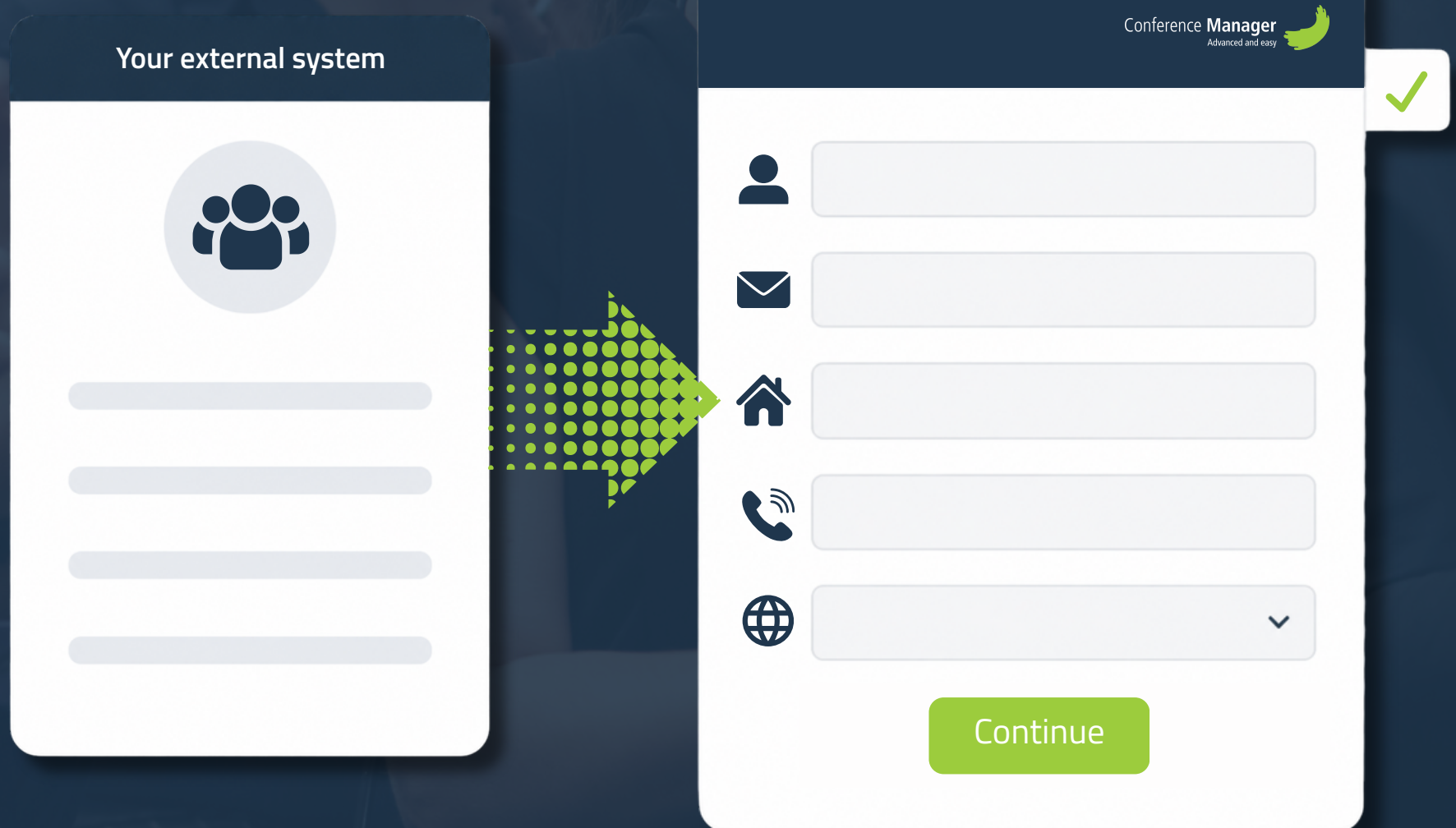




Registration Prefill

Let participants sign up with their information already filled in

Admin setup guide

Set up Registration Prefill and connect your external system to Conference Manager.

Registration Prefill in Conference Manager

This guide explains what is needed to set up Registration Prefill between your external system and Conference Manager.

This guide shows you how to:

Provide integration details

Add the basic information needed to identify your integration.

Register referer domains

List the domains your external system uses, including test and staging domains.

Prepare field mapping

Map the fields from your system to the correct fields in Conference Manager.

Set up post-signup notification

Configure callback or redirect behaviour if your system should be notified after registration.

Enable participant categories

Choose which participant categories should accept data from your external system.

Test the integration

Verify that pre-fill, category routing and notifications work before going live.

Integration details and referer domains

Before Registration Prefill can be configured, Conference Manager needs basic information about your external system.

Integration name

Provide a short name for the integration.

This could be your organisation name, system name or another name that makes the setup easy to identify.

Example: Your organisation name

Referrer domains

Provide the domain or domains your external system runs on.

Only requests coming from registered domains will be accepted.

Examples:

portal.yourorg.com

www.yourorg.dk

members.yourorg.com

staging.yourorg.com:8443

If your system uses multiple domains, for example for testing or staging, include all of them.

Important

If your external system uses a non-standard port, include the port as part of the domain value.

This is especially important for staging, test and local environments.

Field mapping

Conference Manager needs to know which fields your system will send, and what each field should correspond to in CM. Work with your Conference Manager contact to match your field names to the correct guest fields for your events.

 Example field mapping

Your field name	CM field	Example value
firstName	First name	John
lastName	Last name	Doe
email	Email	john@example.com
phone	Phone	+4512345678
company	Company	Acme Inc.
member_id	Customer System ID	MEM-12345

 Special field types

- Standard fields**
Fields that map directly to a guest field, such as name, email, phone or company.
- Customer System ID**
Your internal member or customer ID. This is stored on the guest record, so you can match Conference Manager guests back to your own system.
- Group code**
A code that selects which participant category the guest should be placed in.
- Invoice fields**
Fields related to invoicing, such as EAN number or invoice reference.

 Important

The field names your system sends must match the mapping agreed with Conference Manager.
For example, a field named `first_Name` will not match a mapping configured for `firstName`.

Post-signup notification

If your system should be notified when a participant completes registration, Conference Manager can send a callback, redirect the participant back to your system, or both.

 Notification setup

Callback URL

The URL Conference Manager should call after signup.

Example:

<https://api.yourorg.com/cm-callback>

Method

Choose whether the notification should use GET or POST.

Action type

Choose how the notification should be handled:

- **callback** — server-side notification
- **redirect** — sends the participant’s browser back
- **both** — uses both callback and redirect

 What CM sends

Conference Manager can include the following parameters:

Parameter	Description
gid	The guest’s unique ID in Conference Manager
state	The registration status
remoteid	The Customer System ID provided during signup
hash	A SHA-512 verification hash (see next page)
callback	Indicates whether this is a server-side callback

Registration status

State	Meaning
0	New registration started
1	Registration completed
2	Guest details updated (e.g. edited registration)
3	Registration cancelled (by guest or admin)

Shared secret and hash verification

Conference Manager generates a shared secret for your Registration Prefill integration. The shared secret is used to verify that post-signup notifications genuinely come from Conference Manager.

Shared secret

You will receive the shared secret from your Conference Manager contact. Store it securely on your server, for example in an environment variable or secrets vault. The shared secret must never be exposed in client-side code or browser-accessible pages.

Verifying the hash

When Conference Manager sends a callback, a verification hash is included. To verify the callback, build the following string using the actual callback values:

```
remoteid={remoteid}&state={state}&gid={gid}&key={secret}
```

Then compute the **SHA-512** hash of the string using UTF-8 encoding. The result should be lowercase hexadecimal and must match the hash parameter received in the callback.

Example

If the callback contains:

```
remoteid = MEM-12345  
state = 1  
gid = A1B2C3D4-E5F6-7890-ABCD-EF1234567890  
secret = mysharedsecret
```

The string to hash is:

```
remoteid=MEM-12345&state=1&gid=A1B2C3D4-E5F6-7890-ABCD-EF1234567890&key=mysharedsecret
```

If the generated hash matches the callback hash, the request is authentic.

Important

Make sure the string format matches exactly.
Do not add extra spaces, URL encoding or line breaks.

How to send users to CM

Your external system should send participants to the event’s normal public registration URL. The difference is that the request must include the Remote Data Supplier information and the mapped participant data.

What CM provides

Conference Manager will provide:

Supplier UUID

Your unique integration identifier. This must be included in every request as RDS.

Registration URL

The event’s normal public registration URL that your system should post to.

Shared secret

Used for callback verification (see previous page for hash verification).

Send as POST request

The request must be sent as an **HTTP POST request**.

A regular link or GET request will open the signup form, but participant data will not be pre-filled.

Target URL

Use the event’s normal public registration URL as the target URL.

This is the same URL participants would normally use to sign up for the event.

Required data

Parameter	Required	Description
RDS	Yes	The Supplier UUID provided by Conference Manager
group	No	Event code for a specific participant category, if configured
selectedGroup	No	Numeric participant category ID, only if CM tells you to include it
Mapped fields	Yes	The field values, such as first name, last name, email or phone

Important

The request must come from one of your registered referer domains.

If the request comes from a domain that has not been registered with Conference Manager, the participant data will not be pre-filled.

Example POST request

Use a POST request to send the participant to the event registration URL with the required Remote Data Supplier values and mapped fields.



Example field names

```
RDS
group
firstName
lastName
email
phone
member_id
```



HTML form example

```
<form method="POST" action="https://events.example.com/annual-conference">
  <input type="hidden" name="RDS" value="913BB6FB-C8AD-4B41-B224-A7746C6A2CCF" />
  <input type="hidden" name="group" value="VIP" />
  <input type="hidden" name="firstName" value="John" />
  <input type="hidden" name="lastName" value="Doe" />
  <input type="hidden" name="email" value="john@example.com" />
  <input type="hidden" name="phone" value="+4512345678" />
  <input type="hidden" name="member_id" value="MEM-12345" />
  <button type="submit">Sign up for event</button>
</form>
```

In this example

RDS identifies your Remote Data Supplier integration.

group = VIP directs the participant to the VIP participant category, if configured.

The other fields are mapped participant values that can be pre-filled in the registration form.



Important

Only include `selectedGroup` if Conference Manager explicitly tells you to use it.
For most setups, `RDS`, `group` and the mapped participant fields are enough.

Enable in Conference Manager

After the integration has been set up by Conference Manager, you need to enable Remote Data Supplier on the participant categories that should accept data from your external system.

1. Go to participant categories

Go to: **The Event** → **Basic Setup** → **Participant Categories**

2. Edit the participant category

Click **Edit** on the participant category you want to connect.

3. Find the Remote Data Supplier setting

Scroll down to the section where external data can be enabled for the participant category.

4. Enable the setting

Toggle the setting **External data provider** on.

5. Add a code, if needed

Optional: Enter a code - this is an event code your external system can send to direct participants to this specific category.

6. Require the code, if needed

Optional: Toggle **Code required** on - if enabled, only participants arriving with the matching code can access this category.

7. Note the code

Make sure to note the code you configured, if any. Your external system will need to send this value when directing participants to the category.

8. Save

Click **Save** to apply the setup.

Company-level setup

Some integrations are configured at company level rather than per participant category.

In this case, the same Supplier UUID can work across multiple categories and events without enabling it separately on each category.

Contact your Conference Manager representative if you want to set up a company-level integration.

Tip

If **Code required** is off, any participant arriving from your external system can access this category, regardless of what event code they send.

Participants who are not coming from your external system can also access the category normally.

Turn **Code required** on if you want to restrict access to only those arriving with the correct code.

Testing your integration

Before going live, test the Remote Data Supplier setup end-to-end to confirm that pre-fill, category routing and callback behaviour work as expected.

Testing checklist

1. Check your referer domains

Make sure your live, test and staging domains are registered with Conference Manager. If a domain uses a non-standard port, include the port.

Example:

`localhost:8443`

2. Submit a test POST

Send a POST request from your system to the event registration URL with your Supplier UUID and sample field values.

3. Verify pre-fill

The registration form should appear with your test data already filled in. If the form is blank, see Troubleshooting on the next page.

4. Complete a test registration

Fill in any remaining required fields and submit the registration.

5. Verify the callback, if configured

Check that your callback URL received the notification with the correct:

gid, state, remoteid and a valid hash



Tip

Create a test event in Conference Manager before going live.

This makes it easier to verify the setup without affecting live registrations.

Troubleshooting

Use this page if the registration form does not pre-fill correctly, the participant lands in the wrong category, or the callback or hash verification does not work as expected.

The registration form appears, but fields are not pre-filled

Check the following:

- **Referer mismatch:** The domain your POST originates from must match one of the registered referer domains. Check the browser's network tab for the `Referer` header.
- **Wrong Supplier UUID:** Verify the `RDS` value matches exactly what CM provided (including case).
- **Field name mismatch:** The POST field names must match the mapping agreed with CM. A field named `first_Name` will not match a mapping configured for `firstName`.

The participant lands in the wrong category

Check that the `group` value matches the code configured on the participant category.

If `selectedGroup` is used, confirm with Conference Manager that the numeric ID is correct for the event.

The callback is not received

- Confirm that your callback URL is reachable from the internet.
- Check that your server responds with an HTTP 2xx status.
- Conference Manager does not retry failed callbacks.
- If using redirect mode, the callback is sent via the participant's browser and may not arrive if the participant closes the browser before the redirect completes.

The hash does not match

Check the following:

- SHA-512 is used, not SHA-256 or another variant
- The input string uses the exact format below
- No URL encoding is added
- The hash output is lowercase hexadecimal
- The shared secret has no trailing whitespace

```
remoteid={value}&state={value}&gid={value}&key={secret}
```

Frequently asked questions

Can I use this for multiple events?

Yes. The integration is set up once for your company.

You then enable it per participant category on each event. The same Supplier UUID and field mappings can work across your events.

Can I have different participant categories for different groups?

Yes. Use event codes.

Assign a unique code to each participant category, then have your external system send the correct code in the `group` parameter.

Enable **Code required** if you want to enforce this.

What happens if the referer domain does not match?

The pre-fill data is ignored, and the participant sees a blank registration form.

They can still register manually, but no fields will be pre-filled.

Make sure all domains your system might use, including staging and test environments, are registered with Conference Manager.

What fields can be pre-filled?

Any guest field configured for your events can be mapped, including custom fields.

Can country and phone number formats be handled automatically?

Yes. Conference Manager can handle country and phone formats.

Country fields can be sent as:

- ISO alpha-2, for example `DK`
- ISO alpha-3, for example `DNK`
- Full country name, for example `Denmark`

Phone numbers with international prefixes, such as `+45` or `0045` can be parsed and matched to the correct country.

What if I need to change my callback URL or add a new domain?

Contact your Conference Manager representative.

These changes are made on the Conference Manager backend and typically take effect immediately.

Does Conference Manager retry failed callbacks?

No. If your callback URL is unreachable or returns an error, Conference Manager does not retry.

Make sure your endpoint is reliable and returns a successful HTTP 2xx response.

Can this work with SSO?

Yes. Remote Data Supplier can work alongside SSO.

User claims from the SSO identity provider are signed with the shared secret and mapped to guest fields.

Contact Conference Manager for details on setting up SSO with Remote Data Supplier.