

2023 ASHA Convention

A Step-by-Step Guide to the Registration Site

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2023 ASHA Registration (Let's get started!)

To begin the registration or housing process please visit the following web page <u>ASHA</u> <u>Convention: Registration and Housing</u>

Upon clicking on the Registration link, you will be prompted to LOGIN to your ASHA account. Should you not have an online ASHA profile, please contact the Action Center at 301-889-9836 to have one created.

After logging in, you will be taken to the profile page to register for the 2023 ASHA Convention.

Making effe	ctive communication	on, a human right, a	ccessible and	achievable for al	l.	ooden	
CAREERS		PUBLICATIONS	EVENTS	ADVOCACY		N PRACTICE MANAGEMENT	RESEARCH
Audiologists	speech	-tanguage rathologists	A		Addiology & SEF A	Sistems Statems	ome / Login
			Sign	In to Your	Account		
			Username & Password	(E-mail)		You will then en and password t account using th with your ASHA password.	ter your username o access your ASHA ne email associated account and
			₽	Sign In	Show	If you do not ha can not remem login informatic the Action Cente	ve an ASHA ID, or ber your password on you can contact er at 301-889-9836.
				Forgot your pass	word?		
			Need a Create a n	n ASHA.org	account?		

Complete Your Profile

Your information from your ASHA account will be automatically populated into your profile page.

Here you will be able to make changes to your information for your 2023 ASHA Convention registration only. **Please note, changes made here in the registration profile will not update your ASHA Account. Should you choose to edit your email address on this profile page, it will not change your ASHA.org log-in information.**

On your profile page you have the option/opportunity to add your pronouns, and a nickname to be printed on your badge, apply promo codes (if applicable), and share how you would like to receive on-site 2023 convention information in the event of an emergency, or other major news.

Profile		🗌 Dashboard
Do not use the 'BACK' button on your web bro	owser, but rather use the 'Back' and 'Next' buttons at the botto	m of each screen to move between the pages.
Note: Any changes made to your info account.	ormation on this page are for this conference reg	stration only and will not update on our ASHA
Please complete the following fie * indicates required fields.	lf a promo-code	Early-bird savings end August 31
If a promo code was provided to you, it here:	was provided to you, enter it	43:10:38:42 days hours min sec
Arabu Cada	here and click the "Apply	✓ Helpful Links
ASHA Account Number:	Code" button	Helpful links a
<u>14315563</u>		i ASHA 2023 Convention Website important inf
 First Name 	Middle Name	Registration Pricing and can answ
Jennifer		guestions on
Last Name	My pronouns to be printed on my ba	adge registration p
Fatemi	examples: (she/her/hers; he/him/his; they	to the ASHA 2
Nickname for badge (if applicable)	Employer	Sponsored By Convention V
	American Speech-Language-Hearin	g Association
* Address	Address 2	
2200 Research Blvd		BROOKES
Postal Code	* City	
20850	Rockville	
State/Province	* Country	

Emergency Contact Information

At the bottom of your profile page, it will ask you to enter your emergency contact information. You may list a fellow registrant as a contact, if applicable.

Please note: Emergency contact information will not be shared, and only used in the case of an emergency on-site.

Emergency Contact Informatio in case of emergency for the AS	n is confidential and will only SHA 2023 Convention.	be used Enter your emergency
Emergency Contact Name:		information here.
Matthew Fatemi		
Emergency Contact Phone:	* Emergency Contact Email:	
301-296-8753	mfatemi@asha.org	
Maritz Privacy Policy	Convention is Required	Please agree to both the Martiz P Policy and the ASHA Policies for 2 ASHA Convention. Both are requi proceed.
_	Next 📤	

Once you have completed your selections you will click the bottom of the page. ►

Convention Registration Type (Member Example)

After filling out your profile information your member type will be pre-populated. This will allow you to select registration categories specific to the member type. Registration categories include Full Convention Registration, One Day Registration, or the Virtual Extra Only Registration.

If your membership type is incorrect, please contact the Action Center at (301) 889-9836 to update your membership type.

To select a registration category, click on the small circle to the left of the option. A small green check mark will confirm your selection.

<u>Please note:</u> If you select Full Convention Registration your access to the Convention Virtual Extra is included, and you will be able to claim ASHA CEUS for any of those. The Virtual Extra on demand/virtual extra sessions can be viewed from November 9-29



Convention Badge Mailing

Attendees can choose to have their badge and tickets mailed to them prior to the Convention if you register before October 13. (does not apply for one-day and international badges). If a mailed badge does not arrive in time or you forget to bring it with you, badges can be reprinted, up to one additional time at no charge, at on-site any Scan and Go station.

Alternatively, attendees can also select on-site pick up by selecting I will print in Boston, MA. At the Convention, you can simply scan in at any scan and go station using the bar code on your badge and pick up your badge and lanyard on-site.

After reviewing your badge for any reason, you notice a problem with a misprint or spelling error, attendees can go back to the service center through the registration site to update and then reprint or go to the main registration desk for assistance.



One-Day Registration Choices/Virtual Registration

If you will not be attending the full convention you have a choice to choose a one-day registration.

<u>Please note</u>: The Virtual Registration is not included in the one-day registration and can be added by clicking on the small circle to the left.

One Day registrants may pick up their badges after 3 pm the prior day, or the morning of the day. One Day registrants will only be able to claim ASHA CEUs/PDH for the day that you choose. Virtual registration will allow you to only claim ASHA CEU/PDH from the Virtual offerings.



Once you have completed your selections you will click the bottom of the page.

button at the

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Guest Registration

Adding guests to your registration is available within the registration system for Full registration attendees only.

A guest is an accompanying person who is neither an ASHA member (and not eligible to be), nor a related professional, and is attending the ASHA Convention in a social capacity only.

Please note:

- A guest registration may not be used for presenters.
- If you require a personal aide for your access and participation in the convention, you will note this in the accommodation questions in a future step, and do not need to register them as a guest. If you do not have any guests to register, you may skip this section and proceed to the next step.

	Guests	🙀 Dashboar
	Do not use the 'BACK' button on your web browser, but rather use the 'Back' and 'Next' buttons at the bottom of each screen	to move between the pages.
	A guest registration option is available for \$75 per person. A guest is an accompanying person who is neither an ASHA member (and not eligible to be), nor a related professional, and is attending the ASHA Convention in a social capacity only.	Early-bird savings end August 31
	Guest registration is offered so that friends or family members of registered attendees may accompany them socially in the Exhibit Hall and at special events (tickets may be required for	43:10:24:31 days hours min sec
	certain special events or receptions) and does not include attendance at any education sessions (oral or poster). Guests may not register themselves; guest registrations are affiliated with a fully registered attendee who must accompany the guest at all times.	▼ Helpful Links
	Guest passes are not to be used in lieu of Exhibit Hall-only passes, available November 1, which are an official limited-registration option for ASHA members and related professionals.	Hotel ASHA 2023 Convention Website
	Please add or edit guests below.	Registration Pricing
	Add Guest	Schedule
Enter the first name and	Choose Next if you are not bringing a guest with you to ASHA 2023. First Name and Last Name below are ONLY required if you will be bringing a guest to 2023 ASHA Convention.	Sponsored By
last name of your guest.	* First Name * Last Name	
Next click the "Add This	Carol Brady	
Guest" button.	Add This Guest	BROOKES
	Your Guests (1 of 2)	
	Carol Brady	

Once you have completed your selections you will click the bottom of the page.

button at the

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9

Special Events/Add-Ons/Tickets

Once you have selected your registration category, and added any necessary guests, you will have the option to add additional items and tickets to your registration. Follow the steps below to add one or more of these items to your cart.

Please Note:

- Some items will not require a physical ticket to be presented onsite and are used for a registration count only. (i.e. Opening Session, Awards Ceremony, First-Timers Reception, etc)
- One Day & Virtual only attendees will have a limited view of options respective to their regsitration type.
- Master Class & Pre-Convention Workshop tickets are included in this section.



Adding Additional Tickets

You may purchase additional tickets to any event by clicking on the "Add" button and then increasing the number of tickets needed to be purchased. Some items do have a limit on how many tickets can be purchased, or eligibility may change based on your membership type.

For easier navigating, use the filter options at the top of the Special Events/Tickets and Special Sessions pages to see tickets or special ticket Sessions by day.



ASHA Eats Cards

ASHA Eats cards are intended to offer you a discounted option for your meals on site. You will pay \$30 per card that has a \$50 value that can be applied to food or drinks at any eatery, concession stand at the convnetion center or hotels.

Each registrant can purchase up to (2) ASHA Eats Cards. Attendees who purchase ASHA Eats cards, will receive a ticket that must be exchanged on-site to obtain the physical card(s). ASHA Eats cards will not be mailed in advance.

If you do not purchase an Asha Eats Card with your registration, you can return to the service center and add one, while supplies last. A limited number will be available on site for purchase.



ASHA 2023 Convention T-Shirt

While supplies last, attendees have the option of purchasing 2023 ASHA Convention T-Shirts. This item is non-refundable after September 11 and will be shipped to the attendee in advance.



Once you have completed your selections you will click the bottom of the page.

Pre-Convention Workshops

There are 3 pre-convention workshops, offered for ASHA continuing education units that can be added to the cart for purchase. **Wednesday One-day registrants must select one of the pre-convention workshops to be added to their cart (for a fee).**

Do not use the 'BACK' button on your web brows	er, but rather use the 'Back' and 'Next' buttons at the	e bottom of each screen to	move between the pages.
Select the events you would like to sig	gn up for below.		Early-bird savings end August 31
25 of 47 items			
Wed Thu Fri Sat View Nov 15 Nov 16 Nov 17 Nov 18 All			43:9:57:10 days hours min sec
The Massachusetts Speech-Langua pre-convention workshops, offered	ge Hearing Association (MSHA) has dev I for ASHA continuing education units (/	eloped three ASHA CEUs) or	▼ Helpful Links
professional development hours (P	'DHs).		Hotel
Choose from one of the optional se Convention.	essions offered below and extend your	learning at the	i <u>ASHA 2023</u> <u>Convention Website</u>
WEDNESDAY, NOVEMBER 15, 2023 1:30 PM	I - 4:30 PM	Early Aug 1-31	Registration Pricing
Add PC01-DEI throughout the Language, and Hearing Sc	Professional Pipeline in Speech, iences	\$80.00	 Schedule ASHA Privacy Policy
Add <u>PC02-Implementation Scie</u> Partnerships to Drive Evic	ence: The Power of Research-Practice lence-Based Practice	<u>\$</u> \$80.00	Sponsored By
Add PC03-Innovative Practices	and Perspectives in AAC	\$80.00	
The ASHA Convention offers more hour ticketed sessions that provide	than 40 Master Classes. Master Classes in-depth interaction at the advanced le	are optional 2- evel.	BROOKES
Special Interest Group members re classes.	ceive a \$15 savings on all SIG-sponsore	ed master	

Here you are able to add one of these options by clicking the "Add" button.

Master Classes

The ASHA Convention offers more than 40 Master Classes. Master Classes are optional 2- hour ticketed sessions that provide in-depth interaction at the advanced level. A ticket purchase is a guaranteed seat.

Members of Special Interest Groups (SIGs) receive half-priced tickets for all SIG-sponsored Master Classes. These savings will automatically be discounted when you register.



Once you have completed your selections you will click the bottom of the page.

button at the

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Donations

In addition to special events/add-ons/tickets, attendees can choose to make donations. Donation selections can be made by selecting the circle next to the level amount or by selecting "other" and typing in a dollar amount.

All donations will be added to the cart for check out. Should you need to remove a donation prior to check-out, click on the delete icon within your cart before you check out or select "Remove Donation" from the Donations section.

Do not use the 'BACK' button on your web	browser, but rather use the 'Back' and 'Next' buttons at the bottom of each screen	to move between the pages.
ASHFoundation Donatio	n ovators and sparks innovation for YOUR profession. Your	Early-bird savings end August 31
donation helps promising resea transform our field and change ashfoundation.org.	rchers, students, and clinicians test bold, new ideas to people's lives. Your gift is tax-deductible. Learn more at	42:19:13:30 days hours min sec
\$1000 President's Circle	\$500 Gold Founder	▼ Helpful Links
\$250 Silver Founder	\$100 Founder	Hotel
\$150 Bronze Founder	\$50 Associate	i ASHA 2023 Convention Website
\$25 Contributor	Other:\$	<u>Registration Pricing</u>
Add Donation		Schedule
National NSSI HA Donat	ion	ASHA Privacy Policy
Pay it forward with the gift of Na students who have expressed a NSSLHA; connect with their peer opportunities, scholarships, and National NSSLHA today!	ttional NSSLHA membership! Your gift will enable CSD personal or financial need the opportunity to join National rs: and get access to journals and resources, networking leadership skills. Your gift is tax-deductible. Donate to	Sponsored By
_ \$25	\$\$0	BROOKES
_\$100	O Other: \$	
Add Donation		
ASHA-PAC Donation		
ASHA-PAC is the political action Association (ASHA). It supports r champion our public policy prior Please donate to ASHA-PAC toda	committee (PAC) for the American Speech-Language-Hearing members of Congress who support the professions and who ritles. ASHA-PAC is the voice of the professions on Capitol Hill ay!	
Contributions to ASHA-PAC are if ASHA-PAC are voluntary and you contribution amounts are only s given, or the refusal to give, will Federal law requires ASHA-PAC to findividuals whose contributions contributions and contributions	not deductible for federal tax purposes. All contributions to u have a right to refuse without reprisal. The proposed uggestions and more or less may be given. The amount not benefit or disadvantage the person being solicited. to report the full name, address, occupation, and employer of exceed \$200 per year. Federal law prohibits corporate from non-US citizens.	
_\$25	\$50	
⊂\$100	Other: \$	
Add Donation		

Demographic/Convention Questions

To finalize your registration, attendees will be prompted to answer a series of questions related to the Convention participation. Please fill out all fields by clicking on the circle next to your answer.

Questions with red asterisks* are required fields and must be completed in to finalize registration. Though others are optional, the data and information gathered here helps us plan more effectively, communicate with you more effectively about some things based on your specific interest, and serve you better.



Once you have	I require reasonable accommodations and/or assistance to participate in the ASHA Convention No
clicked on your answer to the question it will	 Certification, area of study, or work (choose one): Related Professional
show a green check mark at the top left corner	What is your primary work setting? Hospital
	✓ Title/Role: Manager/Supervisor
	O Administrator/Director O Manager/Supervisor
	O Assistant O Professor/Chair

If you answer yes that you need accommodations, an ASHA Staff member will follow up directly, using the contact information your provided in your profile.

Review and Check Out

The Review and Check Out sections are a summary of your individual registration selections, prior to entering your payment information.

On this page attendees have the option to review/edit badge and profile information, demographic questions/ answers, selected tickets, donations, and any guests.

This page also allows attendees to register additional people for the ASHA 2023 Convention. See below for <u>step-by-step instructions</u> and what information will be needed. This option is also available at a later date via your **Registration Self-Service Center**.

An option to create a Group Registration is also available. This specific option is for creating a group of registrants all from the same workplace/ institution to qualify for a discount. If 7 or registrants from the same workplace/institution are registered together, the lowest priced registration will apply and the 8th registration is free. See more below for specific instructions.

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Registration (Full Convention) 🖋		\$499.00		days hours min sec
Guest 🖋	1@ \$75.00	\$75.00		• Holoful Links
First-Timers Welcome (Professionals)	1 @ \$0.00	\$0.00	Û	
An Evening with the ASHFoundation: A Bit of Bridgerton in Boston	Q 2 Q \$130.00	\$260.00	Û	i ASHA 2023 Convention Website
Awards Ceremony	1 @ \$0.00	\$0.00	Û	Registration Pricing
	Balance Due	\$834.00		Schedule
Profile & Badge				ASHA Privacy Policy
Demographic Questions				
Add Another Person				
Guests Add Another Person iroup Registration - 7 or more When groups of 7 or more attendees for gistration free, Group discount applie ISSLHA members only. Group discount pecial event tickets. To receive group d theck or credit card). Badges will be ma liscount can only be applied to the less Add Group Registrant Payment How do you want to pay? O Check	om the same workplace register s to convention ASHA members does not apply to preconferenc liscount, payment must be made alled to each registrant at the ad er registration fee.	, receive the 8 th , affiliates and e workshops or e in one transacti dress provided a	on bove.	sponsored By
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Profile & Badge Review Example

By clicking on the **Profile & Badge** button in the review and check out summary you will be able to see the details and edit your profile and badge. Selecting **Edit Profile** here will jump you back to this section of the registration process.



Should your printed badge have errors, please visit the main registration desk to have it corrected and reprinted on-site.

If you click on the **Demographic Questions** button in the review and check out summary you will be able to see the answers and edit any of the demographic questions.

Clicking on the Demographic Bar will allow you to review your answers to the questions.



Review Added Guest

If you click on the **Guests** section in the review and check out summary you will be able to see your added Guest badge (s) and edit if needed

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1@\$0.00	⊋ 0.00	m	
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0 2 0 @ \$150.00	\$260.00	Û	i ASHA 2023 Convention Website
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Registering Another Attendee or Group

To add an additional registrant or register a group please use the icons indicated below.

Please note, in order to add an additional registrant, you must know their ASHA ID and email associated with the ASHA ID.

Upon entering the ASHA ID their profile information will auto-populate to help you finish their registration. Please reach out to your colleagues to obtain their number prior to this step in the process.

When registration is completed, all registrants will receive a unique confirmation email to the email listed in their profile. This confirmation email will also contain a unique link to directly take the registrant to their **Registration Self-Service Center**.

As the main registrant, you will have access to a group summary at the conclusion of registration within your **Registration Self- Service Center**. This will allow you to access all individuals confirmation emails as a back-up.

In the following steps we will indicate how each registration can be paid for with a different credit card.

	Do not use the 'BACK' button on your web bro- screen to move between the pages.	wser, but rather use the 'Back' and 'Next' t	outtons at the bottom of ear	25	Early-bird savings ends September 1
	Kristin Martinez's Cart		O Add	Items	42:5:11:47
	Registration (Full Convention) 🎤		\$399.00		days hours min sec
	First-Timers Welcome (Professionals)	1 @ \$0.00	\$0.00		Helpful Links
d an	Opening Session	1 @ \$0.00	\$0.00	Û	Sponsored By
onal	Awards Ceremony	1 @ \$0.00	\$0.00	۵	
rant (less		Balance Due	\$399.00		
7 or from	Profile & Badge				BROOKES
ent	Demographic Questions				
olaces click	▶ Guests				
	+ Add Another				

Group Registration Summary

As the main registrant, your **Group Summary page** will keep track of all registrations that you have created. Additional registrants can be added at anytime repeating the registration process above for each group member.

Once complete you will be able to see the **Group Summary** and will then click the **Pay Now** button to complete the registration for your group.

When paying for a group registration you may use more than one credit card to process your registration.

	2023 ASHA CONVENTION november 16-18 • boston, mass	exhibit hall nov. 15-18	
der Group Group Sumn	nary		Matthew •
amary you will be	Group Financial S	ummary	Farly-bird savings ends
e to view all	Booking Total	\$898.00	September 1
mbers of your	Remove Registration Payments	\$0.00	42:5:37:34
up.	Balance Due	\$898.00	* Helnful Links
• Matthew	&×	-	m Click here to book
5499.00 Full Convention	Remove Pay N Registration	ow	
ha	d Apother		i <u>Convention Website</u>
			Registration Pricing
			Schedule
	e Back		ASHA Privacy Policy
			Sponsored By
			DDONVER
			DRUMLS
TILL	S Click here to watch a TILLS d	emo and sto	pp by booth #926

Registration Payments (Credit Card or Check)

Within the Payment section of the Review & Check Out page, please select how you would like to pay.

VISA, MasterCard, and Discover, as well as checks (made payable to ASHA), are acceptable forms of payment.

Purchase orders will not be accepted (or generated for check payments).

Please note, those paying by check: **OUR REGISTRATION PAYMENT ADDRESS HAS CHANGED!**

If you have previously attended the ASHA Convention and our payment information may be stored, please ensure your accounts payable team is aware of the change. Checks mailed to the wrong location will delay confirmation of your registrations. Inform them of the new address below for Convention payments to avoid your check being lost and when sending your check payment, please include a copy of your registration form. Please be advised that ASHA is not responsible for checks or letters lost or delayed in the mail, or fax transmittals that are not received or are illegible.

ASHA Convention Attn: Accounting PO Box 791807 Baltimore, MD 21279-1807

Full payment must be received in order for registration to be processed.

Registration is confirmed only after your credit card has been approved or your check has cleared. If your payment can not be processed for any reason the registration company Maritz will send an email. ASHA reserves the right to cancel registration if an alternate approved payment is not supplied.

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🛊 How do	ou want to pay?
O Check	
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CALIFORNA (REVAILABLE	
Selecting "F enter your website.	ay Now" below will redirect you to our SecuRemit Payment site where you ma redit card information. Completing the payment process will return you to th
By continu	ing forward, I authorize ASHA to charge my credit card for the total amo
above.	
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above.	SSL Certificate

For Registrations with more than one attendee attached, you will have the option to pay with more than one credit card. During the check-out process, select which registrants you will pay for, for each respective credit card, by clicking the checkbox next to their name.

The balance due will be left in the service center for anything left outstanding and can be purchased by going back to the service center to pay with another credit card.

	Igniting INN VATION 2023 ASHA CONVENTION november 16-18 • boston, mass exhibit hall nov. 15-18	
You can choose	Payment Options	Pamela v # Dashboard
which registration you would like to pay for by	Please select the items you wish to pay for at this time Charges Kelly Registration, Full Convention Segistration, Full Convention Segistration, Full Convention	Early-bird savings ends September 1 38:12:18:11 days hours min sec
of the person.	Selected Item(s) \$654.00 Payment * * How do you want to pay? • • Check • • Credit Card • • Credit Card • • Selecting "Pay Now" below will redirect you to our SecuRemit Payment site where you may enter your credit card information. Completing the payment process will return you to this website. By continuing forward. Lauthorize ASHA to charge my credit card for the total amount	
	By continuing forward, I authorize ASHA to charge my credit card for the total amount above. SSL Certificate	Sponsored By

Once you have completed your review of your registration go to the bottom of the page and



Submitting Your Payment & Registration

For individuals paying by credit card, please enter your credit card information and then click

on the

button.

Submit

Registration Total	\$834.00			Cards Accepted:			About SecuRemit™
Total Amount Due:		CONTRACTOR CONTRACTOR		VISA	MasterCar		The security of our customers'
	\$834.00	American Visa Mast Express		MasterC	ard Discover	personal information is a priority at	
Credit Card Information							Maritz Global Events. To protect this information, we have created a PCI
Select Payor						~	SecuRemit [™] .
You may optionally select a payor to auto	matically populate your	billing inform	nation.				
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Credit Card Number	01 Jan	~	2023		~	CVV #	guidelines set forth in the Payment
First Name 🔹	Last Name 🔹			Compa	iny		(PCI DSS) have taken the rigorous
First Name				Com	pany Nam	e	steps necessary to provide customers
Billing Address 🔸		Billing Ac	dress2				with protection against credit card
Address 1		Addres	ss 2				traud and other security threats
Billing Postal Code 🝝		Billing Ci	ty 🔹				data storage.
Postal Code							
Billing State / Province		Billing Country +					©2008 - 2023 Maritz Global Events
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Email							
Email Address							

Example Email Confirmation

Once a registration has been processed, an email will be automatically sent to the email address that was noted in the profile page, for each registrant.

This confirmation email should be saved for future reference, to quickly access your Registration Self-Service Center, and to review all purchases.

<u>Please note:</u> Email confirmations will come from <u>email_confirm@confmail.experient-inc.com</u>. You may want to add this to your safe sender's list to avoid losing key information.

	2023 ASHA CONVENTION exhibit hall november 16-18 · boston, mass nov. 15–18
	*** Please do not reply to this e-mail. It was sent from an automated system. ***
	Thank you for registering for the 2023 ASHA Convention. Your registration is confirmed. Be sure to save this email!
	Dates/Location: 2023 ASHA Convention Boston Convention and Exhibition Center
	415 Summer Street Boston, Massachusetts 02210 November 16–18, 2023
	Need to access or modify your registration? Use the Registration Self-Service Center.
	REGISTRATION SELF-SERVICE CENTER
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Registration Self-Service Center

After your registration is complete, you will have the capability to revisit your **Registration Self-Service Center** to add tickets, modify your profile, resend your confirmation email, and access important information. Please note that credit card information is not stored in the system.

Any changes to your registration that will require a refund please email customer service at <u>ASHA@martiz.com</u> please give at least 24 hours for a response.

You can access your **Registration Self-Service Center** two ways: through your confirmation email (unique link for you) or by visiting the Convention Registration site and clicking on the <u>Registration links</u>:



Customer Service

Have additional registration questions or need help? Contact Customer service at 864-541-0744 or <u>ASHA@maritz.com</u> (Monday – Friday 9:00 a.m. – 5:00 p.m. ET).