

IHA Registration Frequently Asked Questions

Registration Questions

Q: [How do I register for an event?](#)

A: There are a few steps to registering for an event.

First, please login on our website. If you have not created an account before, please see the following question for how to setup an account.

Upon logging in, you will see your name in the upper right hand corner; this indicates you are logged in.

Next, you will want to find the event you are interested in. Click on Education in the blue header near the top, then All Events on the left hand side, this will bring you to a listing of all events currently open for registration, in chronological order. Click on the name of the event to open that event. Next, you will be brought to a page that will ask if you want to register yourself or a colleague. (Question 3 will help answer how to register a colleague.) Click 'Myself' if you are registering yourself. Click 'Next-Select Options'. Add any additional sessions if applicable. Click 'Next-Review'. Click 'Add to Cart'. Click 'View Cart & Checkout'. Once you proceed to the shopping cart, there will be a line item for the event as well as each additional session you selected, if applicable. Then 'Proceed to Checkout'. You can either pay with a credit card online or you can select 'bill organization'. Upon completion, you should receive an email confirmation with conference details. You are now registered for that event!

Q: [Do I need to have an account on IHA's website to register for an event?](#)

A: Yes! You do need to have an account on our website to be able to register for an event. You will create an account via the 'Create an Account' button at the very top of the website. Here you will enter your name, job title, phone, email address & organization. The organization box is very important as this is how we will know what pricing you should receive based on your organization's IHA membership and/or your personal membership. You can start typing in this field for results to populate; for example, upon typing 'Mercy', you get a listing of any organizations that have the word 'Mercy' in the title. Please select



We care about Iowa's health

your organization or if it is not listed, please type it in the next box. You will also need to create a password that you will use to login to our website.

Q: [Can I register a colleague for an event?](#)

A: Yes! Once you are logged in and upon finding the event on our website (click on Education in the blue header near the top, then All Events on the left hand side, find the desired event), you will be brought to a page that will ask if you want to register yourself or a colleague. Click 'Colleague'. You will then be brought to a box where you can type in the individual's name, even just the start of their name. Once the desired name populates, click on their name. Click 'Next-Select Options'. Add any additional sessions if applicable. Click 'Next-Review'. Click 'Add to Cart'. You can then add more registrants if needed or 'view cart & checkout'. Once you proceed to the shopping cart, there will be a line item for each attendee as well as each additional session you picked, if applicable. Then 'Proceed to Checkout'.

You (as the person who did the registration) and the person registered will get a confirmation email with event details.

Q: [Can I add/delete sessions online from my conference registration?](#)

A: Yes! You can ADD sessions to your registration even if you are already registered for an event in our online system. You will proceed just like you did when you registered for the event. The event will say you are 'already registered' but you can still select additional session options (like a lunch, a golf outing, or an education session). You can add anything that doesn't have 'already registered' next to it. You can even add things that have a charge and the system will create you a new invoice for your additional session charge.

Unfortunately, you can NOT delete any sessions from your registration. If you would like to delete any sessions from your registration, please contact our offices at 515-288-1955 or iharegistration@ihaonline.org. You can also not delete your conference registration online. In this case, please email iharegistration@ihaonline.org to cancel your registration. Please refer to the program brochure for our cancellation policy.



Q: The event page says 'Registration Closed'. Is the event full or can I still register?

A: Please call our office at 515-288-1955 to confirm the status of the event. The event could be closed for online registration if the event is at capacity or if the event is within a few days so we can prepare materials. If the event is not full, we can have you register onsite for the event.

Q: I found the brochure but there is no registration form. Can I get a registration form?

A: We do not include the registration forms online as we encourage you to use the online system. If you are experiencing difficulties with the online system, please contact IHA for assistance. We may provide you a registration form to assist with registration.

Q: How do I cancel my registration for an event?

A: You will need to contact IHA if you need to cancel your registration. Unfortunately, this can not be completed online. Please refer to the program brochure for the cancellation policy in regards to refunds. You will need to email iharegistration@ihaonline.org with your cancellation request. We can usually accept a substitution as well if there is someone from your organization that can attend in your place.

Q: I'm not sure if I registered for an event. How can I check?

A: There are a few options for you to confirm if you are registered for an event.

Option 1: Please call our office at 515-288-1955 to confirm a registration.

Option 2: You should have a confirmation email with event details, which is sent the day you were registered online.

Option 3: Login on our website, click on 'My Account', then on 'My Invoices'. This will show any invoices you generated showing the registered attendee & the event information.

Alternately, once you start to register for an event you are already registered for, our system will tell you that you are already registered and will not let you register again.



Q: I'm not sure if I registered a colleague for an event. How can I check?

A: There are a few options for you to confirm if you registered someone for an event.

Option 1: Please call our office at 515-288-1955 to confirm a registration.

Option 2: If you registered the person for the event, you should have a confirmation email with event details, which is sent the day you registered that person online.

Option 3: Login on our website, click on 'My Account', then on 'My Invoices'. This will show any invoices you generated showing the registered attendee & the event information.

Alternately, once you start to register someone for an event that they are already registered for, our system will tell you that person is already registered and will not let you register again.

Pricing Questions

Q: My hospital is an IHA member, does that mean I'm an IHA member?

A: Yes! Employees of IHA member organizations can attend IHA events at the IHA member price as a benefit of your organization being a member!

Q: I am a member of a PMG (Personal Membership Group) but I am not receiving the correct pricing. Why?

A: There could be a couple reasons why you are not receiving proper pricing. Please contact IHA at 515-288-1955. There could be something incorrect in our setup of the event that is causing this problem for yourself and others.

Q: I am not receiving the correct pricing for an event. Why?



A: There could be a couple reasons why you are not receiving proper pricing for an event. Please contact IHA at 515-288-1955 so we can make sure you get registered at the correct pricing. There could be something incorrect in our setup of the event that is causing this problem for yourself and others.

Other Questions

Q: I have information to change on my account. How can I update my information?

A: You can make many changes to your profile online at www.ihaonline.org

Please login on our website with your email and password you created. Once logged in, click on your name in the upper right hand corner. This will bring you to the 'my account' page. From here you can update: name, title, organization, phone, email address, physical address, nursing license number, dietary restrictions. Once complete, click 'Save' at the bottom.

