Please use this process if you are a booking agent or booking coordinator registering a group of 10 people or more (or 5 people or more for congresses other than the ESC Congress).

- Go on ESC website (www.escardio.org)
- Click on “Log in to My ESC”
1) If you already have a login, fill in the Username and Password. It is necessary that you use your own My ESC account and not one of your delegate’s, as if you do so your group request will be rejected.

2) If you do not have a login, please sign up to create your ESC account in your own name and company address. You may then follow the steps from page 3 to 5.
1) Click again on “My ESC” to open up the panel of sections.

2) Select “My Congresses” to view all matters related to the participation of an ESC-organised event.

3) In the “Registration” section, click on the “Register” button located beneath the “Group Registration” line. (Note that the minimum number of participants required for congresses other than the ESC Congress is 5 instead of 10).
1) Scroll to the bottom of
the page and click on
“Start your Group
Registration”.

2) We strongly advise that
you read our Group
Conditions before you
begin your Group
Registration, as some
rules may differ from
those applied by other
organisations.

Please note that even
once your group has
been created, you must
still follow the same
path (“Start your Group
Registration”) to access
your group page.
1) Click on “Add New Group”.

2) Complete the “Group Registration Form” thoroughly to ensure your request is accepted by the Registration department, as missing information will result in the rejection of your application. Once you have filled in all the mandatory fields, set up the invoicing address and confirmed you have accepted the Registration Conditions, you may click on “Submit”. Your group status will then be “Submitted” until we have accepted your request.

Please note that the “Forecast number of participants” does not limit the number of registrations you make, it is only an indication for us.
Once you receive an email from us which confirms your group, the status “Submitted” becomes “Accepted”. You will also be attributed a reference number composed of the first three letters of the hosting city and a number.

From then on you may click on the “EDIT” button to start managing your group online (e.g. add your participants, replace or cancel them, request a quotation for the payment, create invitation letters for registered delegates...)

The online group is closed at each deadline for a few days so the registrations can be integrated into our system.
There are three different ways for you to register your delegates – we invite you to check all three as one may better suit your needs than the other.

A) Register your participants one by one:

- Click on “Add new participant”.

European Society of Cardiology: Participants List

Click the Family Name to edit participant information and click Delete button to remove the participant from the list. 

Prints the invitation letter for the participant (Printing Instructions)

Sort by: Default, Family Name, Country

Filter by: All, Valid, Not Valid

Go
A) Register your participants one by one:

- Fill in at least all the mandatory fields with the delegate’s personal information.

- Once you have selected the registration fee and if available, a journal subscription, please click the “Submit” button.

This method is ideal for small groups or for punctual additions to the group, as opposed to mass registrations via an Excel file (p9-10).
Register your participants with an Excel file:

1) Download the specifically designed Excel file and fill it in with each delegate’s personal information.

2) Look for it in the folder where you have saved it and select it.

3) Click on “Upload & Insert it” to register all the delegates on the list at once. Please note that they will be registered with the default Standard fee. If need be you can modify their fees on a case by case basis by clicking on their name on the main group page.

This method is recommended for groups with many registrations to be made.
### Important notes concerning the Excel file upload.

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S |
| 2 | Professor | Jörg | Smithen | J | Male | www.joergsmithen@gmail.com | X | Joerg & Smithen 123 | Registration Dept. | #2035 route des collées | Sophia-Antipolis | Francia |
| 3 | Dr | George | Thompson | G | M | Gthompson@gmail.com | B | ESC | Registration | 123 Les Templiers |

**B) Register your participants with an Excel file:**

- All details in fields with a drop down list must be spelt exactly the same way they are in the list. The slightest difference will not be recognised by the system and the registration will not be accepted.

- If you keep receiving an error message on one line and cannot correct it, simply delete that row from your file and upload it. You can then add the missing registration individually (p.7-8).

We recommend that you upload your Excel file a few days before the deadline to avoid any last-minute complication.

---

**Line 1 – Title Invalid:** The title must be picked from the drop down list, as it is in fact “Prof.” In this case.

**Line 1 – First/Last Name:** ö is a special character which is not accepted, as are ĩ and ķ.

**Line 1 – Sex is invalid:** The gender must be picked from the drop down list, as it is in fact “M” in this case.

**Line 1 – Address type is invalid:** “Address Type” is a mandatory field; either “H” (Home) or “B” (Business) must be picked from the drop down list.

**Line 1 – Company:** & is a special character which is not accepted.

**Line 1 – Country is invalid:** Country name must be selected from the drop down list or spelt exactly the same way if it is copy/pasted.

- Note that “Line 1” corresponds to row 2 of the Excel file, as the first row is in fact the header. You can therefore easily spot the errors with this indication, for instance in this case:

  **Line 1 – Company** refers to the cell K2
c) Register your participants from previous congresses:

- Click on “Add Participants from My Directory”
- Select the participant you wish to register by checking the box beside their name. If need be, you may also choose a fee different from the default one.
- Once you have selected all the delegates you wish to register, please click on “Import Selected Participants”.

This method is recommended for the registration of regular participants, as the information is taken directly from their My ESC account and is therefore the most up to date.
Payment of registration fees.

1) “Add a Payment” will allow you to process a payment online, either by bank transfer, cheque, or by credit card.

2) “Request for funds” will open a PDF file summarising the registrations you have currently made online, the total amount, the amount already paid and the balance still due. Our bank accounts details are included at the bottom of the page.

3) The “Quotation” allows you to forecast the amount which will be due once you have made the registrations. Please note it does not nullify the following rule: “The deadlines refer to the date by which both the registration and full payment must be received.”
Add a Payment:

Note that the “Amount Due” does not take into account payments you have already made, it is instead the total amount ordered.

“Amount” is set by default as the total amount ordered, so if need be you can modify it manually.

1) By bank transfer – our account details are available there too. Submitting a payment this way sends the Registration team a notification to inform us that we can expect a wire transfer from you. We strongly recommend you follow this up with a proof of payment to avoid any complication. Once we have received the payment, a notification is sent to the group contact.
Add a Payment:

Note that the “Amount Due” does not take into account payments you have already made, it is instead the total amount ordered.

“Amount” is set by default as the total amount ordered, so if need be you can modify it manually.

2) **By credit card** — please note that the credit card is not charged automatically. Submitting a payment this way sends the Registration team a notification to inform them that there is a pending payment. An email notification is sent to the group contact once the payment has been accepted or rejected.

3) **By cheque** — we recommend that you send us a photocopy of the cheque after submitting it online.
Add a Payment:

- To view the status of your payment – click on the highlighted name of your group instead of the “Edit” button.

- When you submit your payment it is immediately set as being “Pending”.

- This status changes once we have received your bank transfer or cheque on our account, or charged your credit card.

Please note that once you have received a notification that your payment has been accepted, this will automatically update the “Request for funds”, therefore submitting your payment online will make the financial situation of your group much clearer for all.

<table>
<thead>
<tr>
<th>Date</th>
<th>Method</th>
<th>Amount</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Nov 2015</td>
<td>Bank Transfer</td>
<td>1540.00</td>
<td>Pending</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Method</th>
<th>Amount</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Nov 2015</td>
<td>Bank Transfer</td>
<td>1540.00</td>
<td>Paid</td>
</tr>
</tbody>
</table>
Managing your group once you have made the registrations.

1) Download the list of participants currently registered in your online group in Excel format.

2) Allows you to download a customised invitation letter for your delegate. Note that the address you have provided will appear on the letter.

3) Allows to modify your participant’s details, such as the address, email address, registration fee and journal subscription, if there is any.

4) - “Replace” is only available during the Late fee period, and will allow you to replace a delegate with another one in order to keep the Early fee. Note that a “Name change” fee will automatically apply and be added to that new delegate’s registration fee. Also, only one replacement per registration is allowed.

- “Cancel” is only available during the Late fee period, and will allow you to cancel a registration if you cannot name change it. Note that the cancellation fee (please consult the congress’ specific conditions) will automatically apply.

- “Delete” allows you to remove a registration free of charge, and is only available when the registration is made during the current period (e.g. an Early fee registration can be deleted for free if it is done during the Early fee period).
• **Reduced fee registrations**: Some special fees require a proof of status - such as an official statement from the Head of Department for nurses, a piece of ID for young delegates or a valid student card for students – which must be sent by email to the Registration department. Failure to do so will result in the registration fee being changed to the Standard fee.

• **The online group is closed at each deadline so the registrations can be integrated into our system.** This may take a few days, after which the group’s status is changed from “Pending” to “Validated”. This means your Early fee registrations have been paid for and accepted, so you may then start making your registrations at the Late fee. At the Late fee deadline, the group is definitely closed and any new registration must be requested by email in order to be dealt with by the Registration department.

• **Badges & Material delivery:** You will be contacted by the Registration team a few weeks ahead of the event and offered several possibilities, such as for instance being sent the badges by courier to the address of your choice, picking them up during a scheduled appointment onsite, or letting your delegates collect their badges individually with an electronic voucher sent to their email address. Please note that depending on the congress, the options may differ. With regard to the materials (bags, badge holders, scientific programme etc), they are never sent in advance and can only be collected as a group if an appointment has been scheduled. In this case the correct number of bags is prepared for you, although the ESC staff will not be able to assist you with the displacement of the material from our stock to your vehicle. Note that collecting the badges on your participants’ behalf does not imply you are forced to pick up their bags too, however you cannot collect the bags only.

• **The certificate of attendance** is a personal document which can only be collected by the participant, or sent to them by email after the congress. We do not allow a group leader to pick up their delegates’ certificates, even if this single person is carrying all of their badges with them.

• **Please use your reference number** in all communications with the Registration department to ensure there are no misunderstandings or confusions with groups bearing the same company name.

• **Bank account details** are different for each congress: please make sure you have taken the correct information from either a downloadable Request for Funds/Quotation or an invoice sent by the Registration department.

• **“No Name” registrations** are not accepted, therefore you cannot purchase a certain number of Early fee registrations in advance if you do not have the participants’ names and personal details before the deadline.