

MIE WebLink

User Manual

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TRADEMARKS

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Manual written and printed in Australia.

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Legend

 Indicates specific instructions

 Important information or warnings

CONTENTS

ABOUT MIE WEBLINK.....	3
Summary of Data Captured	4
MIE WEBLINK CHECKLIST	5
The Summit Event Manager	5
E-Mail System	6
ISP & Mail Server Restrictions.....	9
Summit Software Installation	9
Event Logo	10
Internet Browser	10
MIE WebLink Terms of Use.....	11
SET UP YOUR SUMMIT EVENT FILE	14
Event File Already Created.....	14
Create a new Summit Event File	15
Important Rules.....	15
Registration Types & Add-Ons.....	17
Sessions.....	18
Event Options - User Defined Fields.....	18
Advertising Sources	19
Flights and Transfers	19
Billing Methods.....	20
Hotels	20
Profiles	21
Create the Event Web File.....	22
The Internet Assistant	22
The Event Web File.....	23
SET UP YOUR WEBLINK EVENT.....	24
Complete Set Up Form	24
Information Collected	24
CONFIRMATION OF WEBLINK EVENT	27
Registration Page URL.....	Error! Bookmark not defined.
WebLink Administration Site URL.....	27
Test Payments Gateway.....	27
TESTING YOUR REGISTRATION PAGE	28
Check the Registration Page URL.....	28
Complete the Registration Form.....	29
Results.....	31
Registration Page Amendments	31
PROCESSING REGISTRATION FORMS.....	32
E-mail Checking	32
Unprocessed Requests	33
Define Auto Reply Setting & Content.....	34
Process Requests	34

FINANCIAL SECURITY	35
Server Security	35
Payment Security	35
WEBLINK ADMINISTRATION SITE.....	36
Access to Administration Site	36
User Name and Password.....	36
Administration	37
New Event	37
Current Events	37
Old Events.....	37
Current Event & Old Event Features	37
Update Conference Event File	37
List Registrations.....	40
List by Date	41
Logout	41
TROUBLESHOOTING GUIDE.....	42
The Security Features of MS Outlook.....	42
Failed Credit Card Transactions	44

About MIE WebLink

MIE WebLink is the easiest way to provide secure Internet registration for your events.

It enables potential attendees to enter registration information into an event registration page on the Internet and have that information passed into your event database without you having to re-enter the information.



MIE WebLink works in conjunction with both Summit Event Manager – Light and Summit Event Manager – Pro to create your Internet registration pages, process delegate details and administer your Internet event registration page.

This Manual covers the following:

SETTING UP

Steps:

1. The WebLink Checklist.
2. Setting up your Summit event file.
3. Setting up your WebLink registration page.

INFORMATION ON

- Confirmation of your WebLink event
- Testing your registration page
- Processing registration forms received via WebLink
- How to use your WebLink Administration Site

Summary of Data Captured

Detailed below is a summary of what data MIE WebLink can capture and then be processed via the Summit Event Manager software.

Personal Details

Name, address, phone, fax, mobile and email address contact information.

Special dietary requirements and special needs information

Member Number

Passport information

Accompanying Person Information

Only one accompanying person can be processed per registration.

Name, special diet requirements and passport information

User Defined Fields & Profiles

Up to 5 user defined fields and up to 20 profiles.

Advertising Sources

Unlimited number displayed, only one can be selected.

Registration Types

Unlimited number displayed, only one can be selected.

Add-Ons

Unlimited number displayed. A maximum of 20 add-ons can be processed per registration.

Hotel Bookings

Only one hotel booking (one check-in and check-out date) can be processed per person. Unlimited number of Hotels and associated room types can be displayed.

Travel Bookings

Only one forward leg and one return leg can be processed per registration. Unlimited number displayed.

Sessions

Unlimited number displayed. A maximum of 20 sessions can be processed per registration.

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MIE WebLink Checklist

The Summit Event Manager

Prior to creating your new event file, you need to ensure that your software is completely up to date.

STEP 1 – Ensure you are using our current suite of software

Summit Event Manager – Pro Version 9

Or

Summit Event Manager – Light Version 10

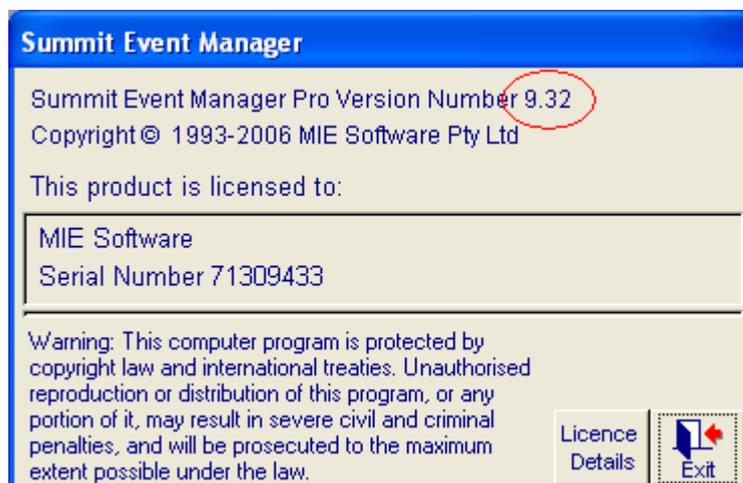
i To check what your current version of the Summit Event Manager is select About Summit... from the Help Menu in the top left hand corner of your screen. Your current version number will be displayed at the top of the About Summit window after the words Summit Event Manager. See example below.

If you are on an earlier version of the Summit Event Manager you will need to purchase the latest upgraded software. Please contact MIE Software for details.

STEP 2 – Ensure you have downloaded the latest free software updates

Please visit www.miesoftware.com/update_home.cfm to check and download the latest free update for your version of the Summit Event Manager.

i To check what your current version of the Summit Event Manager is select About Summit... from the Help Menu in the top left hand corner of your screen. Your current version number will be displayed at the top of the About Summit window after the words Summit Event Manager.



E-Mail System

Summit requires the use of a fully MAPI (Messaging Application Programmer's Interface) compliant e-mail/messaging system to process registrations received in the form of an e-mail and to send auto-replies.

STEP 1 – Your E-Mail System

Microsoft Outlook is an example of a fully MAPI compliant e-mail/messaging system.

If you use Microsoft Outlook Express or any other e-mail program you will need to switch to Microsoft Outlook to receive your registrations.

STEP 2 – Check the set up of Microsoft Outlook

- Microsoft Outlook needs to be installed in *Corporate or Workgroup Mode*
- Microsoft Outlook needs to have installed *Collaboration Data Objects*.

The following table indicates with a the features that are normally installed automatically as part of the standard Microsoft Outlook installation. The features marked with a need to be installed by you. You will require your Microsoft Office or Outlook CDs. For Microsoft Outlook 2007 you will need to download Collaboration Data Objects from <http://www.miesoftware.com/downloads3rdparty.htm> as Collaboration Data Objects are not included with Microsoft Outlook 2007.

	Corporate/Workgroup Mode	Collaboration Data Objects
Microsoft Outlook 97	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Outlook 98	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Outlook 2000	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Outlook 2002	N/A	<input type="checkbox"/>
Microsoft Outlook 2003	N/A	<input type="checkbox"/>
Microsoft Outlook 2007	N/A	<input type="checkbox"/>

 Please visit our Support Article ([Setting up MS Outlook to Interface with the Summit Suite of Software](#)) for details on how to make these changes.



Outlook 2000 and Outlook 2002 (XP) and Outlook 2003

If you have the latest Microsoft Office Security Updates and/or Service Releases installed for either Microsoft Office 2000, Office 2002 (XP) or Outlook 2003 then please review the Troubleshooting Section of this document.

STEP 3 – Determining your Windows Messaging Profile

While the icons may vary depending upon which version of Microsoft Outlook you are using, in most cases you can determine your Messaging Profile by taking the following steps.

When trying to send emails, Summit talks to Windows Messaging and it is Windows Messaging that forwards the information to Microsoft Outlook. For Summit to talk to Windows Messaging it needs to know the Windows Messaging **Profile** associated with your e-mail account. This is like the password that opens up the lines of communication. Each e-mail account/address will have its own Profile.

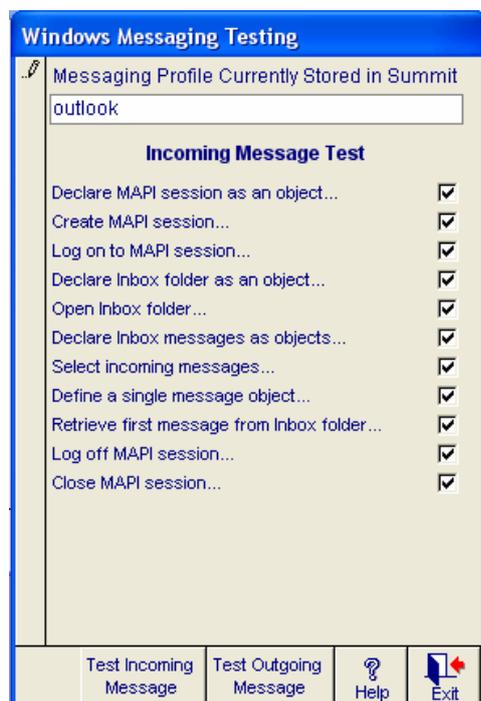
1. From the Desktop click the *Start* button, then select Settings then Control Panel.
2. Double click on the Mail and Fax or Mail icon in Control Panel to view its properties.
3. Select your email account and click the *Show Profiles* button
4. Record the Profile name displayed.

STEP 4 – Testing Microsoft Outlook set up

1. Open Microsoft Outlook
2. Open the Summit Event Manager
3. Go to the Before menu in Summit Event Manager and select the Internet Assistant
4. Click on the *Test Windows Messaging* button
5. Make sure that the Profile displayed is the same as the one you recorded in Step 3.

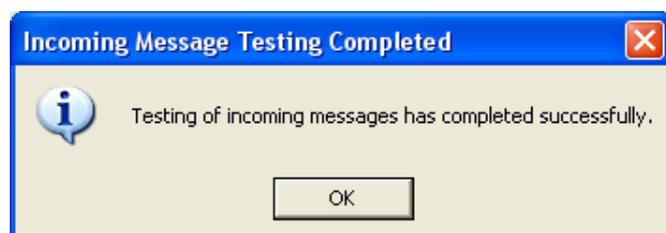
Test Incoming Message

- Click on the *Test Incoming Message* button
- You will be asked to approve the Outlook Profile being tested



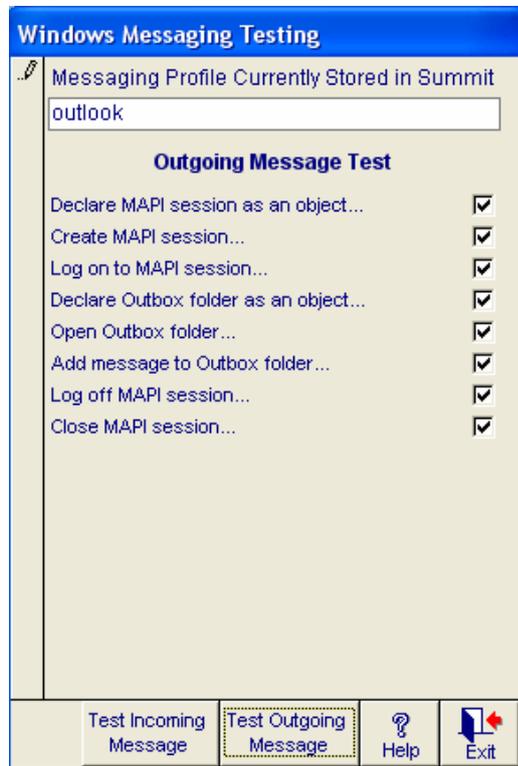
Microsoft Access will attempt to start a MAPI session with Microsoft Outlook using Visual Basic, showing all the tests it runs in the process. If any of these tests fail then you will need to review the set up of Microsoft Outlook (repeat steps 1 -3).

If tests completed without error then the following message will appear:



Test Outgoing Message

- Click on the *Test Outgoing Message* button
- You will be asked to approve the Outlook Profile being tested



Microsoft Access will attempt to start a MAPI session with Microsoft Outlook using Visual Basic, showing all the tests it runs in the process.

As part of this test an e-mail will be sent to info@miesoftware.com

If any of these tests fail then you will need to review the set up of Microsoft Outlook (repeat steps 1 -3).

If tests completed without error then the following message will appear:



ISP & Mail Server Restrictions

Your Internet Service Provider (ISP) is the organisation that provides you with access to the Internet and subsequently your e-mail accounts.

E-mail Spamming

Many ISPs have protocols in place to protect their clients from e-mail spamming. Spamming is the equivalent of junk mail. It is any message or posting, regardless of its content, that is sent to multiple recipients who have not specifically requested the mail or multiple postings of the same message to newsgroups or list servers.

If you are expecting a high volume of registrations to be received from your WebLink registration page on a daily basis, you need to ensure that your ISP will not consider these e-mails to be spam.

Mail Servers

Your ISP is also the home of your e-mail mailbox. Any message sent to your e-mail address arrives into your e-mail mailbox and then gets sent to your machine/Microsoft Outlook Inbox.

Some ISPs place restrictions on e-mail mailboxes.

1. Mailbox holding capacity, for example, your e-mail mailbox may only hold up to 6Mb of data.
2. Your e-mail mailbox can only hold a certain number of e-mail messages.

Checking your ISP and Mail Server Restrictions

If you are expecting a high volume of registrations to be received on a daily basis i.e. more than 30 then you need to ensure that you will actually receive these registrations and that they will not be rejected by your ISP or your e-mail mailbox.

All registration e-mails are sent from registrations@secureregistrations.com and will have the same Subject wording, i.e. '<name of your event> Conference Registration'.

Please visit our [MIE WebLink E-Mail Testing](#) page and send yourself up to 200 e-mails in one go. If all e-mails are successfully delivered then it is a good sign that your ISP isn't considering them as spam and your e-mail mailbox capacity isn't too small.

However, if you do not receive all of the e-mails then you will need to speak to your ISP and ask them to either not reject e-mails sent from registrations@secureregistrations.com or increase the size of your e-mail mailbox.

Summit Software Installation

The Summit Event Manager software must be installed on the machine that is home to the e-mail address to which all registrations are to be forwarded.

Event Logo

Please review the following image file format requirements to ensure optimal presentation of your event logo on the registration page.

1. Images files must be in a .gif or .jpg format only.
Web browsers cannot view .eps, .tif or any other formats.
2. Files must be 72 dpi (dots per inch).
If not 72 dpi, they may increase in size and not display correctly.
3. Files must be in RGB (3 channels – red, green and blue).
CMYK (4 channels) or PMS will not be displayed by browsers.
4. Maximum height and width is 250 pixels high by 1000 pixels wide (for expected 1024x768 resolution) or 200 pixels high by 800 pixels wide (for expected 800x600 resolution).
5. Maximum size allowed - 40 kilobytes (40kb).



Only one image file can be posted onto your event registration page. If two logos are required you will need to combine them and make the one image file.

Internet Browser

For optimal performance of your MIE WebLink registration page we recommend that **everyone** that visits your registration page has an Internet browser that is:

- No less than v.5.5 for Internet Explorer
- No less than v.4.7 for Netscape

MIE WebLink Terms of Use

The services that MIE Software provides to you on MIE WebLink are subject to the following terms of use.

Windows Messaging Software

All information processed on MIE WebLink is transmitted to you in the form of a formatted e-mail. This e-mail is read into Summit using a Microsoft technology called Collaborative Data Objects (CDO). This technology requires Microsoft Outlook to be used as your e-mail software. CDO will *not* work in conjunction with any other e-mail software, including Microsoft Outlook Express.

Because e-mail is the means of communications between you and MIE WebLink you must establish that your e-mail software will work with CDO.

Before submitting the MIE WebLink setup form, you must have successfully completed the incoming and outgoing Windows Messaging testing functions on the Internet Assistant. This requires Summit Event Manager – Pro Version 9.17 or higher or Summit Event Manager – Light Version 10.12 or higher.

If you are using Microsoft Outlook 98 or later versions of Microsoft Outlook, and do not have Express ClickYes installed, the security update incorporated into Microsoft Outlook 98 and later versions of Microsoft Outlook will significantly increase the time it takes to send outgoing e-mails as the transmission of each e-mail must be confirmed individually. This will increase the time taken to send auto-replies to registrations from the Internet Assistant. You can download Express ClickYes from <http://www.miesoftware.com/downloads3rdparty.htm>

Anti-Spam and Filtering Software

As you will potentially receive a large number of e-mails from the e-mail address, registrations@secureregistrations.com, you must establish with your e-mail provider that none of these e-mails will be blocked by any anti-Spam or filtering software. This step must be taken prior to your MIE WebLink page going "live".

Continuity of Service

As MIE WebLink registration pages are developed and hosted by a 3rd party, MIE Software cannot guarantee continuity of service. You accept MIE WebLink on this basis. If the services can not be delivered for any reason, you will be entitled to a pro-rata refund of setup and hosting fees.

Disputed Transactions and Charge Backs

If you are accepting payments on-line, you understand that it is your responsibility to ensure that every person paying on-line is aware that the transaction will appear on their credit card statement as a purchase from "MIE Software Pty Ltd Port Melbourne". This is because the sale is processed using our Internet Merchant Account.

If a person disputes a transaction because they do not recognise it, MIE Software must supply full details of the transaction to the cardholder's bank. This process takes time and effort on the part of MIE Software but we will not charge you any administrative fee for processing these disputed transactions.

At the same time as we supply the cardholder's bank with details of the transaction we will also fax you details of the disputed transaction. These details will include the event name, name of the

person registering, transaction date, transaction amount and the cardholder's name (as entered into MIE WebLink gateway). It is then your responsibility to ensure that the person disputing the transaction is made aware of the details of the transaction and that they then advise their bank that the transaction is no longer disputed.

If the cardholder continues to dispute the transaction, the disputed amount will be charged back to MIE Software. This means that the disputed amount is removed from the MIE Software bank account by our bank at the request of the cardholder's bank. If this occurs you must deposit the full charged back amount back into the MIE Software bank account as soon as we provide you with evidence of the chargeback having taken place. It is then your responsibility to pursue the cardholder for the disputed amount.

Should this chargeback occur you will also be liable for the bank chargeback processing fee of \$27.50 per chargeback.

EXCEPTION TO BANK CHARGEBACK FEE

If, while processing Internet registrations, you deem a transaction is probably fraudulent, and advise us, we will hold the monies for that transaction in our trust account and will not transfer them to you. When the fraudulent transaction is charged back, we will absorb the bank chargeback processing fee.

Overdue Account

If you have an outstanding account with MIE Software that is more than 30 days overdue, MIE Software may withhold the outstanding amount from monies transferred to you to settle the outstanding amount.

Credit Cards Processed

The payments gateway will only process Bankcard, MasterCard and Visa credit cards. There is no processing facility for American Express or Diners Club credit cards.

Credit card processing is only available for Australian dollar transactions and you must have an Australian bank account for the transfer of funds.

Invoice Redirection

If you wish invoices related to setup and hosting of a MIE WebLink site to be redirected to a third party (for example, a client corporation) there is a one-off fee of \$66 per event.

MIE WebLink Site Administration

When we set up your MIE WebLink page we provide you with an administrator Username and Password. By logging on to the MIE WebLink Administration Site using this Username and Password you can:

- Modify the content and appearance of your MIE WebLink pages
- Update your event web files as details of your event change
- Reconcile registrations processed on the server with those received into Summit by e-mail and resend any registrations missing in Summit from the server
- Reconcile payments processed on the server with the money transferred in to your bank account by MIE Software.
- Submit a setup form for a new WebLink registrations page

 Whenever you change, add or delete any setup components in Summit, you must immediately create and upload a new .evw file so that the details displayed on your registration page are the same as the details in your event file.

Site Modifications

Any modifications to your MIE WebLink site beyond those available in the administrator functions will be charged at normal programming rates.

Set up your Summit Event File

Create a new Summit event file and set it up as you normally would with only one extra step to complete.

Instead of using static web pages that need to be re-written any time the information in your event file is altered, MIE WebLink creates dynamic web pages, which are built 'on-the-fly' using data from your Summit event file (an event web file). The benefit is that you have control over the content of your registration page, no web development experience required.

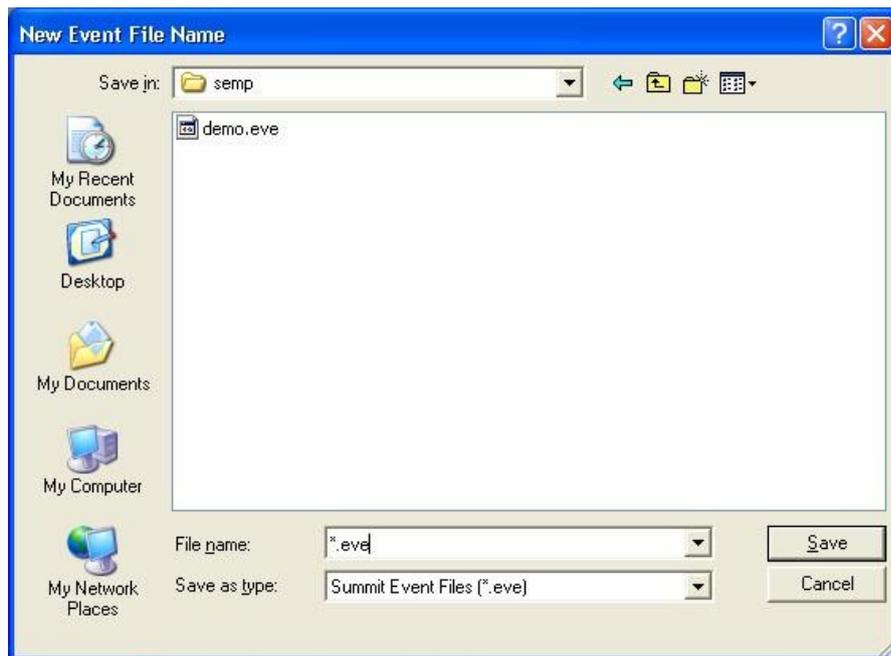
Event File Already Created

If you have created and set up your event file prior to installing the latest free Summit Event Manager update (available on the MIE Website), you will need to re-create your event file once the latest update has been installed. You can use the Import Structure and/or Import Demographics features available in the Set Up screen to do this quickly and easily.

These features allow you to transfer event set up information and/or name and address details from one event file to another. Please refer your Summit User Manual for details.

Create a new Summit Event File

1. Open the Summit Event Manager
2. Click on the *File* button
3. Click on the *New Event* button
4. Select the folder you wish your new Summit event file (.eve) to reside, provide a meaningful filename and click on the *Save* button.



❗ Replace the asterisk (*) with your filename and it must end in **.eve**, e.g. miesoftwaredemo.eve

Important Rules

❗ Do not use under-scores (_) or spaces in your Summit event filename.
e.g. mie_software_demo.eve or mie software demo.eve

Event File Set Up for WebLink

You need to mark the *Include in MIE WebLink File* check box in the areas detailed below for this information to be included in your WebLink event web file.

The following data can be used to create the Internet registration pages:

- Registration Types
- Add-Ons
- Sessions
- Event Options – User Defined Fields
- Advertising Sources
- Flights and Transfers
- Billing Methods (Accommodation)
- Hotels
- Profiles



For WebLink set up, Description fields for the above sections must be no longer than 65 characters. Do not use a comma (,), double quotes (“) or single quotes (‘). Also, do not begin your descriptions with a number i.e. 1. Conference Dinner

Registration Types & Add-Ons

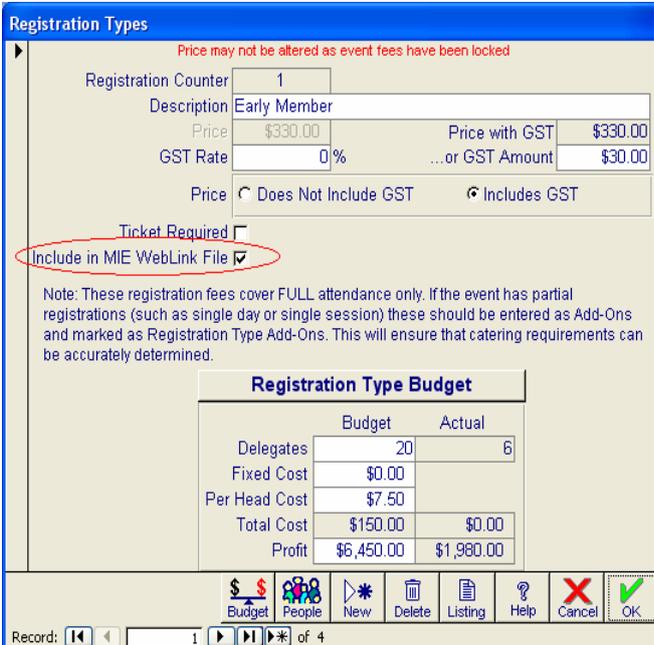
Registration Types are for maintaining the registration fees for full registrations for your event. Add-Ons need to be defined for anything that all participants at your event are not automatically entitled – it is an optional extra.

There are two types of Add-Ons. Conference Add-Ons are day registrations which make the attendee a confirmed partial delegate (i.e. not full). The Registration Type Add-On tick box must be marked on the Add-On screen.

The division of full and partial delegates into Registration Types and Add-Ons is necessary for accurate catering numbers.

Social Add-Ons are any optional extras i.e. tours, extra dinner tickets etc...

Examples of Registration Types and Add-Ons that should **not** be included are those that are only allocated by the conference organiser, for example, complimentary ones.



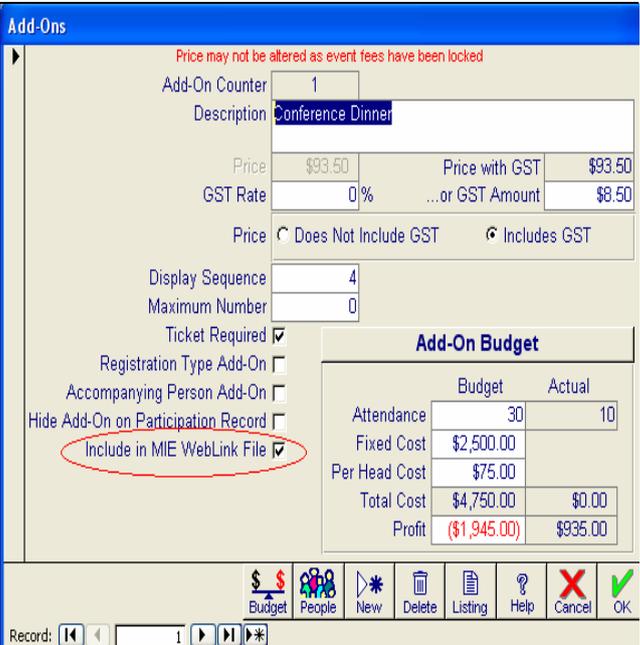
Registration Types

Price may not be altered as event fees have been locked

Registration Counter: 1
Description: Early Member
Price: \$330.00 Price with GST: \$330.00
GST Rate: 0% ...or GST Amount: \$30.00
Price: Does Not Include GST Includes GST
Ticket Required:
Include in MIE WebLink File

Note: These registration fees cover FULL attendance only. If the event has partial registrations (such as single day or single session) these should be entered as Add-Ons and marked as Registration Type Add-Ons. This will ensure that catering requirements can be accurately determined.

Registration Type Budget		
	Budget	Actual
Delegates	20	6
Fixed Cost	\$0.00	
Per Head Cost	\$7.50	
Total Cost	\$150.00	\$0.00
Profit	\$6,450.00	\$1,980.00



Add-Ons

Price may not be altered as event fees have been locked

Add-On Counter: 1
Description: Conference Dinner
Price: \$93.50 Price with GST: \$93.50
GST Rate: 0% ...or GST Amount: \$8.50
Price: Does Not Include GST Includes GST
Display Sequence: 4
Maximum Number: 0
Ticket Required:
Registration Type Add-On:
Accompanying Person Add-On:
Hide Add-On on Participation Record:
Include in MIE WebLink File

Add-On Budget		
	Budget	Actual
Attendance	30	10
Fixed Cost	\$2,500.00	
Per Head Cost	\$75.00	
Total Cost	\$4,750.00	\$0.00
Profit	(\$1,945.00)	\$935.00



The Add-Ons will be displayed in the order you specify in the Display Sequence field.

Sessions

This option is for maintaining a reference file of the sessions within the event. A session is usually a grouping of presentations at a single location starting at a given time, for example, plenary session, concurrent session, workshop, forum, panel discussion, etc.

Event Options - User Defined Fields

Enter the name of a data element in User Defined Field (1 to 5) Name. You have five fields that can collect additional data relating to each person. These fields then act as data entry prompts and can be found by clicking on the *Extra Details* button on the Personal Details form. Examples include T-Shirt Size, Ski Boot Size, Immediate Superior, Favourite Destination, Golf Handicap etc.

Advertising Sources

This option is for maintaining a reference file of advertising sources that are used to attract people to the event.

Flights and Transfers

This option is for maintaining a reference file of flights and transfers (travel legs) that are available to people attending the event.

Examples of Flights and Transfers that should **not** be included are those that are only allocated by the conference organiser, for example, upgrades to business class.

Billing Methods

This option is for maintaining a reference file of billing methods that may be used by people staying at hotels associated with the event. It tells the hotel how the person is going to pay for their hotel room. Examples are 'Pays Own Account' or 'All Charges to Event Master Account'.

Examples of Billing Methods that should **not** be included are those that are only allocated by the conference organiser, for example, 'All Charges to Event Master Account'.

Hotels

This option is for maintaining the details of hotels or other venues accommodating people attending the event. There are two *Include in MIE WebLink File* check boxes; one relates to the actual Hotel and the other relates to the particular Room Types to be made available.

Examples of a Room Type that should **not** be included are ones that are only allocated by the conference organiser, for example, an upgrade to a suite.

Room Type	Room Rate	GST Rate	GST Amount	GST Inclusive	% Commission	Include in MIE WebLink File
Deluxe Suite	\$200.00	0	\$0.00	<input type="checkbox"/>	10	<input checked="" type="checkbox"/>
Standard	\$100.00	0	\$0.00	<input type="checkbox"/>	5	<input checked="" type="checkbox"/>
*	\$0.00	0	\$0.00	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>

Profiles

This option is for defining up to 20 ways to describe a person and/or their needs. Profiles are 'Yes' tick boxes that further define someone in the database or capture answers to specific questions.

Example: Do you want an airport transfer? Yes or No.

Profile Type	Name	Include in MIE WebLink File
Profile Type 1	Administrator	<input checked="" type="checkbox"/>
Profile Type 2	Operator	<input checked="" type="checkbox"/>
Profile Type 3	Educator	<input checked="" type="checkbox"/>
Profile Type 4	Member	<input checked="" type="checkbox"/>
Profile Type 5	Non-Member	<input checked="" type="checkbox"/>
Profile Type 6	Owner	<input checked="" type="checkbox"/>
Profile Type 7	Staff Member	<input checked="" type="checkbox"/>
Profile Type 8	Government	<input checked="" type="checkbox"/>
Profile Type 9	Consultant	<input checked="" type="checkbox"/>
Profile Type 10	Industry	<input checked="" type="checkbox"/>
Profile Type 11	Councillor	<input checked="" type="checkbox"/>
Profile Type 12	Manager	<input checked="" type="checkbox"/>
Profile Type 13	Metropolitan	<input checked="" type="checkbox"/>
Profile Type 14	Country	<input checked="" type="checkbox"/>
Profile Type 15	Corporation	<input checked="" type="checkbox"/>
Profile Type 16	Association	<input checked="" type="checkbox"/>
Profile Type 17	Educational Facility	<input checked="" type="checkbox"/>
Profile Type 18	Religious Group	<input checked="" type="checkbox"/>
Profile Type 19	Golfer	<input checked="" type="checkbox"/>
Profile Type 20	Decision Maker	<input checked="" type="checkbox"/>

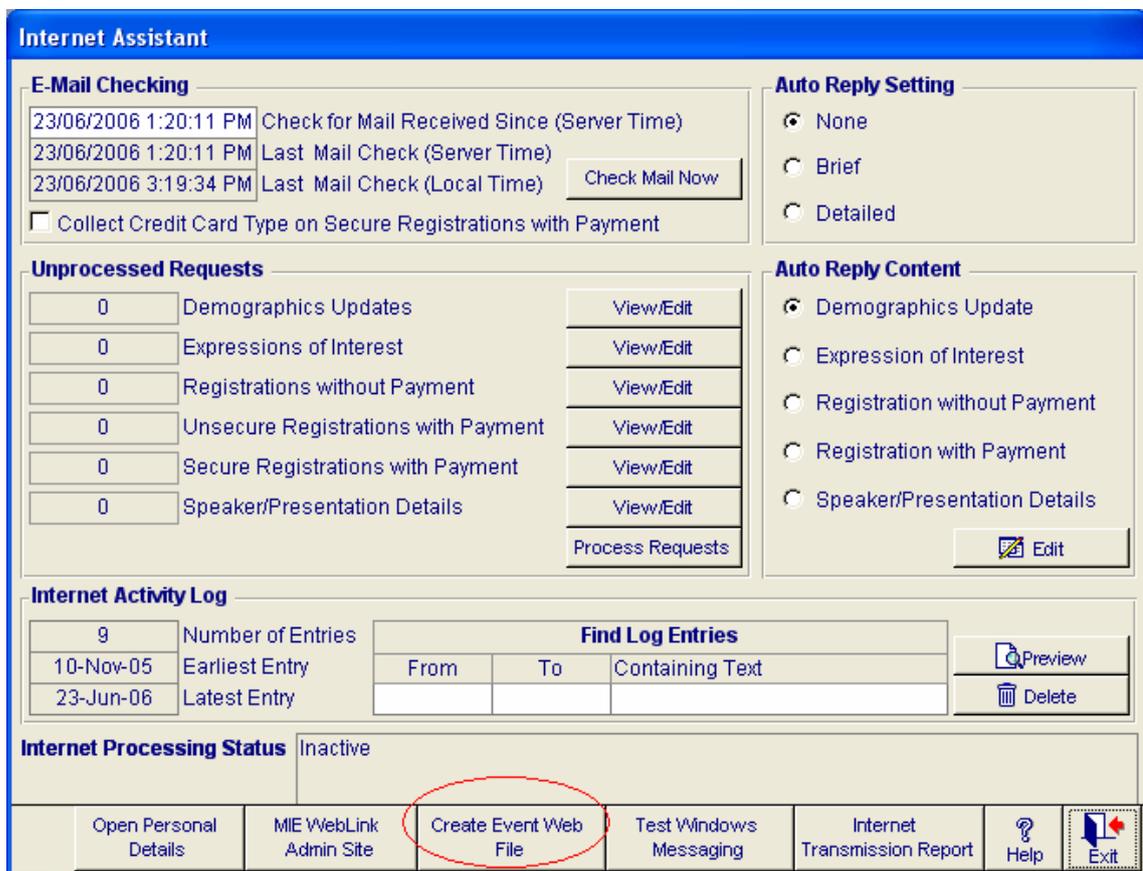
Buttons: Reset a Profile, Listing, Help, Cancel, OK

Create the Event Web File

To generate your WebLink event web file you need to go to the Internet Assistant in the Before menu.

The Internet Assistant

The Internet Assistant is where you control, process and monitor WebLink registrations as well as expressions of interest, demographics updates and speaker and presentation details received via the Internet. The Internet Assistant enables you to process this information into your Summit event file without you having to re-enter it.



The Event Web File

This process will extract a subset of your Summit event file to be used as the data for a registration page created by WebLink. The event web file (*.evw) created does not contain any information about delegates on your database or any credit card or banking information. Specifically, the event web file only contains the information that has the *Include in MIE WebLink File* check box ticked.

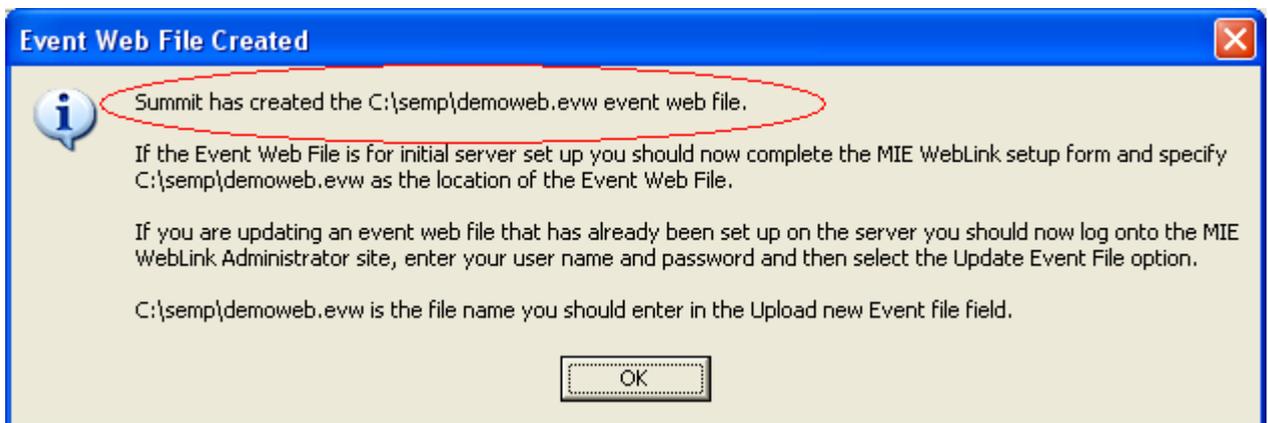
1. Click on the *Create Event Web File* button



2. Proceed with creation of the Event Web File



3. Confirmation of the Event Web File



⚠ It is important that you note the name and location of the event web file so that you can specify it to the WebLink setup form. i.e. C:\semp\demoweb.evw

⚠ The event web file name is the same as your event file name but with a different file extension - .evw (not .eve.) Weblink cannot accept event web files that have underscores (_) or spaces in their name.

If your event web file has underscores or spaces you will need to rename your event file and then re-create your event web file following the instructions outlined above.

Set up your WebLink Event

Complete Set Up Form

Log on to the MIE WebLink Administration site at https://www.secureregistrations.com/weblink_admin.cfm enter your User Name and Password and then select New Event.

Information Collected



For a detailed explanation, please review the 'More Information' hyperlinks on the Set Up form.

Event Details

The event name is the description of the event to be displayed in current events in your administration area. If you wish, the name can be the same as the one specified in the Summit Event Manager.

If you are running more than one event simultaneously, ensure each event is clearly labelled.

The event site name is a short name to be used as your registration site name (no spaces permitted). Minimum number of characters allowed is 3 and the maximum number of characters allowed is 7.

Example: The Summit Software Conference 2006. Your URL/web address will could look like this - <https://secureregistrations.com/SSC06>

The event code is a 3 character code to be used as a prefix to your registration numbers.

Example: The Summit Software Conference 2006. Event Code = SSC

Event Logo

Attach the event logo to the Set Up form. They must have a filename extension of ".gif" or ".jpg".

Determine the background colour of the page. If you are using an image we recommend that you choose a background colour of white.

WebLink Event Web File

Click on the *Browse* button to locate and assign your event web file to the Set Up form. The file must have a filename extension of ".evw".

Personal Details Page

You can specify what information the person registering on-line is presented with. You can choose not to display some fields on the registration page.

The Registration Page Introductory Message is where you can detail your welcome message and it appears below the event name and logo. You can utilise this message for giving any specific instructions on how to complete the form as well as your Privacy Statement.

Registration Types

You need to decide if it will be mandatory for a Registration Type to be selected by the delegate for registration to be completed. If you are offering Day Registrations select the 'No' option.

Add-Ons

You need to decide if your Conference Add-Ons (Day Registrations) and Social Add-Ons (Tours etc) are to be displayed together or separately. Displaying the Add-Ons separately could make the page clearer and easier to complete for the delegate.

The registration page can only process up to 10 Add-Ons in total.

Define how the Conference and Social Add-Ons are to be identified on the page.

Accommodation

Decide if hotel bookings are available for selection on the registration page. If so, then how much deposit is to be collected and if it is to be added to the total amount due.

Travel/Transfers

Decide if travel and transfer details are available for selection on the registration page and if travel costs are to be added to the total amount due.

Sessions

Decide if conference session information is to be displayed on the registration page and how this information is to be identified.

Payment Options

Determine the payment options available to the delegate i.e. 'Registration without Payment' or 'Registration with Secure Credit Card Payment' or 'Both'.

Decide if complimentary or \$0.00 registrations are to be allowed.

Decide if you are going to collect a deposit only instead of the full amount payable by the delegate and what that deposit amount is.

Determine the initial set up of the Payments Gateway. This is the entity that verifies the credit card details, debits the delegate's account and transfers the money. This service is provided by [CamTech Technologies](#). This section only needs to be completed if you select the Registration with Secure Credit Card Payment option.

The LIVE Payments Gateway – any credit card details entered during registration will be processed and the money debited from the delegate's credit card.

The TEST Payments Gateway – the Gateway isn't yet LIVE, any credit card details entered during registration will not be processed. This is so that the conference organiser can test the registration form prior to delegates being charged.



Please note that if a delegate chooses to use their credit card and pay on-line then the payment will appear on their credit card statement as a transaction with MIE Software Pty Ltd Port Melbourne.

We recommend that you advise the delegate of this in both the Introductory and Confirmation messages and on any correspondence that is forwarded e.g. confirmation letters and tax invoices. It is also included in the acknowledgment e-mail which is automatically sent upon completion of the registration page.

A fee applies for dealing with any credit card disputes. See the [Terms of Use](#) for details.



MIE WebLink can only process payments made by Visa and Mastercard. MIE WebLink can not process American Express or Diners Club payments.

Acknowledgements Page

The Confirmation Message is where you can say 'thank you for registering' and detail any final instructions to the delegate.

Advise the website that the delegate can return to upon completion of the registration page.

Advise the e-mail address to which all registration forms are to be forwarded.

Administration

Provide your bank account details. This is only necessary if you are accepting Registrations with Secure Credit Card Payments.

Provide the e-mail address that all event tax invoices and reconciliation information are to be forwarded.

Determine the length of time that the registration page is to be available on the Internet.

Confirmation of WebLink Event

Once the WebLink registration page has been completed, you will receive an e-mail from MIE Software which outlines the following:

Registration Page URL

This is the web address for your registration page.

For example – <https://secureregistrations.com/<abbreviated event name>>

Delegates will need to go to this URL/web address to gain access to your registration page.

Include on your website a button/link to allow your delegates access to this registration page.

You need to provide this URL/web address to your web developer so that they can create a link on the desired web site. Please advise them of the following:

1. The registration page must be opened in a new window. It should not be opened within a frame.
2. If you are inserting a link from another page it should be exactly as shown below:

```
<a href="https://www.secureregistrations.com/<abbreviated event name>  
target="new">https://www.secureregistrations.com/<abbreviated event name></a>
```

WebLink Administration Site URL

You will be able to access every event you are currently running (and view past events that have expired) through the WebLink Administration Site with an assigned Username and Password.

The logon URL for your Administration Site is

https://www.secureregistrations.com/weblink_admin.cfm .

Please note that the Administration Site can also be accessed directly from the MIE Software website, www.miesoftware.com or from within your Summit program by selecting Web Resources, then MIE WebLink Admin Site.

Details on what can be accessed via the Administration Site are highlighted in the WebLink Administration Site section of this manual.

Test Payments Gateway

If, on the WebLink set up form, you have selected the option of having your Payments Gateway connected to the TEST site to begin with, you will need to inform us as to when the registration page is to become available for use so that the Payments Gateway can become LIVE.

Any payments made through the Test Payments Gateway will not be transferred to your bank account.

Testing your Registration Page

Prior to making your WebLink registration page available for use, we recommend that you review the page, complete a registration and if on the Test Payments Gateway, process a payment.

Check the Registration Page URL

Open Internet Explorer or Netscape and in the address field type in your registration page URL/web address and hit the Enter key on your keyboard.

Example:



How long your browser takes to download the registration page is dependant on many factors, some of which are the speed of the modem and the size of the event logo.

You may be presented with a message indicating that you will now be going to a secure site.

https:// means a secure site



Complete the Registration Form

The registration form is made up of two web pages. The content of these two web pages is determined by the set up of your Summit event file and the subsequent WebLink event web file.

Page 1

Required fields set by MIE WebLink –

- Title (i.e. Mr., Mrs., Ms. etc...)
- Given Name
- Family Name
- Plus any required address and contact detail fields set by you

Optional fields set by you –

- Accompanying person name
- Membership number
- Profiles
- User Defined fields
- Travel information: frequent flyer number, passport details, nationality

Page 2

No required fields set by MIE WebLink.

The mandatory requirements of this page are set by you –

- Mandatory selection of Registration Types
- Ability to process complimentary or \$0.00 registrations
- The number of Add-Ons that can be collected (maximum is 10).
- Payment Option



The optional fields can be turned on and off at any time through your WebLink Administration Site.

Refer to the WebLink Administration Site section of this manual for more details.

Payment

The delegate then selects the desired payment option and clicks on the *Send Registration* button.

Registration without Payment

The delegate will be shown a 'Thank you for registering' page with a link to contact the event organiser or return to your client's website.

Registration with Secure Credit Card payment

The delegate will be presented with a webpage that asks them to enter their credit card details. This page will then forward the details to the Payments Gateway that will validate the transaction. The delegate will then get presented with the same "Thank you for registering" page as detailed above.

If you are connected to the TEST Payments Gateway you can use the following generic credit card details to complete your test registration.

Card: VISA

Expiry: (anything greater than today's date)

Number: Number: 4444 3333 2222 1111

Name: Test Credit Card



Prior to making the registration page available to your target audience...

If you are on the TEST Payments Gateway you need to contact MIE Software to ensure that you get converted over to the LIVE Payments Gateway.

Results

Two e-mail messages are created and forwarded.

To the delegate

The delegate receives an e-mail with the subject title of '<The event name> Registration'.

The delegate will get an e-mail only if they have provided their e-mail address on the registration page.

Example

```
Subject: Summit Event Manager Pro Demonstration Conference Registration ()

To: Mr John Baggins

Summit Event Manager Pro Demonstration Conference has received your registration. You will be contacted shortly with confirmation of this registration.

Date: 22/08/2002
Total Price: $657.00

This payment will appear on your card statement as a transaction with MIE Software PTY LTD Port Melbourne
```

To the event organiser

The event organiser receives an e-mail with the subject of 'conference registration'.

This e-mail contains all the information that the delegate has entered into the registration page. This e-mail doesn't contain any credit card details.



There is no need to open these emails as they arrive.

Registration Page Amendments

MIE WebLink registration pages are a pre-defined template with built in options to make certain changes. These changes are outlined in the WebLink Administration Site section of this manual.

If you need to make changes outside of what is offered then please complete the [WebLink Modification Request Form](#). Your request will be reviewed and a quote provided for approval.

Processing Registration Forms

- ① *Ensure that Microsoft Outlook is open.*
- ① *In Summit, go to the Before menu and open the Internet Assistant.*

E-mail Checking

Internet Assistant

E-Mail Checking

23/06/2006 1:20:11 PM Check for Mail Received Since (Server Time)

23/06/2006 1:20:11 PM Last Mail Check (Server Time)

23/06/2006 3:19:34 PM Last Mail Check (Local Time)

Collect Credit Card Type on Secure Registrations with Payment

Ensure that there is a valid date and time detailed in the white date field as shown above. The first time you attempt to process registrations all fields will be blank.

Click on the *Check Mail Now* button.

Once completed, an Activity Report will appear, similar to the example below.

Summit Event Manager Pro		
<i>Demonstration Conference</i>		
<hr/>		
Activity Log for Mail Collection Session		
<i>As at Friday, 23 June 2006 at 03:53 PM</i>		
Date	Time	Details
23-Jun-06	3:53pm	2 messages collected from messaging system. Messages were received (Server Time) between 3:52pm on Friday, 23 June 2006 and 3:52pm on Friday, 23 June 2006.
23-Jun-06	3:53pm	One valid registration with payment was collected from the messaging system.

This report will detail the number of messages found in your Inbox and how many of the messages collected are actual valid WebLink registration forms.

- ⚠ This Activity Report will also detail any possible duplicates in both the registrations received and also in the current Summit Event File. It is important that you check and eliminate any duplicates prior to updating your event file.

The date and time detailed in the white date field will be reset to the date and time that you last clicked the *Check Mail Now* button.

Unprocessed Requests

Unprocessed Requests		
0	Demographics Updates	View/Edit
0	Expressions of Interest	View/Edit
0	Registrations without Payment	View/Edit
0	Unsecure Registrations with Payment	View/Edit
2	Secure Registrations with Payment	View/Edit
0	Speaker/Presentation Details	View/Edit
Process Requests		

The two valid registrations found have been placed in the Unprocessed Requests section. You can view this data by clicking on the appropriate *View/Edit* button.

This enables you to make any changes necessary to a delegate's registration. They may have typed all the information in UPPER case or placed their Job Title in the incorrect field on the form, or you can eliminate any duplicates that were found.

Duplicate Checking

Check 1

Click on the appropriate *View/Edit* button and scroll through the list of registrations and delete any duplicates following the instructions below.

Check 2

Go to the Personal Details screen and check the main database for the duplicates picked up in the Activity Report. Return to the Internet Assistant, click on the appropriate *View/Edit* button and delete any duplicates following the instructions below.

i To delete a duplicate registration, select the desired row in the table and press the *Delete* button on your keyboard.

InternetSecureRM : Table							
	Event File Nam	PIN (for verificat	Title	Given Name	MiddleInitial	Surname	P
▶	demo.eve	0	Mr	John		Baggins	
	demo.eve	0	Ms	Jane		Smith	

Define Auto Reply Setting & Content

If the delegate supplied an e-mail address then Summit is able to send an auto reply e-mail. You can choose to turn this feature off or define the auto reply content to your specifications.

Auto Reply Setting

None

Brief

Detailed

Auto Reply Content

Demographics Update

Expression of Interest

Registration without Payment

Registration with Payment

Speaker/Presentation Details



Outlook 2000, Outlook 2002 (XP), Outlook 2003

If you have the latest Microsoft Office Security Updates and/or Service Releases installed for either Microsoft Office 2000, 2002 (XP) or 2003 then please review the Troubleshooting Section of this document.

Process Requests

Unprocessed Requests		
0	Demographics Updates	View/Edit
0	Expressions of Interest	View/Edit
0	Registrations without Payment	View/Edit
0	Unsecure Registrations with Payment	View/Edit
2	Secure Registrations with Payment	View/Edit
0	Speaker/Presentation Details	View/Edit
Process Requests		

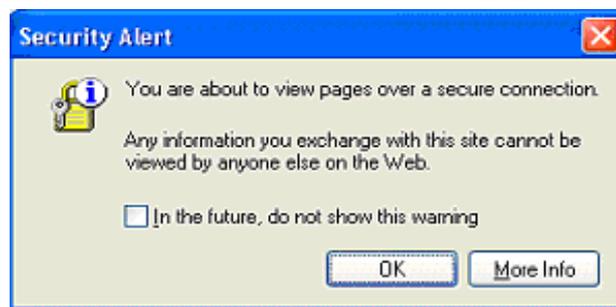
Once the registration form data has been checked and the auto reply setting decided then you can click on the *Process Requests* button to add this information to your main database.

Once completed, an Activity Log for Request Processing Session report will appear. Please review this documentation carefully. It will detail if any errors occurred and if any information wasn't successfully allocated.

Financial Security

Server Security

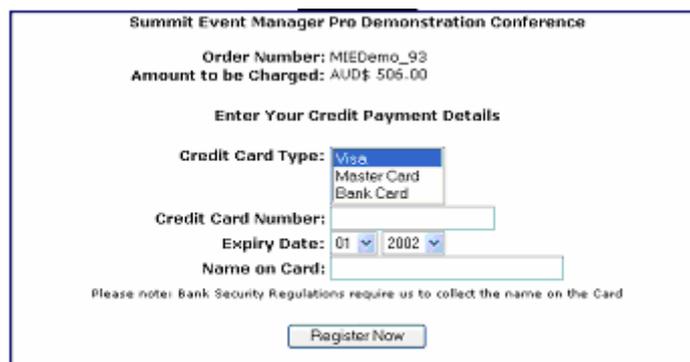
Event registration pages and the WebLink Administration Site are hosted on a secure server. Secure server URL addresses begin with *https://* and you may be presented with the following message when attempting to enter either the registration page or the Administration Site. For more information on E-commerce security please visit [CamTech Technologies](#).



Payment Security

Payment Option – Registration with Secure Credit Card payment selected

1. Completion of the Payments Gateway transaction page.



2. Once this page has been completed and the *Register Now* button selected, the credit card details are sent to the [Camtech Technologies](#) Payments Gateway to be verified and collected.
3. The monies are deposited into the MIE Software Pty Ltd Internet Merchant Account held with the Commonwealth Bank.
4. Each morning (Tuesday to Saturday) a full reconciliation of the MIE Software Pty Ltd Internet Merchant Account is completed and the monies received for your event will be transferred to your nominated bank account minus any charges (merchant and gateway transaction fees).
5. A Tax Invoice is e-mailed to you detailing the breakdown of charges that have been removed from the total number of transactions recorded for the specific day.

WebLink Administration Site

To manage your WebLink event you will be provided with access to the WebLink Administration Site. This site allows you to track registrations received via your registration page and to make any changes to the registration page yourself - no web development experience required.

Access to Administration Site

Open Internet Explorer or Netscape and in the address field type in the Administration Site URL/web address you see below and press the *Enter* key on your keyboard.

❗ https://www.secureregistrations.com/weblink_admin.cfm

Please note that this is a secure site, any information you exchange with this site cannot be viewed by anyone else on the Web. *https://* means a secure site.

The Administration Site can also be accessed from the MIE Software website home page.

❗ <http://www.miesoftware.com>

User Name and Password

You will be provided with a Username and Password to access the Administration site. Within this Username you will have access to all your current events, past events and the setup form for new events. This information is detailed in the Site Confirmation e-mail received from MIE Software once the registration page has been created.

❖ Keep this information in a safe place.



 **MIE WebLink Administration**

If you are new to Weblink and do not have an Administrator login then contact MIE Software to get an MIE Weblink user name and password.

Welcome to the MIE WebLink Administration Site.	
Username	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

Administration

Upon entering the WebLink Administration site you will have access to three functions.



New Event

To request a new WebLink registrations page this link will take you to the Setup form which is to be filled out and submitted to MIE Software (see page 24 for setup instructions).

Current Events

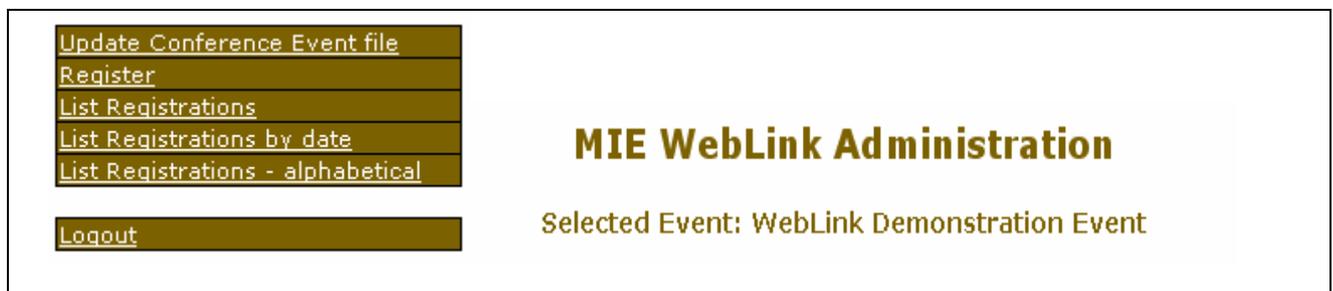
Enables access to all *current* WebLink events and administration features (see below).

Old Events

Enables access to all *old* WebLink events and administration features (see Current Event Features)

Current Event & Old Event Features

There are 4 main options available in the New Event and Old Event screens. You can, Update Conference Event File, Register, List Registrations and Logout. Additionally, you can list registrations by date or alphabet.



Update Conference Event File

This section enables you to do the following:

Event Logo and Background

- Change the logo position

- Upload a new event logo
- Change the background colour

WebLink Event Web File

- Upload a new event web file – an “.evw” file

If anything changes in your event file, for example, an Add-On such as ‘Post Conference Tour’ is no longer to be offered as an option, go to the Summit event file and un-tick the ‘*Include in MIE WebLink File*’ in the Add-On screen, create a new event web file and upload this “.evw” file.

If you create any new setup components or change the description’s of any of your setup components you should immediately create and upload a new .evw file so that the details on your registration page are the same as the details in your event file.

Personal Details Page

- Show or hide certain fields, for example, accompanying person details, profiles etc...
- Change the Introductory message

Registration Types

- Turn on or off the option to make the selection of a Registration Type mandatory

Add-Ons

- Turn on or off the option to keep Conference and Social Add-Ons together
- Change display options for Conference Add-Ons
- Change display options for Social Add-Ons

The registration page can only process up to 10 Add-Ons in total.

Accommodation

- Turn on or off the option to collect Hotel bookings and deposits

Travel/Transfers

- Turn on or off the option to collect travel and transfer bookings

Sessions

- Turn on or off the option to collect Session attendance information.
- Change display options for Sessions

Payment Options

- Turn on or off the option to process complimentary or \$0.00 registrations
- Turn on or off the option to collect registration deposits only.

Acknowledgements Page

- Change the Confirmation message
- Change the website to link to upon completion of the registration page
- Change the e-mail address that the registration forms are to be forwarded to

List Registrations



MIE WebLink Administration

Selected Event: Ancold 2006 Conference

Enter ID to resend Start ID: End ID:

OR Enter WebLink ID to Start ID: End ID:

resend

OR Show Registrations: All Without Payment With E-Commerce Completed Incomplete

Page 1 2 3 4 5

ID	Date	WebLink ID	Name	Organisation	Total	Order Status	CC Payment	Time
179	01/11/2006	119374	Dise, Mr. Karl	United Stated Bureau of Reclamation	\$0.00		\$0.00	07:25 AM
179	30/10/2006	119024	Hawke, Mr Graham	Southern Rural Water	\$670.00	No Payment	\$0.00	09:19 AM
177	27/10/2006	118888	Verrinder, Mr Mark	Evans & Peck Pty Ltd	\$650.00		\$0.00	03:43 PM
177	27/10/2006	118811	Wiley, Mr James	GHD	\$500.00	No Payment	\$0.00	12:32 PM

Administration

New Event

Current Events

Old Events

Update Conference Event file

Register

List Registrations

List Registrations by date

List Registrations - alphabetical

Logout

This section allows you to do the following:

- View all registrations that have been received via your WebLink registration page
- Retrieve lost registrations

Using the Internet Transmission Report generated by Summit, you can determine if any registrations have not been forwarded to you. If any are missing, re-send them using the WebLink ID number as detailed above.

- Track Incomplete registrations

Incomplete registrations are when someone has attempted to register for your event but for some reason has cancelled the process or, had their credit card details rejected by the Payments Gateway. (*ID is zero*)

List by Date

Start

16/06/2006

End

24/06/2006

All Registrations

▼

Get Registrations

Date	ID	Name	Organisation	Total	Order Status	CC Payment	Time
23/06/2006	93585	Lynch Mrs Kate		\$110.00	test transaction	\$50.00	03:48 PM
23/06/2006	93587	Mitchell Ms Melissa		\$430.00	test transaction	\$50.00	03:51 PM
23/06/2006	93591	mcdonough miss kate		\$572.00	test transaction	\$50.00	03:56 PM
23/06/2006	93592	Harley Mr Brenton		\$110.00	test transaction	\$50.00	03:58 PM
23/06/2006	93601	jjj jjj jjj		\$110.00	test transaction	\$50.00	04:17 PM
20/06/2006	92998	sdf asf asf		\$0.00		\$0.00	03:56 PM
20/06/2006	93005	Testing Person Ms Kaye		\$660.00	test transaction	\$50.00	04:25 PM
20/06/2006	93032	xxxxx xxxxx xxxxx		\$0.00		\$0.00	05:36 PM
Page Totals				\$1,992.00		\$300.00	

This section allows you to do the following:

- Search for registrations using a specific date range
- Search for registrations using a specific registration payment option
- Reconcile credit card payments

Restrict payments displayed to a specific date range to reconcile with the payments in Summit and the daily event Tax Invoices.

Logout

To maintain the security of your Administration Site you must always Logout of the site, do not just shut down your Internet browser.

Troubleshooting Guide

The Security Features of MS Outlook

If you have the latest Microsoft Office Security Updates and/or Service Releases installed for either Microsoft Office 2000, Office 2002 (XP) or Office 2003 you need to be aware of the new anti-spamming and virus protection features that have been installed.

The effect of these features on sending e-mails via a third party program i.e. the Summit software is that Microsoft Outlook will consider these e-mails to be either spam (junk mail) or a potential virus and you will need to approve **every** e-mail that is sent from Summit.

This affects the following e-mailing features available within Summit:

- Individual e-mails generated by double clicking on the e-mail address in the Personal Details screen
- Individual and group e-mailing of correspondence letters, tax invoices etc.
- Bulk emailing via the Reporter
- Auto-replies generated by the Internet Assistant.

There are two message boxes that will appear when you attempt to send an e-mail from Summit.

First message box



Allow access for a defined period of time then click on the Yes button.

Second message box



Once the blue bars have progressed across the screen (this takes about 5 seconds) the Yes button will be available for you click.

The e-mail will now be placed in the Microsoft Outlook Outbox.

Solution

Applies to:

Summit Event Manager – Pro v.9.19 or higher

Summit Central v.4.17 or higher

Summit Event Manager - Pro and Summit Central now interface with a free third party product called Express ClickYes. Express ClickYes is a small program that (when activated) automatically clicks the two YES buttons shown above with no 5 second waiting period. This means that you can now send bulk e-mails from within Summit without having to confirm each one.

Note that Summit only activates Express ClickYes for as long as is necessary to send the e-mails and then suspends Express ClickYes, once again giving you the full virus protection of the Outlook Security Update.

To download Express ClickYes please visit our support article: [Sending bulk e-mails without delay](#)

Alternative Solutions

1/. This security feature is not installed with Microsoft Outlook 97 or earlier versions of Windows Messaging.

2/. In the Internet Assistant, change the Auto Reply setting to 'None'. This will stop the auto reply e-mails being automatically generated.

3/. Send correspondence that has been requested in e-mail format regularly so that the batches are small and manageable. This way, approving every e-mail message being sent may not be too time consuming.

Failed Credit Card Transactions

Once a delegate completes a registration and chooses to pay on-line, they are taken to a webpage that asks them to enter their credit card details. As detailed earlier in this document, the credit card details are forwarded to a Payments Gateway for verification and the registration monies are then deposited into the MIE Software Internet Merchant Account.

Here are some reasons why a credit card transaction may fail:

- Invalid card number entered
- Invalid expiry date entered
- Insufficient funds in the account
- Payment Gateway failure
- Cardholders financial institution is experiencing problems
- Internet connection failure

If a credit card verification failure has happened the delegate is advised that a problem has occurred and prompted to complete a form which is sent to the event organiser.

{getconference.conferencename}

Unfortunately an error has occurred with the Payment Gateway.
Please do not attempt this transaction again without first checking with the site owner and your bank or card issuer.

Please complete the form below and your details will be sent to the Event Organiser.

Contact the Event Manager

Your Name:

Amount to be paid:

Event / Conference Name:

Contact Phone

Contact email

Comment

What to do next?

1. Visit your Administration Site and re-send yourself the details of the failed registration.
 2. Contact the delegate and ask them to try again.
- or
3. Contact the delegate and provide an alternative method of registration or payment.