

Onsite Event Registration Checklist



RefTech Onsite Event Registration Checklist

Plan and execute onsite registration with confidence, using a practical checklist designed to keep everything running smoothly on the day.

1 Pre-Event Planning

- Define total expected attendance
 - Estimate peak arrival times (busiest hour)
 - Confirm registration layout and flow
 - Align requirements with your registration provider
 - Decide on badging method (pre-printed, print on demand, or hybrid)
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2 Experience Design

- Finalise badge content (name, company, QR code, etc.)
 - Choose registration type (self-service, staffed desks, or hybrid)
 - Confirm branding elements (lanyards, badge design, accessories)
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3 Setup & Logistics

- Confirm registration desk locations
 - Ensure access to power for all equipment
 - Check internet connectivity (and backup options)
 - Prepare clear signage directing attendees to registration
 - Create separate zones if needed (VIPs, exhibitors, speakers, etc.)
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4 Staffing & Preparation

- Confirm staffing requirements (internal team and/or agency staff)
 - Assign clear roles and responsibilities
 - Provide training on registration technology
 - Brief team on FAQs and common issues
 - Set up clear communication channels (e.g. radios, WhatsApp group)
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5 Pre-Event Testing (Do Not Skip!)

- Test badge printing (speed, quality, alignment)
- Test QR code scanning
- Test internet connection and system access

- Run a full test check-in (including new registrations)
 - Troubleshoot and resolve any issues
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6 On-the-Day Essentials

- Spare badge stock, lanyards, ink, and paper
 - Backup internet solution (e.g. hotspot)
 - Extension leads and power backups
 - Onsite technical support contact available
 - Clear issue escalation process for staff
 - Printed or digital attendee lists (as backup)
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7 Live Event Management

- Monitor queue lengths and adjust staffing if needed
 - Keep registration areas tidy and well-stocked
 - Support attendees with issues quickly and professionally
 - Communicate any delays or issues clearly
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8 Post-Event Wrap-Up

- Ensure all attendee data is captured and synced
- Review any onsite issues and learnings
- Gather feedback from staff and attendees
- Report on attendance vs expectations