

MAPP 2.0 Training Registration Frequently Asked Questions

1. Can I register after the deadline?

No. We are unable to accommodate registrations after the posted deadline due to logistical planning needs.

2. Can I transfer my registration?

Yes. Please complete the following steps:

- You must have a [MyNACCHO account](#), or you must [create an account](#).
- Your account must be affiliated with your organization.
- The persons you are registering for must have a MyNACCHO account.
- Their account must also be affiliated with your organization.
- After you have created your account, you must email mapp@naccho.org the following information for **yourself and the person you want to transfer your registration to**:

1. Full Name, Designation (ex: MPH, RN, MD, etc.)
2. Title
3. Affiliated Health Department/Organization
4. Email
5. Mobile Phone Number

- Once we have added the above information into our system, we will then reply to your email with instructions for how to move forward with your registration transfer.
- This information must be received by the registration deadline, or your request will not be met.

3. How can I register a group?

Please complete the following steps:

- You must have a MyNACCHO account, or you must create an account.
- Your account must be affiliated with your organization.
- The persons you are registering for must have a MyNACCHO account.
- Their account must also be affiliated with your organization.
- After you have created your account, you must email mapp@naccho.org the following information for **yourself and the persons you need to register**:

1. Full Name, Designation (ex: MPH, RN, MD, etc.)
2. Title
3. Affiliated Health Department/Organization
4. Email
5. Mobile Phone Number

4. When can I access the agenda?
 - A high-level agenda is included on the MAPP 2.0 Training Registration Page. A more detailed agenda will be sent to registrants 2 weeks prior to the training. Please be aware that agenda timings are subject to change to ensure all training content is thoroughly covered within the two days.
 - We kindly ask that you plan to stay for the full duration, as we may need the entire allotted time on both days.
5. How do I access the hotel room block?
 - The hotel room block information will be sent with the registration confirmation email.
 - **Please be advised that, if the training is held alongside conferences, hotel rooms are expected to fill up quickly. We encourage you to reserve your room as soon as possible.**
6. What if I need to cancel my registration?
 - Please email us at mapp@naccho.org to cancel your registration.
 - Please note that the registration fee is nonrefundable, even if you cancel before registration closes.
 - You may transfer your registration to a colleague, if it is in advance of the registration date. See instructions above.
 - If you need to cancel after registration closes, your fee will not be refunded, and we will not be able to transfer your registration.
7. Will the training be available virtually?
 - No, this is an in-person training only and it will not be available virtually, live or recorded. The interactive nature of the workshop is best suited for in-person engagement.
8. Are travel and lodging included in the registration fee?
 - **Travel expenses are not included in the registration fee.** Attendees are responsible for making their own travel arrangements.
 - **When available, NACCHO will provide a link for participants to book and pay for their room at recommended hotels.** Further information, along with cost and the reservation link, will be in the confirmation email.
 - **Please be advised that, if the training is held alongside conferences, hotel rooms are expected to fill up quickly. We encourage you to reserve your room as soon as possible.**
9. What will I receive as a part of the training?

- Participants will receive a folder of handouts and the MAPP 2.0 handbook. The MAPP 2.0 handbook is a 3-inch binder with 6 notebooks. We recommend saving space in your luggage to take the handbook home.
- The training will also include networking opportunities with other public health professionals.

10. What payment types do you accept?

- Credit card—American Express, Visa, MasterCard, Discover
- Check—All check payments must be in US funds drawn on a US/Territorial bank.
- ACH
- Purchase Order

11. I don't have payment ready right now. Can I add payment later?

Yes. At the end of your registration form, select the "Bill Me Later" option to be invoiced. Full payment by credit card, check, or purchase order must be received by 11:59 PM EST on the registration closing date. **If payment is not received by that time, your registration will be cancelled.**

12. I need a copy of an invoice/receipt. How do I get one?

An invoice/receipt/confirmation is e-mailed with each registration that is completed. If you've added payment at a different time, you can download an invoice by logging in to your MyNACCHO account and clicking "My Transactions."

If any questions are not answered, or you need further assistance, please email us at mapp@naccho.org.