

NAA Group Registration Information and FAQ's

Contents

1. COVID-19 STATEMENT AND PROCESS CHANGES FOR 2022	2
2. WHAT ARE THE REGISTRATION OPTIONS OFFERED?	2
3. WHAT IS A GROUP ADMINISTRATOR?	2
4. WHAT IS A GROUP HOUSING ID?	2
5. HOW DO I SUBMIT MY GROUP'S REGISTRATIONS?	2
6. IMPORTANT REGISTRATION DATES?	2
7. MULTIPLE/DUPLICATE REGISTRATIONS	ERROR! BOOKMARK NOT DEFINED.
8. HOW TO SEND CONFIRMATION EMAILS	3
9. WHAT IS THE "PROCESSING FEE"?	ERROR! BOOKMARK NOT DEFINED.
10. WHAT IS THE GROUP CHANGE POLICY?	4
11. WHAT IS THE GROUP CANCELLATION POLICY?	4
12. WHAT IS MY LOGIN NUMBER?	5
13. WHY IS THERE A SINGLE LOGIN FOR THE GROUP?	5
14. HOW DO I CHANGE A GROUP ADMINISTRATOR?	5
15. WHAT IS THE DEADLINE FOR REGISTRATION PAYMENTS?	5
16. WHERE DO I PAY MY FEES ON-LINE?	5
17. WHAT ARE MY PAYMENT OPTIONS?	5
18. WHERE DO I SEND MY WIRE TRANSFER?	ERROR! BOOKMARK NOT DEFINED.
19. HOW DO I MAKE CHANGES TO MY REGISTRATIONS?	ERROR! BOOKMARK NOT DEFINED.
20. HOW DO I CANCEL/SUBSTITUTE A REGISTRATION?	6
21. HOW DO I CONTACT THE ASH REGISTRATION AND HOUSING CENTER?	ERROR! BOOKMARK NOT DEFINED.

NAA Group Registration Information and FAQ's

1. COVID-19 Statement and Process Changes for 2024

NAA will be following the current safety protocols from the Philadelphia Department of Public Health, the Philadelphia Convention Center

2. What are the Registration Options offered?

Apartmentalize 2024 will take place in Philadelphia, Pennsylvania June 19-21. At any time, you may log back into the registration system and change their selection, should plans or ability to travel to Philadelphia change.

Registration Options

- **Full Conference Registration**
Register for the Apartmentalize 2024 meeting in Philadelphia. Full Conference Registration Includes: *All Education and Game Changer Sessions, All General Sessions, NAA Exposition Access, NAA Excellence Awards (registration required under Additional Options), Wednesday Welcome Reception, Maintenance Mania National Championship, Lunch on Thursday & Friday, Thursday Night Party and Prize Drawing Eligibility.*
- **Party Tickets**

3. What is a Group Coordinator / Administrator?

Group Coordinators manage their groups by creating a master record that allows them exclusive rights to their group online. The NAA Registration Center will only release the group login number and password information to the Group Coordinator on record.

4. Affiliate Group Hotel Reservation Options

- Invited individuals may reserve their **own** hotel room upon completion of their meeting registration.
- **You can create a block of rooms for your group and manage all hotel reservations.** Click [here](#) to create a block of rooms. *If a room block has already been created, do not click again to create another room block. Please refer to your room block confirmation to log in and assign names and dates to your block.*

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5. How do I submit my group's registrations?

Registration must be completed online, or by import spreadsheet (if your group contains 50 or more delegates)

- **Individually Online:** Via the group registration website: Group administrators register group delegates, make changes to existing registrations, view lists of registered delegates and pay balances.
- **Import (must submit 50 or more group delegates):** The Import Spreadsheet Template can be downloaded from the group registration website if you indicate your group will contain 50 or more registrants. Upload the document via the group portal and allow up to 10 business days for the list to be imported. Once your list has been imported, use the online module to make changes to existing registrations, register new registrants, view lists of registered delegates, and pay balances.

6. Important Registration Dates?

March 6, 2024, 11:59 PM Eastern	Early Bird Registration Deadline. Registrations must be received by 11:59PM PST
May 22, 2024, 11:59 PM Eastern	Advance Registration Deadline. “..”
May 23, 2024	Onsite rates apply / Import Deadline
May 10, 2024, 11:59 PM Eastern	Cancellation deadline (no refunds provided past this date)

NAA Group Registration Information and FAQ's

7. Invite Another Group Attendee

- Click the button “**Invite Another**”
- Enter First name, Last Name, and email address
- Click the “**Send**” button to email the invitation

Send Customer Invites [+ INVITE ANOTHER](#)

Send your guest(s) a Courtesy Invitation Ticket to experience the energy that only a live event like NAA Apartmentalize can create. Provide your guest(s) name and email address below, then click send to provide them with information needed to register for the event.

[Preview email to be sent](#)

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1	Eric	Johnson	eric.johnson@spargoinc.com	Sent Edit
2	test	Record	eric.johnson@spargoinc.com	Sent Edit
3	Diane	Bombard	eric.johnson@spargoinc.com	Sent Edit
4	2Test	record	DBombard@naahq.org	Sent Edit
5	<input type="text" value="First Name *"/>	<input type="text" value="Last Name *"/>	<input type="text" value="Email Address *"/>	Send Exit

8. How to edit a record

- After logging into the site, review list of registered group attendees
- Click the “**Edit**” button next to their name
- The editable fields are first name, last name, and email

1	Eric	Johnson	eric.johnson@spargoinc.com	Sent Edit
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4	2Test	record	DBombard@naahq.org	Sent Edit

[Exit](#)

8. How to send confirmation emails

Email confirmations are automatically sent to registered group attendees. Group administrators are responsible for sending registration confirmation emails to all their group attendees. Administrators can choose to send a copy of the registrant’s email confirmation to themselves or to the registrant directly.

- **Option 1:** Send an email confirmation directly to an individual member of the group
 - Select “**Edit List**” from the main menu, find the delegate needed and click “**Send Email**”

NAA Group Registration Information and FAQ's

1	Eric	Johnson	eric.johnson@spargoinc.com	 Sent Edit
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Exit

9. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made throughout the conference. Changes may not be made online to the last name or email address in each record. If the last name or email address has a misspelling, please contact the Registration Center at naapartmentalizereg@spargoinc.com to make the correction at no charge. If the last name and email address need to be altered because the registrant is being substituted for another person, please see “Substitutions” below for information regarding changes in group members.
- **Substitutions:** May be made at no additional charge online throughout the conference. To make a substitution the group administrator must cancel the first record and create a new record with the substitute’s information. Available funds will be transferred from the cancelled registrant to the new registrant.

PLEASE NOTE: Membership status of the registrants will play a role in determining fees.

Instructions for Substitutions

Option1: If you are updating an existing record (not changing the last name or email address)

- Log-in to the group registration website, under “**Edit Group List**”
- Click “**Edit list**”, locate the registration that needs to be updated by name or registration ID
- Click “**Edit Contact information**” or under **Review Cart**, click “**click to add**” to add/update your cart
- Make your edits in the available fields. Once edits are complete select the **Continue** button to walk through rest of pages
- Update cart with additional ticketed events
- Select **Save Registration/Checkout**
- Select **Save Registration/Main Menu**

Option 2: If you are substituting one group registrant for another

- Log-in to the group registration website
- Click “**Edit List**”
- Find the name of the registrant you wish to update
- Select **Cancel** next to the name of the registrant
- Read cancellation policy, check the box to verify that you read the policy and select **Substitute**
- Acknowledge pop-up assuring you want to make this change, select “**OK**”
- Register the new group attendee

- **Acknowledgments:** Changes online are acknowledged immediately. Written requests may take up to 3 to 5 business days to process.

10. What is the Group Cancellation Policy?

Cancellations must be done online. You may cancel your group delegates online any time. There will be no cancellation fee applied for online cancellations prior to May 10, 2024. There will be no refund for cancellations requested after May 10, 2024.

	Processed Online
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NAA Group Registration Information and FAQ's

	On or before 5/10/24	After 5/10/24
New registration	No Fee	No Fee
Change existing registration	No Fee	No Fee
Cancel a registration	No Fee	100% of amount paid

11. What is my login number?

The log-in is a six-digit number starting with '6'. It is the group administrator registration ID number. To set up a login number, the group administrator must go to the group registration website and under "Create Group Contact" click to create group account. Once the group administrator information has been entered, you will be given a group administrator registration ID number that is used to login to the group registration website for all future visits.

12. Why is there a single login for the group?

There is one login in order that the group administrator has sole control of the group's registrations. The group administrator may share the login information with their staff. Should a group administrator leave the company, an email must be sent to the group registration center (naaapartmentlizereg@spargoinc.com) notifying the center of the departure and must provide the new group administrator name and new website login password.

13. How do I change a group administrator?

Should a group administrator leave the company, an email must be sent to the group registration center (naaapartmentlizereg@spargoinc.com) notifying the center of the departure and must provide the new group administrator name and new website login password.

14. What is the deadline for registration payments?

There is no deadline to submit payment, the NAA APT 24 website will remain open throughout the conference.


15. Where do I pay my fees on-line?

Affiliate Groups, that register online, must provide payment for their group balance in full or they will not be able to send out their "Invitation Emails".

Total Amount Due: \$4,400.00

How would you like to pay?

Credit Card Check

 The credit card supplied for payment will be charged when you click the "Confirm Payment" button. We will not accept alternate forms of payment or change of payment type once you click "Confirm Payment".

Credit Card Type *	<input type="text" value="--"/>
Credit Card Number *	<input type="text"/>
Expiration *	<input type="text" value="Month"/> <input type="text" value="Year"/>
Name On Card *	<input type="text"/>
Cardholder Address *	<input type="text" value="6700 Antioch Ste 200"/>
Cardholder Postal Code *	<input type="text" value="66204"/>
Card Security Code *	<input type="text"/>

16. What are my payment options?

- 1.) **Credit Card:** Visa, MasterCard, American Express, Discover. It may take up to 48 hours for credit card payments to be posted to your individual records
- 2.) **Check:** Checks must be drawn from a U.S. bank in U.S. dollars. Money Orders must be in U.S. dollars. Please make checks payable to the National Apartment Association (NAA APT24). Payments are not complete until funds have been received and processed by the

NAA Group Registration Information and FAQ's

registration center. The check deadline is **Thursday, May 23, 2024**.

Please note that bulk group payments can take up to 48 hours or 2 business days to process and transfer to individual group attendee registrations.

17. How do I cancel a registration?

- Affiliate Groups must request in writing, either from the individual or the Group coordinator, prior the cancellation deadline of 5/10/24, to receive a refund, minus the cancellation fee.