

### **Why have I not received my registration confirmation via email?**

It's possible that your confirmation has been blocked by anti-spam filters. This will also affect the email inviting you to download your PDH Certificate after the conference. Cvent is the contractor we have utilized to build our conference website. All emails sent from Cvent's products come from IP addresses in the following ranges:

- 204.239.0.224 through 204.239.0.255
- CIDR: 204.239.0.224/27
- 198.207.147.224 through 198.207.147.255
- CIDR: 198.207.147.224/27

When Cvent delivers emails on behalf of Tri-State Seminar, behind the scenes they come from a Cvent domain. When you update your whitelist, please include the following domains:

- cvent.com
- cvent-planner.com
- cventmail.com
- cvtsv.com

### **How can I get my Certificate if I do not have my confirmation #?**

- If you do not have your confirmation #, click on the year from the drop down options, then click on the link provided for that year's certificate, enter your email address and Tri-State will send you an email with your Confirmation #.

### **Where or how do I get my Certificate?**

- Just after each Seminar (approx.. Sept 15th.), Tri-State will send an email with a link for you to print / save your Certificate. OR
- From the new Tri-State Seminar website ([www.tristateseminar.com](http://www.tristateseminar.com)), you can access the most recent 3 years.
- Click on CEU's / PDH's from the header bar, select the year, enter YOUR confirmation # and email address from that year's registration, from here you can save / print your Certificate.

### **How can I get my Certificate if I do not have my confirmation #?**

- If you do not have your confirmation #, click on the year from the drop down options, then click on the link provided for that year's certificate, enter your email address and Tri-State will send you an email with your Confirmation #.

### **How do I get my Certificate from previous years?**

- From the new Tri-State Seminar website ([www.tristateseminar.com](http://www.tristateseminar.com)), you can access the most recent 3 years.
- Click on CEU's / PDH's from the header bar, select the year, enter YOUR confirmation # and email from that year's registration, from here you can save / print your Certificate.

### **How do I get my Certificate if I was registered as a "group"?**

- Within your agency, confirm the registration group. Request the Confirmation # for you.
- From the new Tri-State Seminar website ([www.tristateseminar.com](http://www.tristateseminar.com)), you can access the most recent 3 years.
- Click on CEU's / PDH's from the header bar, select the year, enter YOUR confirmation # and email from that year's registration, from here you can save / print your Certificate.

### **Who can I contact if my Certificate is not accurate?**

- Please contact Mike Espejo @ [tristatemike@outlook.com](mailto:tristatemike@outlook.com)
- You must have / send your "Tracking Sheet" to dispute / correct your certificate.

### **Will Tri-State send my Certificate to my State Agency to show proof of attendance?**

- No, Tri-State will not send certificates to an agency.
- This is the responsibility of the attendee.

### **Who can I contact if I have any questions regarding my Certificate?**

- Please contact Mike Espejo at [tristatemike@outlook.com](mailto:tristatemike@outlook.com).

