

Registration Troubleshooting Guide

Having trouble registering for the SHPE National Convention? Don't worry — most issues can be solved with the steps below. Please try these before reaching out to the Registration Team.

First Things to Check

- **Is your SHPE membership active?**
Log into SHPE Connect and confirm your account is active and your membership type is correct.
 - **Are you using the correct email?**
Make sure you are registering with the **same email address** linked to your SHPE membership.
 - **Recently renewed or purchased membership?**
Please allow **about 1 hour** before trying again.
-

Quick Fixes (Try These First)

1. Open a **private/incognito browsing window**.
 2. **Clear cache and cookies** in your browser.
 3. Switch to a **different browser** (we recommend **Chrome**) or try another device.
 4. Ensure you're not logged into multiple SHPE accounts at once.
-

Confirmation Email Issues

- Check your **spam/junk folder**.
- Ask your IT department to allow the following domains:
 - cvent.com
 - cvent.me
 - cvent-planner.com
 - cventmail.com

- cvtsv.com

If you still can't find your confirmation email, please reach out to registration with your **full name and email used for registration**.

Updating Your Registration

Locate your **confirmation email** and click the "**Modify Registration**" link at the bottom.

- You can edit most information.
 - Name and email address cannot be changed — email Registration if updates are needed for name and email.
-

Attendee Hub & Virtual Event Access

- **Attendee Hub:** Use **Chrome** and close all other browser tabs before launching.
 - **Virtual Video Player:** Allow access to these domains in your network:
 - <https://video.app.cvent.com>
 - https://*.live-video.net
 - <https://player.vimeo.com/api/player.js>
-

Two-Step Authentication Problems

If you are not receiving your two-step code (via text or email):

- Email **Registration@shpe.org** with subject line: *Two-Step Code Errors*.
 - Include details about your issue.
-

Still Having Trouble?

If none of the above solves your issue:

- Take a **screenshot** of the error message.
- Send it to **Registration@shpe.org** & **Membership@shpe.org** with your **full name and email address**.

- Our team will respond within **24–48 business hours**.