

SNC Online Event Registration – Frequently Asked Questions (FAQs)

FOR EVENT LEADERS

1. When do I need to provide calendar updates each month and who do I send them to?

Event Leaders should send calendar updates as soon as the information is known, but no later than the 15th of each month for the events occurring in the following month. For example: October 15th for November events. The event information should be emailed to SNC Communications at communications4SNC@gmail.com.

The only exceptions to this schedule are a few SIG events each month that adhere to a modified schedule due to particular circumstances. These events are: Movie Madness and Pickleball.

2. How do I see a list of who is registered for my event(s)?

Only members, not the general public, can see the registrants for an event.

To see a list of registrants in registration date/time order, Event Leaders must login and view the list on the SNC website. This is done by selecting the event from the events calendar, and then selecting the link next to “Registered” found below the event date and location. The list indicates each person’s name and date registered. NOTE: The list is shown in reverse chronological order, meaning the last person to register is at the top of the list and the first person to register is at the bottom of the list.

Alternatively, Event Leaders may use the SNC member app to view a list of registrants in alphabetical order. This is done by tapping “Events” in the menu at the bottom of your screen, selecting the event and then tapping “Registrants” at the top of the screen.

3. If my event has a registration limit, how will I know when the event is full?

As the Event Leader, you will receive an email notification the event is full.

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4. If the event has a registration limit, how will I know if there is a waitlist?

As the Event Leader, you will receive a waitlist email for each registrant who joins the waitlist. The order you receive these emails is the order of the registrants on the waitlist. You should use these emails to create a list.

5. Who do I contact with questions about the waitlist for an event I lead?

For any questions, issues or assistance needed with regard to event waitlists, Event Leaders should email the SNC Registrar at register4SNC@gmail.com.

6. Who do I contact about event management related questions or issues for an event I lead?

For questions or issues involving event setup or event details on the calendar, Event Leaders should email SNC Communications at communications4SNC@gmail.com. For event registration or waitlists, Event Leaders should email the SNC Registrar at register4SNC@gmail.com.

7. If there is an urgent change to my event, such as a last-minute location change or event cancellation, who do I contact?

Event Leaders should first attempt to directly contact those registered to attend. If that is not possible, practical or expeditious, Event Leaders should email change/cancellation details to the SNC Registrar at register4SNC@gmail.com and then follow the email with a text message to both Janet Tanner and JoAnne Noeth to alert them to the urgent email sent to the SNC Registrar. The SNC Registrar can send an email to those signed up for the event to notify them of the change. The SNC Registrar can also note on the Calendar if an event is cancelled and close registration.

8. What do I do if I'm the Event Leader for an event but I cannot attend?

SNC's preference is that you find another member to handle the event in your absence. If you cannot find someone, then contact the SIG Director at SNCspecialinterestgroups@gmail.com to inquire about a date change for the event, or as a last resort to request the event be canceled.

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9. If the event requires a set number of people, such as 4 players at each table for games, and there are not enough people attending, what do I do?

For events with a waitlist, Event Leaders should contact registrants in the order members joined the waitlist (1st, 2nd, 3rd, etc.). For events without a waitlist, Event Leaders may contact any member to inquire about interest in attending.

10. How do I obtain information that I requested be collected as part of the event registration process (e.g. skill level, food choice, willing to drive)?

If an Event Leader requested that certain information be collected during the registration process, then that information can be obtained by requesting it from either:

The SIG Director at SNCspecialinterestgroups@gmail.com for SIG events; or

The SNC Registrar at register4SNC@gmail.com for non-SIG events such as Monthly Luncheons/Dinner Meetings or Socials.

Examples of additional information that can be collected during the registration process are: is member willing to drive a carpool, member's wine preference, member pickleball skill level, etc.

11. Will I need to register for events I lead?

Anyone attending an event must be registered, even the event leader(s).

For events with a registration limit, the Event Leader(s) and Host(s) (if applicable) will be pre-registered to ensure they have a spot before an event fills up. If a Leader who has been pre-registered does not plan to attend the event, they should cancel their registration so that someone from the waitlist can take part and to provide an accurate list of attendees.

For events that do not have a registration limit, Leaders and Hosts (if applicable) need to register themselves for the event.