

FREQUENTLY ASKED QUESTIONS

After entering my credit card information I received an ‘Error FR’ message and the registration did not go through.

-If you successfully submitted a registration before this one and are using the same credit card, please wait 30 minutes and then try again (the credit card company will sometimes flag a charge as fraudulent if there are duplicate charges within a short time frame).

-If this is the first time you are trying to register with this credit card, please contact your credit card company and confirm they are not blocking the charge before then trying again.

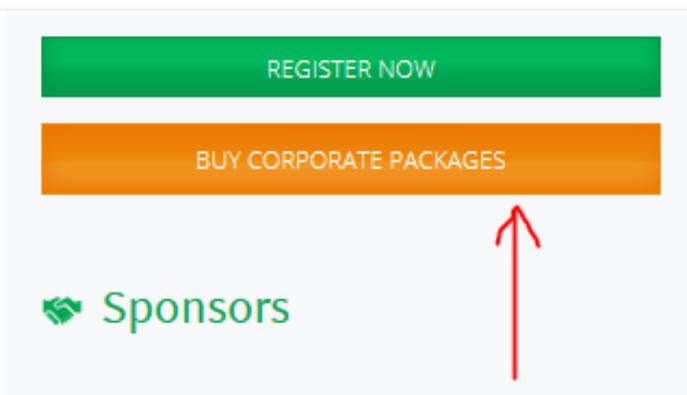
I registered one employee successfully and am now trying to register another but the credit card won’t go through.

- Please wait 30 minutes and then try again (the credit card company will sometimes flag a charge as fraudulent if there are duplicate charges within a short time frame).

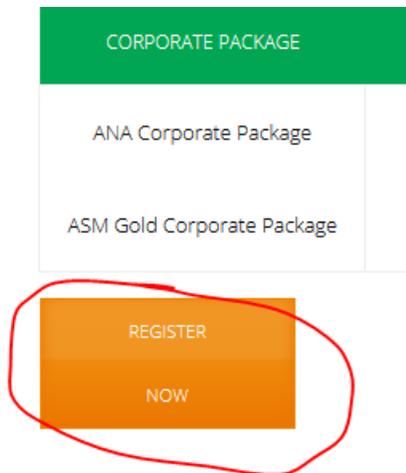
- If after waiting and you still receive an error message, please contact your credit card company and confirm they are not blocking the charge before then trying again.

I need to purchase a corporate package, but I don’t have the login information for the person that I am registering the package for.

- You can purchase a corporate package without logging in by selecting the ‘buy corporate packages’ button:



Then the register now button:



Then proceed to the 'buy without logging in' hyperlink:

Corporate Package

To buy a corporate package please login to our web site. You may also [buy without logging in.](#)

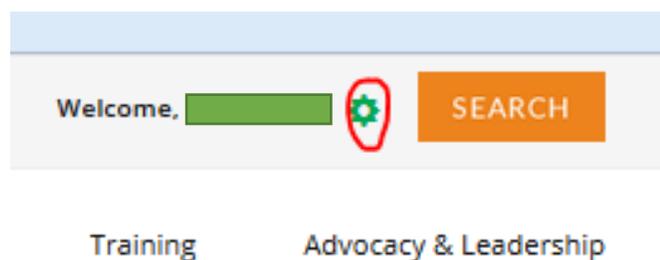
User Name (email)

Password

After selecting the hyperlink, continue by providing the email address for the individual that is registering the package and proceed.

I just purchased a corporate package but now I can't register the individual attendees.

-If you logged in to register your corporate package, and are now trying to register someone **other than yourself** under the package, you will need to logout (top right hand corner of the webpage) by clicking on the gear icon and selecting 'logout'.



and then proceed back to the event webpage to the 'Register Now' button.

Email  Save 

REGISTER NOW

BUY CORPORATE PACKAGES

 Sponsors

Use the 'register someone else' option

Please Login to Continue

User Name (email)

Password

LOGIN

OR

REGISTER WITHOUT LOGIN

REGISTER SOMEONE ELSE

Registrations accepted without login are subject to validation for pricing and qualification. ANA reserves the right to adjust registration and pricing.

Next, provide the email addresses of the **individual you are trying to register** in the address box. You will have to repeat this step separately for each attendee.

Register Without Login

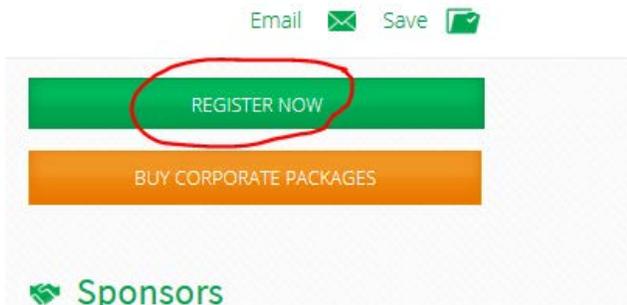
To register without logging in to our web site, please supply the **registrant's business email address** here. You must be able to send and receive emails from the address specified.

Business Email Address

CONTINUE

How do I register a colleague for a conference if I do not have their login information?

- Proceed to the 'Register Now' button.



- Click the 'register someone else' option at the top of the login box.

Please Login to Continue

User Name (email)

Password

LOGIN

OR

REGISTER WITHOUT LOGIN

REGISTER SOMEONE ELSE



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Business Email Address

CONTINUE