



## 2021 CAFAA 51st ANNUAL CONFERENCE

### REGISTRATION FREQUENTLY ASKED QUESTIONS (FAQs)

#### **CAN I REGISTER FOR OTHERS?**

Yes. You will be asked if you are registering on behalf of others and if so, you will enter your contact information

#### **FOR REGISTRATION PURPOSES, IS THERE A DIFFERENCE IN THE INFORMATION ENTERED FOR ATTENDEES, EXHIBITORS, FPOs, MODERATORS AND/OR SPEAKERS?**

Other than a difference in their registration fees, all will be attending the event so are considered as 'Attendees' for the registration process. The data that needs to be provided when registering each is the same. See the Registration (Data) Form

#### **HOW MANY ADDITIONAL ATTENDEES CAN I REGISTER?**

You may register up to a total of 11 people at one time. This includes attendees who are being registered as part of a package purchase and attendees who are being added to the Registration Type.

#### **HOW DO I ADD ALL OF THE ATTENDEES INCLUDED WITH MY REGISTRATION TYPE; I.E. WHERE WE ARE ENTITLED TO MULTIPLE ATTENDEES AS PART OF THE PACKAGE?**

After registering the first attendee included in the Registration Type you initially selected, you will be presented with the option to add the next attendee; select 'Add Additional Attendee Included'

#### **HOW TO ADD ADDITIONAL ATTENDEES?**

After registering all of the people included in the Registration Type you initially selected, you will be presented with the option to 'Add Additional Attendee'.

#### **WHAT INFORMATION DO I NEED TO REGISTER MYSELF AND/OR OTHERS?**

See the Registration (Data) form

#### **HOW DO I REGISTER ALL OF THE PEOPLE THAT ARE INCLUDED IN THE PACKAGE WE ARE PURCHASING?**

After registering the first person in your group registration, the Summary page will be displayed. On this page, you can proceed with your original by selecting 'Add Attendee Included'

#### **CAN I ADD AN ADDITIONAL EXHIBIT BOOTH?**

After registering for a booth, you will be presented with the option to purchase an additional booth. You will need to enter the Name and Exhibitor Administrator information for the additional booth as your other booth(s).

#### **WHAT METHOD OF PAYMENT CAN BE USED TO PAY FOR MY CONFERENCE EXPENSES?**

You may pay by credit card (i.e. Visa, Master Card or American Express) online as a step in the registration process, or you may pay by check.

#### **CAN I/WE BE INVOICED FOR OUR REGISTRATION EXPENSES?**

Yes, if you require an invoice, you may specify that need as part of the registration process. The invoice will be sent by email to either the person registering on behalf of others, or the first attendee registered.



## 2021 CAFAA 51st ANNUAL CONFERENCE

### REGISTRATION FREQUENTLY ASKED QUESTIONS (FAQs)

#### **WHAT IS A GROUP MANAGER?**

When registering a group of people, the first person registered become the 'group manager'.

#### **WHAT IF I DON'T HAVE ALL THE NAMES OF PEOPLE WHO NEED TO BE REGISTERED AND I HAVE A PACKAGE FOR MULTIPLE ATTENDEES?**

Enter the data for the known attendees. For the unknown attendees, enter 'tbd' in all fields except the email address.

For the email address, enter 'xxxx@xxx.com'.

When you know who the attendee will be, access the Registration Hub using the Confirmation Number and update the 'tbd' attendee information with the attendee's actual data.

#### **WHO IS ELIGIBLE TO REGISTER AS AN FPO ATTENDEE?**

Active fire service employees of local, county, city, education entities are eligible to register and attend as guest(s) of the conference.

#### **CAN THE FPO'S PERSONAL EMAIL ADDRESS BE USED WHEN REGISTERING?**

No, we require that you use your business email address as your contact information

#### **WILL CAFAA ENTER MY REGISTRATION FOR ME?**

Yes. Because this is the first year for online registrations along with additional data requirements because the event is virtual, CAFAA will enter your registration for you. We recommend that Exhibitor Sponsors, Gold and Silver Conference sponsors use this service.

#### **HOW CAN I BE SURE THAT I ENTERED ALL OF MY DATA?**

Before completing your registration, a Summary Page will be displayed with all of the data that you entered so that you can verify your registration.



## 2021 CAFAA 51st ANNUAL CONFERENCE

### REGISTRATION FREQUENTLY ASKED QUESTIONS (FAQs)

#### POST REGISTRATION STEPS

##### WHAT SHOULD I DO AFTER I AM REGISTERED?

You will receive a confirmation which will contain the access information to the Attendee Hub which is the website that you will access to 'attend' the conference. After your register, you can access the Attendee Hub to: select/change the sessions you will attend, update your profile, view your calendar, schedule appointments with other attendee and/or exhibitors

##### CAN I CHANGE, ADD, DELETE MY REGISTRATION INFORMATION?

Yes, you can add to, change or delete your registration information. You received a confirmation number when you registered. Use the confirmation number to access your data and change it as appropriate.

##### CAN I TRANSFER A REGISTERED ATTENDEE SLOT TO ANOTHER PERSON?

Yes. You received a confirmation number when you registered. Use the confirmation number to access your data and change it as appropriate.

##### WILL I RECEIVE A REFUND IF I CANCEL MY REGISTRATION?

Assuming you cancel by Jan. 27, 2021, you will receive a full refund by the method of payment you originally used.

##### WHAT DOES THE EXHIBITOR ADMINISTRATOR NEED TO DO AFTER REGISTRATION?

###### Register

After registration, Your booth will be established and access information to the Exhibitor portal will be sent to you

###### Log In to the Exhibitor Portal

Add the people who will be the onsite resources; in order to add someone, they need to be registered for the conference

Add your staff (click on 'Onsite Staff').

To add the onsite staff, click 'Look UP and Import Registered Team Members'

Check the box next to their names and click 'Import Selected'

###### Manage tasks

Manage and complete assigned tasks.

A task to upload your files (e.g. logo) and links (e.g. your website addr.) that the event planner requires, will appear. Click 'Upload files'.

Browse for the file on your computer, click 'Upload'

Add content, if necessary. You will have access to add content to your profile to help attendees learn more about your organization

###### Manage content

From left-hand navigation, click Exhibitor Profile, click 'Content', click 'Add Content'

To upload a file, click 'Upload Files'. Files must be < 20mb and in one of these formats: .doc, .docx, .gif, .jpg, .jpeg, .png, .ppt, .txt, .xls, .xlsx

Click 'Drop Files' or 'browse' to search for the file on your computer, then double-click to select it. Click 'Upload'.

Change the display text, if desired. When done, click 'Add content'

To add a link, click 'Add link'. Enter the URL, then add display text. When done, click 'Add content'

Registrants can now access and download the files and links at the bottom of your profile.