

## Frequently Asked Questions

### ABOUT THE CONFERENCE

QUESTION: **What are the dates and location of the conference?**

ANSWER: The conference is Tuesday, May 1 through Thursday, May 3, 2012, at the DeVos Place in Grand Rapids, Michigan.

QUESTION: **Will the conference be held in the hotel(s) we stay in?**

ANSWER: No, the conference will be held at the DeVos Place, within walking distance of area hotels.

### REGISTRATION

QUESTION: **How do I register for the conference?**

ANSWER: The registration process is available online through the Michigan State Police Learning Management System, called MiTrain. You can access the online registration at <https://mi.train.org>.

For instructions on how to create a MiTrain account, view

[http://www.michigan.gov/documents/msp/mitrainacct\\_379256\\_7.pdf](http://www.michigan.gov/documents/msp/mitrainacct_379256_7.pdf)

For instructions on how to register for the conference, view

[http://www.michigan.gov/documents/msp/registeringmitrain\\_379257\\_7.pdf](http://www.michigan.gov/documents/msp/registeringmitrain_379257_7.pdf)

QUESTION: **When is the last day to register?**

ANSWER: The last day to register is Friday, April 20 at 5 p.m.

QUESTION: **What is the registration fee?**

ANSWER: The registration fee is \$350.

QUESTION: **Can someone else register for me?**

ANSWER: No, each attendee will need to have their own MiTrain account to register for the conference.

QUESTION: **What should I do if I am unable to attend and I have already registered?**

ANSWER: Please send an e-mail to [EMHSD-Conference@michigan.gov](mailto:EMHSD-Conference@michigan.gov) with a brief explanation of why you can no longer attend. Full registration fee refunds will be issued for cancellations made by Friday, April 6 at 5 p.m. Refunds will not be issued for cancellations made after that date; however, substitutions are welcome.

QUESTION: **How do I register a substitute in place of my registration?**

ANSWER: Please send an e-mail to [EMHSD-Conference@michigan.gov](mailto:EMHSD-Conference@michigan.gov) indicating that you would like to make a substitution. Please include the following information in your e-mail: your name, your substitutions name, and their email address. Instructions will then be sent to the substitution on how to register. Please note that the substitution must have a MiTrain account or create one before the registration can be completed.

QUESTION: **Will I receive a registration confirmation?**

ANSWER: Yes, you will receive an e-mail confirmation after registering within one business day. Please check to make sure you have authorized MiTrain to send you e-mails. To do this, login to MiTrain and click on the "My Account" link to make sure the receive e-mails box is checked. If you do not receive a confirmation, please contact us at [EMHSD-Conference@michigan.gov](mailto:EMHSD-Conference@michigan.gov) to verify you are registered.

QUESTION: **How do I print a copy of my registration?**

ANSWER: At the end of the registration process, you will have the opportunity to print your registration information (click the printer friendly button at the top of the page). You can also access your conference registration at any time by logging into your MiTrain account and clicking on the "My Learning link" in the blue box. Click on "2012 Great Lakes Homeland Security Training Conference and Expo", then the "Registration" tab where you will find all of the conference information.

QUESTION: **How do I register under a region?**

ANSWER: Registering as a group is not available and each individual is responsible for payment of their conference registration fee. However, during the registration process, you will have the option to be invoiced and a copy of the invoice can be e-mailed to your employer/region by providing the necessary e-mail address while registering.

Each region may choose one of the following options to compensate individuals being paid for by the region:

- The attendee may pay their registration fee by credit card, then submit a copy of the invoice to the region for reimbursement; Or,
- The attendee can request their region to be invoiced directly by providing the region's e-mail address during the registration process. A copy of the invoice will be sent to both the attendee and the e-mail address indicated for the region's point of contact.

Note: Each region can pay multiple invoices through the payment processing center with one transaction.

QUESTION: **Will walk-in registrations be available onsite?**

ANSWER: No, there will be no onsite registration available at the 2012 Great Lakes Homeland Security Training Conference and Expo.

## **PAYMENT OPTIONS**

QUESTION: **How do I pay for the conference registration?**

ANSWER: There are two conference payment options: credit card or check.

- **Credit Card:** If you choose to pay by **credit card**, please have your credit card information ready when registering online. You will have five minutes to complete the payment portion of registration. If you do not have the credit card information available at the time of registration, please select to be invoiced. The invoice will include a link at the bottom of the page that will direct you to the payment processing system to pay by credit card.
- **Check:** If you choose to pay by **check**, please select invoice in the payment option during registration, then print a copy of the invoice that will be e-mailed to you within two business days. The check should be made out to "State of Michigan." **Mail the check, with a copy of the invoice**, to the Michigan State Police - Cashiers Office, PO Box 30634, Lansing, MI 48909.

# GLHS **Great Lakes Homeland Security** Training Conference & Expo 2012

QUESTION: **Can I pay for my spouse/guest meal separately?**

ANSWER: Yes, if an attendee selects a spouse/guest meal for which they are obligated to pay, they will be prompted to pay the fee by credit card or be invoiced. Please follow the instructions above regarding payment by credit card or check.

## **CONFERENCE FORMAT**

QUESTION: **What is the format of the conference?**

ANSWER: The conference consists of two half days and one full day. The conference hours will be:

- Tuesday, May 1 from 1– 4 p.m. (General session)
- Wednesday, May 2 from 8 a.m. – 4:40 p.m. (Six one-hour workshop sessions)
- Thursday, May 3 from 8 a.m. – 12 p.m. (General session)

QUESTION: **Am I required to attend every session?**

ANSWER: We recommend that you attend each session in order to maximize your benefits for attending the conference.

## **EXHIBITOR AREA**

QUESTION: **What are the hours of the Exhibitor Area?**

ANSWER: The exhibitor area will be open on:

- Tuesday, May 1 from 9 a.m. – 5 p.m.
- Wednesday, May 2 from 7:30 a.m. – 1:30 p.m.

QUESTION: **How much does it cost to view the exhibits?**

ANSWER: There is no charge for attendees to view the exhibits.

QUESTION: **How do I register to be an exhibitor or sponsor?**

ANSWER: Exhibitor and sponsor registration is available online at <http://events.esd.org/HomelandSecurityConference.aspx>.

## **MEALS**

QUESTION: **Will meals be provided?**

ANSWER: The following meals will be provided during the conference:

- Tuesday, May 1: dinner will be provided (Pre-registration is required)
- Wednesday, May 2: breakfast and lunch will be provided
  - Note: Dinner is “on your own”
- Thursday, May 3: breakfast will be provided

QUESTION: **How can I make a special meal request?**

ANSWER: To request a special meal, please e-mail the 2012 Conference Committee at [EMHSD-Conference@michigan.gov](mailto:EMHSD-Conference@michigan.gov).

## **EXTRA ACTIVITIES AVAILABLE**

QUESTION: **Will speakers or activities outside of the conference be available?**

ANSWER: During the evening meal on **Tuesday, May 1**, there will be a dinner speaker (Pre-registration is required).

# GLHS **Great Lakes Homeland Security** Training Conference & Expo 2012

On **Wednesday, May 2**, conference attendees will have an opportunity to visit the “Facing Mars” exhibit at the Grand Rapids Museum from 5-7:30 p.m. Conference name badges will be required to gain entrance. For more information on the event, please visit [www.grmuseum.org/FacingMars](http://www.grmuseum.org/FacingMars).

## **DRESS CODE**

QUESTION: **What is the appropriate attire for the conference?**

ANSWER: Attire for the conference will be business casual. Please keep in mind that conference room temperatures may vary.

## **CONFERENCE MATERIALS/HANDOUTS**

QUESTION: **Can I obtain a copy of the handouts ahead of time?**

ANSWER: Handouts provided by the speakers will be distributed at the conference. If unavailable, attendees should request materials directly from the workshop speakers.

QUESTION: **Will I need to bring any materials with me?**

ANSWER: All relevant materials will be provided at the conference.

## **CONFERENCE CERTIFICATES AND EVALUATION**

QUESTION: **How do I obtain my conference certificate?**

ANSWER: Conference certificates will be available in your MiTrain account upon completion of the mandatory online evaluation. The online evaluation will be available in MiTrain the week after the conference.

## **ADDITIONAL INFORMATION**

QUESTION: **Who can I contact for additional information?**

ANSWER: For additional information, please send an e-mail to [EMHSD-Conference@michigan.gov](mailto:EMHSD-Conference@michigan.gov) or visit [www.michigan.gov/emhsd](http://www.michigan.gov/emhsd).