

FAQs – Registration Process

- **Is my username and password the same as last year?**
 - No. You will need to create a new username and password for this year.
- **Is my username my ADA number?**
 - No. Your username is unique to this Mid-Continent registration process.
- **What happens when I click on “Member” on the registration home page?**
 - You will be prompted to enter your ADA number. This will allow you to skip entering your contact information as part of your registration, as the system will automatically populate it in the appropriate fields based on your ADA number. You will still be able to edit it if need be. Note: this is unrelated to your username and password – it is simply a way for members to be able to enter less information during the registration process.
- **Who should be our office’s first, or “Primary Registrant”?**
 - The first person you register will become the “Primary registrant” for your office. This person will receive the registration confirmation/receipt email following check-out, as well as all convention related correspondence, including emails and the mailed registration packet with all of the badges. The Primary Registrant is responsible for sharing all convention related correspondence with the rest of the office.
- **How do I add people to our registration?**
 - There are several options. Once you finish adding courses for the first attendee and click the NEXT button, you’ll be taken to the Summary Page. On that page, you may click the blue ADD REGISTRANT button. You may also click on the gray Options link near the top left-hand side of the page; there is also an Add Registrant link under Options.
 - If you have already completed your registration and need to add someone, go to MDCStl.org and click the link to "Log Back Into Account". Then, click on the gray Options link near the top left-hand side of the page, select Add Registrant and repeat steps you did previously to add attendees and courses.
- **How to I add or delete courses after I have completed my registration?**
 - Go to MDCStl.org and click the link that states "Log Back Into Account". Click on the gray Options link near the top left-hand side of the page, and select Events. From here you can add/delete courses for each attendee as needed. As a reminder, you will still need to go all the way through the checkout process at the end to actually record the changes to your account and secure your spot in desired courses.
- **What happens if I am unable to complete my registration once I’ve started it and need to come back at a later time?**
 - You will be able to log back in and pick up where you left off. Your cart will still include any attendees and courses that you have already entered. HOWEVER, it is critical to note that your spot will not actually be saved, or held, in any courses selected UNTIL you complete the checkout process. If there is limited availability for a desired course, we highly recommend you complete your registration as soon as

possible to ensure your spot. Again, the only way to secure a spot in a course is to complete the full registration process including checkout and payment (if payment is applicable).

- **What happens if I add or remove an attendee from our account, or switched to a course with a different fee?**
 - If you have added attendees or switched to a course with a higher fee, you will need to checkout and pay the additional funds owed.
 - If you have removed attendees or switched to courses with lower fees, you will receive a refund following the convention.

- **I haven't received my badge(s) in the mail and I registered online or by mail by 10/07/2024. What do I do?**
 - If you haven't received your registration materials in the mail by the week prior to the convention, please contact the registration company at gslids@prereg.net or 678-341-3048 to notify them. Please plan to arrive at St. Louis Union Station at least 30-45 minutes prior to the start of your first class to allow plenty of time for your badges to be reprinted at the Registration Desk. There will be a separate line at the Registration Desk for existing attendees only this year to help speed the process and get you on your way to class.

- **I am having trouble with my credit card going through.**
 - You must enter the billing address associated with the card exactly. If any portion is inaccurate, the charge will not go through.

- **I had trouble with my credit card going through and now I see multiple pending transactions on my bank account. What does this mean? Will you refund me?**
 - These are temporary holds that occurred as a result of the failed transactions that did not go through. Your bank will generally clear them in a few days. If for some reason multiple charges of that same amount were to actually go through on your account, we would be able to see that on our end as well and would of course issue you a refund.