

STEP UP/CLAIM ACCOUNT

Note: If you registered your entire party under ONE account, you only need to claim ONE account (i.e. the primary registrant's account).

Set Up or Claim Your Account:

If you set up an account for a conference between 2019 and now, you may use the same log in and password. If you did not set up an account or you have forgotten your log in information, please follow the steps below.

1. Get access to your account by using the link on the [website](#) (Registration page, Account Access).

REGISTER

Before you register, please read the information below.

- Each person who will be staying at the hotel and/or attending sessions must fill out a registration.
- We highly recommend using your ISI email account or the email you used to register last year.
- In the registration system, please pay careful attention to all instructions in colored font.
- Once you've submitted your registration, please look for a confirmation email (it may be in your junk mail box). If you do not receive one, please contact us.

REGISTER HERE

ACCOUNT ACCESS

Use the Step-by Step Guide to get access to your account.

- Your account is attached to the email address you use to register (look for a confirmation email).
- If you used the same email as last year, you may bypass setting up a new account and log into your account directly.
- If you do not see "National Conference 2024" in your account, try logging in with a different email address.
- For more information on how to set up/claim a new account or log in, please review the Step-by-Step Guide.

ACCOUNT ACCESS

2. When you are directed to this page, click the green button that says "Claim My Account."

Claim your account

If you have recently made a payment, you have an account with us. To Manage your information and view your history, you need to claim your account and set a password.

Claim My Account

View and Manage Your Information

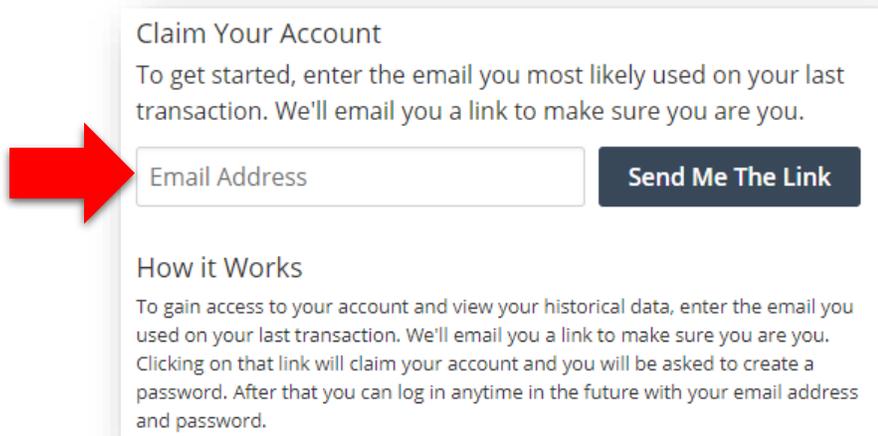
Email Address

Password

[Forgot Password](#)

Log In

- When you are directed to this page, **enter the email address you used to register (the same email address where you received your confirmation email)** and click “Send Me The Link.”

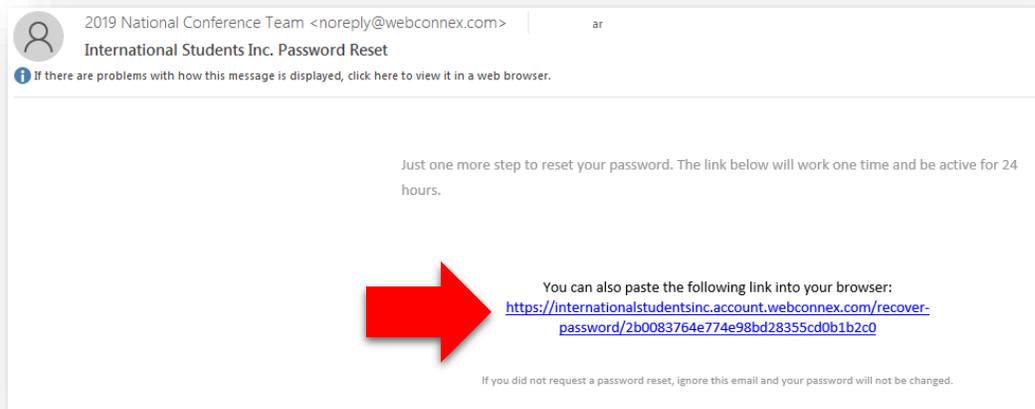


Claim Your Account
To get started, enter the email you most likely used on your last transaction. We'll email you a link to make sure you are you.

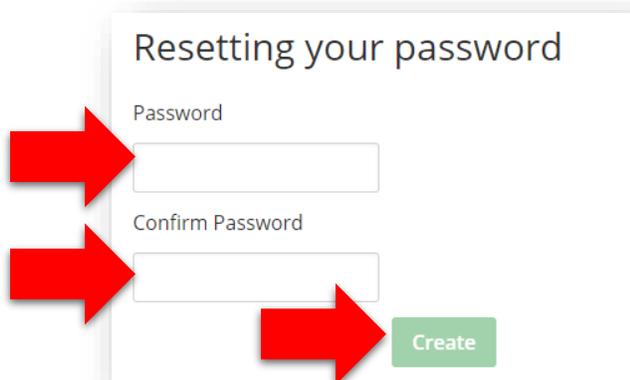
Email Address **Send Me The Link**

How it Works
To gain access to your account and view your historical data, enter the email you used on your last transaction. We'll email you a link to make sure you are you. Clicking on that link will claim your account and you will be asked to create a password. After that you can log in anytime in the future with your email address and password.

- An email (like the one below) will be sent to the email address you provided. In the email message, click on the blue link provided. *Note: the link does expire after 24 hours.*



- The link will direct you to a webpage where you will create a password unique to this system. Once you do, click “Create.” **Be sure to write down the password so you can log in again later.**



Resetting your password

Password

Confirm Password

Create

Note: You only need to do this process once. Once you claim your account, you will access your account using the link on the “Registration” page of the website and enter the credentials you just set up.

Follow the steps below to make any changes to your registration.

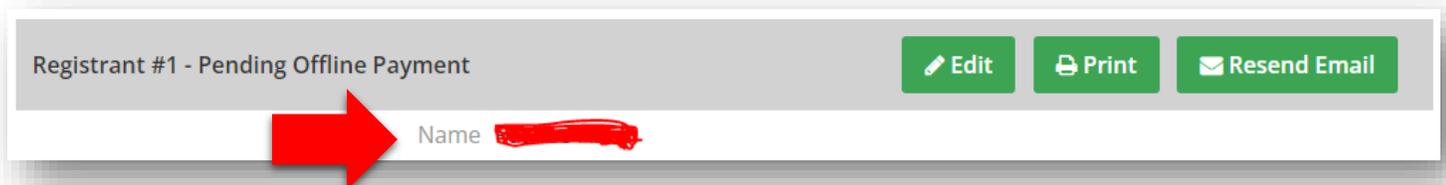
6. You will be taken to your registration account. On the top bar, select “Registrations.”



7. To get to your registration, click on any of the three underlined parts in the row related to the 2024 National Family Conference. *(If you do not see this year’s conference, try logging out and logging in again under a different email address. Remember you must use the email address you used to register—if you don’t remember which email address you used, look for a confirmation email. It may be in your junk folder.)*

Date	Name	Billed Amount	
11/1/2023	<u>2024 National Family Conference</u>	\$1,814.00	View Details
11/16/2022	<u>2023 National Family Conference</u>	\$2,075.00	View Details

Each registrant’s information is divided by a grey bar. It will not have the registrant’s name in the grey bar, so please look just below at the name to ensure it is the correct registrant.



After following this guide, if you have any questions or concerns, please [contact us](#).