FAQ – The Session Group is asking me to register 'Groups' rather than 'Participants', what have I done wrong?

If your Session Group contains a section called 'Registered Groups' rather than 'Registered Participants', the Session Group has been configured to record the attendances of 'Group' records rather than 'Participant' records.

If you wish to record Participants as attending on the Session Group, you can re-configure the Session Group with the following process:

- Hover over **Work** and select **Session Groups**

- Search for your Session Group and click on the *Pencil* icon to the right to edit

- Change the **Contact Type** field to **Participant**

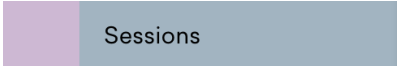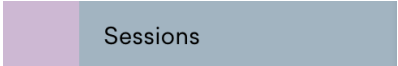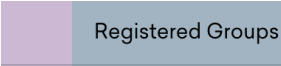- Click **Save** at the bottom of the screen

If it isn't possible to edit the **Contact Type** field, this means that there are already Groups recorded as registered or attending on this Session Group. These will need to be removed before the Session Group can be re-configured.

To removed registered Groups from sessions:

- Hover over **Work** and select **Session Groups**

- Search for your Session Group and click on the *Eye* icon to the right to view

- Select **Sessions** from the tabs on the left-hand side

- Click on the *date* of a session

- Select the **Dustbin** icon to the right of each Group and then click **Ok** to remove them from the register

- Repeat for all sessions linked to this Session Group

Finally, the Groups will need to be de-registered from the Session Group with this process:

- Click on the **Sessions** from the tabs on the left-hand side

- Select **Registered Groups** from the tabs on the left-hand side

- Select the **Dustbin** icon to the right of each Group and then click **Ok** to remove from the Session Group [trash icon]

You will now be able to edit the Session Group and change the **Contact Type** field to **Participant.**