice Conference, May 9-12, 2013 - Chicago, IL

Event Code:

2013MCAC

Event Status:

Testing

Event Start Date:

2013-05-09 00:00:00.0

Event End Date:

2013-05-12 00:00:00.0

Event Notes:

Conference sessions will be held at Northwestern's Chicago campus, in Weiboldt Hall, 350 East Superior Street, a five minute walk from the the Allerton Hotel. Northwestern's Chicago campus occupies a 20-acre lakefront site and includes the School of Law, the Medical School, the McGaw Medical Center, the School of Continuing Studies and the Kellogg School's Part-Time MBA program.

b. Select Live from the Status dropdown

The screenshot shows a web application interface with a top navigation bar containing tabs: Registrations, Reports, Planning, Event Setup, Forms, Websites, Communication, Roommates, and Settings. Below this is a secondary navigation bar with links: Overview, Details (selected), Contact, Suppliers, Attendee Types, Agenda, Questions, Payments, Default Confirmation, and Housing. The main section is titled "Event Details" and contains a form with the following fields:

- \* Title: 35th Annual Innovation in Management Communication Teaching and Practice Conf
- \* Unique Code: 2013MCAC, with radio buttons for "Auto-calculate" (selected) and "Manually assign".
- Start Date: 05/09/2013, 12:00 AM (8:00 AM)
- End Date: 05/12/2013, 12:00 AM (5:00 PM)
- Time Zone: (GMT-06:00) Central Time (US & Canada)
- \* Status: Testing (this dropdown is circled in red)
- Notes: Conference sessions will be held at Northwestern's Chicago campus, in Weiboldt Hall, 350 East Superior Street, a five minute walk from the the Allerton Hotel. Northwestern's Chicago campus occupies a 20-acre lakefront site and includes the School of Law, the Medical School, the McGaw Medical
- External Event Id: (empty field)

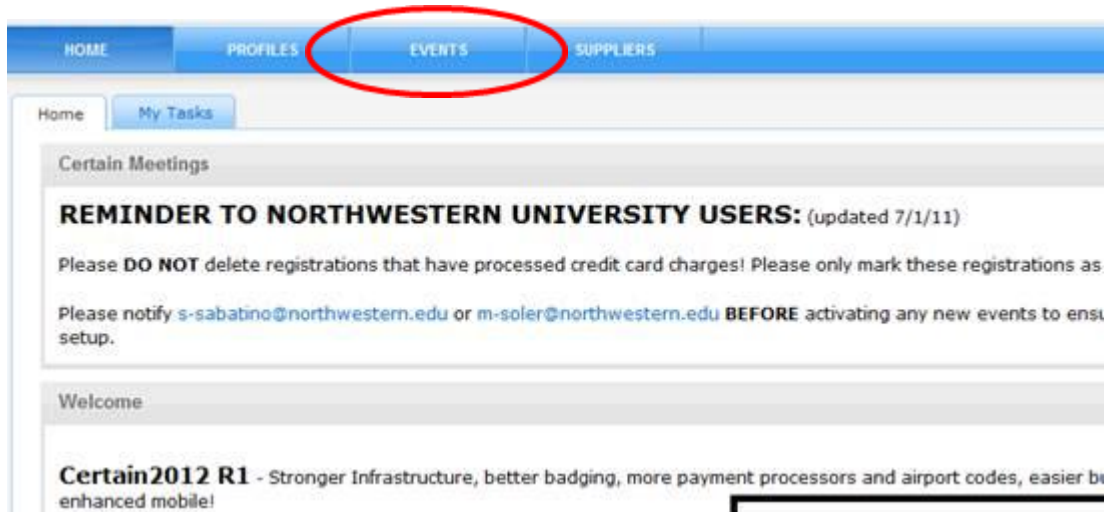
c. Save the change by clicking on the Save button at the very bottom of the screen.

At the bottom of the screen, there are two buttons: a blue "Save" button and a grey "Delete" button.

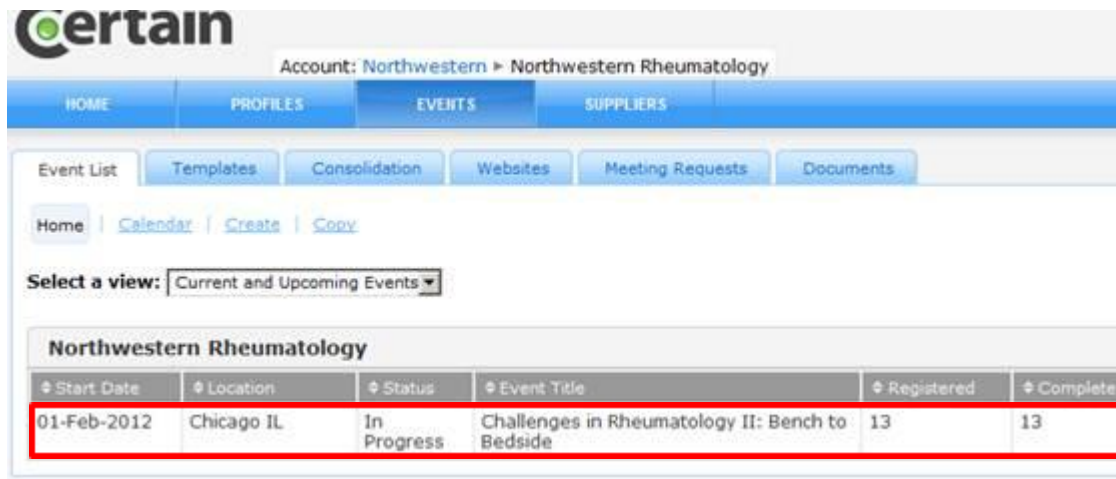


## Cancelling Registrations, Issuing Credits, and Refunding Credit Card Payments

1. Logon to Certain and click on Events from the blue menu bar at the top



2. From the events list, hover your mouse over the event containing the registration/registrations that need/s to be cancelled and refunded, and then click anywhere on the event's listing.



3. Select the Complete registrations by clicking on the total number of Complete registrations.

**Certain** Account: Northwestern ► Northwestern Rheumatology

HOME PROFILES **EVENTS** SUPPLIERS

**Challenges in Rheumatology II: Bench to Bedside**  
Feb-01-2012 - Challenges in Rheumatology II: Bench to Bedside - Chicago, IL - Feb 01, 2012

Registrations Reports Planning Event Setup Forms Websites Communication Roommates

Settings

Overview Find Scan Import Add

**Completed Registrations By Attendee Type**

Attendee Type	Registered / Paid	Bal. Due	Pending	Cancelled	Total*	Collected*
Attendee	10	0	0	0	10	\$ 1,000.00
Trainee	3	0	0	0	3	\$ 0.00
<b>Total</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>\$ 1,000.00</b>

\* Includes all **complete** registrations, except those in a "denied" registration status. Totals do not include cancelled registrations.

**All Registrations By Status**

Status	Complete	Incomplete	Total
New	13	2	15
<b>Total</b>	<b>13</b>	<b>2</b>	<b>15</b>

4. The Certain Meetings Planner's View Report Results window pops up. Maximize the popup window by clicking on the maximize button on the top right corner of the window.

Certain Meetings: Planner's View - Mozilla Firefox

northwesternevents.com https://www.northwesternevents.com/user/report/report.cfm?id=F235820F-0C34-F48A-FC66-2E08ECBB61D0&fgtviewSearch=1&f\_reg

**Report Results : Complete, Cancelled Registrations**

**Perform Actions**

- Compose Email - send an email to a group of records
- Print Badges & Labels - mailing labels and name badges
- Manage Agendas - assign/remove agenda items
- Mass Action - apply an action to selected records in this report

--- Select an Action Below --- Go

**Export Data**

- Printable HTML - web page using a printer-friendly format
- Excel® - opens HTML table as a .xls file in Excel 97-2003
- Comma Separated Values - .csv file opened inside a browser
- Tab Delimited Text - easily imported into other software

**Display Options**

Rows/Page: 25 Start Row: 1 Max Records: 10000 Go

**Last Name Filter**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

(Select All | Clear All) **Records 1 to 1 of 1 are shown**

Seq	Reg Date Created	First Name	Last Name	Organization	Registration Category	Reg Status Label	Reg Complete
1	2012-04-03 19:56:48	Name blocked for security			Attendee	Cancelled	Yes

- Report Results : Complete Registrations - Total Category - Registered/Paid

- From the dropdown |--- Select an Action Below ---| , select “Change Status to Cancelled” and then press the Go button.

**Perform Actions**

- Compose Email** - send an email to a group of records
- Print Badges & Labels** - mailing labels and name badges
- Manage Agendas** - assign/remove agenda items
- Mass Action** - apply an action to selected records in this report

--- Select an Action Below ---

Mark as "test"  
Mark as "live"  
Delete from database  
Restore from database

**Change Registration Status**

- Change Status to New
- Change Status to Requested Invitation
- Change Status to Waitlist Hold
- Change Status to Invited
- Change Status to Request Denied
- Change Status to Invitation Sent
- Change Status to Pre-Registered
- Change Status to Declined Invitation
- Change Status to Cancelled**
- Change Status to No-show
- Change Status to Attended

**Change Attendee Type & Fee**

- Set Attendee Type to Attendee
- Set Fee to Attendee : Registration
- Set Attendee Type to Trainee

☐ 7    2012-04-02 10:08:07    Jerry

☐ 8    2012-03-29 12:09:40    Susanne

**Export Data**

- Printable HTML** - web page using a printer-friendly format
- Excel®** - opens HTML table as a .xls file in Excel 97-2003
- Comma Separated Values** - .csv file opened inside a browser
- Tab Delimited Text** - easily imported into other software

Last Name Filter

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Records: [10000] Go

**Records 1 to 13 of 13 are shown**

Last Name	Organization	Registration Category
		Attendee
		Trainee
		Attendee
		Attendee
		Attendee
		Trainee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee

Names and organizations blocked for security

- Close the popup window displaying the registrations by clicking on the “X” at the top right corner of the browser window”.

- Refresh the registrations to display the new cancellations in the “All Registrations by Status” section, by clicking on the Registrations tab.

Attendee Type	Registered / Paid	Bal. Due	Pending	Cancelled	Total*	Collected*
Attendee	9	0	0	1	9	\$ 900.00
Trainee	3	0	0	0	3	\$ 0.00
Total	12	0	0	1	12	\$ 900.00

\* Includes all **complete** registrations, except those in a "denied" registration status. Totals do not include cancelled registrations.

Cancelled registrations should have increased



9. Click on the number of cancelled registrations to display the popup of cancelled registrations.

Registrations	Reports	Planning	Event Setup	Forms	Websites	Communication	Roommates
Settings							
Overview	Find	Scan	Import	Add			
Completed Registrations By Attendee Type							
Attendee Type	Registered / Paid	Bal. Due	Pending	Cancelled	Total*	Collected*	
Attendee	9	0	0	1	9	\$ 900.00	
Trainee	3	0	0	0	3	\$ 0.00	
Total	12	0	0	1	12	\$ 900.00	
* Includes all <b>complete</b> registrations, except those in a "denied" registration status. Totals do not include cancelled registrations.							
All Registrations By Status							
Status	Complete	Incomplete	Total				
New	12	2	14				
Cancelled	1	0	1				
Total	13	2	15				

10. Refunds can be issued one at a time only. From the list of cancelled registrations, select an individual to issue a refund to by clicking the record number of the individual to refund.

Certain Meetings: Planner's View - Mozilla Firefox

northwesternevents.com https://www.northwesternevents.com/user/report/report.cfm?id=C57C83FE-624D-49CA-DAA3-6ED4F886D858&table=Search=13&reg\_fm\_reg\_sta\_id=8

Report Results : Complete, Cancelled Registrations

Perform Actions

**Compose Email** - send an email to a group of records

**Print Badges & Labels** - mailing labels and name badges

**Manage Agendas** - assign/remove agenda items

**Mass Action** - apply an action to selected records in this report

--- Select an Action Below ---

Go

Export Data

**Printable HTML** - web page using a printer-friendly format

**Excel®** - opens HTML table as a .xls file in Excel 97-2003

**Comma Separated Values** - .csv file opened inside a browser

**Tab Delimited Text** - easily imported into other software

Display Options

Rows/Page: 25

Start Row: 1

Max Records: 10000

Go

Last Name Filter

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

(Select All | Clear All)

Records 1 to 1 of 1 are shown

Seq	Reg Date Created	First Name	Last Name	Organization	Registration Category	Reg Status Label	Reg Complete?	Reg Paid?
1	2012-02-27 14:26:19	Name blocked for security			registered	Cancelled	Yes	Yes

11. Closing the Cancelled Registrations popup window will display the registration record of the individual to be refunded (it should be in the main browser window).
12. Click on the Payment link to display the List of Charges and List of Payments and Refunds.

The screenshot shows the 'Certain' software interface. At the top, the account is 'Northwestern > Northwestern Rheumatology'. The main navigation bar includes 'HOME', 'PROFILES', 'EVENTS', and 'SUPPLIERS'. The 'EVENTS' section is active, showing 'Challenges in Rheumatology II: Bench to Bedside' for Feb-01-2012 in Chicago, IL. Below this, there are tabs for 'Registrations', 'Reports', 'Planning', 'Event Setup', 'Forms', and 'Websites'. The 'Registrations' tab is selected, and within it, the 'Payment' link is highlighted with a red circle. The 'Attendee Overview' section shows a name blocked for security and a phone number (335-135354-4161). Below this, there are 'One-Click Actions' like 'Print Name Badge' and 'Edit Registration'. A 'Profile' section with a 'View Profile Record' link is also visible.

13. On the List of Charges, if a credit exists, confirm that the amount is equal to the amount to be refunded. If it is, proceed to step 17.

The screenshot shows the 'Certain' software interface with the 'Payment' link selected. The 'Payment Information' section shows a name blocked for security and a phone number (335-135354-4161). Below this, the 'List of Charges' table is displayed. The table has columns for Row, G/L Account, Date, Description, Type, Amount, Quantity, and Total. A single row is shown with a cancelled registration entry.

Row	G/L Account	Date	Description	Type	Amount	Quantity	Total
1		Apr 19 2012	Cancelled registration - registrant will be out of town and unable to attend	Adjust Charge	-100.00	1	-100.00

14. If no credit exists, or if the amount is not the full amount to be refunded, you will need to create a credit balance that would create a net credit on the full amount to be refunded. Click on the 'Add New' button at the top right corner of the List of Charges.

The screenshot shows the 'List of Charges' form. At the top right, there are 'Save' and 'Add New' buttons. The 'Add New' button is circled in red. Below the buttons is a table with the following data:

Row	G/L Account	Date	Description	Type	Amount	Quantity	Total
1		Apr 3 2012	Attendee Registration	Fee	100.00	1	100.00

15. Enter the credit details: Amount and a description. Note that the amount should have a minus sign in order to effect a credit. Remember to press Save after.

The screenshot shows the 'Charge Information' form. The 'Amount' field is set to 'USD -100.00' and the 'Description' field is 'Cancelled registration'. Both fields are circled in red. The 'Date/Time' field is set to '04/23/2012 1:22 PM (4:30 PM)'. Below the form is a 'Reconciliation Information' section with a 'Reconciled' checkbox and fields for 'Date/Time', 'Modified Date/Time', 'Reconciled By', and 'Modified By'.

16. From the Payment window Summary, you should see a credit balance equal to the amount to be refunded in the Balance Due section.

The screenshot shows two forms: 'List of Charges' and 'List of Payments and Refunds'. The 'List of Charges' form has the following data:

Row	G/L Account	Date	Description	Type	Amount	Quantity	Total
1		Apr 23 2012	Cancelled registration	Adjust Charge	-100.00	1	-100.00
2		Apr 23 2012	Guided Tour Guided Tour	Fee	50.00	-1	-50.00
3	110-1424000	Apr 23 2012	Regular Regular	Fee	100.00	1	100.00
4		Apr 23 2012	Guided Tour Guided Tour	Fee	50.00	1	50.00

The 'List of Payments and Refunds' form has the following data:

Row	G/L Account	Date	Description	Type	Amount	Received	Print	Online
1		Apr 23 2012	TEST-Martin Soler (Visa 1111)	CC	150.00	1	1	1

Below the forms is a 'Summary' section with the following data:

Charges	Transfer-Out	Adjustments	Refunds
100.00	0.00	Charges	0.00
		(100.00)	
Payments	Transfer-In	PO	Balance Due
150.00	0.00	0.00	(150.00)

The 'Balance Due' section is circled in red.

17. Issue a refund as follows:

- a. From the List of Payments and Refunds, click on the original credit card payment.

List of Payments and Refunds

Add New

Row	G/L Account	Date	Description	Type	Amount	Received	Print	Online
1		Apr 23 2012	TEST-Martin Soler (Visa 1111)	CC	150.00	1	1	1

Summary

Charges	Transfer-Out	Adjustments		Refunds
100.00	0.00	Charges	Payments	0.00
		(100.00)	0.00	
Payments	Transfer-In	PO		Balance Due
150.00	0.00	0.00		(150.00)

- b. Enter any notes in the User Notes box if desired, and then click on the link '[click here to apply a refund to this credit card.](#)'

SaveSave & NewCancel

Payment/Refund Information

Click Save below to update this payment record or [click here to apply a refund to this credit card.](#)

Amount\$ 150.00

TypeCredit Card

MethodVisa

CardholderMartin Soler

DescriptionTEST-Martin Soler (Visa 1111)

User Notes

Entered ByOnline Form

Date/TimeApr-23-2012 13:38:32

G/L Account

Card No.1111

Exp.03/13

Payment has been received (cannot be modified once payment has been processed).

☒ Print on confirmation



- c. A window reflecting the refund will be displayed. Press the Save button to process the refund.  
 \*\*\* DO NOT CHECK THE BOX MARKED 'Refund has been processed' \*\*\*

Payment/Refund Information

Amount: 150.00 Date/Time: 04/23/2012 1:56 PM (4:30 PM PT)

Type: Refund G/L Account:

Method: Visa Card No.: 1111

Cardholder: Martin Soler Exp.: 03/13

☐ Refund has been processed

☒ Print on confirmation

Description: Refund: Martin Soler (Visa 1111)

User Notes:

Entered By: Martin Soler

Save Save & New Cancel

- d. The Payment window should now reflect the refund, and a total balance due of 0.

List of Payments and Refunds Add New

Row	G/L Account	Date	Description	Type	Amount	Received	Print	Online
1		Apr 23 2012	TEST-Refund: Martin Soler (Visa 1111)	RF	150.00		1	1
2		Apr 23 2012	TEST-Martin Soler (Visa 1111)	CC	150.00	1	1	1

Summary

Charges	Transfer-Out	Adjustments	Refunds
100.00	0.00	Charges (100.00)	(150.00)
		Payments 0.00	
Payments	Transfer-In	PO	Balance Due
150.00	0.00	0.00	0.00

Save

Revision History:

Modified 5/1/2012 – MS  
 Modified 9/13/2012 – MS  
 Modified 2/21/2013 – MS  
 Modified 6/4/2013 – MS

## Configuring and creating name badges and labels

1. From the event, go to the Registrations tab.

The screenshot shows the 'Symposium on Child Trauma in the Public Sector' event page. The 'EVENTS' tab is active in the top navigation bar. Below the event title, a system maintenance notification is displayed. The 'Registrations' tab is highlighted with a red circle in the sub-navigation bar. Below this, the 'Completed Registrations By Attendee Type' table is shown.

**System Maintenance Notification:** Please be advised that the system will be down while we implement the CER2012 R2 release and may therefore be unavailable starting at 6:00 p.m. PDT, Friday, May 11, 2012 and ending at 12:00 a.m. PDT, Saturday, May 12, 2012. We apologize for any inconvenience. [Please review the release notes and impact analysis.](#)

**Registrations** | Reports | Planning | Event Setup | Forms | Websites | Mobile Site | Communication | Settings

Overview | Find | Scan | Import | Add

### Completed Registrations By Attendee Type

Attendee Type	Registered / Paid	Bal. Due	Pending	Cancelled	Total*	Collected*
Early Registration	19	0	0	0	19	\$ 1,290.00
Student Attendee	3	0	0	0	3	\$ 120.00
Presenter / Panelist	3	0	0	0	3	\$ 0.00
GeneralRegistration	0	0	0	0	0	\$ 0.00
<b>Total</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>\$ 1,410.00</b>

\* Includes all **complete** registrations, except those in a "denied" registration status. Totals do not include cancelled registrations.

2. Click on the number of completed registrations.

This screenshot shows the same event page, but with the 'Registrations' tab selected. The 'Completed Registrations By Attendee Type' table is still visible. Below it, the 'All Registrations By Status' table is shown. In the 'All Registrations By Status' table, the number '25' in the 'Complete' column for the 'New' status is circled in red.

**Registrations** | Reports | Planning | Event Setup | Forms | Websites | Mobile Site | Communication | Settings

Overview | Find | Scan | Import | Add

### Completed Registrations By Attendee Type

Attendee Type	Registered / Paid	Bal. Due	Pending	Cancelled	Total*	Collected*
Early Registration	19	0	0	0	19	\$ 1,290.00
Student Attendee	3	0	0	0	3	\$ 120.00
Presenter / Panelist	3	0	0	0	3	\$ 0.00
GeneralRegistration	0	0	0	0	0	\$ 0.00
<b>Total</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>\$ 1,410.00</b>

\* Includes all **complete** registrations, except those in a "denied" registration status. Totals do not include cancelled registrations.

### All Registrations By Status

Status	Complete	Incomplete	Total
New	25	10	35
<b>Total</b>	<b>25</b>	<b>10</b>	<b>35</b>

Registrations to Review

- From the window that pops up (the report results window), click on Print Badges and Label to open the Name Badge Wizard

Report Results : **Complete, Total Registrations**

**Perform Actions**

- Compose Email** - send an email to a group of records
- Print Badges & Labels** - making labels and name badges
- Manage Agendas** - assign/remove agenda items
- Mass Action** - apply an action to selected records in this report

--- Select an Action Below ---

**Export Data**

- Printable HTML** - web page using a printer-friendly format
- Excel®** - opens HTML table as a .xls file in Excel 97-2003
- Comma Separated Values** - .csv file opened inside a browser
- Tab Delimited Text** - easily imported into other software

**Display Options**

Rows/Page:  Start Row:  Max Records:

**Last Name Filter**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

(Select All | Clear All) **Records 1 to 25 of 25 are shown**

Seq	Reg Date Created	First Name	Last Name	Organization	Registration Category	Reg
<input type="checkbox"/> 1	2012-05-01 10:19:59	Names and organizations blocked for security			Early Registration	New
<input type="checkbox"/> 2	2012-05-01 10:19:41				Early Registration	New
<input type="checkbox"/> 3	2012-05-01 08:03:53				Early Registration	New
<input type="checkbox"/> 4	2012-05-01 07:14:43				Early Registration	New
<input type="checkbox"/> 5	2012-05-01 06:03:49				Early Registration	New
<input type="checkbox"/> 6	2012-04-30 17:32:26				Student Attendee	New
<input type="checkbox"/> 7	2012-04-30 15:34:37				Early Registration	New
<input type="checkbox"/> 8	2012-04-30 15:16:17				Early Registration	New

- Configure the badges according to the needs of the event (fields, avery label type, etc.) and continue clicking the Next button until you are done with any of the configuration changes.
- At the final configuration page, confirm that the Avery label type is displayed, and then click on the Finish button.

Certain meetings wizard

**Name Badge Wizard**

**Please confirm the following name badge information!**  
**Note:** Badges and labels will not print until you click the print button of the Word document this wizard creates.

Name Badge:

Template:

Start Position:

Border Style:

6. Microsoft Word will be launched with the labels displayed in the appropriate Avery Label format.

Revision History:

Modified: 2/21/2013 – MS

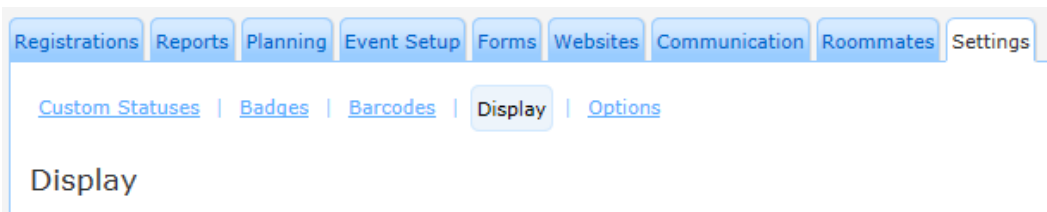
## Remove the Default Footer

If you'd like your event to be branded with your own identity, chances are you'd much rather not have a standard footer that looks like this:



By following these few simple steps, you can eliminate the above default footer.

1. Go to the Event and click on the Settings tab



2. Click on Display
3. Scroll all the way to the bottom of the Display page to the 'Custom Header and Footer' section

4. Click on the Advanced button at the bottom

5. In the window that pops up, scroll to the 'Custom HTML Shell' section, more specifically, to the section 'Shell Footer (HTML to include below the main page <table>)'



```
Shell Footer (HTML to include below the main page <table>)  
<!--Begin Powered By Certain footer--><div align="center"  
class="foot"><br/><br/><a href="http://www.certain.com/" alt="Powered by  
Certain - Online Event Management Software" target="_blank"></a><br/><br/><font face="Arial, Helvetica, sans-serif"  
size="1">  
Event Powered by <a  
href="http://www.certain.com/" target="_blank">Certain</a><br/>&copy;  
2013 Certain&reg;, Inc. All Rights Reserved. <a  
href="http://www.certain.com/home/certain-v5/privacy-policy.html"  
target="_blank">Privacy Policy</a>.  
</font></div><!--End Powered By Certain footer-->
```

6. Either comment out all of the HTML or delete the HTML
7. Press Save

Your event should no longer have the default "Powered by Certain" displayed on the footer.