

Event Registration and Website Promotion FAQ

(updated May 18, 2020)

Please ensure that conference office staff is made aware of current status and delivery mechanism, i.e. face to face or via Zoom, for any event previously scheduled between May 18 and June 18, 2020. Face to face events must follow Phase 1 guidance as previously communicated [here](#).

If you are planning to offer a face to face event, review and approval by the regional director and/or education director must take place prior to submitting the event in MyExtension. For any questions about resuming face to face events, please consult your supervisor, regional or education director.

1. Who do I contact to modify or cancel my event?

Email muconf8@missouri.edu to confirm the status of your event.

NOTE: Canceling the event in myExtension *does not* cancel the event in Cvent.

- **Cancel:** Event will be removed from the website and registrations refunded.
- **Modify (virtual delivery or rescheduled date):** Provide new details directly to muconf8@missouri.edu and the event will be updated on the website.

2. I want to reschedule my event to a later date. How do I handle this?

Provide new date directly to muconf8@missouri.edu. The event will be updated on the website.

- Date changes must be communicated **before** the previous event date, otherwise the event may be canceled.
- Include refund options if there are current registrants who are unable to attend the rescheduled date. The MU Conference Office will message registrants through Cvent.

3. How do I provide registration for a Zoom event or Hybrid (Zoom and Face to Face) event?

All event registrations will continue to be processed through myExtension and Cvent (for fee and free events) and posted as an EVENT on website pages (county, program).

1. Create Zoom meeting; noting invite instructions for messaging to registrants. (example below)

Join Zoom Meeting

<https://umssystem.zoom.us/j/6427970930>

Meeting ID: 642 797 0930

One tap mobile

+13126266799,,6427970930# US (Chicago)

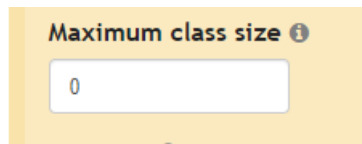
Dial by your location

+1 312 626 6799 US (Chicago)

Meeting ID: 642 797 0930

2. Input event in myExtension with attention to the following:

- A. **Location Field:** If Zoom only, insert “*Virtual via Zoom*”. Otherwise, enter the location address for the event.
- B. **Registration URL:** Insert Zoom invitation link. This link will be shared in registrant confirmation email. Make sure you are providing invitation details rather than the Zoom registration link (registration through Zoom is not allowed).



C. **Maximum Class Size:**

Enter the maximum class size with consideration to criteria below:

- Zoom Event: enter the maximum number of participants allowed.
- Face to Face Event: **make sure to take in to account the instructor(s) when setting the maximum number of participants allowed.**
- Hybrid Event (Face to Face and Zoom): provide maximum participants allowed for Face to Face & Zoom in the *additional registration information field*.

D. **Select Presentation Style (Submit to Cvent tab):**

Presentation style? Face to Face Zoom Combination Face to Face/Zoom

Make sure to push the SUBMIT button on the Cvent page.

If submitted successfully, you will receive an onscreen notification and an email.

MUCO will follow up with any questions, otherwise you will receive notice when the event is posted to website.

4. **Do I need to request refunds for my attendees if the event is canceled?**

If you have determined that fees are to be refunded (fully or partially), please send this request to muconf8@missouri.edu.

- Online registration fees will be refunded thru Cvent. Any fees paid at the local level will need to be refunded by your local office.

5. **Will the \$10 system fee still apply if an event is rescheduled or delivered online?**

Yes, if a program is rescheduled or modified for online delivery the system fee applies.