

Manage User Registration and Participation Requirements

Last Modified on 09/08/2025 11:52 am EDT

Capture user email, and mailing addresses at registration and/or require a credit card to be on file to participate. These fields are visible to the user via the **My Info** and **Pay** pages.

Set registration requirements

Choose to require a user to provide an email address and or mailing address in order to complete their registration when texting in or online. Requirements do not apply to [imported users](#).

1. Go to the **Admin View > Dashboard**
2. From the **Users** container, click the **More** button ("...").
3. Choose **Settings**.
4. Check the boxes to **Require** email and/or mailing address.
5. When you've finished, click **Save**.

Require a credit card to participate

Choose to require a user to provide the following information in order to place a bid or make a purchase.

1. Go to the **Admin View > Dashboard**
2. From the **Users** container, click the **More** button ("...").
3. Choose **Settings**.
4. Check the box to **Require** a card on file.
5. When you've finished, click **Save**.
 - **NOTE: The address of a user on file in the event site should be the mailing/billing address associated with the actual credit card that is being used. Using a different address that is not associated with the credit card may result in a decline due to the AVS (address on file) being a required security setting.**