

Rivers, Reflections, Reinventions **2021 Virtual NCECA Conference FAQs**

How does a virtual conference work?

A virtual conference parallels a live conference experience. Participants sign up to attend but instead of traveling to a physical address, participants receive an internet link. You'll experience the conference with ease through a web browser on your laptop, desktop, tablet, or mobile device. You will be able to experience the entire event through a web browser and internet connection to your laptop, desktop, or mobile device.

Like an in-person conference, NCECA's 2021 virtual conference will include an array of programming organized into a lively schedule. Because much of the content is being recorded and archived for up to one full year from the start date of the event, those who register at one of the member rates will be able to access on demand programming that might have been difficult to attend due to scheduling conflicts.

This added flexibility will make it easier for participants to attend and access a wider variety of sessions, explore interests, learn about technical processes, leading ceramic artists and trends within contemporary ceramic art. All of which can deepen your interest and expand your understanding of ceramic art, teaching, and learning.

Additional reasons to embrace the virtual conference...

- **No travel.** Stay home, we're bringing the show to you.
- **No parking.** Pull up in your favorite chair and relax while you join us.
- **No hassle.** Everything at your fingertips by mobile, tablet, laptop, or desktop.
- **Register** and get ready to join us for *Rivers, Reflections, Reinventions* beginning March 17 and running through March 21, 2021.

How can I register for this virtual conference?

All registrations for this virtual event will take place through the NCECA User Portal. The [virtual conference event page](#) includes instructions on [How to Register](#).

You'll need a User Portal account for NCECA and a computer or mobile device to register. If you've made a purchase or registered for an event through NCECA in the past 10 years, you likely already have a User Portal account. If you need step-by-step procedures to register, scroll down to "*What are the step-by-step procedures...*" question.

If you are registering for an event through NCECA for the first time and don't yet have a User Portal account, please see the "*I am new to NCECA...*" question below.

If you are still having troubles please contact support@nceca.net.

I am new to NCECA and don't have a User Portal account ... What should I do first?

Go to the [NCECA User Portal](#) and create a user account. You do not need to make a purchase to create a user account. All your future purchases, event registrations, and many opportunity applications will take place through this user account once you have created one.

- From the User Portal home page, click on Login along the top bar to login to your account. If you see “Welcome, First Name!”, you are already logged in.
- Click on [Register Here](#) along the top menu bar. A menu will drop down; click [Browse Events](#). Select [Virtual NCECA Conference](#) to arrive at the Registration Page.
- You will need a valid credit card or debit card to purchase a registration.
- See below for detailed step-by-step instructions to register.

If you are still encountering difficulties, please email support@nceca.net or call the NCECA office at 303-828-2811, Monday-Friday, 9am-5pm MST.

I am having trouble accessing my NCECA account, how can I receive assistance?

We are happy to help! Please call 303-828-2811 or email support@nceca.net or office@nceca.net

What happens after I register?

After you register for the event you will receive an automatically generated receipt and confirmation from NCECA. Closer to the event, you will receive an email message with instructions on how to log into the event landing page at <https://nceca.vfairs.com/>

How much does the conference cost this year?

In light of the extraordinary conditions impacting our field, and in an effort to make this event accessible to all during this challenging time, NCECA has adopted a flexible pricing model for this event. Choose the tier that is within your reach and join us online.

[Click here](#) for more information on 2021 NCECA Virtual conference registration fees.

Please note the [Member Relief](#), [Student Member Relief](#), and [Covid Response fees](#) are only available until March 1, 2021.

I have a credit amount remaining in my account from my 2020 conference registration, what should I do?

Follow the steps below for registration:

1. Select the fee type that best fits your circumstances.
2. Proceed through the registration steps until [Checkout](#).

3. At this point, you will be asked to provide payment information. If you have available credits, your credit/debit card will not be billed.
4. If you have a saved payment method on file, select it to move forward. If you do not have a credit card on file, you'll need to enter one to proceed. Your credit/debit card will not be billed with a \$0.00 balance.
5. Look for the Account Credits section; your available balance should display here. Enter the amount you wish to apply and click the blue Use Credit button to apply it to your balance and click Checkout.

Do I have to be a member to attend the virtual conference?

No, the lowest-price tier of registration for this virtual event does not include membership and grants access to content only during the event dates. However, we hope you'll consider becoming a member, which benefits both NCECA and you. Membership in NCECA provides benefits to individuals, businesses, galleries, and nonprofit organizations while supporting the organization's operations. In addition, NCECA membership will allow you to access the conference content for up to one full year following the opening date of the event.

[Click here](#) for more information on Membership types and benefits.

Is membership included in the 2021 virtual conference registration fee?

Membership is included with most of the registration fees; including the Actual Cost, Special Bundle, Member Relief, Student Special Bundle, and Student Member Relief options. The Covid Response registration option does not include membership. NCECA memberships are non-refundable.

[Click here](#) for more information on 2021 virtual conference registration fees.

Do I need to sign up for sessions prior to the conference?

No. Attendees will be able to review the scheduled programming before the conference begins. Once the event is live, we encourage you to familiarize yourself with the virtual environment within the vFairs platform.

What if I miss a session that I wanted to attend?

If you miss any content during the scheduled programming times, all conference sessions will be recorded and available for replay on demand during the NCECA Virtual Conference March 17-21, 2021.

If you are registered at a fee that includes membership, you will be able to access this content on the event website for up to one full year following the opening date of the event.

I'm a Professor, How do I register a group of my students?

There are 2 options:

- 1. Guest Option Covid-Response Live Only Fee \$50 :** In the registration process there is a section called “[Guest](#)” at the bottom under the fee types. After selecting a registration fee for yourself, then enter the amount of individuals you’d like to add to your registration. You’ll be prompted to enter the names and email addresses of each individual next. Contact Allyson at support@nceca.net for assistance with any other student groups.
- 2. Represent your school:** You can get a block of up to 10 registrations by booking a booth in the Exhibition Hall and representing your school during the conference. Please contact kate@nceca.net.

Can I share my registration with others?

Your registration fee covers access to virtual content for one person for all five days of the live virtual conference. If you have multiple attendees from an organization or university, each person must register individually and follow prompts for access into the purchased content.

My child or school-aged student is involved in the K-12 exhibition. Where do I apply or get more info?

Visit K12clay.org for more information. While supported by NCECA, The National K-12 Ceramics Exhibition is organized by an independent group of educators and ceramic advocates. This exhibition will be held virtually this year.

What should I do if I want to cancel my registration?

No refunds will be granted for registrations to virtual content. If you are unable to view any purchased content during the scheduled webcasting times, all events in the Conference will be recorded and available for replay on demand for the duration of the conference March 17-21. If you registered at a fee that includes NCECA membership, you will be able to access this content on the event website for up to one full year following the opening date of the event.

Do you need a sign language interpreter or other special assistance?

Attendees needing accommodations for any learning environment may contact Conference Manager Dori Nielsen via email to dori@nceca.net. Requests made 15 days prior to the event start date will be accommodated to the best of NCECA’s capacity.

Where can I find information about NCECA’s Virtual Conference policies and procedures?

[NCECA Virtual Conference Policies and Procedures](#)

What are the step-by-step procedures to register through the NCECA User Portal?

Individuals will need an NCECA User Portal account to register for the virtual conference.

- If you have already created a user account with NCECA, go to the [NCECA User Portal](#) and click Login at the far right of the top menu.
 - If you think you may have an account, but can't remember your username or password, please email support@nceca.net for assistance in accessing your account.
 - If you haven't created a user account with NCECA, you will need to create one. [Click here to Sign up.](#)
1. From the User Portal home page, if you see "Welcome, First Name!", you are logged in.
 2. Click on [Register Here](#) along the top menu bar.
 3. A menu will drop down, click [Browse Events](#).
 4. Click on [Virtual NCECA Conference](#) to arrive at the Registration Page.
 5. Click the blue [Register](#) button at the top-right of your screen.
 6. The registration page will open to a table where you can read about and select a registration type. Click the blue [Next](#) button at the bottom of the page.
 7. You will then read through policies and answer optional registration questions. Make sure to scroll down and check the box next to '[Have you read the above policies?](#)'. Click the blue [Next](#) button at the bottom.
 8. Select any add-ons, if applicable. Click the blue [Next](#) button at the bottom.
 9. Your selections will appear on this page. If everything looks correct, click the blue [Add to Cart](#) button at the bottom.
 10. Click the blue [Checkout](#) button to proceed to enter payment information.
 11. Enter payment information and select your billing address. If all the information is filled in, you should see the [Checkout](#) button at the bottom turn from grey to blue and you can click it once to complete your order.