

# FREQUENTLY ASKED QUESTIONS (FAQ)

Have questions? View the information below for answers!

## WHAT IS THE CONFERENCE HASHTAG?

- #SWCS24

## HOW DO I DOWNLOAD THE SWCS EVENT APP?

- View the Event App and Profile Instructions at [www.swcs.org/24ACAttendee](http://www.swcs.org/24ACAttendee).

## WHAT IS THE PURPOSE OF THE SWCS EVENT APP?

- To customize your own agenda, view the conference program and abstract book, to receive live conference announcements, view FAQ, participate in the event game, vote in the photo contest, and more.

## HOW DO I CREATE MY PERSONAL PROFILE AND AGENDA ON THE SWCS EVENT APP?

- View the Event App and Profile Instructions under the FAQ tab within the event app for additional details on creating your personal profile and agenda.

## WHERE DO I FIND A COPY OF THE PROGRAM AND ABSTRACT BOOK?

- View the Program tab within the event app or at [www.swcs.org/24ACAttendee](http://www.swcs.org/24ACAttendee) for a copy of this year's conference program and abstract book. Hard copies can be purchased at the registration desk, as available.

## WHAT DO I NEED TO DO TO EARN CEU CREDITS?

- The room moderators in each session will have a sheet for you to sign in and out with your name and certification number.

## HOW DO I VOTE FOR THE PHOTO CONTEST WINNER?

- Go to the Photo Contest tab within the event app for instructions on voting for this year's People's Choice photo contest winner.

### HOW DO I PARTICIPATE IN THE EVENT GAME?

- Go to the Event Game tab within the event app for instructions on participating in the event game for your chance to win a prize.

### HOW DO I CONNECT TO THE WI-FI?

- Select the "Convention Center" network, enter "MBCCWIFI" as the password when prompted, and complete the required steps to connect to the free internet connection.

### WILL I BE ABLE TO VIEW THE SPEAKER POWERPOINTS AFTER THE EVENT?

- The speaker PowerPoints and posters will be input onto the SWCS event app within a couple weeks of the event's conclusion.

### CAN I GO ON A TOUR IF I DIDN'T REGISTER IN ADVANCE?

- Check with the registration desk staff to see if there are any spots available to purchase a tour ticket on site.

### I HAVE A GUEST WITH ME, WHAT CAN THEY ATTEND?

- You can purchase guest tickets for the Local Forum and Flavor Reception, Exhibitor and Poster Reception, Members Only Luncheon, and Awards Luncheon. If guests will be attending any other portion of the event, a conference registration is required.

### WHAT OPTIONS ARE THERE FOR LUNCH OR DINNER ON YOUR OWN?

- View the Myrtle Beach Restaurants under the FAQ tab within the event app for nearby restaurants within walking distance from the convention center.

### I INDICATED I HAVE A DIETARY RESTRICTION, WHAT DO I NEED TO DO?

- SWCS selects a variety of appetizers during the receptions and has asked the facility to provide dietary restriction labels next to each of the items. For the Monday and Tuesday luncheon, you were provided a dietary ticket in your name badge, you are to complete the ticket and provide it to the banquet team to receive your specialty meal based on your indicated dietary restriction.

### **WHAT FORM OF PAYMENT DO THE CASH BARS ACCEPT DURING THE RECEPTIONS?**

- The reception bars will accept cash and card.

### **IS THERE AN ATM ON SITE?**

- There is an ATM in the lobby.

### **IS THERE A LIST OF ACTIVITIES GOING ON IN THE AREA?**

- View the Myrtle Beach Things To Do under the FAQ tab within the event app for nearby events and activities in the area.

### **WHAT ARE THE TRANSPORTATION OPTIONS THROUGHOUT MYRTLE BEACH?**

- View the Myrtle Beach Transportation Services under the FAQ tab within the event app for more information on getting around in the area.

### **CAN I SHARE MY ORGANIZATION'S BROCHURES?**

- SWCS does not have an opportunity for organization's to share any of their materials outside of the exhibit booths. Join us next year as an exhibitor!

### **HOW CAN I PURCHASE AN SWCS SHIRT?**

- A limited number of SWCS shirts will be available for purchase at the registration area on Tuesday, July 23 and Wednesday July 24.

### **WHAT IS THE DRESS CODE AT THE EVENT?**

- There is no specific dress code for attendees, but it is common to wear your organization's gear or dress business casual.

### **WHAT IS THE HOTEL CHECK IN AND OUT TIMES?**

- The Sheraton check in is at 4:00 PM and check out is at 11:00 PM. Check with your hotel if you are staying elsewhere.

### WHERE DO I STORE MY BAGS AFTER I CHECK OUT FROM THE HOTEL?

- Attendees can check their bags at the front desk of their hotel.

### WHERE CAN I PRINT AND SHIP MATERIALS AT THE FACILITY?

- There is no shipping service on site. All exhibitors will use the exhibitor services company for inboard and outboard shipping. Otherwise, there is a FedEx Print and Ship Center at 1170 Seaboard Street.

### WHERE IS THE LOST AND FOUND?

- Check with the registration desk.

### HOW DO I DONATE TO THE SILENT AUCTION?

- Visit the silent auction tables in Memorial Hall, complete a silent auction donation form provided, and tape to your silent auction item. Silent auction items will be accepted on Sunday, July 21 between 11:00 AM–5:00 PM and Monday, July 22 from 7:00 AM–5:00 PM.

### WHEN DOES THE SILENT AUCTION END?

- The silent auction will end at 6:00 PM and checkout of the items will be until 7:00 PM.

### I HAVE ADDITIONAL QUESTIONS, WHO DO I CONTACT?

- Contact [events@swcs.org](mailto:events@swcs.org) for additional questions.



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