REGONLINE FAQS (Frequently Asked Questions)

ACM IS RECOMMENDING REGONLINE AS A PREFERRED VENDOR FOR REGISTRATION SERVICES AND HAS NEGOTIATED PREFERRED RATES FOR THE USE OF THIS REGISTRATION SYSTEM.

To set up your Regonline account please contact regsupport@acm.org

How much does Regonline cost?

REGONLINE FEES

COST: US Dollars
$ 2.25/registrant (not transaction)
Standard Credit Card Discount Fees (4.3%)
No License Fees
No Maintenance Fees
No Training or Support Fees

COST: Euros
€2.95 per registrant (not transaction)
Standard Credit Card Discount Fees (4.3%)
No License Fees
No Maintenance Fees
No Training or Support Fees

COST: CAD
$2.25 CND per registrant (not transaction)
Standard Credit Card Discount Fees (4.3%)
No License Fees
No Maintenance Fees
No Training or Support Fees

*At this time Registration Revenue can only be collected in US Dollars, Euros, and Canadian Dollars

KEY FEATURES OF REGONLINE

- The system is easy to use and there are help buttons at every stage as well as “Tutorials” embedded in the application.

- There are tutorials which have been specifically customized for ACM conferences available here: http://www.regonline.com/ACMtraining.

- Regonline offers both live and pre-recorded online training. Information can be found here: https://regonlineportal.activenetwork.com/View.jsp?proclid=b4effeccfd17a273010101b51ece1bcc

- The application has a preview button to see each page while building. No need to be familiar with HTML, the program includes an HTML editor allowing for the cutting and pasting of toolbars, logos, etc, without any need to know HTML.

- It handles multiple registration types: member, non-member, student and has the ability to process by dates for early, late and on-site registration.
It can process payments for banquet tickets, extra pages of proceedings, conference merchandise, etc. Just set up a registration category for each item separately.

- There are capacity controls for session attendance as well as a waitlist feature
  - The system has the ability to handle multiple administrators and multiple users with no limits. Varying levels of access privileges can be set as well.
  - The system has the ability to print attendee badges. Badge supplies can be purchased at most office supply stores
  - It has an ONSITE Module that can process transactions on site at the conference through a self-serve Kiosk. All that is required is high speed internet access, a laptop and printer

**How is Regonline managed by the committee?**

- The committee should appoint a member as the Admin to manage Regonline. This person will set up and maintain the registration site. This is usually a Registration Chair, but can be the General Chair as well. If the committee is using a conference management company these duties are sometimes handled by them.

**How does the conference get credited the registration funds?**

ACM has an exclusive merchant account for all conferences that use REGONLINE. All registration funds received will post directly to this account and be marked for the conference. ACM will take care of reconciling the funds to the conferences in-house bank account. The invoices for fees will come directly to ACM and be charged to the conference’s in-house bank account as well

**SETTING UP YOUR REGISTRATION PAGE**

To set up your Regonline account please contact regsupport@acm.org

**Is there a specific web browser to use to set up the event?**

While all browsers will run the website, RegOnline recommends setting up the event using Internet Explorer or Firefox.

**Are there any special fields that should be part of the page that are not default settings?**

Yes. Under the “Personal Information” tab of Setup, we ask that you require the country field and the zip code field. This helps to reduce the small number of fraudulent registrations we occasionally receive. In addition, both the country and zip code fields will help to compile effective and complete attendee lists.

Under the “Personal Information” tab, “Custom Fields” section, the Postal Mail Opt-In and Email Opt-In should be visible and required. Please note that these fields and any field title should not contain hyphens or dashes.

To accurately compile attendee lists, we need to standardize the names of some of the fields used.

Please use: First Name, Last Name (please do not change this to “surname”), Company/Organization (please do not change this to “affiliation”), Address 1, Address 2, City, US State/Canadian Province, Zip (Postal Code), Country, Email, Membership Number, Postal Mail Opt-in, Email Opt-In.
Are there any settings that should not be adjusted?

Yes, on the “Payment and Verifications” page. All ACM Regonline account’s, have these fields checked:

- **Store credit card numbers after initial payment processing** *(what is this?)*
- **Collect credit card security code** *(what is this?)*
- **Require this code** (public and on-site registrations only)

Please do not adjust these settings. Collecting credit card numbers makes refunds possible, and collecting the security (or “CVV”) code again reduces the small incidences of fraudulent registration.

How do we collect meal preferences and find out if anyone requires any special services in order to participate in the conference?

This is important information to find out from your attendees. These questions can be created in the “Personal Information” field.

How do we verify those registering as ACM or SIG Members at the special member rate are actually members?

Regonline is able to authenticate ACM and SIG Members when they input their membership number. Please note that Registrant Types with this feature will be disabled if the “Name on Reports” field is modified. To learn more, follow this link to customized recorded training. [https://www.regonline.com/builder/site/tab2.aspx?EventID=1101141](https://www.regonline.com/builder/site/tab2.aspx?EventID=1101141)

Should we test the credit card functionality of the account before accepting registrations?

This is not necessary, as ACM has already tested the credit card functionality.

Does RegOnline allow registrants to enter diacritical marks?

Yes. To enter diacritical marks, registrants may:

- Use Alt key codes such as those found here: [http://www.starr.net/is/type/altnum.htm](http://www.starr.net/is/type/altnum.htm)
- Use an International English Keyboard
- Use a device which supports diacritical marks (such as a tablet or smart phone)

Is there a way to test our registration page before going live?

All accounts are initially opened with the status of “Testing”. No one will be able to access the site until the committee changes the status to “Active.” At that time people can start to register for the conference. RegOnline strongly suggests (and ACM concurs) that the committee tests the event. Regonline posts testing credit card numbers to use in test transactions. This can be done among yourselves or email your Conference Operations Liaison to assist. ACM would be happy to help with testing.

PLEASE NOTE:

1) The word TEST should appear first in all test Transactions: TestJohn Doe, TestJane Smith, etc. – this will help us catch them as tests
2) Following testing, when changing to active; all transactions MUST be reversed

What if we encounter a problem while using Regonline?
Regonline has an online Help Center as well as a Tech Support Line.

To Access the Help Center you must be logged into your account. The “Help Center” link can be found in the upper-right hand corner of the page. Click on it and you will be taken to the Help Center. There you can enter a Search term under “Find Articles”. For example, if you wanted information on badge printing you would enter “badges” and check the option to search “Manual/User Guide.” An example is below.

If you find you need further assistance, you can call their support department.

**TECH SUPPORT PHONE NUMBERS**

**USA/CANADA**
M-F 6AM-6PM (MT) Mountain Time
Local: (303) 465-7500 and select option 2
Toll Free: (888) 351-9948 and select option 2

**UK/Europe**
M-F 9AM-6PM (GMT) Greenwich Mean Time
UK Phone: +44 (0) 8700 841 480

**MANAGING PAYMENTS WITH REGONLINE**

*Which credit cards does ACM accept?*

We currently accept American Express, MasterCard, and Visa, and these options should be checked off.

*What if a registrant wants to pay by wire transfer?*

When paying via wire, attendees should register through RegOnline and select other payment options. They should then send a wire transfer using the ACM’s banking details. These details will be provided to
the committee’s Regonline admin at the time the account is set up and are also available from your conference operations liaison. The registrant should send the wire transfer confirmation to the conference registration admin who should then forward it to their Conference Operations Liaison. ACM will notify the registration admin once the wire has been received. At that time the admin should mark the person’s registration as paid/zero-balanced.

**Does ACM accept checks or money orders?**

Registrants paying by check should send the check to the conference Regonline Admin. The checks should be made out to “Association for Computing Machinery” or ACM and reference the name of the conference. We accept all checks and money orders. Once the check is received, the Regonline Admin should mark the registrant as paid/zero balance in Regonline and forward the check to the Conference Operations Liaison to deposit in the conferences in-house bank account.

**Should I accept checks and/or cash on-site?**

This is up to the committee. The Registration Admin would need to send the checks to ACM after the conference is over. If cash is accepted, someone on the committee will need to deposit it into a personal bank account and write a check or money order to ACM for the same amount.

**How can free or discounted registration be provided to attendees?**

There are a couple of ways to do this: If the Registration Admin will enter the the registrations, a Registrant Type that is visible to Admin Only (not Public) will need to be created. along with a $0 agenda item for that Registration Type. After this is created the If the attendees will register themselves, create a discount code for the agenda item then advise your attendees to enter that code when they register. Instructions from Regonline on how to create a discount code are on the next page.

**What if an author needs to pay for extra pages of their proceedings?**

Publishing extra pages in the proceedings is at the discretion of the conference committee. Payment for these pages is handled through the conference RegOnline account and must be set up as a line item by the Registration Admin. Authors that have already registered for the conference and later require payment for extra pages must revisit their registration using their confirmation number and follow payment instructions for extra pages. It is the committee’s responsibility to ensure that all authors who have requested extra pages have paid.
Create a new discount code for an Event Fee created on the Start page:

1. Edit your Event and click on the Start page.
2. In the Event Fee field, make sure that your standard registration fee or cost is entered and click on the Advanced link. This will open the Advanced Fee Options window.
3. Click the Options link next to the Standard Price field. Here you will find the Discount/Access Codes section where you can add your discount code(s).

Field Descriptions:
Label On Form - Enter the text that you want to display on the registration form next to the discount code input field.
For example: “Enter your discount code here”

Require All Attendees to Enter a Code to Select Item - Select this checkbox if you would like to force registrants to enter a discount code. This is suggested for invitation only items that require an access code for selection.

4. Click Add Code to enter each code individually, or click Bulk Load to upload many codes at once.

5. Select Code Type - Selecting Discount will allow this code to adjust the cost of this item.
Selecting Access will allow the code to be used as a password.
6. Enter the code word that your registrants will enter. Spaces are not allowed in the code word.
7. Select how the code will affect the price of this item.
For example: Decrease Price by 10 Percent.
8. Enter the total number of times this code can be used in the Code Use Limit field (if applicable).
9. Click Save & Close to your changes.

"If you clicked Bulk Load: Discount (Access) codes - Enter in the discount code(s) that you want to use for this Fee Item.

The formula for a discount code is:
Discount amount (code equals minus amount).
No dollar sign or decimal point is necessary.
The 'Code' is what you want registrants to enter in order to receive the discount. You can create a limit on the number of times a particular discount code can be entering the limit in parenthesis after the amount.
For example: This is a discount code with only 10 uses: code1 = -100%(10). You can enter more than one discount code simply by putting a comma between each completed code. Remember not to add any extra spaces anywhere in the formula (including after or before commas separating multiple codes).
For example: code1 = -25(5), code2 = -35.75(10), code3 = -30%, code4 = -42.5(50)
The formula for an access code is:
Code or Code(3) if you would like to limit the code to 3 uses.
HOW TO CANCEL/REFUND REGISTRATIONS

How are refunds processed for registration cancellations?

Method to use when a cancellation fee is not being charged:

Under “attendee information” select “cancel registration”. When saved, this will automatically give you the option of refunding the remaining balance or new transaction (see blue banner below). Click refund remaining balance.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Notes</th>
<th>Amount</th>
<th>Sub-Total</th>
<th>Add By</th>
<th>Mod By</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>4050927</td>
<td>Transaction Amount</td>
<td></td>
<td>$380.00</td>
<td>$380.00</td>
<td>Attendee</td>
<td>Attendee</td>
<td></td>
</tr>
<tr>
<td>4050928</td>
<td>Online Credit Card Payment</td>
<td>681662-15229614 (Details)</td>
<td>-$380.00</td>
<td>$0.00</td>
<td>Attendee</td>
<td>Attendee</td>
<td></td>
</tr>
<tr>
<td>4056848</td>
<td>Credit Due to Cancellation</td>
<td>Credit for cancellation of registration 15229614 and group</td>
<td>-$380.00</td>
<td>-$380.00</td>
<td>registrationacm</td>
<td>registrationacm</td>
<td></td>
</tr>
</tbody>
</table>

**Total:** $380.00

Refund remaining balance New Transaction

Method when cancellation fee is being applied:

Under “attendee information” select “cancel registration”. When saved, this will automatically give you the option of refunding the remaining balance or new transaction (see blue banner above). Click new transaction then “adjust this registrant's balance due”. When brought to the next page choose “other charges” as the type. In the amount section, apply the cancellation fee then save and close. Lastly, click refund remaining balance.

**What if the person only needs a partial refund?**

There are two different types of partial refunds. One is a refund of agenda items and the other is a refund of registration type.

For refunding an agenda item, for example, a banquet ticket

**Do not** change the person’s status to “canceled”.

In the Agenda section of the attendee’s registration select “edit”. Deselect the initial payment and select the new payment: e.g. deselect “regular registration” and select “early registration.” E.g., simply deselect banquet ticket, etc. A window will come up either: Online Credit Card Payment or Online Credit Card Refund. Click “Yes, process the amount above”. Save and close.
What if the person needs a partial refund, e.g., they registered as a non-member when they should have registered as a member, or late rate when it should have been early rate, etc.?

Do not change the person’s status to “canceled”.

In the Transaction section of the attendee’s registration selects “new transaction”. Select the “adjust this registrants balance due”. Pick “other credits” as type, enter the amount refund amount and enter the rational in the notes section, then save and close. In the Transaction section select “refund remaining balance” and “ok”. The amount will be refunded.

What happens if we need to charge a registrant for an item (workshop, banquet ticket, coffee mug, etc.) that s/he had not originally purchased in their registration?

Because the RegOnline system is self-service, registrants can go back into their attendee record and charge additional items. This prevents questionable charges. In very rare circumstances, a charge will need to be put through on behalf of a registrant. In those cases, the charges must be put through by ACM. In addition, explicit written permission must be given by the registrant via email or fax to allow this transaction. Never attempt to charge a registrant’s credit card without notifying ACM. If a charge needs to be put through in this manner please email regsupport@acm.org.
REGONLINE AND HOTEL RESERVATIONS

How do we direct registrants to the hotel reservations page to book their room?

By creating a Custom Field on the Lodging & Travel page of the registration form, you can display instructions to your registrants that explain how to make their own hotel accommodations.

To do this:
1. Edit your event and make sure you are on the Registration Form Pages tab.
2. Click on the Lodging & Travel page.
3. Scroll down to the Lodging Custom Fields section and click the link to Add a New Custom Field. The Define Custom Fields window displays.
4. Make the following entries:
   - **Field Type** – choose the type called Always Selected, so that the information will display both on the Registration Form and on Registrants’ Records.
   - **Name on Form** – Enter all the text here that you want the user to see when they register.
     - Example: “Reservations are being taken directly by the Denver Marriott hotel, at www.marriott.com or at 1-800-MARRIOTT.”
   - **Name on Receipt** – By default, info entered into the Name on Form is copied to this field. You may edit this field if you wish different info to display on the receipt or on your Event Website.
   - **Name on Reports** – This is a name for this field in your reports, it can be something simple like “Hotel Contact Info”.
   - **Visible/Required** – Check the appropriate boxes for the Registrant Types that you want to see this item (All by default).
5. When you’ve finished making your entries, scroll to the bottom and click Save & Close to return to the event builder.

### Additional Information:

Keep in mind that redirecting registrants to another URL (web address) in the middle of the RegOnline registration process could cause them to click the link to make their reservations, and forget to return to their RegOnline registration form to complete it (or cause the registration form to time-out). This will result in an incomplete registration and the registrant will have to come back to register again.

Therefore, we recommend that you provide this information to them either before or after they complete their registration, or make sure your link opens in a new window if clicked. Some suggestions would be to include the lodging instructions:

- In the Confirmation Email that they receive
- In the Confirmation Page message
- On the Event Website
PRINTING BADGES WITH REGONLINE

Regonline allows you to print badges for your attendees. You will need to purchase bags and lanyards at an office supply store.

If you would like to save time, there is a service ACM recommends called www.conferencebadge.com. This service will print and stuff badges with lanyards for you at $3.00 per badge and ship them free. You just need to provide them with your regonline attendee list.

In Regonline, running a badge is basically the same as running a report, in that you determine which filters (if any) to apply when you run the job, and then you can print the result.

The term ‘badge’ is used here as a generic term for any name badge, label, certificate, table tent, etc., that you have built in your RegOnline account.

To run and print your badges:

1. On the Events tab, click the title of your event.
2. Click the Labels and Badges link.
3. Click the name of the badge you need to run. The Filter Badges and Label window displays, offering a list of filter options you can use when running this badge.
4. Select any filters to apply, such as a specific Registrant Type, Registration Date Range, etc.
5. Click OK to run the badge. The badges will run and display in PDF format in a new window.  
   • If your badges do not display, you may have a popup blocker installed on your browser.
6. Load the correct card or label stock in your printer, and click the Print icon in the window to print your badges.  
   • If you want to save a copy of the badges to your PC and print them later, click the Save icon. The badge report will be saved as a PDF file.

Warning about Badge Printing and Browsers

Certain browser settings or plugins may interfere with your ability to run badges, such as pop-up blockers, since badges run in a pop-up window. Also, newer versions of Firefox use a PDF "preview" mode instead of outputting badges to Acrobat, which can cause problems. To make sure your badges still open:

1. In Firefox, open the Options menu
2. Click on the Applications tab
3. Select any and all items that mention "pdf" or "acrobat", and set the Action to open the program in "Adobe Reader" instead of Firefox.

WRAPPING UP WITH REGONLINE POST-CONFERENCE

Do we need to do anything in Regonline once the conference is over?

Yes, the conference Registration Admin needs to change the status to “inactive.” The change to inactive status is a housekeeping method that prevents people from registering for the conference after the fact. This occasionally happens in error, and randomly in the testing of stolen credit cards. Even though the event status is changed to “inactive,” the committee will still be able to view and modify their account and generate reports if necessary.
**What happens if we want to save our registration pages for subsequent conferences?**

The event will remain in its “inactive” state indefinitely and the page will always be available as a reference in subsequent years. Regsupport will provide future conference registrationadmins with access to the page to modify.

**However, all registration chairs, new or returning, should request a new event code for the event to ensure proper crediting of funds to the conference. Please contact RegSupport:**
regsupport@acm.org.

It is very important **not to create a template of your event** as this template can only be saved to ACM’s parent account where you will not be able to access it.

**Does RegOnline have an anonymous survey feature?**

Yes. **This service is free of charge.**

To create a standalone, anonymous survey:

- On the Events tab, navigate to the folder where you want to add the new survey.
- Click the Add Event button. A menu will appear with a list of form types.
- Select Survey.
- Enter a name for the survey in the Survey Title field.
- Click on the Participant Information tab and make sure that all identifying fields are unchecked for both the Visible and Required columns.
- Continue to the Custom Questions section and create your questions. Creating survey questions is almost identical to creating Agenda Items in events.
- If you would like to add a Confirmation or Thank You message, continue to the Confirmation section. If not,
- Click Save & Stay or Save & Close to save your changes.