

## NCRA's Virtual Annual Education Conference/ MoSTRA Group Sales Registration

### FAQs

1. Q – What days and times are the conference?  
A – The NCRA Virtual Annual Education Conference is June 3 – 5, 2021, Thursday through Saturday. Conference times have not been published as of 2/9/2021. Check back on the NCRA website for updated information on this question.
2. Q – Do I have to be a member of MoSTRA to register for the conference?  
A – No, you do not need to be a member of MoSTRA to register for the conference.
3. Q – Do I have to be a member of NCRA to register for the conference?  
A – No, you do not have to be a member of NCRA to register. However, if you are an NCRA member you will receive the discounted group rate. Remember to have your NCRA member number when you complete the online registration form.
4. Q – What is the Group Rate for the Conference?  
A – Group Rate is \$221 for NCRA members, \$306 for non-NCRA members.
5. Q – What is the cutoff date to get the group discount rate?  
A – The cutoff date to get the group discount rate through MoSTRA is Monday March 15, 2021, by midnight.
6. Can I still register for the conference after March 15, 2021?  
A – Yes you can, but you will need to register directly on the NCRA website ([ncra-usa.org](http://ncra-usa.org)) and you won't qualify for the discounted group rate.
7. Q – When and how can I register through MoSTRA?  
A – Registration is open now until midnight on March 15, 2021. Go to the MoSTRA website ([mostra-ctr.org](http://mostra-ctr.org)), select the Annual Meeting tab and click the link located on that page. Please follow all directions and complete all information asked. Make sure your email address is correct as this is where all communication from MoSTRA and NCRA will be sent.
8. Q – Who do I contact with questions or issues completing the online registration?  
A – If you need assistance with the MoSTRA online registration form, contact [webchair@mostra-ctr.org](mailto:webchair@mostra-ctr.org)
9. Q – What payment options do I have when registering on the MoSTRA website?  
A – Payment options are: credit card through PayPal or mail a check. A PayPal account is not needed.
10. Q – What do I need to do if my facility/company is going to pay for my registration?  
A – Follow the instructions when completing your registration. Be sure to put the facility or the credit card holder name (if different from name of registrant) in the COMMENT box on the form. This helps the Treasurer tie the names from registration to checks or PayPal payments easier and faster. Same rule applies for facilities making check payments - needs to be received by April 1, 2021.

**11. Q – How can I get a receipt for reimbursement?**

**A –** Once you complete registration on the MoSTRA website, you will receive a confirmation email with the information you completed. If you selected Pay by Check the email you receive will give you instructions to mail your check which needs to be received by April 1, 2021. Once your check is received by the Treasurer, a email receipt will be sent to you. If you make your payment through PayPal you will receive a payment receipt directly from them.

Once the group registration is completed and submitted to NCRA, you will also receive a confirmation receipt from NCRA.

**12. Who do I contact with questions on payment?**

**A –** If you register through the MoSTRA website, contact Pete Audello at [Treasurer@mostra-ctr.org](mailto:Treasurer@mostra-ctr.org)

**13. Q – What if I need to cancel?**

**A –** NCRA will accept cancellations and refund registration fees for cancellations received on or before May 14, 2021. Cancellations must be in writing. NCRA will refund the registration fees paid, less a \$100 processing charge, 45 days post conference. No refunds will be made for any cancellation received after May 14, 2021; however, substitutions will be accepted. NCRA will accept cancellations by mail, fax, or email. Fax: 703-299-6620; email: [registration@ncra-usa.org](mailto:registration@ncra-usa.org); and mail: NCRA, Conference Registration, 1330 Braddock Place, Suite 520, Alexandria, VA 22314. MoSTRA will NOT be handling cancellations.

**14. Q – Do I have to participate/attend with a group?**

**A –** Each registered participant will be issued their own individual sign in credentials. No two credentials are the same. You can sign in from anywhere you have internet access. Instructions for accessing the virtual conference will be sent separately to each registrant by the virtual conference production company.

**15. Q – How many CEs are available? How many are Category A?**

**A –** You can earn 20+ CEs. We do not have an official answer as of 2/6/21 regarding Category A. Check later on the NCRA website for updated information on this question.

**16. Q – Will there be handouts available?**

**A –** We do not have an official answer as of 2/6/2021. Check the NCRA website for updated information to this question.

**17. Q – Will I be able to view the sessions again after the conference?**

**A –** Each individual registration includes post conference On-Demand sessions.

**18. Q – I'm not going to be in the office. Will I be able to access the conference?**

**A –** The location of where you are when you view the virtual conference is not an issue as long as internet access is available. Instruction for accessing the virtual conference will be sent separately to each registrant by the virtual conference production company. Registrants will be able to claim CE's for the sessions viewed.