

Grand Gathering Conference

Attendee FAQ

I am having problems signing into Whova. Can someone help me?

Yes! Please make sure that you are signing into Whova with the same email you used to register for the conference. If you are still having trouble, please email Laura Zile at laura@informusa.org.

If I need assistance during the conference, where should I go?

During the conference, please visit the Registration Desk with any questions. You may also email info@informusa.org, and your message will be routed to the appropriate staff person.

Is there a printable version of the conference Schedule?

This year, we are excited to announce an amazing new Conference Program! Everyone will have one inside their Conference Tote, including the schedule and many other great details!

I forgot to book my hotel room. What do I do now?

Hotel reservations at The Amway Grand Plaza through the Inform USA room block closed on April 18, 2024, but don't panic! Availability may remain at the regular hotel rate. For more information, call them directly at 616.774.2000. If you cannot get a room at The Amway, many great options are within walking distance, including [The Holiday Inn Downtown Grand Rapids](#).

Can I access the conference information in Whova after we leave Michigan in May?

All registrants will have access to Whova for 90 days post-conference.

I have some needs regarding Accessibility. Who should I talk to?

Inform USA wants everyone to be able to participate fully in all of our offerings. Please visit our [Accessibility Page](#) for more details and to request an accommodation for any Inform USA program or event.

I have a specific dietary need. Who should I see about that?

If you have made a special meal request, please see Registration during check-in.

My coworker is unable to register. Can they view these sessions later?

15 sessions from the in-person conference will be featured in the Virtual Edition event in August. The sessions will include live Q&A with the presenters, new content from acclaimed author Leah Kral, and three new sponsored sessions from Connect 211, Sensez9, and Language Line! Have them order a Virtual Edition pass [here!](#)

How can I reach out to the presenter(s)?

From the Whova App, you can go to the speaker tab, under attendees, and then click "Say Hi" right under their picture. You could also go to the sessions tab, click view details beside their session name and click "Send Message".

Do the courses at the Conference help me get Inform USA Recertified?

Yes, they can! Each course or webinar is granted a certain number of professional development hours that you can use toward your recertification. At the start of each session be sure to check in with the room host and scan the QR Code to have credits appear in your Member Compass! For more details on the recertification process and the application, please look at: <https://www.informusa.org/core-certification> or reach out to matthew@informusa.org.

How do I become a future conference presenter?

We welcome your participation and would love to have you submit an RFP for a future conference! If you're unsure if you want to present but have an idea for a webinar, session topic, or keynote, that's great, too! Please contact our Program Director, Sandra Ray, at sandra@informusa.org, with any content-related questions, suggestions, or feedback.

I need to make a change to my reservation. What now?

We understand that sometimes an unexpected situation comes up. If you are no longer able to attend and need to transfer your ticket to someone else, simply reach out to Laura Zile, laura@informusa.org, for assistance.

Is it too late to get a ticket to Comedy Night?

Not at all! If you would like to attend the Comedy/Improv Dinner, you can still purchase your ticket [here](#). We will also have limited tickets available on-site on a first-come, first-served basis.

How about a Headshot reservation?

Want to take advantage of having a photographer on-site and ready to capture your best side? This is an amazing way to update your headshot for only \$35 for members and \$50 for non-members. For more information and to get your ticket, visit this [site](#).