

Contacts vs Registrants - What's the difference?

Within Bizzabo, there are two places where user information is saved - the first one is the contact profile which holds the contact information and the second is the registration profile which holds the information the user filled out while registering.

Contact Profiles

Let's begin explaining how contacts are created. There are several ways that a contact can be created. Below I've listed some of the ways:

When someone registers for an event and submits the registration form:

When someone submits a form on your website:

When an organizer creates a new contact within the dashboard:

When an organizer imports a set of contacts

This will create either **create a new contact profile** or **update an existing contact profile** that uses the same email. These can be found by going into Contacts > Searching for a contact.

Registration Profiles

As seen above, there are several ways to create a contact profile. A registration profile however is only created when an attendee purchases or is assigned a ticket. You can access the registration information by going to **Contact → All Contacts → Go to a specific contact → Registration Link**

“I just changed a field for a contact and did an export from tickets and orders, why has the field not changed in the tickets and orders export?”

It is important to note, that changing information in the contact profile **does not** change the information within the registration form link. However, changing information within the registration form link, will also change it in the contacts profile.