

ONLINE REGISTRATIONS FAQS

ONLINE PROCESS AND TECHNICAL ISSUES

1. HOW DO I LOG IN?

The event registration process is simple.
[Click here](#) for information.

2. I FORGOT MY PASSWORD

[Click here](#) for information.

3. CREATE A NEW ACCOUNT

[Click here](#) for information.

4. HOW DO I CANCEL MY REGISTRATION?

Cancellations are not available online. To cancel an event registration, contact the [Events Team](#).

5. I GOT AN ERROR MESSAGE AT CHECKOUT.

Please double check the credit card number and expiry date on your card. Please note, AMA Queensland currently accepts Visa, MasterCard and Amex online.

PAYMENT AND SECURITY

1. PAYMENT INFORMATION - WHAT METHODS OF PAYMENTS CAN I USE?

- ▶ **Credit card:** Currently you can pay by Visa, MasterCard or Amex online.
- ▶ **Direct deposit:** Direct deposit is available for practices that require an invoice for payment.

To pay via Direct Deposit, please contact the [Events Team](#).

2. WHAT IS YOUR PRIVACY POLICY?

We do collect and store information to market similar events. Should you wish to be removed from the events and training marketing list, please contact the [Events Team](#).

To view AMA Queensland's Privacy Policy, [click here](#).

3. HOW DO I KNOW IT IS SAFE TO REGISTER WITH YOU?

The AMA takes great pride in offering a safe and secure online experience. Our website is hosted on secured servers. Connection to the website is protected by state-of-the-art data encryption to ensure safe and secure transactions and total protection of your privacy.

4. DO YOU CHARGE CREDIT CARD FEES?

AMA Queensland appreciates attendee's support, therefore there are no credit card fees charged to our delegates or members.

5. CAN I PAY VIA MY PAYPAL ACCOUNT?

The online registration system allows for credit card payment only. Refer to (above) 1. Payment Information - what methods of payment can I use?

6. DO REGISTRATION FEES INCLUDE GST?

All event registration fees are inclusive of GST.

REGISTRATION

1. WHAT IS AMA QUEENSLAND'S POLICY ON REFUNDS OR TRANSFERS?

Refunds are available for most events up until seven days prior to the event date. In some cases, an administration fee applies. Registration transfers to another colleague are available for all events. To cancel or transfer a registration, contact the [Events Team](#).

2. I DON'T KNOW MY ROSTER AND WISH TO REGISTER BEFORE EARLY-BIRD RATES END.

We understand that rosters may not be known during the early-bird period. However, we encourage delegates to register early to secure early-bird rates. Registrations can be transferred to a colleague or cancelled with a full refund anytime up until seven days prior to the event date by contacting the [Events Team](#).

3. CAN I SAVE MY REGISTRATION AND COMPLETE PAYMENT LATER?

Online registrations can be saved and completed later prior to Checkout. Please note, this does not reserve delegate seating at events. Contact the [Events Team](#) should you have issues with payment and wish to reserve a seat.

4. CAN I REGISTER A GROUP BOOKING?

Group booking registrations are for specific events only where tables of 10 delegates are available for booking. Registration types can be viewed under each event on the AMA Queensland [Events Calendar](#).

5. CAN I REGISTER FOR MULTIPLE EVENTS?

Yes, to register for multiple events click on the [Event List](#) tab at the top of the online registrations page.

6. CAN I REGISTER OTHERS?

Only for events that include additional attendee discount fees or group table bookings. Registration types can be viewed under each event on the AMA Queensland [Events Calendar](#).

7. HOW CAN I CHANGE MY ITINERARY?

- ▶ **Prior to submitting your registration in the shopping cart:** Select the event you wish to update which will take you back to the registration page, update your itinerary then Proceed to Checkout.
- ▶ **After submitting my registration:** Registrations cannot be amended online after submitting an online registration. To amend your registration, please contact the [Events Team](#).

8. HOW DO I NOTIFY MY DIETARY REQUIREMENTS?

You will automatically be asked if you have any dietary requirements within the Questions section of your event registration once you have selected your Registration Option.

9. CAN I ACCRUE CONTINUING PROFESSIONAL DEVELOPMENT (CPD) POINTS?

- ▶ Junior doctors (Years 2 – 5) - All junior doctor events accrue CPD points.
- ▶ Senior doctors (GPs and specialists) - CPD is available for specific events where CPD points have been applied for and approved by RACGP.

Refer to the [Events Calendar](#) to check for events approved for CPD points.

10. CAN I GO ON A WAITING LIST IF AN EVENT REACHES ITS MAXIMUM CAPACITY?

When an event reaches maximum capacity for seating, you will receive notification and will not be able to process your registration. Contact the [Events Team](#) to be placed on a waiting list.

11. WHAT IF AN EVENT IS CANCELLED OR POSTPONED?

If an event cannot go ahead on the advertised date, AMA Queensland will make every effort to reschedule the event rather than cancel. Notification will be issued to registered delegates as soon as practicable via marketing channels followed by a new date announcement.

OTHER

1. HOW DO I CONTACT THE AMA QUEENSLAND EVENTS TEAM?

Contact the Events Team on (07) 3872 2222 or email registrations@amaq.com.au.

2. HOW CAN I VIEW OTHER AMA QUEENSLAND EVENTS?

All AMA Queensland events can be viewed on our [Events Calendar](#).

3. HOW CAN I SHARE AMA QUEENSLAND'S EVENTS ON SOCIAL MEDIA AND WITH COLLEAGUES?

All registration tax invoices include sharing icons for social media platforms. Your invoice will be sent via email; simply click on the sharing icons on the bottom of your tax invoice to share.

4. HOW DO I BECOME A MEMBER OR RENEW MY MEMBERSHIP

Visit the [AMA membership page](#) to renew your membership or to become a new member.

5. DO YOU HAVE AN EVENT APP?

We are currently investigating various providers to implement apps in the future. Members will be notified when event apps become available.

6. HOW DO I VIEW AMA EVENTS IN OTHER STATES?

Visit the [AMA website](#) and click on the States tab on the menu bar to select your desired state's website and follow the prompts to each individual events calendar.

7. CAN I VIEW OTHER EVENTS I AM REGISTERED FOR UNDER MY PROFILE?

We are currently working on this feature. Notification will be sent to members when this feature becomes available. To enquire about any of your member details or registrations for non-members, please contact the [Events Team](#).