

The Online Registration Process

There should be 3 different screens you should see as you register, and you should see each one only once. They are:

1. The registration screen, where you enter your own information and abstract information;
2. The payment screen, where you pay for your registration, and;
3. The confirmation and receipt page, where you can print out a copy of your receipt.

If at any time during this process, your screen reset to the beginning when you hit "submit," then your registration did not go through. If this happened to you, the most common reason is that your local internet server may have "timed out" and reset because you were on the first page too long, or stepped away from your computer for any length of time.

Credit Card issues

Sometimes Institutional cards have processing issues that do not happen with personal credit cards. This is most often due to our online security through a third party called Kintera, and is almost never an issue with the credit card itself. The issue in which the online registration does not take your credit card information is most often due to an error, however slight, in the ***billing address***. With Institutional credit cards, your lab's address may be different from the address on the billing information, which can cause the error. Here are some suggestions:

1. Please double-check the zip code for your entry. The billing address has to be exactly the same as where the ***credit card statement is mailed to***. If you entered in all 9 zip code digits, try taking off the last 4 digits. Zip code differences have been the problem in at least 2 other registrations.
2. Check the billing address. Sometimes if you're too detailed, such as building number and such, that will cause the processing to refuse. Again, the billing address has to be the same as the address where the credit card statement is mailed to. If you have access to the card's monthly statement, take the address directly off of the statement.

If neither of these suggestions work, then please contact me, and I'll be happy to see what we can do to get you properly registered.

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