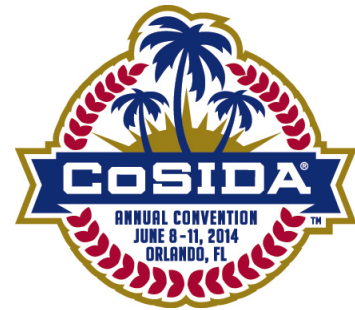


# 2014 CoSIDA Convention Registration FAQs

To register for the 2014 Orlando Convention, click [HERE](http://www.sportssystem.com/cosida) (link to [www.sportssystem.com/cosida](http://www.sportssystem.com/cosida))



## What are the dates and location for the 2014 CoSIDA Convention?

The 2014 Convention will take place **Sunday-Wednesday, June 8-11**, at the World Center Marriott in Orlando, Fla. (8701 World Center Drive). The CoSIDA Convention will again be held in conjunction with the annual NACDA & Affiliates Convention.

To see updated convention information as it becomes available, please visit [CoSIDA.com/s Convention page](http://CoSIDA.com/s). We look forward to seeing you in Orlando!

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## How do I register for the 2014 CoSIDA Convention?

There are two ways – you may register in advance via ONLINE registration ONLY [www.sportssystem.com/cosida](http://www.sportssystem.com/cosida) from Feb. 3 through May 12; or you may register in person at the World Center Marriott June 8-9. If you choose to register in-person, you will pay a higher on-site registration fee.

## In addition to online registration, can I do a mail-in convention registration in advance and pay by check?

No. CoSIDA has moved to an online registration system the past few years and all transactions are done online via credit card payment only.

## If I choose to register in-person at the Convention, how do I do it and where? Can I use a credit card then or do I need to pay by check?

On-site registration will take place at the World Center Marriott at the Palms Registration desk (follow signs in hotel) Sunday and Monday, June 8-9, beginning Sunday morning. After Monday morning, please see check in at the CoSIDA Office.

## What are the costs for convention registration?

**New registration rates for '14:** The 2014 Convention registration fee for CoSIDA members per individual is \$205 from February 3-March 21, with an increase to \$235 between March 22-May 12, and a \$255 on-site registration fee.

Each amount will be \$30 more for non-CoSIDA members (\$235 from Feb. 3-March 21; \$265 between March 22-May 12; and \$285 for on-site registration).

Please remember that everyone who wishes to attend any of the 2014 Convention events (panels/seminars, social events, awards luncheons, Capital One Academic All-America Hall of Fame ceremony) must be registered.

*NOTE: If someone is coming to the Convention ONLY for one of the awards luncheons or the Capital One Academic All-America Hall of Fame to support an award winner, that is a special exception. They do not need to register for the full Convention. They may contact Will Roleson, Director of Internal Operations/Treasurer ([willroleson@cosida.com](mailto:willroleson@cosida.com)) for payment information for those events.*

### **What is the deadline for registering online for the 2014 Convention?**

**Monday, May 12, 2014, at midnight Eastern time.**

After that date, you will have to register in-person at the Marriott World Center beginning on Sunday, June 8.

### **What is the refund policy for online registration?**

Refunds will be provided less \$50 if request is made by June 1. After that date, no refunds will be provided. Please make refund requests to Will Roleson, Director of Internal Operations/Treasurer ([willroleson@cosida.com](mailto:willroleson@cosida.com)).

### **Can I also reserve my Marriott World Center hotel room during this online registration process?**

Yes. From the Sports Systems online registration form, look for the link which says "Reserve your Marriott World Center hotel room." You will be redirected to our hotel registration page where you will receive the **special CoSIDA Convention room rate of \$174 per night**. This amazing room rate for the property will be offered three days prior to the start of the Convention and three days after (June 5-14), if space is available. **CoSIDA Convention registrants MUST reserve their hotel room through this CoSIDA-specific web site [HERE](https://resweb.passkey.com/go/CoSIDA2014).** (link to: <https://resweb.passkey.com/go/CoSIDA2014>)

### **Can I register staff and family members at the same time I register myself?**

In fact, we encourage you to do ALL your registrations at once. If you begin a registration process and have to put it in "draft mode" and return later, the Sports Systems will send you an email reminding you that you have NOT completed registration.

### **What is the process I do if I want to register myself and then more people from my organization or family under one credit card?**

1. If you are registering a group under ONE credit card: Fill out general information about the school/organization on the first page, select the type of attendees (CoSIDA member, non-member, family member/spouse/friend), and enter your credit card information. **You must add yourself as an attendee if you are attending.**

Once you press the “continue button” on this page, your credit card will be charged for everyone in your group. **PLEASE DO NOT CLICK THE BUTTON TWICE OR YOU WILL BE DOUBLE-CHARGED.** USE the “back” buttons if you want to go and review information. After your credit card is processed for the number and type of registrants, you will be taken to a screen to add individual attendees information.

**Important:** You will not be able to move to the next screen until you fully complete each registrant’s information. If you do not fill this section out, your registration will be “pending” and you will not be fully registered – even though your credit card will be charged.

All information on attendees MUST be filled out completely. Please do not exit the system before you review the individual registrant page to make sure all your attendees are listed. Your registration will be marked “pending” in the online system unless all individual registrants have been recorded.

2. After entering all attendees, you will be shown a "Finish" button. Click to see a recap of your request and the credit card charged amount. You will then be sent a confirmation email.

3. For example: you want to register four people (yourself, two staff members and your spouse). On page one of the registration form, please pay attention to every field and enter the correct number of people on this front page ... wait for it to finish processing and then go to the next page to enter attendees. Enter each one individually then after you have entered all four, click the “Finish” button and look for your confirmation email. It will show the proper total under the list of attendees in each area. Please make sure that the amount of people entered on page one and the credit card charge for those people equals the number of people you enter on page two. In order to properly register every member of your organization, their names MUST be placed on the second registration page.

### **What if I individuals from my school/organization will be paying by separate credit cards, or if someone wants to pay for spouse/children on his/her personal credit card?**

You can do two registrations with two separate credit cards during the same transaction, but you must do a separate registration for each of these groups. After using credit card #1, there will be a link at the end of this process to take you back to the start so that you may use credit card #2. Please use this link. Do not click the “back button” on your browser or you may be double-charged.

### **How do I get a confirmation receipt?**

#### **To get confirmation receipts:**

1. When you have completed your registration, **print the final screen** OR
2. **Use the email confirmation as your receipt.** You will receive your confirmation email/receipt and other information after you finish this process. Please make sure [willroleson@cosida.com](mailto:willroleson@cosida.com) is in your approved list of emails in your SPAM-blocker folder.

To ensure email delivery of the confirmation receipt – check your SPAM blockers. Please make sure [willroleson@cosida.com](mailto:willroleson@cosida.com) is in your approved list of emails in your SPAM-blocker folder, or else you may not receive the email confirmation.

If I complete my registration and later discover that I want to add another registrant – using the SAME credit card that I used previously – what are my steps?

Once you have closed out a transaction, pressed “Finish” and received a confirmation email, that transaction is completed. You cannot go back and edit it/amend it; you will have to go into the system and do another registration process, following all the steps above.

You must use an alternate email address if you do a second registration for others or family members. If you try to use the same email for the second registration, it will tell you to use a different one.

**What if I start the registration process and have to leave it incomplete? Will I be timed out? Can I save it and return later? How do I later access the partially-completed registration?**

If you save your work and leave the registration after the first page where you do your credit card processing, 30 minutes later you will receive an email from Sports Systems telling you that your registration is “incomplete” and that you need to complete it. Please follow the directions on the email and use that link to log back in and finish your registration. DO NOT begin another registration process; this will lead to a double-billing on your credit card.

**What if I’ve saved my incomplete registration and then return to the Sports Systems and inadvertently start another registration process?**

Again – if you’ve started a registration and receive an email stating that your registration is incomplete, please log back in and complete THAT registration. DO NOT begin another registration process; this may lead to a double-billing on your credit card and double-registrations for you and your group.

**What if I find that I have been double-charged for registrations? How can I avoid this happening?**

If you have an incorrect charge to your credit card, IMMEDIATELY contact Will Roleson, Director of Internal Operations/Treasurer ([willroleson@cosida.com](mailto:willroleson@cosida.com); phone: 317-490-2905). We will attempt to cancel your credit card transaction IF we receive the request within hours of the incorrect total, or we will work with you to refund your credit card if necessary. Our first priority will be to cancel the credit card transaction and have you go back in and re-register.

If that is not possible, then Will will send you a refund via check once you provide him your pertinent mailing information.

**Can I also pay my 2014-15 CoSIDA membership dues during this online registration process?**

You are encouraged to pay 2014-15 dues during the spring and summer, and can pay your dues during Convention registration if you wish in a separate transaction.

REMEMBER- when you register for the 2014 Convention, you are paying for Convention-associated costs only – the Convention fee DOES NOT cover your 2014-15 membership dues. Membership dues are a separate charge.

On the CoSIDA online registration page, click on the link which says: “Want to pay 2014-15 CoSIDA membership dues?” That will link you back to CoSIDA.com where you may log on and pay for your 2014-15 membership.

Remember: if you are the CUSTODIAN of your organization’s directory, you can go online and pay dues for all staff members as well as update your organization and personal information at any time. Want to become the custodian or your organization’s account or unsure if you are? Inquire [HERE \(link to www.cosida.com/register.aspx\)](http://www.cosida.com/register.aspx).

### **What if I have additional questions?**

Contact Will Roleson, Director of Internal Operations/Treasurer ([willroleson@cosida.com](mailto:willroleson@cosida.com)) if there is a registration form technical error, an incorrect charge to your credit card, or if you need to make a name change or have other questions.