



CHG MGMT GLOBAL CONNECT

JULY 14-17, 2020

Frequently Asked Questions

What is Change Management Global Connect?

It is ACMP's virtual event for seasoned practitioners to those new to the profession serving to strengthen attendees' industry insight in the ever-evolving change management environment. This virtual event will provide the latest professional tools and techniques to help support practitioners and the organizations and clients they support.

Who Should Attend?

- You are a change management practitioner or professional interested in change management.
- You are seeking to learn the latest trends, explore innovative tools, and share best practices related to change management.
- You are looking for opportunities to network with fellow practitioners from leading change management organizations around the globe.
- You are a university representative that is looking to partner or have ideas to share with us!
- You are looking for education on the latest approaches to enabling change management strategies to help support practitioners and the organizations and clients they serve.

What are the dates of the event?

The live conference will be held starting Tuesday, July 14, through Friday, July 17. You can visit all conference material, including pre-recorded sessions, networking opportunities, and exhibitor booths by logging into the virtual conference platform.

How does a virtual event work?

Our virtual conference will offer many of the same components you have come to love at our face-to-face conference! You will have access to innovative best practices and latest change management trends through live and pre-recorded sessions, discussion groups, networking opportunities, and exhibit booths. You will be able to continue to interact with your colleagues and walk away feeling connected to and supported by your change community.

Frequently Asked Questions

What if I have issues on the day of the event?

ACMP staff will be partnering with vFairs experts to address any issue before, during, or after the event. If you need any assistance at any time during the event, please visit the [Help Desk](#).

What should I expect as a registered attendee?

- 13 live, interactive sessions with Q&A
- 25 pre-recorded, on-demand presentations
- Powerful opening session
- Topical discussion groups
- White Paper meetups
- Huddle-Up chats
- A fully functioning exhibit hall with real-time communication between attendees and exhibitors
- Conversations with global change management colleagues, presenters, ACMP staff, and all attendees
- Virtual Happy Hour

Will I still be able to earn PMI PDU credits for attending?

Please follow the PMI rules for submitting relevant PDU's for Category B: Continuing Education. Under Category B, PDU credits can be earned by attending relevant educational courses, conferences, seminars, or symposiums by training organizations not registered with PMI. This can include a training offered by an employer, a professional association, or a non-R.E.P. training organization. Please visit [PMI's website](#) for additional information and instructions on how to submit.

Can I earn CCMP™ PDU credits for attending?

Yes, session attendance can be counted toward the ongoing [maintenance](#) of the CCMP designation. Attending Change Management Global Connect provides the opportunity to earn a maximum of 30 PDU credit hours. Please refer to the [Candidate Handbook](#) for complete details.

Do I need to download/install any software to be able to attend this event?

No. You do not need to download or install any software to participate in our conference. You only need to have access to the Internet.

What does the video bundle include?

As an attendee, you can add the video bundle for \$99, this will give you access to the pre-recorded sessions from August 1, 2020 through May 14, 2021.

Frequently Asked Questions

Do I need to register?

Yes. You need to register for the event to be able to access presentations and conference materials, as well as access exhibitor booths and networking events.

When is the last day to register?

You can register until FRIDAY, JULY 10.

What is your cancellation and transfer policy?

All cancellation and transfer requests must be received in writing to ACMP. Please send written notice of cancellation by email to: conference@acmpglobal.org. Event fees are transferable to another participant from the same organization ONE TIME only, for Global Connect only.

The cancellation fee structure is as follows:

Time Frame	Cancellation Fees	Transfer Fees
May 21, 2020 – June 15, 2020	\$100 processing fee	\$25 fee
June 16, 2020 – June 30, 2020	50 percent of registration paid	\$50 fee
July 1, 2020 – July 13, 2020	100 percent of registration paid	No Transfers Allowed

How does a virtual event work?

Using the credential provided to you in the 'Know Before You Go' emails (sent on July 6, July 10, and July 13, 2020), you can login to the virtual event beginning July 14 until July 31, 2020 at 24:00 UTC. Once you login, you will be taken to the virtual lobby. There you will be able to access:

- The Auditorium: All sessions will be available here.
- The Exhibit Hall: Visit all participating providers
- The Networking Lounge: Participate in group chats and other interactive opportunities.

Will I still be able to access the presentations after a session?

Yes, for registered participants the presentations will be available on demand until FRIDAY, JULY 31, 2020.

Frequently Asked Questions

I love the engagement aspect of ACMP's Change Management annual conference. Will I be able to get the same experience?

YES! The platform we chose is extremely interactive and makes it easy for all members to engage during the conference. We hope you take advantage of how accessible your peers will be!

How can I provide feedback on the conference?

After the conference, we will invite you to a post-event survey via email. We are very interested in your feedback and will use it to make future virtual events even better.

How can I pay?

Payment by credit card is strongly preferred, and you can pay with your credit card during the online registration process. Payment must be received prior to the start of the virtual event.

Do I receive a printed invoice?

The confirmation email you receive after registration is considered the invoice.

I did not receive a confirmation email or invoice after registering online. What can I do?

Please contact conference@acmpglobal.org

Still have a question?

Drop us an email at conference@acmpglobal.org. We will respond to you within one (1) business day.