

Onsite Registration Management

Pre-Event– On-site:

- Change system over to "Onsite Registration" – assuming automated registration takes place onsite
- Train additional reg support team on registration processing including check-in of pre-registered attendees, walk-in registration, badge corrections, staff & speaker check in, payment application, customer service, etc.
- Put out welcome packets and name badges in registration area
- Organize each registration station with supplies
- Test computer equipment and printing
- Set up back up procedures in case of system failure (manual forms/word badge template)
- Run any badges for attendees who have registered after badges were printed

On-site Attendee Registration/Management:

- Manage registration throughout the length of the event
- Ensure staff processes attendees correctly
- Distribute name badges and welcome packets for pre-registered attendees
- Ensure payments are applied correctly and money reconciled
- Reprint badges as needed
- Run reporting and registration counts as needed
- Check in attendees into registration system

On-site Registration Breakdown:

- Handle breakdown of registration area
- Manage breakdown of computer equipment and return shipments
- Return all unused materials and manual reports

Event Follow-up:

- Provide final reporting
- Debrief with client