RegOnline to Cvent Transition [1]

February 17, 2020 by jennifer.mortensen [2]

Many event planners at CU are probably familiar with RegOnline, an event planning and payment processing tool that was recently purchased by Cvent. As of February 6, 2020, RegOnline has ended its service, which may have left former users wondering, "What are my options now?" Below are a few things to consider as you determine how to meet your future event planning needs.

RegOnline is offering me a Cvent account as part of a free trial. Should I use it?

While it's great that RegOnline is offering its former users a free trial of Cvent, we recommend that you do not pursue this option. The free trial to which you will have access is not part of CU's Cvent org. This means that your payment processing cannot and will not occur through approved CU channels and that your eComm specialist [3] cannot access your event. CU has a variety of key policies and procedures in regard to how Cvent is used, including PCI compliance, regulations for donations and fundraising events, and CAN-SPAM compliance. For these reasons, please do not begin the free trial, but instead, contact your eComm specialist [3] to learn more about Cvent and how it can help you achieve your event management goals.

I already created my event in the free trial. What should I do?

If you've already created an event as part of the free trial that RegOnline is offering, please stop where you are and contact your eComm specialist [3]. Events created as part of the free trial are not part of CU's Cvent org and cannot be moved to it; therefore, events created as part of the free trial will have to be recreated from scratch.

Additionally, events created as part of the free trial that include payment processing cannot and will not occur through approved CU channels. CU has a variety of key policies and procedures in regard to how Cvent is used, including PCI compliance, regulations for donations and fundraising events, and CAN-SPAM compliance, and these must be adhered to when planning your event.

How fast can I switch to Cvent to start planning my events?

Before we can determine how quickly you can move to CU's Cvent org, your eComm specialist [3] will first meet with you to assess your ongoing event needs. We'll collect information about of the number of events you host annually, their level of complexity, and whether or not you accept payments. Once we have that information, we'll be able to determine whether or not Cvent is a good fit and if we have a license available.

How much does Cvent cost?

The cost of using Cvent varies from campus to campus. Please contact your eComm specialist [3] for more information.

What kind of support will I receive as a Cvent user?

Since Cvent is part of CU's eComm program, you'll receive ongoing support from your campus eComm specialist [3]. You'll also have 24-hour access to Cvent support and a vast library of event planning resources to enable your success.

Will I be able to access my old RegOnline events?

It is our understanding that the window during which you can retain access to your RegOnline events has closed. However, if you determine that you need information from your old events, we will work with Cvent to determine if we can obtain it on your behalf.

Is Cvent difficult to use?

As with any technology, Cvent has a learning curve, but we've got great resources in place to assist you. We offer monthly new user training, as well as numerous online resources to help guide your success. The more events you plan, the more skilled you will become. You'll also have 24-hour access to Cvent support and a vast library of event planning resources to enable your success.

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