Manage Registrations and Attendees

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After an event is published, use the **Registrations** area to manage attendees.

Registrations tab

The Registrations tab can show:

- registered attendees;
- total tickets issued;
- revenue;
- refunded registrations.

You can search by:

- attendee name;
- email address.

You can also filter registration records by status or date range.

Manually add an attendee

Staff can use **Add Attendee** to register someone manually without requiring them to complete public checkout.

Use this only when appropriate for the event.

Before manually adding someone, check that they are not already registered.

Ticket transfers

HighLevel does not currently provide attendee self-service ticket transfers.

If a ticket must be transferred, the organizer can:

- manually update attendee information; or
- cancel the original registration and manually add the replacement attendee.

Follow Fort Adams policy before changing a paid attendee registration.

Refunds

Refunds are initiated by the organizer from the **Registrations** area.

Attendees do not initiate the refund directly through the HighLevel event system.

Important

> Canceling or unpublishing the event does not automatically issue refunds.

If an event is canceled, staff must separately review affected paid registrations and process refunds as required.

Payment processing and refund timing are controlled by the connected payment provider.

Official reference

HighLevel — How to Create and Manage Events

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