

## **Frequently Asked Registration Questions**

### **Q: How do I register?**

A: You can register online with a credit card. To pay by check, contact us at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716.

To register online:

- Visit <http://bit.ly/ncph2016reg>
- Click **Register for this Event** (blue box halfway down the page). Sign in with your email address and password (please email [ncph@iupui.edu](mailto:ncph@iupui.edu) if you need to reset your password) or register as a new user.
- Select the appropriate registration fee and follow the system prompts to add additional information.
- Choose any additional events (labeled **sessions** in the online system). You may also add these items at a later time, but keep in mind that some events fill up quickly.
- Check out with a credit card.

### **Q: Can I become an NCPH member (or renew my membership) and register for the conference at the same time?**

A: Yes, click **continue shopping** after adding your membership or conference registration to your shopping cart (access the shopping cart by clicking **register now** to confirm your registration) and then add other items to your cart. You will receive the member price for your conference registration, but this discount will not be applied until you reach the payment page.

### **Q: Can I register for the conference and make a donation at the same time?**

A: Yes, just click **continue shopping** after adding either your donation or registration to your shopping cart in order to add other items before checking out.

### **Q: I can't remember my username or password, how do I login?**

A: Contact us at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716 for login help.

### **Q: How do I add events later?**

A: To add tours, workshops, or other event tickets (labeled **sessions** in the online system) at a later time, simply log in [here](#), select the **My Events** option from the menu bar, and click **Add Sessions**.

### **Q: What are my payment options?**

A: If registering online, a credit or debit card. To pay by check, contact us at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716.

### **Q: Who can be considered a "guest"? How do I register a guest?**

A: A guest is an individual who would not otherwise attend the meeting except to accompany the attendee. Guests may attend events, tours, and workshops but they will need their own ticket(s). Guests can be added on the fourth page of the online registration system and registered with a guest fee.

**Q: How do I register more than one person at a time?**

A: Please contact us at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716 to make arrangements for registering your group. You may add additional people by clicking “**continue shopping**” after adding your first registration to the shopping cart. Access the shopping cart by clicking **register now** to confirm your registration. Reselect this event in the online store and register for the second person.

**NOTE:** To register more than one person, you will need each person’s contact information and badge information when registering. If registrants want to add sessions later, they will need to do so by logging in to the account used to pay for their original registration or by calling the office.

**Q: Can I get a receipt or invoice?**

A: Yes. If you register online, a receipt will be automatically emailed to you. If you register via mail, we will send you a receipt as soon as your payment has been processed. Invoices are also available by contacting our office at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716.

**Q: Can I get a refund if I end up unable to attend?**

A: Refund requests must be submitted in writing via fax or email no later than March 2, 2016.

**Fax:** (317) 278-5230; **Email:** [ncph@iupui.edu](mailto:ncph@iupui.edu)

- 100% refund of registration fee (minus a 20% admin. fee) will be issued if cancellation request is received by February 3.
- 50% refund of registration fee will be issued if cancellation request is received between February 3 and March 2).
- No refunds will be issued for requests received after March 2.

**Q: Is it possible to purchase tickets or register onsite in Baltimore?**

A: Yes. You must register onsite if you’ve missed the regular registration period ending March 2<sup>nd</sup>. Some tours, workshops, and event tickets may be available for sale onsite, but pre-purchasing your tickets is the only way to guarantee a spot.

**Q: How do I update my information (badge name, organization, address, etc.)?**

A: To update your information, please contact our office at [ncph@iupui.edu](mailto:ncph@iupui.edu) or 317-274-2716.

**Q: I am a Patron/Volunteer/Exhibitor and I get to register for free- how do I do that?**

A: If you are a patron, volunteer, or exhibitor, please email us at [ncph@iupui.edu](mailto:ncph@iupui.edu) to receive your complimentary registration code if you do not already have one.

**Q: What does my conference registration include?**

A: A full conference registration includes access to all working groups and sessions, the exhibit hall, public plenary, poster session and other non-ticketed events. Registration also includes access to SHFG (Society for History in the Federal Government) sessions and the SHFG awards event on Thursday of the conference. Registrants also receive a conference packet and badge. Special opportunities such as workshops, tours, and meal events may require additional fees. Visit the [NCPH Annual Meeting webpage](#) for more information on registration rates. Registration for the conference opens in early

November.

**Q: Why do some events and sessions cost an additional fee?**

A: Some events come with costs like bus transportation, food, entrance, or facilitator fees, which ticket prices are designed to cover, or partially cover.

**Q: Can I get a scholarship or award to cover the cost of attendance?**

A: To learn about potential cash prizes and travel grants, consult the [NCPH awards](#) page. Award nominations must be received by December 1, 2015 (November 1, 2015 for the Book and Kelley Awards). Students should contact their advisor, department, student government, or other campus associations to find out if they provide travel grants for conference attendance. Professionals should consult their employers for available funding opportunities. To save on registration costs, be sure to register during the [early bird registration period](#), which lasts until February 3, 2016.

**Q: I have questions about the Society for History in the Federal Government (SHFG) joint meeting.**

A: If you have questions about anything related to the joint meeting with SHFG, please consult our [Joint Registration FAQ](#).

**Q: I have other questions about lodging, transportation, Baltimore, or the conference.**

A: Please visit our [conference homepage](#) and check out our first time attendee guide (available in November) for answers to all of your questions. You may also contact us via:

**Email:** [ncph@iupui.edu](mailto:ncph@iupui.edu)

**Phone:** 317-274-2716