



Matchmaking Registration Errors

Easy Quick Fix

- Please make sure that you have the **correct link** below as shown in the Matchmaking Instructions.

https://www.regonline.com/registration/login.aspx?eventID=2028774&MethodId=0&EventsessionId=&Email_Address=&membershipID

- **Attendee web browsing history/cache not cleared.** Please make sure to clear web browsing history, then close and open your browser. Google Chrome, Firefox, or Microsoft Edge are preferred browsers and make sure that you have the updated version.
- **Use the same email when you first registered for the conference.** The system will only recognize the email address of **PRIMARY registered attendee** initially used during registration.
- **In registration options, please DO NOT uncheck the registration fee previously paid.** If this happens, you will not be able to see the Matchmaking appointments.
- **You must be the PRIMARY registered attendee to access Matchmaking appointments.**

FAQ

1) What is a **PRIMARY registered attendee**?

- This refers to registered attendee who have initiated and made a payment using a credit card or company check.

2) I'm registered and why can't I have access to Matchmaking online registration?

- You have to be the **PRIMARY registered attendee**.