



FREQUENTLY ASKED QUESTIONS

- **How do I register myself?**

Please visit the following link:

<https://eweb.naccho.org/eweb/DynamicPage.aspx?WebCode=LoginRequired&expires=yes&Site=PREPSummit>.

You will need your email address and password. If you've forgotten your password, please use the "forgot your password" link. If you've never registered, select "Create an Account".

- **How do I register a group or as part of a group?**

Complete instructions to registering at the group rate can be found [HERE](#).

- **The "forgot my password" link didn't work.**

Please check your spam filter, or email membership@naccho.org for a password reset.

- **What payment types do you accept online? ALL PAYMENT TYPES ARE ACCEPTED USING THE ONLINE FORM.**

- Credit card: American Express, Visa, MasterCard, Discover
- Check: After registering online, please make your check payable to NACCHO, and mail to:
2017 Prep Summit Registration
NACCHO Lockbox Processing
PO Box 79197
Baltimore, MD 21279-0197
- Purchase Order: Please email (summitreg@conferencemangers.com) or fax (703-964-1246) a copy of your PO after completing the online form.
Please note that you will receive balance due notices until a check is received.

- **I don't have payment ready right now. Can I add payment later?**

Yes. Select the "bill me later" option on the payments page to be invoiced. You can call in your credit card payment to 703-964-1240, 200. *Credit cards received via email will NOT be processed under any circumstances.*

- **I need a copy of an invoice/receipt?**

An invoice/receipt is mailed with each conference registration confirmation. If you've added payment at a different time, you can get an invoice by logging in to your myNACCHO account and clicking "My Events". You can also email summitreg@conferencemanagers.com to obtain a copy.

- **How do I register for workshops and demos?**

A limited number of Summit sessions called workshops and demos require pre-registration (all other sessions are first-come, first-serve). Instructions on pre-registering for workshop and demos will be sent to attendees around March 1.

- **How long does it take to process my paper registration form?**

Please expect 4-5 business days before receiving an emailed confirmation.

Registering using the online form is best!!

- **Something in my registration (my name, the registration type, etc) is wrong.**

Please email summitreg@conferencemanagers.com, and we will fix it for you.

- **I need to substitute someone else from my company.**

You can send substitutes at any time. You must email your request to summitreg@conferencemanagers.com, with the new attendee's name, email, and job title. We will respond with a new confirmation.

- **I need to cancel. Can I get refunded?**

Refunds are limited to conference fees paid, and do not include any travel, lodging, transportation, or other fees paid independently of conference registration. No-shows and on-site purchases are non-refundable.

To qualify for a full refund of registration fees paid less a \$75 administrative fee, a written cancellation must be received by the Summit Registration Manager no later than 11:59 PM PST on March 17, 2017. Cancellations received from March 18 until 11:59 PM PST of April 7, 2017, will receive a 50% refund less a \$75 administrative fee. No refunds will be given starting April 8, 2017. All refunds will be issued in the original form of payment. Cancellation and refund requests should be sent via e-mail to summitreg@conferencemanagers.com.

- **What does my registration fee cover?**

The Full Summit Registration fee includes admission to all regular conference sessions and the Exhibit Hall. This fee also includes lunch on Wednesday and Thursday, and the Exhibit Hall Reception (light hors d'oeuvres).

- **What meals are provided?**

See question above.

- **What if I need a vegetarian meal or have a food allergy?**

There is space on the registration form to enter in dietary requests. If you missed that while registering, please email summitreg@conferencemanagers.com so we can accommodate your needs.

- **What's NACCHO's tax ID number?**

52-1426663

- **I need a copy of your W-9.**

Please email summitreg@conferencemanagers.com to obtain a copy.

If your question isn't covered here, please email summitreg@conferencemanagers.com or call 703-964-1240 x 200, and we would be happy to help!