

FAQ – ConfTool for Transport Research Arena 2018 (TRA 2018)

TRA 2018 is using ConfTool, a web-based event management system for the registration of participants. The same tool is also used for the submission of papers and posters. To purchase a ticket for TRA 2018, you need to create a User account and register for the Conference. ConfTool is quite similar to other event management systems, so you will no doubt be able to use it based on your experience with these. For more in-depth information, you can also go to www.conftool.net.

Authors who are presenting a paper need to register with the same e-mail address as the author who submitted the same paper, since the e-mail address serves as an ID for a ticket at a reduced price (for Authors and Reviewers).

1. GENERAL QUESTIONS:

What is my username or password for log in to the ConfTool system?

If you forget your username or password, please use the function “*Forgotten your user name?*” or “*Forgotten your password?*” when trying to log in to your account to receive your login information.

How to receive updates on my new e-mail address if different to my previous address?

Please change your email address in the ConfTool – “*Edit User Account Details*” - since all information is sent via this event management system.

I never received a confirmation after registration!

Please check your spam mail. If you still did not receive anything, please contact registration@travie2018.at

2. TRA 2018 REGISTRATION:

Please refer to ConfTool’s official participant registration documentation:

https://www.conftool.net/user_documentation/registration_for_participation.html

Who can apply for a student ticket?

Student tickets are meant for undergraduate or graduate degree students under the age of 35. In order to get this event badge, you will have to show a valid student ID.

Who can apply for a young researcher ticket?

Young researchers are all people engaged in academic research who are enrolled in his/her first PhD studies or successfully received their first PhD up to three years' ago.

Proving your identity as member of the press, student or young researcher:

Members of the press, students and young researchers have to prove their identity with an appropriate document, which has to be uploaded during the registration process as a *.pdf or *.jpg file. Uploaded files must show your name, institution name and date of expiry. The TRA 2018 organisers reserve the right to check this information and reject your registration if you fail to provide sufficient evidence documenting your status.

Is it possible to change the registration details or booked events at a later date once registration and payment have been made?

You may still update (some of) your participant registration details via Conftool – “Edit your registration details”.

Cancellation policy: Is there a possibility for a refund if I am not able to come?

TRA 2018 tickets are not refundable.

3. PAYMENT, INVOICES:

How can I get a ticket?

You can purchase tickets after your registration on ConfTool. Once you have purchased your ticket, you will need to collect your badge(s) from our registration desk on site to access the conference.

How can I pay for my ticket?

Payment options are Paypal or credit card (VISA, Mastercard).

Problems with credit card payment:

The most common reasons are:

- The payment amount exceeds the monthly limit of the credit card.
- The credit card is not authorised for online payments.
- The client is not in his/her home city or country when attempting to pay online. The location of the payer can easily be detected by the issuing bank and usually they decline such payments, even if the 3D-Secure/Verified for Visa Code is correct. For security reasons, the credit card is not authorised for payment in foreign countries or foreign currencies, or the limit for such payments is lower than for national payments. In that case, the client has to contact his/her bank/ credit card operator and ask for explicit approval of a payment to the required country.

- The participant has forgotten his/her 3D Secure/Verified by Visa password (often he/she does not even remember that he/she has one).
- The servers of the participant's bank or an intermediary banking system are under maintenance.
- The card has been blocked by the bank or misused elsewhere (please be aware that millions of credit cards have been stolen over the past years from payment service providers).

Please contact registration@travie2018.at if you experience payment problems.

Where do I find my invoice?

The invoice is ready for download and printable via Conftool once payment has been received. If a proforma invoice is necessary before payment, please contact registration@travie2018.at.

Our company would like to buy a number of conference tickets for key partners and stakeholders. Are there any special offers?

Please contact registration@travie2018.at if you are interested in buying a large quantity of tickets for your partners.

How do I upgrade an exhibitor ticket to a regular-ticket?

If you wish to upgrade your existing tickets, please contact registration@travie2018.at.

4. Authors, Speakers and Reviewers

All speakers and moderators must register for TRA 2018.

A special registration code will be distributed to authors who will present, invited speakers and active reviewers of TRA 2018 once the review process has been finalised. Authors, invited speakers and active reviewers can purchase a ticket with this special registration code at a reduced price. Please contact registration@travie2018.at if you have not received any news after the review process.

5. Marketplace

I have been accepted to display at the Marketplace - will I get a free ticket/reduced price?

There are no special reductions for Marketplace Posters. You have to buy an Exhibition Visitor or Regular Ticket.

6. Badge Collection

When and where can I collect my TRA 2018 badge?

TRA 2018 badges will not be sent out before the event. Please ensure you bring your email confirmation with you when you register. The TRA 2018 registration will be held in the lobby of the Congress Centre situated at Entrance A of the Messe Wien Exhibition & Congress Centre.

To avoid queuing at the event, delegates are reminded to use the early registration, which will take place

Sunday 15/04	17.00 – 19.00
Monday 16/04	08.00 – 19.00
Tuesday 17/04	08.00 – 19.00
Wednesday 18/04	08.00 – 19.00
Thursday 19/04	08.00 – 12.00

Please note that new on-site registrations are recommended at this time.

How can I get a letter of invitation for a visa?

We do not send invitation letters. You have to apply for a visa by yourself.

7. Accommodation

AUSTROPA INTERCONVENTION is the official appointed accommodation office and has made a pre-selection of centrally-located hotels close to the TRA 2018 venue at the best possible rates. Here you can find a selection of hotels where a contingent for the TRA 2018 has been reserved: <https://congress.austropa-interconvention.at/tra2018>

The hotels suggested fulfil very high international standards and are located either next to the venue or in the city centre. As TRA 2018 is a Green Event, there are also hotels offered which are environmentally friendly, marked with the Ecolabel certification.

For more information or hotel requests, please contact Mrs. Daniela Filzwieser at TRA2018hotels@austropa.at.