Event Registration via the Event Calendar (New Customers) Share

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Once you have created your events and linked your Event Calendar to your website, this is the typical workflow of online event registration:

»	Each event with a status of *Open* is shown with a live link. • When your customer clicks the live link, the event registration form will launch. ***Note:*** Existing customers should log in to their Parent Portal and select *Activities* from the menu bar, then select *Find Events* to enroll.
»	The event registration will launch. It will allow for family or student enrollment, depending on the setting on the *Event Type* > *Summary* tab (or on the *Event Date/Time* record if it was changed for that specific date). It has its own agreements (legal policies) and a *Questions* section that you created to capture information from the event registrant.
»	Your customer will fill out the form with the family/contact/student information, answer any questions you have established, agree to the event's agreements, provide payment information, and then submit the form.
»	An email notification containing all the details is sent to the customer and also to the *Notification Email(s)* indicated on the *Event Type* > *Summary* tab). • Information that the customer enters in the event *Additional Information* text box on the registration form will be shown in the notification email that your organization receives. • Instructors for Events do not automatically receive an email enrollment notification. Event enrollments can be viewed on the *My Schedule* tab in the Staff Portal (see View Events Schedule). In addition, the instructor's email can be added to the *Notification Email(s)* on the *Event Type* > *Summary* tab.
✓	The Event Registration/enrollment is logged and stored in the *Family* record > *Misc* tab under the *View Registrations* button. Click the **View** link to see the registration information.

Frequently Asked Questions

Q. *I don't see some events listed on my calendar, what should I do?*

A. If an Event (Date & Time) is not listed on your event calendar, check the following:

- What is the **Event Status**? Only events with an Open, Notice, or Unavail status will display on the Event Calendar (unless you have chosen the setting for Booked Events to also display).
- Is **Display on Website** set to **Yes** on the *Event Type Summary* tab? This must be set to Yes in order for the event to display on your website's Event Calendar.
- Is **Display on Internal Calendar** on the *Event Type Summary* tab set to **Yes**? This must be set to Yes in order for the event to display on your internal calendar.

Q. *I would like everyone to add a contact phone number for the event, how can I do that?*

A. Go to the **Gear** (icon) > **Settings** > **Online Registration** > **Field Options/Labels** (left menu) > the **Contact #1** section > **Home Phone** and select **Required** from the drop-down list. Don't forget to **Save Changes**.