For additional assistance, please contact RegWerks at 888-847-9470 or via email at Support@RegWerks.ZenDesk.com for assistance.

The RegWerks Administrator FAQs are available for download below.

1. **If you create a Question Profile and later add, delete, or change a question, will that change automatically apply to all Courses in the profile?**

   Yes. Anything you change in the Question Profile will change in all the Courses with that profile.

2. **Is the Registration Email feature working? I put an email in the Course's Registration Email field and have not received an email message. What should I do differently, so the email is automatic?**

   The Course Registration Email field is a default email text copied into new classes which is sent to customers following registration. If the email message was not present when the class was created (and is therefore missing in the class), add the email body to the class's registration email field.

   If a user wishes to be notified following each completed registration, enter the user's email address in the Course or Class Conf. Email field.

3. **Can a school create their own "Full Class" email that is automatically sent when the Class hits max limit?**

   This is not currently available.

4. **What happens if there are multiple registrations for the same class in one shopping cart and the class only allows for one registration?**

   Each participant must be added to the cart separately. If one participant is added and a second is attempted, the class will state there are no longer spots available.

5. **How can I restrict a user to view reports only?**

   In *Setup* under *Users*, manage user permissions. A user with permission to print reports also needs permission to view the area where reports are accessed.

6. **How do I review and change admin access credentials?**

   In *Setup* under *Users*, view and manage user permissions. Control users' ability to view, add, edit, or delete in RegWerks. A user can be limited to certain categories, reports, or any tab in the Setup or Main menus.

7. **When a customer pays in person with a check, does RegWerks send a registration confirmation to his/her email and/or print a registration confirmation?**

   Yes. The in-person customer will receive an email if a valid email is set up in the registration email field.

8. **Can I send a message to people when they register?**

   Yes. Go to the Class and click the Registration tab. Enter the email message into the Registration Email field.

9. **If someone registers for a class and doesn't pay at the time of registration, how do I show they haven't paid?**

   The non-payment will show in *Payments > Person*. The *Balance Due Report* can be run to see who still owes money.

10. **How do I add a question profile to a course/class?**
    a. Questions can only be added to the Program or Course. Classes do not accept questions.
    b. Open the Course to attach the question(s).
    c. Click the questions tab.
    d. Click the green + button.
    e. Select *Question Profile* from the menu.
    f. *This will bring up another menu to select the question profile to attach to the course.*

11. **In Excel, a problem load error shows when trying to run one of the reports that uses individual worksheets for individual class information.**

    Class numbers must be unique. If there are two identical class numbers, the report will fail. Excel will not allow two worksheets in the same workbook to have the same name. If this is the case, change one of the class numbers.

12. **How do I change a question answered incorrectly by a user (i.e., wrong size)?**

    An admin can correct the erroneous entry. In RegWerks, go to the person and click on the actual registration. Click the questions tab, edit, and save. The change will be reflected in the Programs/Questions by Program Report.

13. **Is there a way to identify whether you sent invoices out in a contract class? I can't remember if I sent them. I only remember previewing.**

    Yes, there are multiple ways.

    - Method 1: Click *Send Invoices > Preview*. If invoices were already sent, a message will show, "There are no invoices to preview at this time."
    - Method 2: Go into a customer's class registration and click the *Invoice History* tab. All invoices sent will display.
    - Method 3: Go into a customer's class registration and click the *Notes and Emails* tab. A table at the bottom of the screen will show every email that was sent from the RegWerks system for that registration.