General Submission FAQ’s

Why can’t I log into my submission?
- The information that you use to log on must match the information that is in the profile. This includes periods, spaces, etc.
- Do you have another email address that it could be under?
- If all else fails, try to clear your cache

Why is my submission not being saved?
- Your name must match EXACTLY what is in your profile including periods, commas, spaces, designations, etc.
- All tasks must be completed and have a green check mark next to them including the financial disclosure form.

I thought my submission went through, but I didn’t get a confirmation.
- Check your junk mail
- If you are using a computer through your institution, check your institution’s firewall.

I haven’t heard whether my submission has been accepted/rejected and it is past the date that decisions were supposed to be mailed out.
- Are you the Submitter? Accept/Reject emails are only sent to the account of the individual submitter.
- Check your junk mail
- If you are using a computer through your institution, check your institution’s firewall.

Can I make changes to my submission after I submit it?
- You can make changes to your submission after you submit it up until the due date. Usually, changes are not allowed after the due date except in extreme circumstances. However, you may include any new data in your presentation should your submission be accepted.

What is the word count for the Title of my submission?
- The word count for the title of all submissions is 100 characters maximum, not including spaces.

Do you make any exceptions for late submission?
- No exceptions

What writing format should I use?
We would appreciate it if you would use the APA format for your submission.

Can I include tables, charts, or graphs in my submission?
- No. No tables, charts, graph, graphics are allowed in the submissions.
I have completed the submission process except some of my authors have not finished their profiles/disclosure. What do I do?
- As a submitter, go in and complete the profile for the absent author EXCEPT the financial disclosure. If the only thing missing on the submission is the financial disclosure, the submission will be pushed through.

Can I use the same log in information as I used for a different submission?
- Yes. Please continue to use the same log in information. It causes problems for the users if there are multiple accounts.

On the submission form it asks for the professional category. Does this refer to the submitter or the presenting author?
- The professional category question refers to the presenting author.

I get an error message while trying to submit.
- Most of the time the error message can be eliminated by clearing the cache on the computer.

Can I change authors after submission?
- Yes, the presenter/presenting author can add or change authors up to April 15.

What is the difference between presenter and presenting author?
- We use the term “presenter” to refer to those that are presenting a workshop, forum, or didactic. We use the term “presenting author” to refer to someone presenting an abstract, Innovation, or IGNITE!