Central Registration Team SLAs

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Access / Promo Code Setup

Please use this option to send in requests for Access Codes or Promo Codes to be setup for your event. We will need instructions on the type of code needed, the limitation and any format you wish to follow.
Estimated turnaround: 5 business days

Badge Setup

Please use this option if you want to setup new badge design or make updates to the existing badge design. The SLAs for this may change depending on the level of customization / badge types needed.
Estimated turnaround: 5 business days

Data Import

Please use this option to send in any data upload requests for your event (Speaker uploads, VIP uploads, etc.)
Estimated turnaround: 3 business days

Email Campaign

Please use this option to send in email campaign requests such as badge reminders, pre-pops, etc. Emails to be provided in HTML format, please note for best delivery practices to limit the number of hyperlinks and images in the email. Please ensure alt text is in place for all images. Emails are charged to your event by Visit according to your contract.
Estimated turnaround: 3 business days

Form Updates (New Requests)

If the request relates to changes/updates to the form such as text changes, typos, banner updates, confirmation email updates, add/remove/change question, updated HTMLs, 'from' email update/change, new GTM codes, new ingo script, etc.
Estimated turnaround: This will be communicated after the request is analyzed.

Form Issues (Something is Broken)

Please use this option ONLY if there is an issue on the existing page. For new requests please select Page Update instead. Examples of page issues include; incorrect form rules, wrong confirmation email, incorrect badge, incorrect data flow, scripts not working, missing product categories etc.
Estimated turnaround: 2 business days

New Form Request

Please use this option if there is a new form for your event that was not previously briefed in. Please send in the form details as well as an updated brief.
Estimated turnaround: 2-4 Weeks (depending on form complexity)

Request for Onsite Support

Please use this option as a means to request for the registration teams presense at your event. Kindly note that not all requests can be fulfilled and will be taken on a first come first serve bases dependent on the teams availability. Events taking place oversees need to be requested atleast 3 months prior to ensure that all visas / travel arrangements can be met. Hotel bookings need to be provided by the show team.
Estimated turnaround: 5 business days

Setup a Profile on Visit / Edit access on Visit

If you or someone on your team requires access to Visit or access to a new event on Visit.
Estimated turnaround: 2 business days

RFC Request

RFC requests are subject to review and approval from both higher management and Visits internal control. Timelines & quotations for RFCs will br provided once we have reviewed the request with Visit.
Estimated turnaround: 5 business days