**Sending the Feedback Survey Email**

Tip: Before sending out the Feedback Survey email, please make sure the “**From Email Address**” and “**Audience**” is correct *(screenshot below)*



Make sure you have the right Audience. The most commonly used are:  **Accepted Registrants**and **Attended Registrants.**



Description of all Audience types for your reference:

        **All Invited** – Everyone added to your [invitation lists](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002338).

        **Undecided Invitees** – An invitee who opens the email but has not RSVP'd to attend the event or not.

        **Invitees who abandoned registration** – An invitee who begins registering but does not click **Finish**. This audience type will *not* work when [manually sending an email](https://support.cvent.com/apex/CommunityArticle?id=000007442).

        **Registrants Pending Approval** – An invitee who registered for the event, but is [awaiting your approval](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002514). This audience type will *not* work when [manually sending an email](https://support.cvent.com/apex/CommunityArticle?id=000007442).

        **Denied Registrants** – An invitee who registered for the event, that [you did not accept](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002514).

        **Waitlisted Invitees** – An invitee who has been [added to the event waitlist](https://support.cvent.com/apex/CommunityArticle?id=000002559), but is waiting for a spot to open up.

        **Accepted Registrants** – An invitee who successfully registered for the event, or, if you have [Registration Approval enable](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002498), that [you have approved](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002514).

        **Cancelled Registrants** – An invitee who registered for the event, but then cancels.

        **Declined Registrants** – An invitee who has RSVP'd "No" to the event.

        **Attended Registrants** – A registrant who has been [marked as a participant](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002321).  (See below for more details)

        **No-Show Registrants** – An invitee who registered for the event, but did not attend, and, therefore, was not marked as a participant. This audience type will *not* work when [manually sending an email](https://support.cvent.com/apex/CommunityArticle?id=000007442).

        **Registrants who have a balance due**– An invitee who has registered for the event, but has not paid their amount due. This audience type will *not* work when [manually sending an email](https://support.cvent.com/apex/CommunityArticle?id=000007442).

If your selected Audience is **Attended registrants,** please make sure they’re checked in before sending the evaluation email.  There are 3 ways to check in:

1. onArrival onsite (if you purchased or rent by CVent)
2. Free basic OnArrival mobile app
3. Check in manually in Cvent by marking them individually (Steps below)

**Marking Participants Individually**

**1 Access the Participation page.** Begin by selecting your event. Hover over Invitee Management and, under Assign, click **Participation**.

**2** **Mark the participants.**Note the Participant column. A *Yes* indicates the registrant showed up. A *No*means they did not.

Need to narrow the list? Click **Participant Search**in the upper right, filter by invitee status, participant status, [**or session**](https://support.cvent.com/apex/CommunityArticle?id=000037941), and click **Search**.



To mark individual registrants as participants or no-shows, check the boxes to the left of their names. You can select everyone at once by checking the top box in the checkbox column.


Click **Update Participation**. The *No* will be changed to *Yes*, and vice versa, for everyone you selected.

If you are not receiving Ada’s Cvent tips email chapter@hfma.org and ask to be put on the list.