

Frequently Asked Questions

1. Do I have to install software, have any technical skills or programming knowledge to use Conference Online Registration Technology?

No, we have designed the service to be provided online, which means you are not required to purchase or install software, make any changes to your system or do any programming. In fact, you don't even need a web site to use the system. The only requirement is a connection to the Internet in order to access your data.

2. How do I access the information collected by the online system?

Conference Online provides clients access to information collected by the online form by logging into the User Administration site using the internet and login and password specially designed for you. From your User Admin area you may run reports, manage registrations, view and print invoices, create new events and make any changes or additions to your current events.

3. What if someone does not have access to the internet?

If a participant does not have internet access, they can contact the event organiser by phone, fax or mail and their information can be entered directly into the database by the event organiser.

4. Which geographical areas do you serve?

Conference Online is an Australian owned and operated company with our headquarters located on the Gold Coast. We have offices nationally and internationally with clients served throughout the globe. Our multi-currency system and global distribution network enables the system to be accessed and used anywhere, anytime.

5. Is the information in your database secure?

Keeping information secure is our top priority. Only clients are provided with secure login and passwords to access information. No credit card information is stored on our server as the payments are processed in real time. We also adhere to a strict privacy policy and never sell or distribute the information to any party other than our client.

6. Who owns the information in the database?

Our clients own all the information collected from their registrations which is stored online and accessible 24/7 for up to 7 years.

7. Are there any setup fees of additional costs to use the Online Registration service?

All costs for our system are fully transparent. No setup fees, no purchase costs, simply a fee per registrant.

8. Is there a minimum requirement for the number of registrants?

No, there is no minimum use requirements, you can have as little or as many registrants as you like and will only be charged the standard fee per registrant.

9. Is the online system suitable for workshops, small seminars and short courses?

Yes, the facility can be used for the simplest event requirements, including small or large meetings, courses and seminars, concerts and festivals. The system can also provide a facility for managing memberships and renewals along with sports registrations.

10. Does the cost increase if we are using more sections of the registration form such as accommodation, tours and transfers or complex conferences with multiple registration types?

No, the cost remains the same whether or not you choose to use one or all of the components of the registration form. All fees remain the same – pricing is determined by the duration of the event, whether single day or multi day.

11. Can we use our own in-house organiser or a PCO when using the Online Registration package?

Yes the system has been designed to provide a simple and cost effective solution for managing events. Conference Online can also provide you with a full event management service if required.

12. Can the registrations and reports be accessed anywhere, anytime?

Yes, you may use your secure login and password to access the system 24/7 with reports and information provided in online in real-time.

13. Do the registrants have the ability to go back into their record to make any changes if necessary?

Yes. The facility has been designed with the registrant in mind, empowering them to self-manage their own registrations. Registrants can go back into their booking via their own booking number and password (provided at the time of registration) and make required changes to their booking and reprint their new invoice/confirmation/itinerary.

14. Does the system allow for registrants to request accommodation, flights and tours rather than selecting a pre-determined list?

Yes. The system can be setup to include set accommodation, flights, tours and transfers along with the facility to accept requests directly.

15. Are there 'Terms and Conditions of Registration' listed on the online form and, if so, do the registrants have to confirm having read such conditions?

Yes. There are Conference Online Standard Terms and Conditions and the organiser has the facility to add their own additional Terms and Conditions to suit the needs of each type of event. The registrant must agree to these terms prior to completing and submitting the registration process.

16. Does the system allow for registrants to pay by credit card, cheque, direct deposit/EFT, salary deductions, purchase order etc?

Yes. The system processes credit card payments online through our secure merchant facility and will accept all credit card types as specified by the organiser. The organiser can also select to offer registrants multiple payment options depending on individual requirements.

17. The system is available in multi-currency. Does it also provide a currency converter online for the convenience of registrants?

Yes. The online system is available in 13 different currencies from around the world. You can also select whether you wish to display the currency converter facility on the form.

18. Can I provide certain registrants with discounted or complimentary registrations without all other registrants being able to view this?

The system allows for complimentary or special registrants to register using a customised form that is specially catered to their registration requirements and completely hidden from all other registrations. You may provide discounted pricing options, special catering and accommodation options through the customised form.

19. If the event is cancelled, including through circumstances beyond your control, are there fees due to Conference Online?

There is no cancellation fee charged by Conference Online for events that are cancelled. The organiser will only be charged for the registrations made up to the cancellation date.

20. Can name tags and attendee lists be made available for print using the online system?

Yes, the system has been designed to include all the features required to successfully plan and manage your event. We also provide an automated online name tag, lanyard and registrant tracking hardware service for your convenience if required.

21. Does the system allow multiple organiser logins to view reports and, if so, does this facility provide access restrictions?

Yes, multiple users can have access to view the User Admin area of your event with your permission. You may setup multiple logins for your accounts department and other stakeholders and restrict their access if necessary so information is accessible and also protected.

22. Is the system able to handle limits and waitlists?

Yes, you can set daily limits on registrations as well as limits on workshops and other events to cater for capacity restrictions and ensure there is no overbooking. If an event reaches full capacity the system will display a notice to registrants and advise of waitlist options where available.

23. Can I add customised questions and request survey data using the online system?

Yes. The system and the registration form can be fully customised to meet your event requirements. You may insert unlimited questions and options for registrants to answer and which will be displayed in a simple and logical format. Information submitted is stored in your database for retrieval and reporting.

24. What if an event is free? How are the online fees payable and how are we invoiced?

The online system can cater for free events or events that are company or government funded. The same registration fees apply and you may view and print your invoice for making payment for services at the conclusion of your conference.

25. Can the online facility handle abstract submission and awards applications?

Conference Online is now offering the online abstract warehouse, a web based application that manages and automates the collection, distribution and reviewing of documents for all types of conferences. This facility can be tailored by conference organisers and conference committees to meet the needs of any conference, meeting or event.

For further information please do not hesitate to contact the Conference Online team.