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## **Location Information:**

Where is the SNEB conference being held?

- The Hyatt Regency Grand Cypress in Orlando, FL  
One Grand Cypress Blvd.  
Orlando, FL 32836  
United States

Is Wi-Fi available?

- Free Wi-Fi is available in hotel guestrooms and social spaces like lobbies and restaurants, excluding meeting spaces.

Can I bring my family/children?

- Kids and families are welcome. The Hyatt offers childcare that must be arranged through their concierge. There is also a Kids Club available. The hotel offers several attractions to keep the family entertained!

## **Registration:**

How do I change my registration?

- Please contact the SNEB office at [info@sneb.org](mailto:info@sneb.org) or by phone at 317-328-4627 x1 to make changes.

How do I access my registration invoice/information?

- If you are an SNEB member, please login to the SNEB website, and navigate to My Statements. If you have an outstanding invoice to be paid, select Make Payment.
- If you are a non-member, please contact the SNEB office at [info@sneb.org](mailto:info@sneb.org) or by phone at 317-328-4627 x1.

Can I register now to receive an invoice for reimbursement that is paid later?

- We have created the option to “Bill Me Later” when you arrive at the payment screen during the registration process. If you choose this option, please note that your registration is not complete until we have received the payment. SNEB will follow up with you by sending an invoice to email associated with the registration.

Can I join SNEB at the same time as I am registering to receive the member rate for conference?

- Join & Save registrations are for new professional or new student members only. If you were a member in the membership cycle running from February 1, 2018 - January 31, 2019 you should use the Renew & Register option.

I was a member in 2018; can I renew my membership now to receive the member rate for conference?

- Renew & Register registrations are for professional or student members who were members during the February 1, 2018 - January 31, 2019 membership year. This allows

you to renew your membership and to register for the 2019 Annual Conference at the member rate.

How can I view the Member pricing?

- In order to view the Member pricing, you must log in using your Member username and password. Otherwise, you will only be able to view Non-Member pricing.

How do I add a pre- or post-conference workshop or tour to my registration?

- If you want to add on either a pre- or post-conference activity, they will be available on the next page after you have chosen your Ticket Type and click Register.

I am only interested in attending a pre- or post-conference workshop or tour; is it possible for me to only pay for a single day?

- Yes, we offer Single Day ticket types for both members and non-members.

When does the Early Bird pricing end?

- Early Bird pricing will end June 7<sup>th</sup>.

Can I register someone else for conference?

- You can register on someone's behalf so long as you only include the attendee's contact information when registering.

Does SNEB accommodate Purchase Orders?

- A Purchase Order is accepted so long as payment is received by the time the attendee arrives at conference. In other words, we will **not** accept a Purchase Order if it is to be paid post-conference.

Can I use my University issued credit card to pay for registration?

- If your University/Institution requires the following, you may use the credit card:
  - A discount given for early registration: *Yes, SNEB gives a discount for early registration until June 7<sup>th</sup>.*
  - If the registered participant cannot attend, someone else may attend in their place: *Yes, so long as the participant taking place is of the same ticket type as the registered participant (i.e. If you have purchased a Full Conference Member ticket, the person taking place must be a member or pay the difference for the Non-Member ticket).*
  - If the conference is cancelled, the purchaser will receive a 100% refund: *Yes, the SNEB conference carries cancellation insurance which will cover all attendee registration costs should the conference be cancelled.*
- If your University/Institution requires something other than the above, please contact the SNEB office at [info@sneb.org](mailto:info@sneb.org) to confirm credit card use.

What is the policy for cancellations and refunds?

- Conference registration cancellations submitted in writing to [info@sneb.org](mailto:info@sneb.org) no later than June 14, 2019 at 5 p.m. ET are refundable, less a \$50 processing fee. Charitable

donations are non-refundable. Cancellations or refund requests received after June 14, 2019 at 5 p.m. ET are not eligible for a refund.

### **Accommodations:**

Is there a reserved room block for SNEB conference attendees?

- Yes, SNEB has purchased a block of rooms at a discounted rate. This rate is available Thursday, July 25<sup>th</sup> through Wednesday, July 31<sup>st</sup>. The cutoff to receive the discounted rate is June 7<sup>th</sup> or sooner if all reserved rooms are sold.

Does SNEB make my hotel reservation?

- No, SNEB does not make individual hotel reservations. SNEB has reserved a block of rooms at a discounted rate, and attendees are responsible for booking their own room(s). The link to access the room block is [here](#).

Where is Student Housing located?

- Student housing is available at the University of Central Florida (4000 Central Florida Blvd. Orlando, FL 32816) for \$33 per night. There is also a required linen package for \$20.

### **Transportation:**

Is transportation provided for students?

- SNEB does not provide transportation for students. You are responsible for acquiring transportation to and from the University of Central Florida and the Hyatt Regency Grand Cypress. Suggestions for transportation services can be found [here](#).

Is transportation provided to/from the airport?

- SNEB does not provide transportation to/from the airport. Suggestions for transportation services can be found [here](#).

If I am coming from outside of the United States, what documentation do I need to attend the SNEB conference?

- A valid passport and Visa upon entering the United States. Specifically, for the conference, it is helpful to have proof of registration on hand. For example, a copy of your registration confirmation or a copy of your payment receipt.

### **Food and Beverage:**

What meals are included in my conference registration?

- Pre- and post-conference workshops typically include food service. See the individual event listing for specifics.
- Opening Reception includes light appetizers with water and tea. Cash bar is available.
- Throughout the conference, coffee is served each morning and designated Nutrition Breaks will include fruit, coffee, tea, and water.

Where can I purchase food?

- There will be Grab and Go areas to purchase food throughout the conference.

### **Continuing Education Credits:**

More information about how much each session is worth in CEUs can be found on the conference app [here](#).

When will I receive my certificate?

- Conference attendees are responsible for downloading the certificate from the [conference app](#). See how to download an attachment under the app section. Printed certificates will also be available at registration.

### **Schedule:**

Where can I find the schedule posted?

- You can find the schedule [here](#).

### **Conference App:**

Where can I find the Conference App?

- To access the SNEB 2019 Annual Conference app, search for and download the ConferenceBeat Event App in the [App Store/Google Play](#). Locate our event in the Current Events tab and tap to open the app. If you have any questions or experience technical difficulties, contact Kayla Jenkins at [kjenkins@sneb.org](mailto:kjenkins@sneb.org).

What are the system and device requirements for this app?

- To access and run this web app, you must have data access to your device.

Devices Supported:

- Smartphone: iPhone and Android with internet browser capability
- Tablet: iPad, Windows 8, Android tablet with internet browser capability
- PC or Mac with internet browser capability

System Requirements:

- Internet Browser
  - Apple Safari 9+ (The current Mac OS X major release version.)
  - Google Chrome 48.0+ (The current or previous month's version, as Chrome does monthly updates)
  - Mozilla Firefox 43.0+ (The current or previous month's version, as Firefox does monthly updates)
  - Microsoft Internet Explorer 11 or Microsoft Edge Browser

*If your browser version is earlier than the version listed above, please update your browser prior to running this web app.*

- OS
  - iOS 8.3+ or iOS 9 version 9.2+

- Android 4.4.4, 5.1+ of the 5-series, 6.1+ of the 6-series
- Mac OS 10.11+
- Windows 8.1+

How do I log into the app?

- You will log into the app using the email address you used when registering for the conference.

How do I reset my passcode?

- If you forget your passcode, simply select the link that says **Tap here to request a reminder** which is located below the login. A passcode reminder email will be sent to your email address associated with your user profile.

What should I do if the web app becomes unresponsive?

- Go to the base URL. On the web browser's address bar, remove anything after the pound sign/ hashtag symbol within the web app URL. For example, **app.resultsathand.com/rah#home** becomes **app.resultsathand.com/rah#**. Once the URL has been changed, refresh (shift+refresh if available) your browser.

Do I need data access to use the app?

- You will either need data access or to be connected to WiFi to access the app.

What is Connection Code, and how can I change mine?

- Your Connection Code is a code that is unique to your profile in the app and when shared, allows you to connect with other conference attendees via messaging. You can find your Connection Code at the top of the side navigation. You can change your Connection Code in your Account Settings. Simply go to My Profile and select Account Settings. Scroll to the bottom to view and change your Connection Code. Click save when you're finished.

How do I use my Connection Code?

- Go to the directory to locate friends you want to connect with. Select their profile, and within their profile, click Actions in the top righthand corner. Click Send Connection Request, you have the option to include a message, and then you will see your pending request in your My Contacts tab in the Side Navigation. Once your friend accepts your request, you will be able to direct message one another via the app.

Where do I go to message someone?

- You can find connections in your My Contacts tab in the Side Navigation. Select the person you want to message, click Actions in the top righthand corner, and click Chat.

How do I see incoming messages?

- Incoming message alerts will wait for you under the My Messages tab in the Side Navigation.

How do I download an attachment or materials to my device for later viewing offline?

- You must be connected to the internet to download from the app. Click the title of the attachment you want to download, and from the icons, select the Download Button. The document will download to your device, and you will be able to view it offline.

