

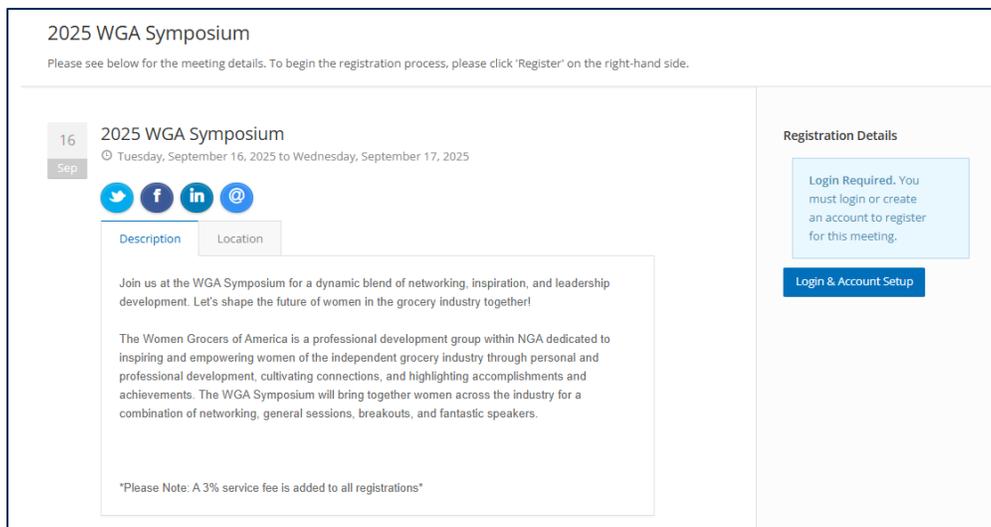
Event Registration Instructions and Troubleshooting

In 2025 NGA upgraded its event registration and membership database systems. The new system requires those registering for events to have an account in our system. This guidance document will walk you through creating your account, common issues that may occur, and general registration for an event.

If this guidance does not address your issue please reach out to membership@nationalgrocers.org.

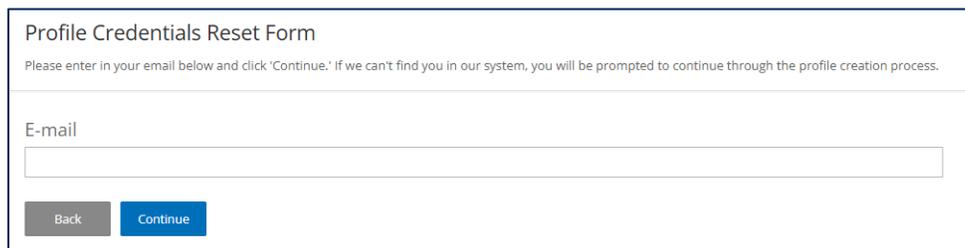
Account Setup

When on an event page you will see an interface like below and the right side will indicate that you must login or setup your account.



The screenshot shows the event page for the 2025 WGA Symposium. The event title is "2025 WGA Symposium" and the dates are "Tuesday, September 16, 2025 to Wednesday, September 17, 2025". There are social media icons for Twitter, Facebook, LinkedIn, and Email. The description tab is selected, showing the event details. A "Registration Details" box on the right side contains the message: "Login Required. You must login or create an account to register for this meeting." and a "Login & Account Setup" button. A note at the bottom states: "*Please Note: A 3% service fee is added to all registrations*".

1. Click "Login & Account Setup"
2. Click "Get Started"
3. Enter your email
 - a. If you have an account, you will be prompted to reset your password.
 - b. If you do not have an account, you will be guided through the account setup process.



The screenshot shows the "Profile Credentials Reset Form". It includes the instruction: "Please enter in your email below and click 'Continue.' If we can't find you in our system, you will be prompted to continue through the profile creation process." There is an "E-mail" input field. Below the input field are two buttons: "Back" and "Continue".

4. Fill in your profile information on the next few screens. Please include as much information as possible as it will create a more tailored experience for you with NGA. Required information includes:
 - a. First Name
 - b. Last Name
 - c. Email
 - d. Password
 - e. Mailing Address
 - f. Billing Address

Profile Setup Form

Please enter your information below.

Prefix [optional]	Last Name
<input type="text"/>	<input type="text"/>
First Name	Suffix [optional]
<input type="text"/>	<input type="text"/>
<small>First Name is a required field.</small>	
Middle Name [optional]	
<input type="text"/>	
E-mail Address	Password
<input type="text"/>	<input type="text"/>
<small>E-mail Address is a required field.</small>	
Confirm E-mail Address	Confirm Password
<input type="text"/>	<input type="text"/>
<small>Confirm E-mail Address is a required field.</small>	

5. Create an affiliation for your account with your organization. This is important as some events are limited to NGA member companies only.

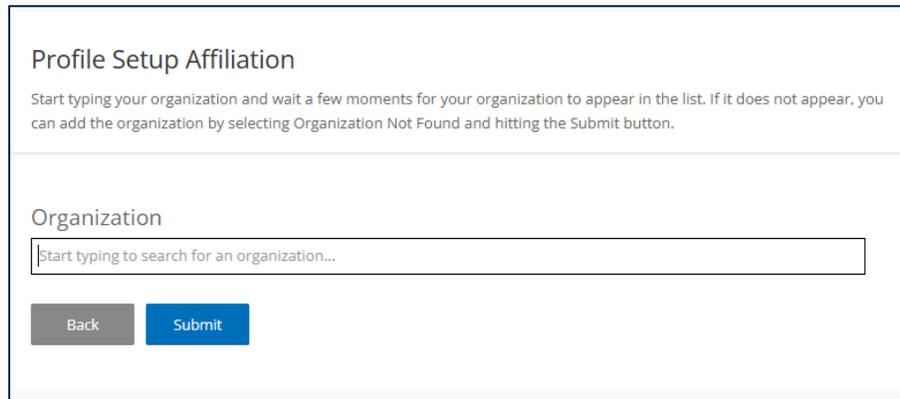
6. Click "Add Affiliation"

Current Affiliations

You have no active affiliations at this point in time.

I am not affiliated with an organization

7. A pop-up will appear where you can search for your organization. Keep in mind that your organization may be listed under its formal business name rather than store name. You can also add your organization if it is not in the system.



Profile Setup Affiliation

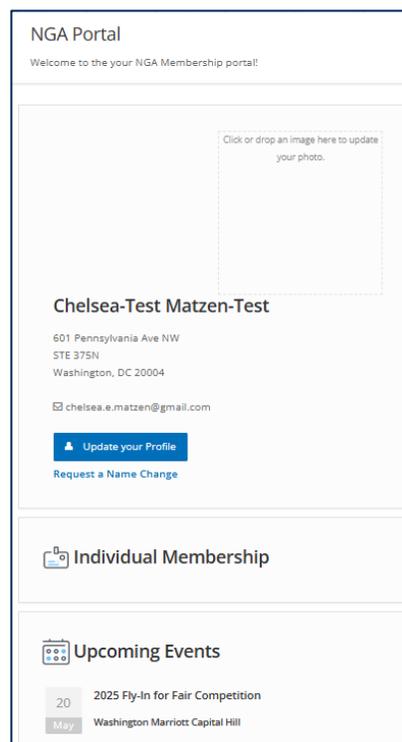
Start typing your organization and wait a few moments for your organization to appear in the list. If it does not appear, you can add the organization by selecting Organization Not Found and hitting the Submit button.

Organization

Start typing to search for an organization...

Back Submit

8. Your affiliation with the organization must be manually confirmed by an NGA staff member on the backend of the system.
9. Click “Continue”
10. You are now logged into your account and will see a membership portal homepage like the below. If you wish to continue registering for an event click the appropriate event you were interested in. Note that if the event requires NGA membership you will not be able to register until your affiliation has been confirmed. This is completed in no more than 24 hours.



NGA Portal

Welcome to the your NGA Membership portal!

Click or drop an image here to update your photo.

Chelsea-Test Matzen-Test

601 Pennsylvania Ave NW
STE 375N
Washington, DC 20004

✉ chelsea.e.matzen@gmail.com

Update your Profile

Request a Name Change

Individual Membership

Upcoming Events

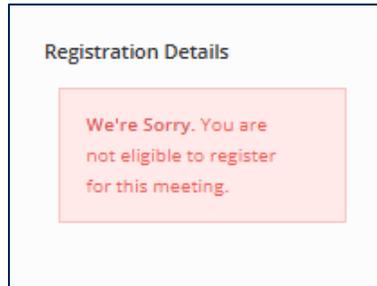
20 2025 Fly-In for Fair Competition

May Washington Marriott Capital Hill

Common Issues and Trouble Shooting

For any and all issues please reach out to membership@nationalgrocers.org.

Receiving a Message That You Are Not Eligible to Register for This Meeting

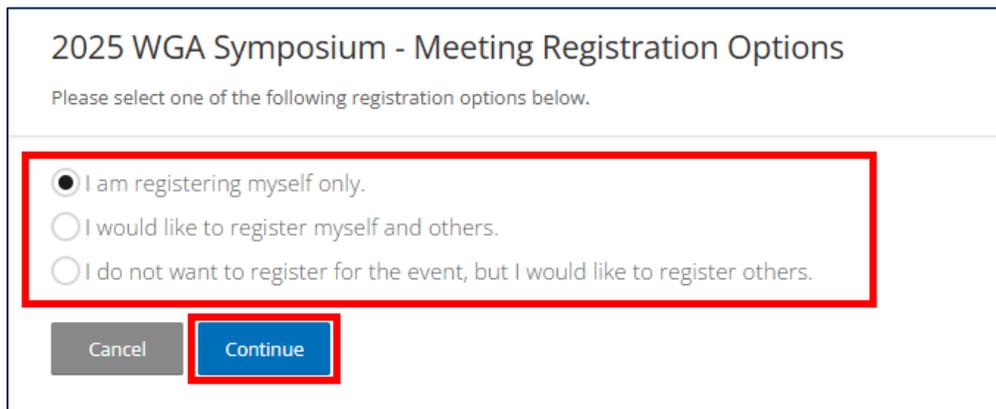


This is the most common issue that may occur in the registration process if the event requires membership to NGA. It can occur for one of two reasons:

1. You just created your account and are awaiting your affiliation with your organization. This will be completed in 24 hours but if you wish to speed the process you may reach out to the membership department to speed the process.
2. Your organization's membership with NGA may be incorrect in our database. If you think there is an error in your organization's membership please reach out to membership at membership@nationalgrocers.org.

Registering More Than One Person

If you are planning to register more than one person, please select one of the 2 options provided below. The first will register you and others, the second will NOT register you but allow you to register others.

A screenshot of a registration options form titled "2025 WGA Symposium - Meeting Registration Options". The form asks the user to select one of the following registration options below. There are three radio button options: "I am registering myself only.", "I would like to register myself and others.", and "I do not want to register for the event, but I would like to register others." The first two options are highlighted with a red box. Below the options are two buttons: "Cancel" and "Continue". The "Continue" button is also highlighted with a red box.

2025 WGA Symposium - Meeting Registration Options

Please select one of the following registration options below.

I am registering myself only.

I would like to register myself and others.

I do not want to register for the event, but I would like to register others.

When you reach the step to add more attendees, the option is grey, but please click on “add attendees.”

2025 WGA Symposium - Meetings Registration Attendee Summary

Your attendee summary is below. If you would like to add another attendee, please click 'Add Attendee.' If you have added an attendee, but need to finish their registration, please click 'Complete' next to the name.

If you are finished adding attendees, please click 'Continue.'

There are no registrations for this meeting.

You will only see individuals within your own organization. You will also only see individuals who have accounts in our membership database. If you do not see the person you are trying to register you can either create accounts for them or reach out to membership@nationalgrocers.org with key information (name, email, title) and we will make sure they are in our system for you to register.

Registration Confirmed but Not Paid

If you do not receive a confirmation of payment or registration email you may have completed the registration process but not followed through with payment. Ensure that you have selected “Checkout” once you’ve completed the event registration questionnaire and are taken to the Cart page. You can always return to the Cart page to complete payment.

2025 WGA Symposium - Meeting Registration - Registration Summary

Your registration summary is below. Please review all details for your registration before proceeding. If you would like to make changes, please use the 'Back' button below. Once you are satisfied with the attendee summary, click 'Add to Cart' to proceed.

Attendee	Registration
Chelsea-Test Matzen-Test	Member Registration

Product	List Price	Your Price	Tax	Qty	Total
WGA Symposium Registration	\$700.00	\$700.00	\$0.00	1	\$700.00

Subtotal: \$700.00
Discount: \$0.00
Tax: \$0.00
Shipping: \$0.00
Total: \$700.00

2025 WGA Symposium
\$700.00
Chelsea-Test Matzen-Test
Dates: Tuesday, September 16, 2025 to Wednesday, September 17, 2025
Edit Remove

You don't have any coupons.

Apply

Order Summary

Subtotal:	\$700.00
Discount:	\$0.00
Tax:	\$0.00
Order Total:	\$700.00

Checkout

Make sure that you have membership@nationalgrocers.org whitelisted in your email to prevent confirmation emails and receipts from going to your spam/junk folder, as this will be the email you will receive your confirmation from.

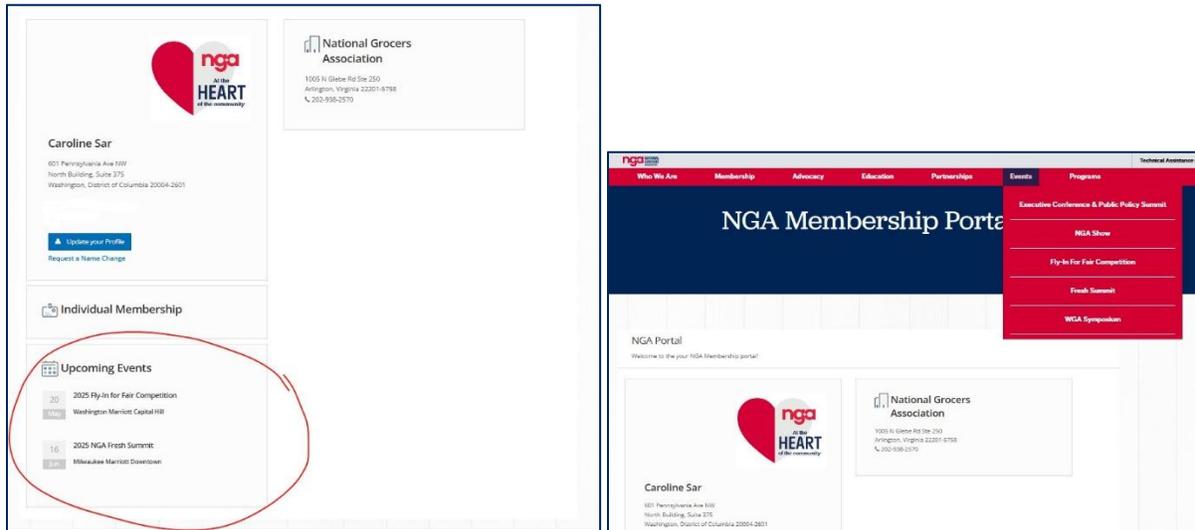
Issues Trying to Process Payment

If you encounter any issues processing a credit card, please contact Marvelle, our senior manager of accounting at mwright@nationalgrocers.org or 202-938-2585 to process your registration payment.

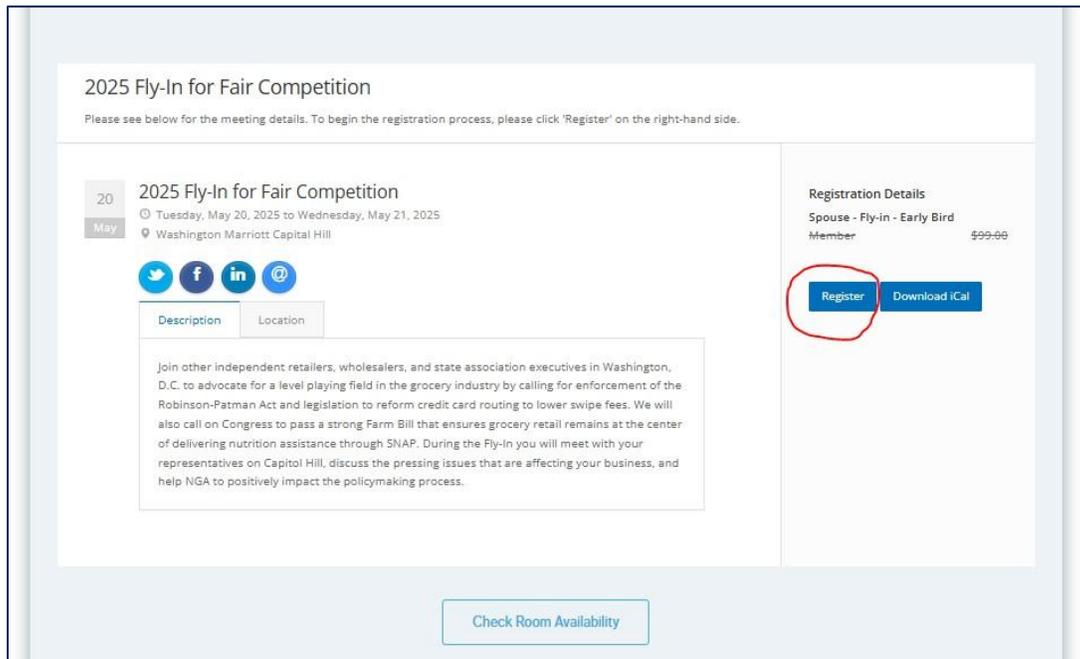
Event Registration Instructions

If you already have an account that is affiliated with your organization and are logged in use these directions to complete your registration.

1. Either select the desired event from the “Upcoming Events” section in your membership portal OR navigate to the event page within our website by selecting the event title from our “Events” drop down menu.



2. Now select “Register” on the right side of the screen.



3. Choose the registration option(s) that best fits your needs. You may register just yourself, yourself and others, or only others. Additionally, you will select the appropriate registration rate if there are multiple options. For example there may be a spouse rate in addition to the regular member or non-member rate.

2025 NGA Fresh Summit - Meeting Registration Options

Please select one of the following registration options below.

I am registering myself only.

I would like to register myself and others.

I do not want to register for the event, but I would like to register others.

Cancel Continue

2025 NGA Fresh Summit - Meetings Registration Information - Attendee Registration

Please select one of the following attendee registration fees below.

Non-Member - NGA Fresh Summit - Early Bird - \$795.00

Cancel Continue

4. Complete the event's registration questionnaire with specific questions related to the event.

2025 NGA Fresh Summit - Meeting Registration Information - Attendee Questions

Please fill out the information below. Once this has been completed, click 'Continue' to advance through the registration process.

Event Attendance

Do you plan to attend the reception on Monday, June 16th?

Yes

Do you plan to attend the store tours on Tuesday, June 17th?

Yes

Dietary Needs

Do you have any dietary restrictions? If so, please explain.

No

Emergency Contact Information

Please provide the full name of your emergency contact.

TEST

Please provide the cell number for your emergency contact.

123456789

Back Cancel Continue

5. Once all questions are completed for all attendees, select checkout to input credit card information and complete registration.

Cart

Please review your cart below. You can edit or remove classes, meeting, etc below.

To update the quantity of a store product, select "+" or "-" on the product below and click 'Update'.

Once you are ready to check out, click 'Checkout' on the right hand side.

**2025 NGA Fresh Summit**
\$795.00

Caroline Sar
Location: Milwaukee Marriott Downtown
Dates: Monday, June 16, 2025 (8:00 AM) to Wednesday, June 18, 2025 (8:00 AM)

[Edit](#) [Remove](#)

Coupon Codes

You don't have any coupons.

[Apply](#)

Order Summary

Subtotal:	\$795.00
Discount:	\$0.00
Tax:	\$0.00
Order Total:	\$795.00

[Checkout](#)