

# FAQs for Annual Conference

1. **I checked the box that said I was going to pay with a Purchase Order, what do I do next?**

If you are submitting a Purchase Order, **please submit a copy of your invoice to your district/agency for processing.** See tutorial: [How to Print a Copy of My Invoice.](#) (Non-members will need to contact us for a copy at [rkunkel@sswaa.org](mailto:rkunkel@sswaa.org).) Please note that you will not be officially registered for the conference (including meal reservations) until after we have received payment or a copy of your district's purchase order. Send Purchase Orders to Rebecca Kunkel Oliver at [rkunkel@sswaa.org](mailto:rkunkel@sswaa.org). You may also wish to give your Business Office a [copy of our W-9](#) to speed up processing.

2. **How do I access my invoice or payment information after I've already registered?**

If you are a **current member**, your Event Registration and Invoice/payment information can be accessed any time under "My Profile/ Manage Profile" on the right hand side of any web page. **Non-members** registering for the Pre & Full or Full Conference will be activated as members after we receive your payment.

3. **My school district needs a W-9 form, where do I find it?**

[https://c.ymcdn.com/sites/sswaa.site-ym.com/resource/resmgr/Business/SSWAA\\_W-9\\_2015.pdf](https://c.ymcdn.com/sites/sswaa.site-ym.com/resource/resmgr/Business/SSWAA_W-9_2015.pdf)

4. **I checked the box that said I was going to pay later or I need to print out an invoice to give to my school district. What should I do next?**

See tutorial for steps to get the invoice to mail in with check or submit to your school district for payment [How to Pay a SSWAA Invoice.](#)

5. **I already registered for the conference but need to change my workshop selections. What should I do?**

DO NOT REGISTER A SECOND TIME. Just follow our step by step tutorial: [How to Add/Change Workshop Selections to My Conference Registration.](#) Note that NO CHANGES can be made to your registration after March 1<sup>st</sup>.

If additional changes need to be made, please contact [Rebecca Kunkel Oliver](#) for assistance.

6. **I just found out I can't attend the conference. Can I get a refund?**

*All cancellations MUST be in writing. Written requests postmarked before **February 20, 2017** will be refunded minus a 25% administrative fee. There will be no refunds after February 20, 2017.*

**7. I attended the conference but can't remember how to print out my CEUs. What should I do?**

To print your CEU report, visit the web app <http://sswaa.resultsathand.com> on your PC or laptop and ensure you are connected to a local printer.

Once you are on the web app's home screen, please follow these steps to get to your CEU report:

- View your CEU report by going to your app profile
- Click the Advanced tab then click Track CEU & Attendance
- All of your earned CEUs will appear at this screen (see the screenshot below for an example)
- To print this report, simply right click on the screen and select Print from the menu like printing a typical webpage.
- You may be asked to first save the screen as a PDF. Save the file, locate the PDF, and print the file to your connected printer.

**8. My supervisor wants justification for my attending the conference. What can SSWAA help me provide?**

To help convince your administrators, please feel free to adapt this [Conference Justification Letter](#) incorporating your district's needs. Stress the importance of this conference dedicated to school social workers as well as the knowledge and skills that you will gain by attending!