CVENT User Manual

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CVENT Support Resources

Quick Links

CVENT Support Resources

If you couldn't find the answers, you're looking for in [Cvent's vast library of how-to articles, videos, and FAQs,](#) get a professional on the case by submitting a ticket through the Cvent Community. You will get a response within 24 hours.

CVENT Glossary

- https://support.cvent.com/s/communityarticle/Event-Glossary-A-M
- https://support.cvent.com/s/communityarticle/Event-Glossary-N-Z

Attendee Registration Records

- Access the Attendee List
  Begin by selecting your event > From the left-hand navigation >Attendees > Attendee List > Search for the registrant

- Registering Your Attendees
  https://support.cvent.com/apex/CommunityArticle?id=000002466

- Bulk Registrations
  https://support.cvent.com/s/communityarticle/Importing-Registrations?searchFor=bulk%20import%20registrations&lang=en_US

- Managing Abandoned Registrations
  https://support.cvent.com/s/communityarticle/Managing-Abandoned-Registrations?searchFor=abandoned%20registration&lang=en_US

- Unregistering (Cancelling Registrants)
  https://support.cvent.com/s/communityarticle/Unregistering-Registrants

How to Modify Attendee Registration

You can modify an existing registration while your event is in any status, changing contact information, answers to questions, selected items, and payment information, [or you can get your registrants to do that work for you.](#)

- Modifying an Attendee Registration
  https://support.cvent.com/s/communityarticle/Modifying-Registrations

- Processing an offline payment
  https://support.cvent.com/s/communityarticle/Processing-Offline-Payments?is_article=true&lang=en_US&searchFor=make%20an%20offline%20payment&page=1

- Making Substitutions
  https://support.cvent.com/s/communityarticle/Substituting-Registrations

- How to add an internal note to an attendee registration
  From the left-hand navigation >Attendees > Attendee List> Search for the registrant > Select the "Edit" button > Scroll to the bottom and add in the "Internal Note" box.

Creating an Event Email

Please follow the link below to review how to create an Event Email

- https://support.cvent.com/s/communityarticle/Creating-an-Event-Email?searchFor=create%20an%20email&lang=en_US

Resending Invitee Emails

Please follow the link(s) below to review how to resend an invitee email

- https://support.cvent.com/s/communityarticle/Resending-Invitee-Emails?is_article=true&lang=en_US&searchFor=resending%20event%20invite&page=1

- https://support.cvent.com/s/communityarticle/Resending-an-Email?is_article=true&lang=en_US&searchFor=resending%20event%20invite&page=1

Sending Email Confirmation/Invoice

- Resend a Registrant's Confirmation Email
  From the left-hand navigation > Attendees >Attendee List > Search for the registrant > Actions > Resend Confirmation Email.
- Send a Registrant's Invoice
  From the left-hand navigation > Attendees > Attendee List>Search for the Registrant > Actions > Print Badges > Invoice > Print.

Payments/Refund

Please follow the link(s) below to review how to process payments/refunds

- Issuing a refund
  https://support.cvent.com/s/communityarticle/Refunding-a-Transaction?is_article=true&lang=en_US&searchFor=issuing%20payment%2Frefund&page=1

- Processing an offline payment
  https://support.cvent.com/s/communityarticle/Processing-Offline-Payments?is_article=true&lang=en_US&searchFor=make%20an%20offline%20payment&page=1

- Setting Up Refund Policy
  https://support.cvent.com/s/communityarticle/Setting-Up-a-Refund-Policy

- View/Edit Refund Policy on Payment Page
- *From the left-hand navigation > Click Registration, then Registration Process > Click "Customize" next to Payment > Scroll to the Terms and Conditions. When making an edit to the Terms and Conditions, be sure to make the edit on all registration paths.*
- View/Edit Refund Policy in the Confirmation Email
  From the left-hand navigation >Email > Event Email > Registration Confirmation > Design Email

Discount Codes
Please follow the link(s) below to review how to incorporate discount codes

- Creating discount codes
  https://support.cvent.com/s/communityarticle/Creating-Discount-Codes?is_article=true&lang=en_US&searchFor=how%20to%20view%20discount%20codes&page=1

- Importing Multiple Discount Codes
  https://support.cvent.com/s/communityarticle/Importing-Discount-Codes?is_article=true&lang=en_US&searchFor=how%20to%20view%20discount%20codes&page=1

How to Run Registration Report
Please follow the link below to review how to run Registration Reports

- https://support.cvent.com/s/communityarticle/Pulling-All-Registration-Details-in-One-Report?is_article=true&lang=en_US&searchFor=how%20to%20pull%20registration%20report&page=1

Name Badges
Please follow the link(s) below to review Name Badges

- How to Create Name Badges
  https://support.cvent.com/s/communityarticle/Creating-Name-Badges?is_article=true&lang=en_US&searchFor=badges&page=1

- How to Print Name Badges
  https://support.cvent.com/s/communityarticle/Printing-Name-Badges?is_article=true&lang=en_US&searchFor=badges&page=1

Certificates of Attendance

Please follow the link(s) below to review how to issue a Certificate of Attendance

- https://support.cvent.com/s/communityarticle/Awarding-Certificates

MISCELLANEOUS

- Accessing your registration link
  https://support.cvent.com/s/communityarticle/Accessing-Your-Event-Weblinks?searchFor=registration%20links&lang=en_US

- Testing your Registration Site
  https://support.cvent.com/s/communityarticle/Using-Testing-Scenarios

- Graphics Cheat Sheet
  https://support.cvent.com/s/communityarticle/Graphics-Cheat-Sheetfor-Flex-Events?is_article=true&lang=en_US&searchFor=graphics%20cheat%20sheet&page=1