FAQ

I don't know if I'm in the VACo system or not. I tried my e-mail but it doesn't work.

 If your e-mail address is not working, please call 804.343.2507 to find out if you are in the system or what email address is on file for you. If your record is not found, it only takes a minute to create a new record and VACo will be happy to do it for you.

I can't remember my password from last year.

If your password is not working, please use the "forgot password" link and follow the instructions.

My company is an Associate Member but the member price is not a selectable item. How do I get the member price?

Call 804.343.2507 to verify your membership status. Once verified, we will update your record.

There's a credit listed on the checkout page. Can I use that?

No. VACo uses a separate accounting software package which is wholly unrelated to the registration system. Any credits shown were automatically created from an event cancellation and any refund due was issued by check; therefore, the "credit" shown is not useable.

Is this registration system also for exhibitors?

Online registration for exhibitors is not available at this time. Please use the Exhibitor Application/Agreement form found on the annual conference page.