Exhibitor Registration Cheat Sheet

As the Trade Show Contact, you are the only one who has direct access to the Registration and Housing portal.

Helpful Hint: The following is a list of “required fields” you’ll need to complete for your team.

- Full Name
- Title
- Cell Phone (Must be their unique cell phone – duplicates are not permitted)
- Email Address (Must be their unique email address – duplicates are not permitted)
- Emergency Contact
- Emergency Contact Phone

If you haven’t already done so, retrieve/create your AIHA login credentials.

- Go to www.aiha.org and click on "SIGN IN" at the top of the page.
- Click on the "Forgot Password" link. Do NOT click on "New Customer".
- Enter your email address and click "Submit".
- Receive an email with your username and a link to create a password.

Then go to www.aihaconnect.org/register. Click on “Exhibitor Registration”

- You’ll be taken back to the AIHA login page.
- Use the login credentials you created/retrieved above.

Once logged in, select the number of hotel rooms you’ll need.

How many hotel rooms will you need to book?
- 0 to 9 rooms
- 10 or more rooms

Confirm your information as the Trade Show Contact.
Once on the Dashboard, click on “Add/Edit Personnel”

Be sure to read the important instructions listed. (See “Read me” in print screen below.)

1. When registering your staff, please always go to the “Search for your Staff” tab first and search for them in our database. (Arrow #1 in print screen below)
   - If searching by email, please use the email address associated with their membership (if applicable) and/or try both their professional and personal email addresses.
2. If you’re unable to find them in our database, click on “Add New Person”. (Arrow #2 in print screen below)
To register personnel:

- After you “Search for your Staff” or “Add a New Person”, complete the required fields
- Select if you’re securing their “Badge Only” or their “Badge & Hotel”. (Hotels can be secured later and/or by the staff person themselves.)
  - **NOTE:** If you’ve submitted a Room Block Request, please wait for confirmation that the Room Block has been processed before securing hotel rooms

- **Be sure to enter THEIR cell phone.** Cell phone duplicates are not permitted.
- **Be sure to enter/add THEIR email address.** Duplicated email addresses are not permitted. You can add yours in the CC line.
- Select a Registration Type
- Click “Add”
NEXT STEPS:

- **Exhibitor Full Conference** registrants automatically receive an email with a link that takes them directly to their registration record so they can complete their registration by answering the **required** show questions, and, if desired, register for a PDC, and add/guarantee their hotel room, etc. **NOTE:** The registrant **must complete this step, or their registration/badge will be cancelled.**
  - To resend this email, click the check box by their name on the **Group Summary** page and select “Send Invitation to Update”.  
    (See **blue arrow** on PRINT SCREEN #1 below)

- **Exhibit Booth Only** registrants can add their own hotel room or register for the Fun Run.
  - Click on the check box by their name on the **Group Summary** page and select “Send Invitation to Update”.  
    (See **blue arrow** on PRINT SCREEN #1 below)
  - They’ll receive an email with a link that will take them directly to their own record.

**IMPORTANT THINGS TO REMEMBER**

*All hotel rooms must be guaranteed with a credit card. If the hotel reservation is not confirmed with a credit card, it will be automatically released.*

**CONFIRMATIONS**

- Individual confirmations can be sent/resent by going to your **Dashboard**, clicking on “Add/Edit Personnel”, scrolling down, clicking on the plus (+) sign next to the individual’s name and selecting “Send Confirmation”.  
  (See **gold circle** on PRINT SCREEN #1 below and **red arrow** on PRINT SCREEN #2 on next page)
- Confirmations can be sent to ALL registrants at one time by clicking on the “Send Confirmation(s)” button.  
  (See **green arrow** on PRINT SCREEN #1 below)
- As the Trade Show Contact, you will receive a copy of each person’s confirmation any time a confirmation is sent **UNLESS** you uncheck the box next to “Keep checked to send TSC ALL Confirmations”.  
  (See **purple arrow** on PRINT SCREEN #1 below)

**INVITE TO UPDATE**

- To send or resend an “Invite to Update” email so the registrant can secure and/or guarantee their own hotel room, add PDCs and/or other events (if applicable), go to your **Group Summary** page, scroll down, check the box next to the registrant’s name, and click “Send Invitation to Update”  
  (See **blue arrow** on PRINT SCREEN #1 below)

**MISCELLANEOUS BUT STILL IMPORTANT**

- Complimentary badges are not contingent on securing a hotel room but any badges above your allotment are discounted if a hotel is booked within the hotel block.
- **Before Adding a New Person**, be sure to use the **Search for your Staff** function.
  - Using the search function assists in ensuring the full conference registrant receives their education credits.
- Always enter the registrant’s email address in the email line. You can add your email address to the CC line, if desired.
  - Not entering the correct email address for the registrant affects their ability to receive their education credits.
- Only the Trade Show Contact has access to the Exhibitor Registration Portal.
- To **cancel** a registrant’s badge, please contact customer service at connectexh@maritz.com.
- To **change** a registrant, please cancel the original registrant and register the replacement separately. Names cannot be overwritten.

**PRINT SCREEN #1:**
But wait! There’s more!

Need to order **Lead Retrieval**? Want to **invite a customer** via the [Expo Guest Pass Program](#) to visit your booth? More information can be found on your **Dashboard** by clicking the appropriate buttons circled below.

*To use the Expo Guest Pass, the customer must be sent the URL or promo code found by clicking on the button shown in the print screen above.*