



Registration Questions

What is the price to attend the 2018 Automation Fair® event?

The Automation Fair® event is **FREE** for all attendees.

Do I have to be 18 years of age or older to attend?

Yes, you must be 18 years of age or older to attend the event.

What is the deadline to sign up for the 2018 Automation Fair® event?

The event registration site will remain open through the event days (November 14-15, 2018).

When registration opens in September 2018, you may register to attend, select sessions and/or change your session selection prior to the event via the online registration system. During the event, you may register to attend, select sessions and/or change your session selection onsite.

Please note: *Hotel rooms can fill up fast, so if you register to attend close to the event dates, a hotel room may not be available.*

If I sign up with a distributor do I still need to fill out the registration form?

Yes, all attendees must complete the 2018 Automation Fair® event registration process to attend the event.

Why is the drop down empty when I try to select my state when I'm registering to attend?

If the drop down box is empty when you try to select your state, and you are using Internet Explorer, please try these steps to correct it:

- Click Tools (sprocket item in the upper right hand corner)
- Click Compatibility View Settings
- Uncheck Display Intranet Sites in Compatibility View
- Click Close
- Close Internet Explorer
- Reopen & Retry

Will there be onsite registration during the show days?

Yes, we will have onsite registration during show days.

Hotel Questions

How do I book a hotel for the 2018 Automation Fair® event?

A "Hotel Reservation" link will be on the registration confirmation page and in your registration confirmation email.

What information will I need to make my hotel registration?

- Credit card number and billing address information
- Arrival and departure dates

Can I call the hotel directly to receive the 2018 Automation Fair® event rate?

No. Rockwell Automation has negotiated the special Automation Fair® event rates at 14 different hotels near the Pennsylvania Convention Center that will **ONLY** be available through the Automation Fair® event online registration system.

****Please note:** If you book with a travel agent or directly through the hotel, you will not be eligible for the Automation Fair® event rate.*

Will my credit card be billed for hotel expenses prior to my arrival?

No. However, the hotel may routinely place an authorization request that acts as a "hold" against a certain amount of the available credit in your account. This hold provides the hotel with a level of assurance that they will be paid for services or products. When you check out, your card is billed for the exact amount of your stay. Contact the hotel directly for any discrepancies in your billing or for additional information.

What is the deadline for the 2018 Automation Fair® event hotel registration?

The deadline for hotel reservations is Friday, October 19, 2018.

Can I arrive the weekend before or stay later at the hotel and get the same rate?

Yes, the hotel rates are valid three days prior to the event start and three days after the event close if there is availability in our block.

If I need to make changes to my 2018 Automation Fair® event hotel registration and it is past the deadline, can I do so?

Yes. After the deadline there is a time that the hotel will be processing all reservations (October 20 – 25) and **starting October 26** you will be able to contact the hotel directly to make changes or cancellations.

Can I use a different credit card when I get to my hotel?

Yes. Any other method of payment that the hotel accepts may be used to cover the nights of your stay or any additional incurred charges at the time of your departure.

Can I stay at an unlisted hotel?

Although you're welcome to stay at any hotel, we strongly recommend that all attendees stay at an event hotel due to logistics during the event. Please check the Hotel Information section of our event webpage for additional information.

*Please note: All **Rockwell Automation Employees** are required to stay at the event hotels if a hotel is needed.*

How do I know if my hotel reservation is complete?

You will receive a "Hotel Confirmation" email from Automation Fair. This email will have all of your hotel information included. Please check clutter and spam folders if you do not see it.

Is there a fee for additional people staying in a hotel room?

Rates are based single/double occupancy. There will be a \$25 fee per day per adult over two. Children 17 and under stay free.

What is the hotel cancellation policy?

Reservations must be cancelled 48 hours prior to arrival date. Reservations cancelled within 48 hours, or failure to arrive on the scheduled arrival date are subject to a cancellation fee equal to one night's room rate and tax. If you fail to arrive on the scheduled arrival date the cancellation fee will be charged to the credit card used for guaranteeing your room and the remaining nights of the reservation will be released by the hotel.

Session Questions

How do I register to attend sessions at the 2018 Automation Fair® event?

You can use the session scheduler link on the registration site to select the Forums, Technical Sessions and Hands-on Labs that you wish to attend.

****Please note:** We ask that each attendee selects no more than two (2) Hands-on Labs per day.*

What if the session(s) I want to register to attend is full?

You can check from time to time on the registration site to see if something opens up due to a cancellation or show up at the session room prior to the start time to see if there are seats available.

Can I change my session schedule at a later date?

Yes. You may go online and change your sessions in the online registration system. At the event, you may also make your session changes at the provided session change kiosks.

Do I need my laptop for any of the sessions?

No. Computers and other hardware for all sessions are provided.

How do I receive Professional Development Hour Credits for the sessions I attend?

You will receive a communication after the event that will include a link for you to receive your PDH certificates.

How do I receive the materials for the sessions I attend?

You will receive a communication after the event that will include a link to the location on the event web site for you to download the session materials.

Process Solutions User Group Questions

What is the Process Solutions User Group (PSUG)?

PSUG is an interactive 2-day, industry leading event to gain greater insight into the latest process automation technologies. Which includes:

- Technical session and hands-on labs on the latest modern process automation technologies
- Customer-delivered best practices on successes achieved through Rockwell Automation solutions
- Peer-to-peer networking activities

What is the price to attend the Process Solutions User Group (PSUG) Event?

You will enjoy the early bird fee of \$499 when you register before September 30, 2018. The fee after September 30 is the normal admission fee of \$649.

Do I have to be 18 years of age or older to attend?

Yes, you must be 18 years of age or older to attend the event.

When do I pay the registration fee for Process Solutions User Group (PSUG)?

During the registration process you will be prompted to pay with a credit card. We accept MasterCard, Visa and American Express credit cards.

How do I select the sessions I want to attend at the Process Solutions User Group (PSUG) Event?

You can use the session scheduler link on the registration site to select the Customer Sessions, Technical Sessions and Hands-on Labs that you wish to attend.

Are there any hospitality functions during the Process Solutions User Group (PSUG) Event?

Yes, the hospitality event this year includes dinner & networking on Monday, November 12, 2018 at the Reading Terminal Market.

Can I bring a guest to the hospitality event at the Reading Terminal Market?

Yes, you can bring one guest at the cost of \$79 to the hospitality. (Maximum guests = 2)

What are the cancellation policies for Rockwell Automation Process Solutions User Group?

- There are no refunds for the Rockwell Automation Process Solutions User Group registration fee.
- If you registered for Rockwell Automation Process Solutions User Group and are unable to attend, another person from your company may attend in your place. Simply cancel your registration to receive your refund and have the replacement attendee register. Refund cannot be given to the cancelled attendee until after the replacement attendee has registered and paid.
- If you need assistance, please contact AutomationFair@expologic.com.

Miscellaneous Event Questions

Not all the fields are showing when I am trying to register. What am I doing wrong?

It is best to use Google Chrome or Firefox to bypass any issues.

What if I have trouble with my credit card not being accepted for payment?

The most common problem is that your billing address is different than the address you entered for your registration. Please check your billing address. If you still have an issue, contact your credit card company.

Is parking validated during the 2018 Automation Fair® event?

No. Parking is not validated for any Automation Fair® event attendee.

Where will the 2019 Automation Fair® event be held?

The 2019 Automation Fair® event will be held in Chicago, IL on Wednesday, November 20–Thursday, November 21, 2019 at McCormick Place West.

What if I have additional question not covered here?

For Automation Fair® event questions, please visit us at the [Automation Fair® event website](#).

For Process Solutions User Group questions, please visit us at [Process Solutions User Group website](#)

For other inquiries, contact us at AutomationFair@expologic.com or use the chat feature on the registration site.