



A future worth fighting for

CONVENTION 2024

November 25 to 29 | Vancouver

## 2024 BCFED Convention Registration: Q&A

### I forgot my password. What do I do?

Click the “Log in” link at the top of the page. Click the “Forgot password?” link and enter the email address you’re registered under. You’ll receive an email with password reset instructions.

### I registered my delegates earlier. How do I pay for them now?

You can pay for your delegates any time up until the payment deadline, November 8. (But earlier is always better!) Just click the “Pay delegate fees” button on your profile page (the page you see when you first log in).

### I’m not able to register anybody. Why not?

It may be because you’ve already registered all the delegates your affiliate is entitled to. Or it could be that your affiliate’s per capita hasn’t been paid yet (to unlock your delegate entitlement, affiliates need to have paid their per capita up to August 31, 2024).

Contact us at [convention2024@bcfed.ca](mailto:convention2024@bcfed.ca) and we can sort it out with you.

### I made a mistake in a delegate’s registration information. How do I change it?

Just click the “Edit” link next to the delegate’s name in the list on your profile page. You’ll be taken to the same registration screen you saw when you signed them up.

### There was an error in the bulk registration. How do I fix it?

The most common reason is the text was changed in the first row of the CSV file. Make sure you haven’t touched it. (You may want to download another copy of the sample file.)

Another common problem is saving it in your spreadsheet software’s own format (like Excel’s .xls or .xlsx format). Make sure it is exported in CSV format.

If you’re still having problems, drop us a line and we’ll see if we can sort it out at [convention2024@bcfed.ca](mailto:convention2024@bcfed.ca).

### I don’t know if my delegates can attend the Sunday forums yet. How should I answer those questions on the registration form?

Answer “no.” You or your delegate can always log in and change that answer if it turns out they would like to attend.

But please make sure the final answer is accurate, as it will determine our planning for the session.