

Review event registrations

Find a registration, distinguish approval and payment states, read collected answers and export the active list.

8 min · Available with the permissions listed · 2026-09-21

Before you begin

- ✓ Open the staff workspace and select the community that manages the event.
- ✓ You have “Manage event attendees” for the event’s owning community. Payments, refunds and communications have separate permissions.
- ✓ The event takes registrations: Require registration is enabled, or it is a paid event with a price or one requiring registration approval.

1 STEP 1 OF 5

Open the Attendees tab

From Events open the event detail and select Attendees. Check its title and dates before reading the data: similarly named events have separate lists.

In Registrations, each row is a registration that may include several people. The row count need not match the attendee count at the top: one registration may also include guests.

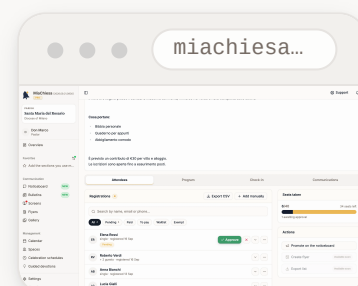


Fig. 1 The list distinguishes registrations from the people included in each one.

2 STEP 2 OF 5

Filter the state you need to review

Choose a chip above the list. All restores the active registration list. Pending covers registrations awaiting a decision; Waitlist covers registrations waiting for a place. These are different situations.

Paid, To pay and Exempt concern payment instead. Search and the selected filter apply together. Chip counts describe the full active list and do not change with the search text.

Pending: The registration is awaiting approval. This does not mean that a payment is outstanding.

Waitlist: The registration is on the waiting list. Selecting the filter does not allocate a place.

Paid: Payment is recorded as paid. Viewing the row does not change payment.

To pay: For a paid event, includes registrations that are neither paid nor exempt, excluding those on the waitlist.

Exempt: The registration's payment is marked exempt.

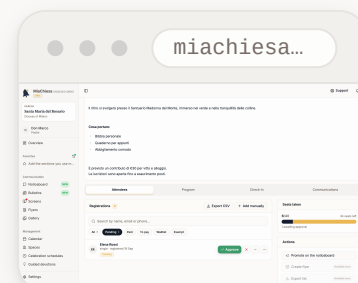


Fig. 2 Filters distinguish states without changing registrations.

3 STEP 3 OF 5

Find a registration

In Search by name, email or phone..., enter part of the registering person's name or contact details, such as their surname. Search uses the registration contact's details, not every additional guest's name.

If the row is missing, select All and clear the search text. No registrations found may mean the current combination has no matches, not that nobody registered for the event.

Cancelled, rejected and refunded registrations are excluded from this active list and its counts.

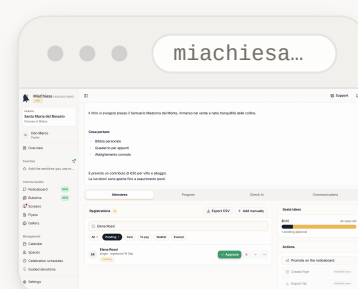


Fig. 3 Filter and search combine to locate a registration without changing its state.

4**STEP 4 OF 5**

Open contacts and collected answers

On the relevant row, use the downward arrow named Collected answers. The panel displays the registration contact's available details and any additional-field answers. Select the arrow again to collapse it.

Per registration answers appear under Your registration; Per participant answers are separated by person. If there are no collected answers for that row, the corresponding message appears. A missing value is not a negative answer.

If the name links to a profile, you can open it when you also have access to that person's registry record. Expanding the row is sufficient to read the registration contact details.

5**STEP 5 OF 5**

Export the active list if needed

Choose Export CSV in Registrations. The button is disabled when there are no active registrations. The file includes name, contacts, status, guests, payment, discount, registration date and any additional answer columns.

The export includes all active registrations for the event, even with a selected filter or a single-person search. It excludes cancelled, rejected and refunded registrations. Open the file and check its headers and rows before using it for event organisation.

Reading is separate from approval and payment

Approve and Reject change a registration. Mark as paid records a payment and requires payment permission. These are separate from reviewing data: do not use them to close an answer panel or clear a filter.

What you have achieved



You have found the registration and read available details without changing its state.



If you exported a CSV, you know it represents the entire active list rather than only filtered results.

Troubleshooting

The Attendees tab is missing



Check “Manage event attendees” for the owning community and that the event takes registrations. Free-entry events without registration do not show this tab.

Registrations and the attendee count differ



Registrations counts active rows, including pending and waitlisted registrations. The attendee count covers confirmed or checked-in people, including guests. The two numbers do not measure the same thing.

I cannot find a guest by name



Search uses the registration contact’s name, email and phone. Search for that person, then review the row and any per-participant answers.

I cannot edit a registration



Registration actions are read-only for concluded or cancelled events. Payment actions also depend on payment permissions and the accounting state.

The CSV has more rows than the list on screen



Export CSV uses all active registrations, independently of the current filter and search.