

Approve, reject or add an event registration

Decide on pending requests, cancel a registration with or without refund and add people who registered in person.

4 min · Available · 2026-09-26

Before you begin

- ✓ You need Manage event attendees; refunding also needs Refund event payments.
- ✓ The event must not be concluded or cancelled.

1 STEP 1 OF 4 · 30 S

Find pending requests

Open the event and scroll to **Registrations**. Requests to decide carry the **Pending** label: select the **Pending** filter to see only those.

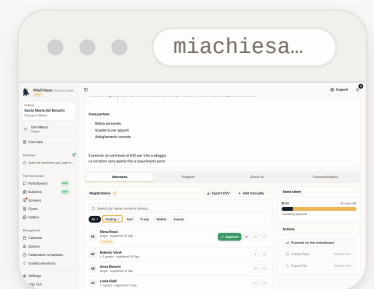


Fig. 1 The Pending filter isolates the requests to decide.

2 STEP 2 OF 4 · 1 MIN

Approve or reject

On each request select **Approve** (green button) or the **X** to **Reject**. Both act immediately with no confirmation: the person gets the outcome.

An approved request becomes a confirmed registration; a rejected one leaves the list.

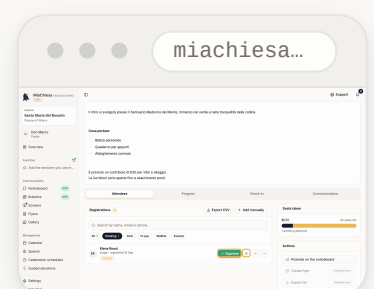


Fig. 2 Approve and Reject appear only on pending requests.

3

STEP 3 OF 4 · 30 S

Check the outcome

After **Approve** the row no longer shows the buttons and counts among attendees. If you rejected by mistake, add the person again with **Add manually**.

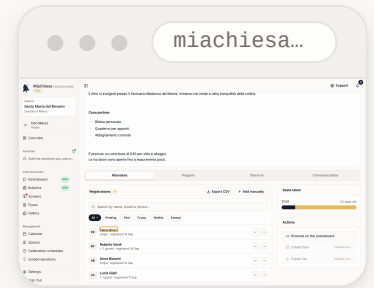


Fig. 3 The approved request is now a confirmed registration.

4

STEP 4 OF 4 · 1 MIN

Cancel or add a registration

From the row's **Registration actions** menu choose **Cancel registration**. For a refundable online payment choose **Cancel and refund** or **Cancel only (no refund)**, then **Confirm cancellation**.

For people registering in person use **Add manually**: search the registry or type name and email; for paid events set the payment status. The added registration is confirmed straight away.

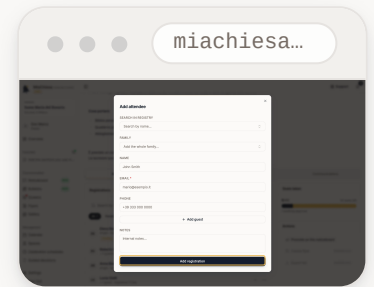


Fig. 4 Add manually records people who registered in person.

What you have achieved

- ✓ Pending requests are decided and people get the outcome.
- ✓ Cancelled or manually added registrations are updated in the list.

Troubleshooting

I can't see Approve and Reject



They appear only on Pending requests, if you have Manage event attendees and the event is not concluded.

I can't see the refund option



It needs an online payment, a refundable event and the Refund event payments permission.

I see "Enter a valid email address"



In Add manually the email is required and must be complete.