

How to Manage Registrations and Track Attendance

Once you have created an event with registration enabled, CooplyHQ gives you a dedicated view to manage who is coming and to track attendance on the day.

Step 1: Open the Event Registration List

1. Sign in to your co-op admin panel.
2. In the left sidebar, click **Events**.

Admin Events list — desktop view

3. Find the event you want to manage and click its title to open it.
4. Select the **Registrations** tab.

You will see a list of everyone who has registered, including their name, contact email, and registration date. Paid-event entries show the payment status.

Event Registrations tab — desktop view

Step 2: Manage Individual Registrations

From the Registrations tab you can:

- **Add a registrant manually** — click **Add Registrant** and enter the member's name. Use this when a family contacts you directly rather than registering online.
- **Remove a registrant** — click the three-dot menu next to a name and select **Remove**. This opens a spot back up if capacity is limited.

“ **Note:** Removing a registration does not automatically issue a refund for paid events. Issue any refund separately through **Orders** in the admin panel.

Step 3: Check In Attendees on the Day

On the day of the event, use the check-in view to mark who actually shows up.

1. Open the event's **Registrations** tab (same steps as Step 1).
2. As each family arrives, find their name in the list and click **Check In**.

The row updates to show a check-in timestamp. You can uncheck an attendee if you made a mistake — click **Undo Check-In** next to the name.

Attendance check-in view — desktop

“ **Tip:** The check-in view works on a phone or tablet. Pull up the Registrations tab on your mobile browser at the door so you can check in families as they arrive.

Step 4: Record Attendance After the Event

If you were not able to mark attendance live, you can update attendance records after the event:

1. Return to the event's **Registrations** tab.
2. Click **Check In** next to each attendee who was present. Leave absent attendees unchecked.

All records are saved automatically. There is no separate "submit" step.

Step 5: Export the Attendance Report

To download a list of attendees — for your records, a partner organization, or a printable name-tag sheet:

1. On the **Registrations** tab, click **Export**.
 2. Choose your format:
 - **CSV** — opens in Excel or Google Sheets; includes name, email, registration date, and check-in status.
 - **PDF (Name Tags)** — printable name-tag sheet sized for standard Avery labels.
 3. The file downloads immediately.
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Next Steps

- To send a message to everyone registered for this event, see [How to Send Newsletters and Announcements](#).
 - To set up your next event, see [How to Create an Event and Enable Member Registration](#).
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