# ONLINE REGISTRATION TIPS

Our team has worked hard to make registration as simple and straightforward as possible. As with any software, there are some areas in the registration system that may not be intuitively clear to everyone, and certain situations that require special approaches. Please review the following information so that you will be ready to register for the AGM.

ENTERING THE REGISTRATION SYSTEM

At 12:00 noon, Eastern Daylight Time, on June 12, the registration system will be activated. At that time, clicking the "Register Online" button halfway down the AGM Registration webpage (http://www.jasna.org/agms/williamsburg/registration.html) will take you to the Regpack front page, where you should see fields for creating your account (scroll down the page). Do not click the "Register Online" button before opening time. If you have already done so, there is a chance that your computer will display a cached (old) page when registration opens, without the account creation options. If this happens, try bypassing your computer cache. This site gives instructions for bypassing the cache in various browsers: https://en.wikipedia.org/wiki/Wikipedia:Bypass_your_cache. Another solution is to visit the page using a different browser.   You may already have two Internet browsers on your computer, such as Chrome and Safari, Internet Explorer, Edge, or Firefox.   Or, you can use your smartphone or tablet to register.

NAVIGATING THE REGISTRATION SYSTEM

The system is designed to take you in order through the necessary forms: Create Account, Personal Selections, Confirm Selections, and Checkout, ending on a summary page. Once you create an account, the top of every page will look like this (minus the red circles and text!):
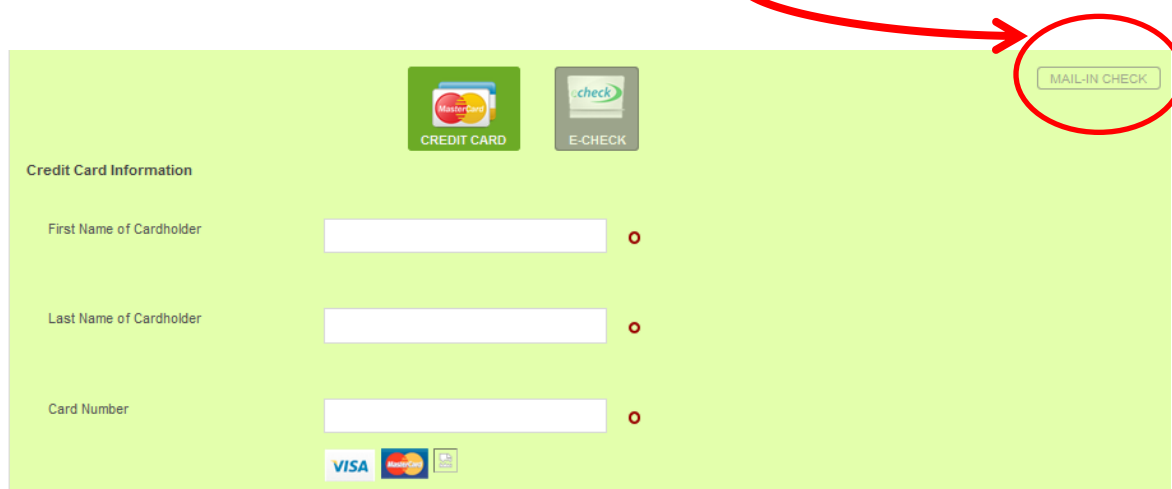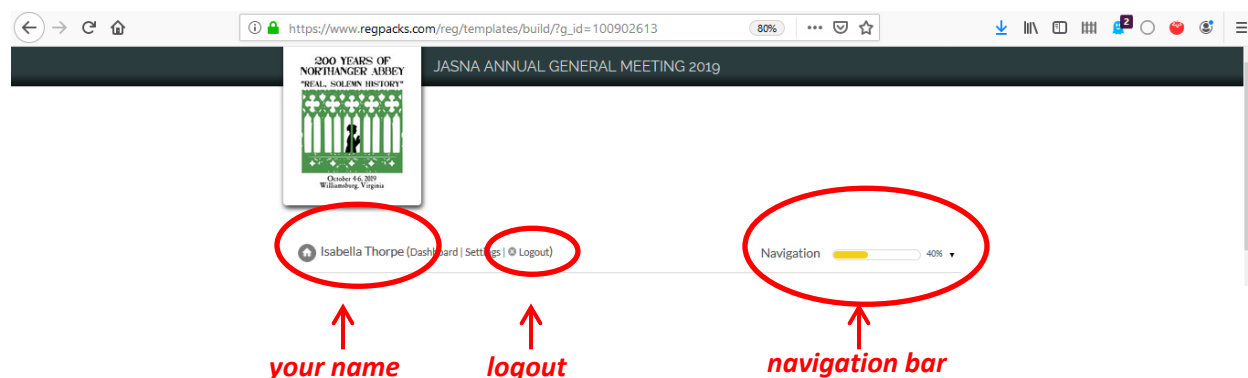

If for any reason you need to return to a form in mid-stream, use the Navigation bar at top right, clicking the down-arrow to see and select available forms. ***On the day registration opens***

and the system will be in high demand, it is recommended that you get through the forms in a straightforward manner and close out.

PAYING BY CHECK

You have three payment options and must click the button on the Checkout page for the one you wish to use. The mail-in check button is very inconspicuous. *Here is where you must click if you wish to mail in your check:*

DOING MULTIPLE REGISTRATIONS

If, for example, you and a family member both wish to register, the simplest way is for each of you to register simultaneously, using different devices and different email addresses. (Each user in the system must have a distinct email account.) If that isn't possible, one person can do multiple registrations. After completing the first registration, log out (look for the gray "Logout" by your name at the top left of the page) to return a blank form and begin the second registration, entering the second person's name and email address.   If using the same email address for two people is unavoidable, put a "2" in front of the email address – for example, if your address is "jane@steventon.com," make the second person's email address "2jane@steventon.com."

JOINING THE AGM WAITLIST

When the AGM sells out, the system will maintain a waitlist. After you create an account and select your registration type, you will be routed to a waitlist message screen and need to do nothing further. You will not be charged a registration fee at this time. You cannot enter any of your personal selections or contact information unless you are notified that a space has

become available for you. Please be aware that additional registration spaces are released in the days immediately following the opening of registration, as the AGM host team confirms that speakers and required participants have registered. Waitlist operations continue throughout the summer, and historically JASNA has experienced quite a bit of turnover. For all but a few AGMs, the host Region was eventually able to offer everyone on the waitlist the opportunity to register.

JOINING AN ACTIVITY-SPECIFIC WAITLIST

Depending on when you register, you may see that certain activities have sold out. They will look like this:
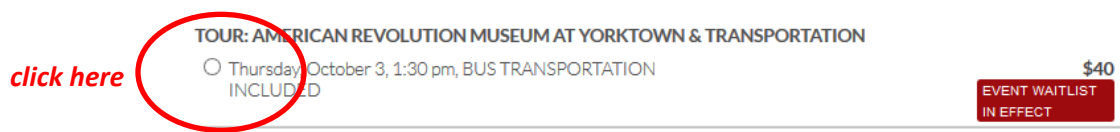
To join the waitlist for this activity, click the selection circle to the left of the program date – not the red box at right. You will not be charged unless the activity becomes available.

GETTING ASSISTANCE

- Any updates on AGM registration will be posted on the AGM Registration webpage, http://www.jasna.org/agms/williamsburg/registration.html.
- For technical issues with the registration system or questions about JASNA AGM policies, contact Linda Slothouber, Vice President for Conferences, at vpconf@jasna.org.
- If you have registered but need to change your selections or contact information, email jasna2019agm@gmail.com.
- For questions about 2019 AGM programs, activities, the host city, or hotel, contact the AGM Coordinator, Amy Stallings, at jasna2019agm@gmail.com.
- You can review Frequently Asked Questions about AGM policies and practices here: http://jasna.org/conferences-events/agms/agm-faqs/