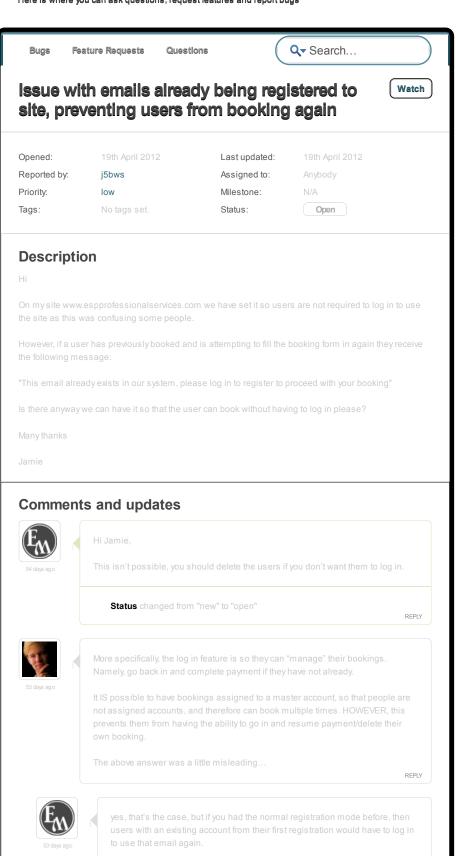<< Home   Overview   Submit Connection Information

Events Manager Pro Support
Here is where you can ask questions, request features and report bugs

2   Settings   Logout

Bugs   Feature Requests   Questions   🔍▾ Search…

Create new bug

Issue with emails already being registered to site, preventing users from booking again

Watch

Opened:	19th April 2012	Last updated:	19th April 2012
Reported by:	j5bws	Assigned to:	Anybody
Priority:	low	Milestone:	N/A
Tags:	No tags set.	Status:	Open

Description

Hi

On my site www.espprofessionalservices.com we have set it so users are not required to log in to use the site as this was confusing some people.

However, if a user has previously booked and is attempting to fill the booking form in again they receive the following message:

"This email already exists in our system, please log in to register to proceed with your booking"

Is there anyway we can have it so that the user can book without having to log in please?

Many thanks

Jamie

Comments and updates

EM — 54 days ago

Hi Jamie,

This isn't possible, you should delete the users if you don't want them to log in.

Status changed from "new" to "open"

REPLY

53 days ago

More specifically, the log in feature is so they can "manage" their bookings. Namely, go back in and complete payment if they have not already.

It IS possible to have bookings assigned to a master account, so that people are not assigned accounts, and therefore can book multiple times. HOWEVER, this prevents them from having the ability to go in and resume payment/delete their own booking.

The above answer was a little misleading…

REPLY

EM — 53 days ago

yes, that's the case, but if you had the normal registration mode before, then users with an existing account from their first registration would have to log in to use that email again.

The only solution to let them register without logging in is to delete the user.

REPLY

48 days ago

Ok having the same "issue" i only want people to register a name and 1 other field so we cant get a list of names registered for 1 single event.

We dont require payment or anything else. So i bought the pro version just so i

Downloads

Stable Versions

Events Manager Pro (2.1.4)

Events Manager (on wordpress.org)

Dev Versions

Events Manager

Events Manager Pro

Extras

FullCalendar Add-On (1.4)

Popular Feature Requests

Multiple Customizable Booking Forms (43 votes)

Multiple Event Booking (35 votes)

Coupon Codes / Discount Codes (32 votes)

Make Events Posts (29 votes)

Facebook Events integration (23 votes)

Event Spaces (14 votes)

Individual Ticket Attendee Fields (11 votes)

Customizable Booking Forms (10 votes)

ical link for single events (10 votes)

My Bookings Widget and Popular Events Widget (9 votes)

Questions I'm Watching

hold	0
new	0
open	1

Features I'm Watching

accepted	0
completed	0
in-progress	0
n/a	0
new	0
planned	0

could remove the field for email because there is a setting already for register with 1 account i thought this would be possible.

However now i have "wasted" 75 dollar on something that isnt documented anyware.

So how do i solve this?

Some people already have the user register on our site so they are forced to login if the event manager already find the mail _(i dont want force login) i just want a simple name…

REPLY

Hi, the documentation does mention this (although albeit within a long document) :

http://wp-events-plugin.com/support/tickets/issue-with-emails-already-being-registered-to-site-preventing-users-from-booking-again/

"This is the only required field in the form. This is because we need to have an email to send event information to and create an account with so users can access their booking information."

Whilst anonymous booking doesn't create an account, an email is still needed.

there isn't a way around this at the moment without custom coding something. I'd be happy to create something for this down the line as a snippet you could add to your theme or something, but this will take time as other features are already being worked on.

48 days ago

REPLY

Update this bug

Wrap any code snippets using shortcodes like below, substituting *code* with *php, css, js, html,* or *code*:

[*code*]
replaces with your code
[*/code*]

Add a comment

Attach a file

No file select… | Choose File

Update Bug

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