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Cvent | Registrant Management [1]

October 12, 2026 by Melanie Jones [2]

You've launched your event and started promoting it; naturally, there might be some management of invitees to occur. Cvent makes things easy - from registering someone to initiating a refund.

Invitee Management 101 [3]

- Switching Registration Types [4]
- Recording Offline Payments [5]
- Managing Abandoned Registrations [6]

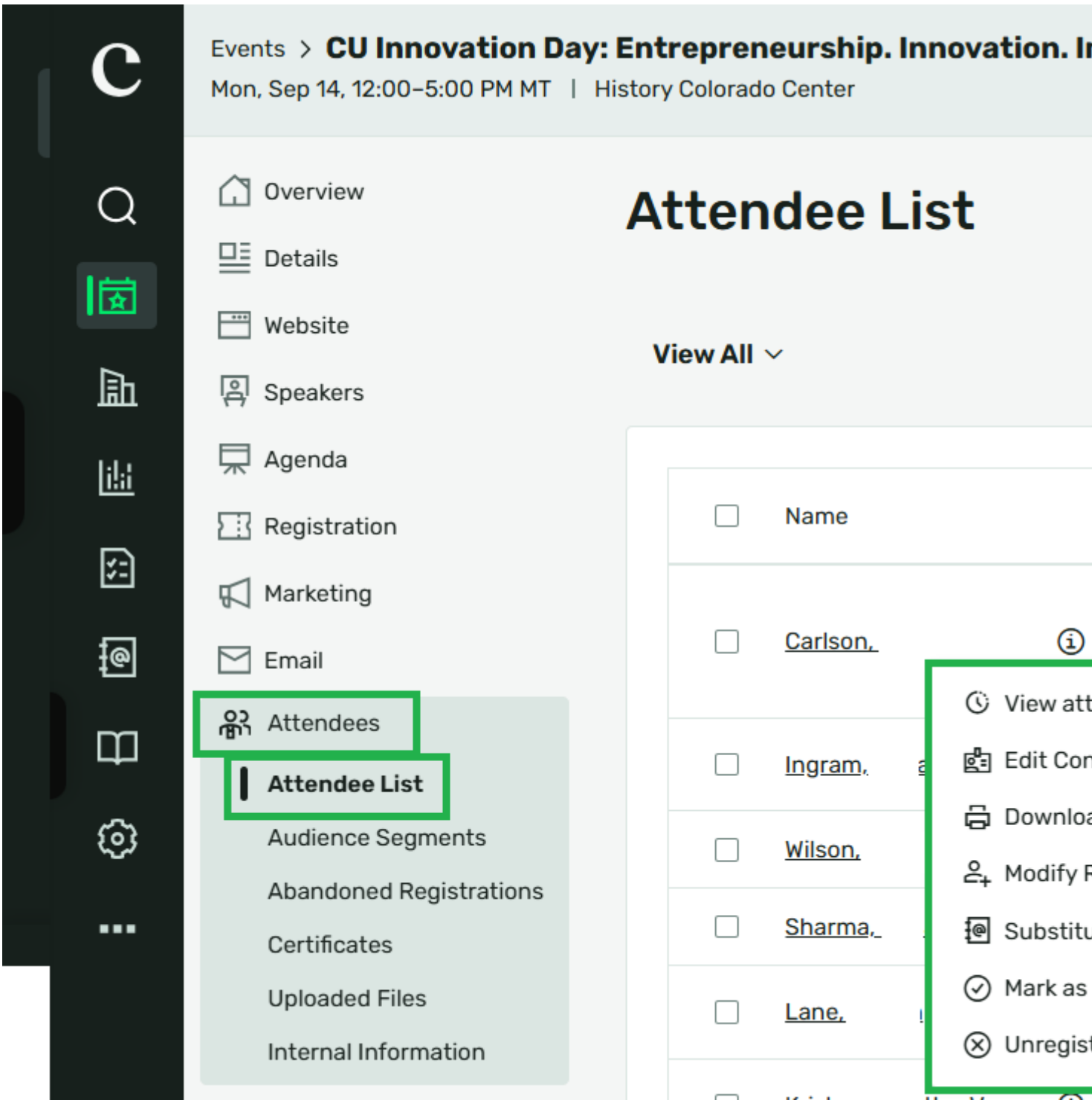
- Register & Manage Attendees
- Managing Abandoned Registrations

Navigate to your event:

- Expand **Attendees** on the left side navigation
- Select **Attendee List** listed under Attendees
- The new page will display all registrants to view.

Register Attendee

- Click the black **Register Attendee** button in the top right corner
- Submit the registration



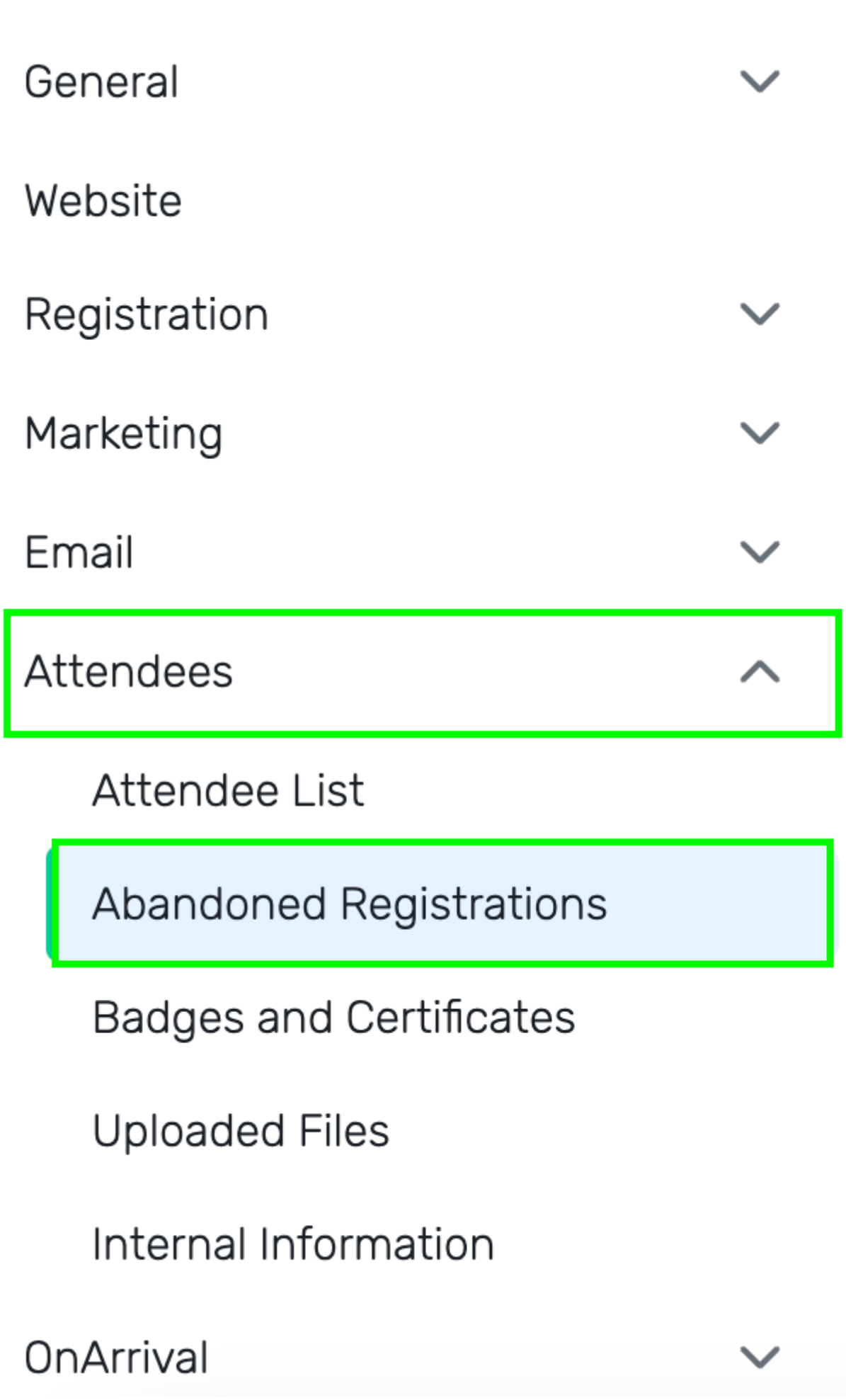
Update Registration

- Find the name of the registrant you need to update.
- Hover over the down arrow to the right of their name
- Click the action in the dropdown:
    - ?**Edit Contact Information** to change a registrant's first name, last name, or email.
    - **Modify Registration** to change someone's selection - like their meal preference or guest's name.
    - **Substitute Registrant** - most commonly used for non-refundable events.
    - **Mark as Event Participant** - just one method of many to take the valuable step of tracking participation.

    - **Unregister** a current registrant.

Navigate to your event:

- Expand **Attendees** on the left-side navigation
- Select **Abandoned Registrations** List listed under Attendees


General
Website
Registration
Marketing
Email
Attendees
Attendee List
Abandoned Registrations
Badges and Certificates
Uploaded Files
Internal Information
OnArrival
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NOTE People will only appear on the Abandoned Registrations list and report if they navigated to a page in the registration process, were idle on the page for 20 minutes, and didn't complete registration. After meeting this criterion, they will appear on the Abandoned Registrations list and report 40 minutes after going idle in the registration process. People who start registration and exit the registration process on their own (not by timing out) without completing registration will not show up on this list or report.

Manage an Abandoned Registration

- Find the name of the abandoned registrant you need to manage.
- Hover the arrow to the right of their name
- Click the action in the dropdown:
    - Register
    - Send Email **(DO NOT USE - NOT IN COMPLIANCE WITH CAN-SPAM)**
    - Add to Event
    - Delete Abandoned Registration

NOTE You can also view a list of abandoned registrations in bulk by running the Abandoned Registration Details report under Reports > Reports > Report Templates > Abandoned Registration Details.

Related Articles

- Welcome to the New Experience! [7]
- Contact Cvent Help & Support [8]
- Access Event Templates [9]
- Visibility | Share Event with Other Users [10]
- Weblinks | Unique URL to Register for Event [11]
- Event Approval & Launch [12]

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