

# I can't see any entry types when I select Register Here

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When taking registrations for an event there are certain things that need to be set correctly in order for the registrant to be able to pay. One common setting that is overlooked is turning the entry types to active

If the entry types are not turned to active the registration form will loop back to the Home Page when the Register Here button is selected



The screenshot shows the TG Events website interface. At the top is a dark blue navigation bar with links for Home, Team Management, Confirmed Entrants, Event Results, and Additional Information. Below this is a 'Register' section with two buttons: 'Register Here' (highlighted with a red box) and 'Register New Team'. The main content area is split into two columns. The left column, titled 'SportsTG - Sample Event', features a blue banner that reads '> RUN YOUR NEXT EVENT LIKE THE PROFESSIONALS DO' and a dark blue box stating 'EVENTDESQ ALLOWS YOU TO CONTROL ALL ASPECTS OF YOUR EVENT – FROM CUSTOMISED ONLINE REGISTRATION FORMS THROUGH TO UNLIMITED EMAIL COMMUNICATION AND EVENT REPORTING.' Below this is a paragraph of text and a list of features. The right column, titled 'Event Details', shows a Google Map of Southbank, Victoria, with a red pin at 40 City Road. Below the map, the location is listed as '40 City Road, Southbank Victoria 3006' and the event date as 'Sunday 31 December 2017'.

To set the entry types active and have them show as the first step in a registration please follow the below steps

1. Go to your event
2. Select Entry Types from the left hand menu
3. Look at the Entry Types listing. For an entry type to display for selection we need to check two things
  - The Status as indicated in the last column of the entry type listing. A cross is

inactive and a tick is active

- Payment Start and Expiry Date and Time. If you view the entry type and under the Pricing tab the dates have either not been reached or have passed the date specified the entry type will not be available for selection

STG SAMPLE - Club Logged in as: System Administrator [Log Off](#)

Home Website Members Subscriptions Shop Auctions TicketDesq **Events** Registrations Competitions Tools Administration SportsTG Noticeboard

Events

- Dashboard
- Entrant Overview
- Entrants
- Add Entrant
- Basic Information
- Registrant Information Options
- Additional Information
- Entry Types
- Question Sections
- Entry Form Questions
- Query Builder
- Merchandise
- Teams
- Email
- Refund Listing
- Settlements
- Transfer Entrants
- Export Templates
- PIN Management
- Upload
- Race Results

### Entry Type (SportsTG - Sample Event)

[Add](#) [Copy](#)  [Update All Entry Types](#)

Categories:

Records: 1-9 of 9

Order	Title	Pin Option	Pin Type	Expiry Time	Price	Edit	View	Delete	Status
0	<a href="#">School Team (Copy)</a>	Generic	Access	20-Dec-2017 : 11:59 PM	\$40.00				
0	<a href="#">School Team</a>	Generic	Access	20-Dec-2017 : 11:59 PM	\$40.00				
0	<a href="#">Entry Type 5</a>	Generic	Discount	20-Dec-2017 : 11:59 PM	\$50.00				
1	<a href="#">Standard Entry</a>	None		20-Dec-2017 : 11:59 PM	\$0.00				
1	<a href="#">Standard Entry</a>	None		20-Dec-2017 : 11:59 PM	\$50.00				
2	<a href="#">Solo (Copy)</a>	None		20-Dec-2017 : 11:59 PM	\$40.00				
2	<a href="#">Entry Type 2</a>	None		20-Dec-2017 : 11:59 PM	\$40.00				
3	<a href="#">Entry Type 3</a>	Generic	Access	20-Dec-2017 : 11:59 PM	\$150.00				
10	<a href="#">Entry Type 4</a>	Generic	Discount	20-Dec-2017 : 11:59 PM	\$50.00				

Records: 1-9 of 9



If both of these settings are set to have the Entry Type display and the loop is still occurring please contact our support team

## Related Articles

[template("related")]