



April 28-30, 2010 – San Francisco
Social Enterprise Summit 2010 + 3rd World Forum

Summit Registration Frequently Asked Questions & Answers

Thank you for your interest in attending the *Social Enterprise Summit*. We are looking forward to seeing you. Below please find some frequently asked questions about the registration process.

- 1) I am not sure if I have an existing SEA Account and the system is asking me to login, can you help?
- 2) How do I check my membership status with SEA so I can take advantage of member discounts?
- 3) How do I apply the member discount to my registration?
- 4) I know that my organization is an SEA member, but I am not seeing the discounted registration rates?
- 5) My organization is a member but I have never accessed my SEA Account?
- 6) I registered for the Summit but I would like to register additional people from my organization, how do I do that?
- 7) How do I take advantage of the multiple staff discount for organizational members?
- 8) Is there a Group Rate Discount?
- 9) How do I register for the main conference sessions of Thursday & Friday?
- 10) How do I register for Pre-Conference workshop, Social Enterprise tour, or Social Enterprise Showcase?
- 11) Can I register for a Pre-Conference workshop or a Social Enterprise tour if I am not attending the Summit?
- 12) Can I register for the Social Enterprise Showcase if I am not attending the Summit?
- 13) How do I register for a Dine-Around?
- 14) How do I register for a Social Enterprise Clinic?
- 15) How do I join the online Summit Social Network?
- 16) Can I bring guests to the meals at the Summit?
- 17) Can I request to be invoiced at the time of registration?
- 18) I am not from the US; can I use my credit card to pay online?
- 19) How do I make a payment on an outstanding registration invoice online?
- 20) I registered online but I did not receive a confirmation email, can you help?
- 21) How can I verify that I am registered?
- 22) Can I register over the phone?
- 23) How late can I register?
- 24) Can I cancel or transfer my registration to someone else?

1) I am not sure if I have an existing SEA Account and the system is asking me to login, can you help?

Simply fill-out the fields under **New to SEA Online?** If you are already in our system, you will be notified and given an opportunity to update your login and contact information.

2) How do I check my membership status with SEA so I can take advantage of member discounts?

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and let the page refresh
- Find and Select **MY ACCOUNT** in the top right corner of the page, a new window will open
- Find and select the **Membership** section
- Find and select **Membership Information** link from the left-hand side menu
- If you're an organizational member at the Enterpriser + level and you'd like to add additional representatives to your membership scroll down to **Representatives** and click on the **Add Organization Contact** icon and follow the process step by step. This will create an SEA member account for each person you add (login is always the individual's email address and initial password, which can be changed upon first login, is "abc123"). As reminder, you can add an unlimited number of employees and up to two board members.

Please note that if you are not your organization's primary contact for SEA, you may not have access to this feature. Please check with the primary contact at your organization if in doubt.

3) How do I apply the member discount to my registration?

If your membership is active (paid in full at the time of registration), the system will provide the discounted rates automatically.

4) I know that my organization is an SEA member, but I am not seeing the discounted registration rates?

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and let the page refresh
- Find and Select **MY ACCOUNT** in the top right corner of the page, a new window will open
- Find and select the **Membership** section
- Find and select **Membership Information** link from the left-hand side menu
- Please make sure that your name figures on the list of your organization's representatives and the text **has member benefits** appears to the right of your name. To add or remove member benefits, click on the **edit** button

Please note that if you are not your organization's primary contact for SEA, you may not have access to this feature. Please check with the primary contact at your organization if in doubt.

5) My organization is a member but I have never accessed my SEA Account?

First, check with the primary member contact at your organization if you've been given membership rights at the time of membership sign-up. Once verified, proceed to login with your email address and the initial password of "abc123". Please note that the system will ask you change your password.

* If this is your first time logging into your SEA Account, your login is your email address and the initial password is: abc123

* If you've forgotten your password please click below to retrieve it:
<https://map.se-alliance.org/core/CO19ForgottenPassword.aspx>

6) I registered for the Summit but I would like to register additional people from my organization, how do I do that?

Each person in the SEA database has his/her own SEA Account (member or non-member). Each person must login into his/her respective SEA Account to register. We are not able to provide multiple registrations in one step at this point.

To login into your existing SEA Account, please use your email address and password*

7) How do I take advantage of the multiple staff discount for organizational members?

SEA Organizational members (Enterpriser level +) can save additional \$25 dollars of each second + registration. To take advantage of this option, simply select the following rate: **Multiple Member Rate* Summit 2009 Full Registration**. Please note that at least one representative from your organization must register at the full member rate first. This registration type is subject to approval by SEA staff.

8) Is there a Group Rate Discount?

Yes! If you are interested in a group discount for 10 or more attendees please contact SEA prior to registering.

9) How do I register for the main conference sessions of Thursday & Friday?

Once you register for the Summit as a whole, separate registration/RSVP is not necessary for Summit Sessions I, II, III, & IV. However, for your convenience, you can create your own schedule ahead of the Summit through the new online *Summit Social Network* (please see question # 14 to learn more about this new tool) and start networking with other attendees as soon as today.

10) How do I register for a Pre-Conference workshop, Social Enterprise tour, or Social Enterprise Showcase?

There are two basic ways:

- (1) Select the additional events at the time you register for the Summit. Any additional cost will be added to your registration total. Space is limited so we do encourage you to choose this option.
- (2) If you did not select any additional events at the time of Summit registration, you can add them later. To do so, please follow the directions below:

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and allow the page to refresh
- Find and Select **MY ACCOUNT** in the top right corner of the page, a new window will open
- Select **Events**
- Select **SOCIAL ENTERPRISE SUMMIT 2010 + 3RD World Forum** from the list of **"Upcoming Events You're Registered For"**
- From the list of options on the right hand side, please select **"Register for Events Happening During this One"**
- Find the appropriate event and register for each one by one

For a full description of the Pre-Conference workshops please visit us at: http://www.se-alliance.org/summit_10preconference.cfm

For a full description of the Social Enterprise tours please visit us at: <http://www.se-alliance.org/summit.cfm>

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11) Can I register for a Pre-Conference workshop or a Social Enterprise tour if I am not attending the Summit?

Yes, you can. To register, please follow the steps below:

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and allow the page to refresh
- Find and Select **MY ACCOUNT** in the top right corner of the page, a new page will open
- Select **Events**
- Locate the list of **Featured Events**, and
- Select **SOCIAL ENTERPRISE SUMMIT 2010 + 3RD World Forum**
- Scroll down and select **See all Events Happening During SOCIAL ENTERPRISE SUMMIT 2010 + 3RD World Forum**
- Find the appropriate event and register for each one by one

If you are attending the Summit and registering a guest, please create an SEA Account for them first here: <https://map.se-alliance.org/membership/MS14ProspectSignup.aspx>

12) Can I register for the Social Enterprise Showcase if I am not attending the Summit?

Showcase registration is available only to those who attend the Summit. To register, please follow the steps below:

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and allow the page to refresh
- Find and Select **MY ACCOUNT** in the top right corner of the page, a new page will open
- Select **Events**
- Locate the list of **Featured Events**, and
- Select **SOCIAL ENTERPRISE SUMMIT 2010 + 3RD World Forum**
- Scroll down and select **See all Events Happening During SOCIAL ENTERPRISE SUMMIT 2010 + 3RD World Forum**
- Find the appropriate event and register for each one by one

13) How do I register for a Dine-Around?

There two basic ways:

- (1) Once you register for the Summit, you will be invited to join the **Summit Social Network** – an online community for Summit attendees. Click on the Calendar tap and create your own schedule. Once in San Francisco, simply show up at the time and venue specified.
- (2) Look for sign-up sheets on the bulletin board at the Hyatt Regency San Francisco – the Summit venue.

For a full description of the Dine-Arounds please visit us at: http://www.se-alliance.org/summit_10dine.cfm

14) How do I register for a Social Enterprise Clinic?

Sign-up sheets will be available at the Summit's registration desk onsite on a first-come, first-served basis.

For a full description of the Social Enterprise Clinics please visit us at: <http://www.se-alliance.org/summit.cfm>

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15) How do I join the online Summit Social Network?

We are introducing a new online tool to expand your Summit networking. The Summit Social Network will allow you to post a profile with your photo, search for and contact other attendees; create a conference agenda and more! Look for the link and instructions on how to join the Summit Social Network in your Summit registration email.

To learn more about the Summit Social Network, please visit us at: http://www.se-alliance.org/summit_10networking.cfm

16) Can I bring guests to the meals at the Summit?

Yes, guests are welcome to accompany registered attendees to meals at the Summit but must purchase tickets. Meals for registered attendees are included in the registration fee. The following meals are included for registered attendees or can be purchased separately for guests:

Thursday, April 29: Breakfast, Lunch, Dinner

Friday, April 30: Breakfast, Lunch

Tickets can be purchased here:

17) Can I request to be invoiced at the time of registration?

Our preference is that you make a payment via a credit card but if it's not possible then you can request to be invoiced at the time of the registration. Simply select "**Invoice Me**" from the list of payment options and click continue. Review your registration and click save. An invoice will be emailed to you.

If within USA, please remit payment to:

Social Enterprise Alliance
75 Remittance Drive, Suite 6504
Chicago, IL 60675-6504

If outside of USA, please remit payment to:

Social Enterprise Alliance
2020 Pennsylvania Ave, NW # 559
Washington, DC 20006

IMPORTANT: Please note that we are only able to accept US personal checks or Bank issued checks with US routing numbers. If you must send an international check, please add \$30 to the total stated on your invoice, which will cover SEA's costs of processing an international check.

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* If you've forgotten your password please click below to retrieve it:
<https://map.se-alliance.org/core/C019ForgottenPassword.aspx>

18) I am not from the US; can I use my credit card to pay online?

We can accept some, but not all, international credit cards. Accounts from Australia, Canada, and the UK are generally fine. If in doubt, please request to be invoiced at the time of online registration and then submit your credit card information via fax at +1.602-916-0905 or phone at +1.202.558.7173. Please be prepared to provide the following information:

American Express _____ MasterCard _____ Visa _____
Card # _____ Exp. _____
Cardholder's Name _____ Billing Zip Code _____
Signature _____

19) How do I make a payment on an outstanding registration invoice online?

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and allow the page to refresh
- Find and select **MY ACCOUNT** in the top right corner of the page, a new window will open
- Find and select the **Events** section
- Please select the event you'd like to make a payment on from "**Upcoming Events You're Registered For**"
- Select "**Make\Record a Payment**" link on the right hand side for the screen, the next screen will allow you to view the invoice and/or continue
- Enter your payment information on the next screen & follow through the next steps to "**Payment Success**" screen

20) I registered online but I did not receive a confirmation email, can you help?

All successful, fully paid, registrants receive two confirmation emails (1) confirming the payment and (2) detailing the registration questions. If you did not receive one or both emails, there may be a few reasons:

- The email is in your spam folder. Please add info@se-alliance.org and news@se-alliance.org to your safe list.
- If you requested to be invoiced, confirmation emails will not be sent until the invoice is settled.
- You selected one of the special registration rates that require approval. Once SEA staff confirms your eligibility for the special rate, you'll be approved and you'll receive the confirmation email.
- The registration process has 4 basic steps (as shown below), if you do not click "**save**" at the bottom of the "**Confirmation**" screen, your registration will not be saved and your payment information will not be processed:

▶Select a Reg Type ▶Event Registration ▶Confirmation ▶Success

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* If you've forgotten your password please click below to retrieve it:
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21) How can I verify that I am registered?

- Log in with your email address and password* at **LOGIN** from www.se-alliance.org and allow the page to refresh
- Find and select **MY ACCOUNT** in the top right corner of the page, a new window will open
- Find and select the **Events** section
- Please select the event you'd like to make a payment on from "**Upcoming Events You're Registered For**"

22) Can I register over the phone?

We strongly prefer for attendees to register online. If you have any questions not answered above, please email us at info@se-alliance.org or call us at 202.558.7173.

23) How late can I register?

Online registration deadline is end of the day **April 16, 2010** but you can also register onsite for an additional fee.

24) Can I cancel or transfer my registration to someone else?

Cancellation Policy

If you must cancel for any reason, your registration will be refunded less a \$50 processing fee if submitted in writing by 8:00pm ET March 15, 2010. Registration will be refunded for cancellations made after March 15, 2010 less \$250. No refunds will be given for cancellations received after 8:00pm ET April 9, 2010 or for conference no-shows.

Registration Transfer Policy

A registration can be transferred to another individual instead of canceling. There will be a \$25 fee applied for any transferred registrations.

Please write to info@se-alliance.org to request a cancellation or transfer.

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* If you've forgotten your password please click below to retrieve it:
<https://map.se-alliance.org/core/C019ForgottenPassword.aspx>