RCPA online event registration troubleshooting

This document is to provide basic troubleshooting steps to solve some of the most common issues experienced with online event registrations.

There are some common issues that our members receive when they try to register for an event online. Below are the steps to take to help solve the issue, or in some cases and explanation as to why it isn’t working.

Main issues reported

Problem: I registered online and got taken to the confirmation page but I never received an email

- Check your ‘Junk ‘email folder as it may have been delivered there.
- Verify the email address that you have nominated in your RCPA website profile is the most up to date one.
- If you are using a work email address, it’s possible that your organization may have treated the email as spam and blocked it. You will need to follow your organisation’s procedure for getting it released.

Problem: I can’t remember my details to log in to the website in order to register online.

- If you know the email address that is attached to your RCPA Website profile you can use the ‘Reset Password’ website function.
  - After you click the ‘Sign In’ button in the top right of the RCPA website a log in box will appear.
  - Click the ‘Forgot Password’ link in the bottom right of the log in box.
  - This takes you to a new page where you can put in your email address and click ‘Submit’.
  - You should receive an email after a few minutes with a link you can click to reset your password.
  - If you still can’t log in after you have completed this procedure its possible your membership may have lapsed and you will need to contact the RCPA office on (02) 8356 5858.
- If you can’t remember your email address then you will need to contact the RCPA Office on (02) 83565858 to speak with someone to help you reset your password to log in.
Problem: I completed the online form and pressed the ‘Register’ button but nothing happened

- Was there any error message displayed in red text near the payment section?
  - If there was an error message displayed about the transaction failing, please check the details you entered such as the credit card number or the expiry date.
    - If the details entered are correct, but you still receive a transaction error, please contact the RCPA Office on (02)8356 5858.

- If there is no error message displayed after you click the ‘Register’ button, but nothing appears to be happening, it’s possible that there is an issue with the connection between you and the website.
  - Are you on a wireless internet connection?
    - It’s possible your internet has temporarily timed out.
      - Try opening other browser windows to see if your internet connection has been restored.
      - If it appears to be working, you can try clicking the ‘register’ button again.
      - If it still doesn’t work, you can try closing all your open browsers and starting the process again.
  - If you still can’t successfully register online after performing the above steps, this could be caused by:
    - Internet security software provided by your organization interrupting the process.
    - The RCPA website may be experiencing a temporary issue.
    - Using an older, unsupported version of an internet browser.
  - Contact the RCPA Office on (02)83565858 to speak with a staff member to complete your registration.
Other things to check

Here is a small checklist of items that you should check if you are having issues completing an event registration online:

- Are your membership dues up to date?
- If you are a member and have an up to date membership subscription are you logging in with that account?
- Are you using an up to date internet browser?
- Is your internet connection working?
- Does your organization have any internet security software that you are aware of which may cause an issue?
- Is your credit card valid and does it have credit available?