



Society for Marketing Professional Services

Houston

REGISTRATION GUIDELINES

Tips for using our registration system.

Thank you for choosing to use our online registration system. The steps below should help you get started.

STEP 1 – Log In

Once you click on the “Register Now” link on the event page, you will be taken to the log in screen. Enter your email address and password here. **Please note:** even though you have a password to log into the members only section of our web site, you may not have an account to register for events (and the password may or may not be the same, depending on what you indicated when you set up your registration profile).

If you are unsure if you have a registration profile, type your email address in the appropriate box under “Did you forget your user id or password? Enter your email and we'll send it to you” and click on “Send.” If the email address was not found, you will need to set up a new registration profile.

STEP 2 – Confirm Registration Profile

After you are logged in, your registration profile will appear. Check to make sure addresses, phone numbers, etc. are still correct. **Please note:** the address on this page MUST match the billing address of the credit card you will be using for payment.

Once all information is verified and correct, click on “Continue.”

STEP 3 – Register Participants

Enter each attendee’s first name, last name, credentials and email address (a confirmation will be sent to the email address you enter). Then, choose the appropriate ticket type – Member, Non-Member, Student (must be currently enrolled in a higher education institute), Board Member or Sponsor. If you are a member, we request that you include your member number in the “Member ID” box.

If you are registering more than one person, simply click on “Add” and a new line will appear. If you are registering three or more from your company, please choose Member price for all attendees.

STEP 4 – Select Payment Information

You have the option of paying online with a credit card, or bringing payment to the door. If you are paying at the door, select that option and click “Submit Registration.”

For credit card transactions, click on “Pay now by Credit Card.” You will be asked for the card type, number, expiration and security code. **Remember:** the address listed in your profile must match the billing address of the card you are using. Once all information is entered, click “Submit Registration.”

STEP 5 – Confirm Your Order

Verify that all information is correct and click the check box to agree to the terms and conditions. Then click “Proceed with Order.” A confirmation email will be sent to you and all attendees.



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Frequently Asked Questions

- 1) **Why doesn't the system recognize my email address?** This means that you have not created a login yet, and you will need to follow the proper steps to do so. A good test to see if you have a registration profile already set up would be to fill out your email address under "Forget your password." If it brings up a message saying that your email address is not found, it means that your profile was either set up under an old email address (to which you should create a new registration profile) or you have not set up a registration profile at all.
- 2) **Why was my credit card declined?** The majority of the time this is due to the person registering not entering the correct **BILLING ADDRESS** for the card being charged for registration. So say you are registering under your company info when you are actually trying to use your personal credit card, then the mismatch of addresses entered will be caught by the online security and decline the card. If you see this message pop up at the end of your registration when you are selecting to "proceed with order" simply go to the left side of the registration screen and select enter a different billing address, follow the prompts from there and your order should go through the next time you select the "proceed with order" button.
- 3) **All of my information is entered correctly; why can't I proceed with my order?** Remember to select "agree to the terms and conditions" before clicking "proceed with order" for your registration to be complete. A confirmation will automatically be emailed to you (and any other attendees for whom you entered an email address to receive confirmation). This confirmation will have your total and should be printed out should you need a receipt for reimbursement or to turn in with your expense reports.