



Bay Area/Boise State Chapter

FAQ FOR EVENT REGISTRATION

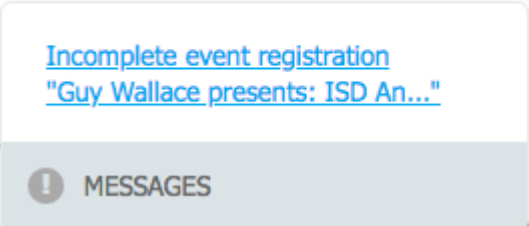
There are always some inquiries regarding the registration process, and you might have some in your mind right now. This guideline may help clear up your questions. If not, feel free to reach out to marketing.ispibabs@gmail.com.

1. Why didn't I receive the registration confirmation notification and the access link to the event/webinar?

After registering for events, registrants will receive an event confirmation notification, which would include the access link and other necessary information. Registrants will receive three reminders 7 days, 3 days, and 1 day before the event starts. There are typically three common reasons you fail to receive the email notifications, including:

- **There is a chance that** our registration notification goes to your Spam instead of Inbox. Please check your Spam first before taking any further actions.
- You haven't successfully registered for the event. Go back to ispibabs.org/events, and check if there is a floating window on the right-down corner saying: "Incomplete event registration..." as illustrated below. Click to continue your registration process.

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[Incomplete event registration](#)
["Guy Wallace presents: ISD An..."](#)

! MESSAGES

- When you registered, you put in the wrong email address, probably misspell or missing one letter. After you make sure you have registered it, [please contact marketing.ispibabs@gmail.com](mailto:marketing.ispibabs@gmail.com) right away

to correct your email address so that you can receive the registration notification and reminders.

2. How can I view my event registrations?

There are two ways. The first one is to check your emails titled “Event registration confirmed for XXX”. Also, you can view your event registrations from the **My registrations** tab on your member profile (Click “View profiles” as illustrated in the first screenshot – Click “My event registrations” as illustrated in the second screenshot).

The screenshot shows a user profile page for Jie Chen. At the top right, there are links for "Admin view" and "Log out". Below this is a "LOGIN" button and a user profile icon. A dropdown menu is open, showing the user's name "Jie Chen" and three links: "View profile", "Change password", and "Log out". The main content area has a header "State Chapter" and a navigation bar with "LUNTEER OPPORTUNITIES" and "MEMBERS ▶". Below this is a section titled "My profile" with an "EDIT PROFILE" button and a link to "My directory profile". A horizontal menu contains links for "Profile", "Privacy", "Email subscriptions", "Member photo albums", "My event registrations", and "Invoices and payments" (with a warning icon). The "MEMBERSHIP DETAILS" section contains the following information:

| | |
|-------------------|--|
| Membership level | Regular Member - \$50.00 (USD) <i>Subscription period: 1 year</i> <i>Automatic renewal (recurring payments)</i> |
| Membership status | Active |
| Member since | 09 Mar 2016 |

3. How can I cancel my registration for a particular event after I successfully registered?

Please contact marketing.ispibabs@gmail.com right away to cancel your registration so that we could save a seat for others who are interested in this event.

4. What events can I register for?

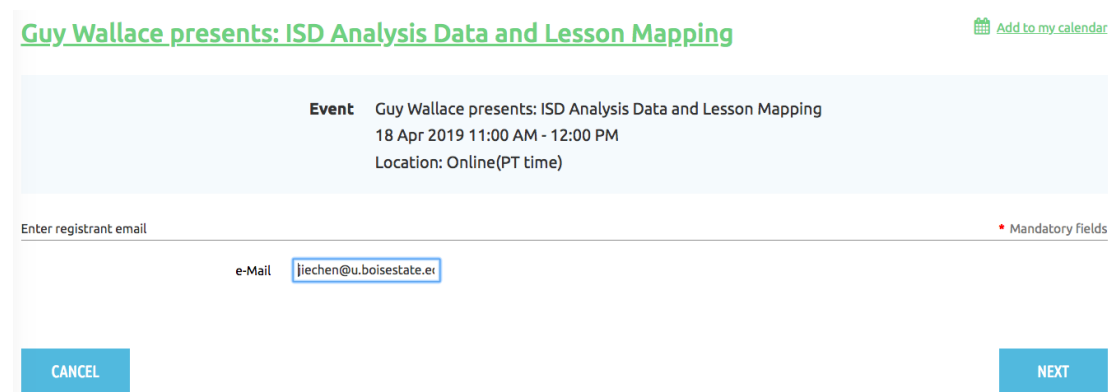
Once an event is set up and online registration is enabled, it will appear on our event page, where you can view details and register for the event – from your computer or mobile device. Online registration will be disabled once the event date has passed.

5. What is the event registration process?

A wizard (a.k.a, setup assistant) would lead you through a series of well-defined steps, which will take less than 2 minutes. If you would like to take a taste of all the steps involved, here it is:

When you click the **Register** button for an event, the following steps take place:

1. First, you will be asked to enter your email address. If you are already logged in, your email will already be filled in (though you can change it, to register another person).



The screenshot shows a registration form for an event titled "Guy Wallace presents: ISD Analysis Data and Lesson Mapping". The event details are: "Event: Guy Wallace presents: ISD Analysis Data and Lesson Mapping", "18 Apr 2019 11:00 AM - 12:00 PM", and "Location: Online(PT time)". There is an "Add to my calendar" link. Below the event details is a form labeled "Enter registrant email" with a red asterisk indicating a mandatory field. The email address "jiechen@u.boisestate.edu" is entered in the field. At the bottom of the form are two buttons: "CANCEL" and "NEXT".

2. If there are multiple **registration types**, you will then be asked to select a registration type.

Guy Wallace presents: ISD Analysis Data and Lesson Mapping


 [Add to my calendar](#)

Event Guy Wallace presents: ISD Analysis Data and Lesson Mapping
18 Apr 2019 11:00 AM - 12:00 PM
Location: Online(PT time)

Choose registration type

* Mandatory fields

Spaces left 146

- * Registration **Boise State OPWL Students and Staff**
We will verify your email address with OPWL department. Please register with the email address that you use for OPWL department. We strongly encourage you to use your school email address for registration. Thank you!
- Members**
- Non-Members - \$10.00**
- Other ISPI chapter members**
 (Registration code required)
- Students and Retiree's - \$5.00**
If you are a college student, we strongly encourage you to use your school email address for registration.

CANCEL


BACK

NEXT

3. Depending on whether you are logged on or not, some member-only registration types may not be available. If you are not logged in, but your email is stored in the contact database, you will be prompted to log in.


Choose registration type

* Mandatory fields

 Your email is already in our database. You can log in to auto-fill your contact information – and enable any member-only registration types – or proceed with the registration without logging in.

LOGIN

Spaces left 146

- * Registration **Boise State OPWL Students and Staff**
We will verify your email address with OPWL department. Please register with the email address that you use for OPWL department. We strongly encourage you to use your school email address for registration. Thank you!
- Members**
- Non-Members - \$10.00**
- Other ISPI chapter members**
 (Registration code required)
- Students and Retiree's - \$5.00**
If you are a college student, we strongly encourage you to use your school email address for registration.

CANCEL


BACK

NEXT

If your email is not stored in the contact database, or if you are logged in as a non-member contact, you will be prompted to apply for membership (as long as a membership application gadget appears on a public page on the site).



Choose registration type

* Mandatory fields

 Note: some registration types are only available for members.

APPLY FOR MEMBERSHIP

Spaces left 146

- * Registration **Boise State OPWL Students and Staff**
We will verify your email address with OPWL department. Please register with the email address that you use for OPWL department. We strongly encourage you to use your school email address for registration. Thank you!
- Members**  Only for certain membership levels. [Details](#)
- Non-Members - \$10.00**
- Other ISPI chapter members**
 (Registration code required)
- Students and Retiree's - \$5.00**
If you are a college student, we strongly encourage you to use your school email address for registration.

CANCEL

BACK

NEXT

Welcome to our chapter!

Join US today!

Our value package:

Networking Potential

- Collaborate with experts in your field.
- Link with the National ISPI society and leverage the wealth of its resources including leading experts, web site, conferences, and certification programs.
- Foster relationships with fourteen other chapters across the U.S., Canada, Europe, and Asia.

Education & Professional Growth

If you are not in your database registers for an event, you are added as a contact to the database, and an email will be automatically sent to you with your password and other login information. If you then apply for membership, you will be prompted to log in before processing with the application process.

4. Once you select a registration type and click **Next**, the main registration form appears. Here, you fill out the registration form and select additional event options if there were any.
5. Once you complete the form and click **Next**, the event record is created.
6. What happens next depends on the payment method chosen when the event was set up.
 - If only online payment is enabled, then a **Pay online** button will appear. Clicking the **Pay online** button will take the registrant to the online payment screen for our site's payment provider.
 - If both online and offline payment is enabled, then two buttons will be displayed: **Pay online and Invoice me**. Clicking the **Pay online** button will take the registrant to the online payment screen for your payment provider. Clicking the **Invoice me** button will result in the registrant being emailed an invoice – which you can pay online or offline – and a registration summary being displayed. From the registration summary, the registrant can choose to view or pay (online) the outstanding invoice.

When paying with PayPal Payments Pro, the **Pay online** button will be replaced with two buttons: **Pay with credit card** and **PayPal Express Checkout**.

7. [After registering for events, registrants will receive an event confirmation notification, which would include the access link and other information.](#) Registrants will receive three reminders 7 days, 3 days, and 1 day before the event starts. [If you don't receive the event confirmation notification after your registration, please contact \[marketing.ispibabs@gmail.com\]\(mailto:marketing.ispibabs@gmail.com\) right away.](#) Here

is an example of the event confirmation notification.

Event registration confirmed for Peregrine Performance Group presents: What You Need to Know About the Future of Training Using Data and Analytics Inbox x



ISPI Bay Area Boise State Chapter... Sun, Feb 17, 11:34 PM (26 minutes ago) ☆ ↶ ⋮
to me ▾

Dear Jie Chen,

Thank you for registering to attend <Peregrine Performance Group presents: What You Need to Know About the Future of Training Using Data and Analytics> on 28 Feb 2019 11:00 AM! You can view the event details below.

Russ Powell and friends present: What You Need to Know About the Future of Training Using Data and Analytics

Thu, Feb 28, 2019 11:00 AM - 12:00 PM PST

【The End】