

Making Changes to your Family Weekend Registration in Cvent



1. Start by returning to the Family Weekend homepage (familyweekend.wfu.edu). Click "Register".

2. Click "Begin Registration". On the next screen, click "Already Registered".



The screenshot shows the "Family Weekend Registration and Tickets" form. It includes the following fields and options:

- Primary Registrant
- *First Name:
- *Last Name:
- *Email Address:
- *Re-enter Email Address:
- Already Registered? (circled in red)
- Buttons: Cancel, Next >

The Cvent logo and footer text are visible at the bottom of the form.

Home

Family Weekend Registration and Tickets

*Email Address:

*Confirmation Number:

To have the Confirmation Number sent to you, click this link: [Confirmation Number](#)

3. Enter the **email address** you used for your initial registration and the **confirmation number** for your first order, found in your confirmation email.

****If you no longer have access to the confirmation email, click the “Confirmation Number” link to have it sent to the email on file.**



Dear Pat :

Your registration has been confirmed. **Please save this email and bring a copy**, either printed or on a mobile device, to pick up your order in the Benson University Center on October 27-28.

Event: WFU Family Weekend 2017
Attending: Pat Smith
Number of Attending Family Members: 3

Confirmation Number: ABCD567890

Your Registration Details:

Registration Information:		
Optional Items		
Pat Smith	Family Registration Fee (Required)	Quantity: 1

Order Summaries:				
Date	Type	Amt Ordered	Amt Paid	Amt Due

4. After logging in, you will arrive on a page summarizing your existing order. To make changes to your order or the attendees in your party, click **“Change Registration”**. To cancel your entire order, click **“Cancel Registration”**. To print the summary or resend your confirmation, click **“More Options”**.

FYI:

To receive a refund for refundable items, please make changes by September 28, 2017.

The image shows three sequential screenshots of the 'Family Weekend Registration and Tickets' page. In each screenshot, a different button in the top navigation bar is circled in red: 'Change Registration' in the first, 'Cancel Registration' in the second, and 'More Options' in the third. The page content below the buttons shows a success message and registration details for Pat Smith, including the number of people registered (3) and the confirmation number (ABCD567890).

Family Weekend Registration and Tickets

Make Changes to Your Reservation

To make changes to your registration and/or ticket order, click on either the "Information" or "Registration" link for the appropriate person. To unregister, select the check box next to the person you would like to unregister. Click Next to review and submit your changes.

Please note that processing time for any refund due is 3-5 business days. You may receive an email that indicates your refund has failed, please disregard this message.

For more information about refunds, visit our [refund policy page](#).

Unregister	Name	Registration Type	Make Changes
<input type="checkbox"/>	Pat Smith (Primary Registrant)	Register a Family	Information Registration
<input type="checkbox"/>	Lee Smith	Register a Family	Information Registration
<input type="checkbox"/>	Terry Smith	Register a Family	Information Registration

Add Another Attendee

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Add Another Attendee

Cancel Next

5. After clicking **“Change Registration”** you will arrive at a page detailing the attendees in your party.

- To add or remove items from your registration, click **“Registration”** to the right of an attendee’s name. Remember all **Group Ticket Purchases** will be listed under the **Primary Registrant’s** name.
- To change your registration information, such as phone number or email address, click **“Information”** next to the **Primary Registrant’s** name.
- To add **Additional Attendees**, click **“Add Another Attendee”**.

6. To add items to your order, simply add the desired quantities as you did during your initial registration. To reduce the quantity of an item or remove it completely, look for the drop down box “Reduce Qty” next to each item you have purchased. Reduce the number by some or all of the purchased total, as needed.

For example, if you purchased 4 Tailgate tickets and now only need 3, you will reduce the total quantity by 1 ticket.

****Remember not all items are refundable. If an item is refundable, Cvent will calculate the appropriate refund. For more information about refunds, refer to our [refund policy](#).**

Quantity Purchased: 1 | Reduce Qty: 0 ▼

number to make changes or cancel your registration.

Submit Payment

ORDERS

Pat Smith
no new item for this attendee

Terry Smith (Attendee)
no new item for this attendee

Lee Smith (Attendee)
no new item for this attendee

◀ Previous Cancel Finish

7. To complete your changes, review the summary provided on the last page (any changes you have made will be listed under the name of the attendee to which they apply) and click “Finish”.

When you click “Finish” to complete your changes, the system will update your order and calculate any changes to the amount owed.

If additional payment is due, you will be given an opportunity to enter your credit card information on the next screen.

If you are due a refund, it will be requested at this time and processed within 3-5 business days. After processing, posting time to your account is determined by your bank.

If you have questions or concerns about this process, please feel free to contact our office using the [contact form](#) provided on the Family Weekend website.