

5 Most Frequently Asked Questions

1. I forgot my access key. How can I retrieve it?

Go to the login page. Under the access key box, there is gray text that reads “Lost your access key?” After clicking on that text, a new page will pop up, requesting your email address. Type in your email address and click Submit. An email will be sent to you containing your access key.

2. How do my co-presenters/authors/speakers access my submission to complete the tasks?

Co-presenters/authors/speakers are sent emails inside of the tasks themselves. It is your responsibility as the submitter to read the instructions within the tasks to notify co-presenters/authors/speakers to complete their required information.

3. Whenever I enter my name into the task, my co-presenter/author/speakers name and information appear. The system won't save my information. Why? How can I put my information in the system?

The system's unique identifier is an individual email address. Using the same email address for more than one person will confuse the system and combine information. Each individual must have a different email address.

4. I understand that each presenter/author/speaker must have a different email address, but I don't know them and the submission deadline is approaching. Can I use my email address?

No, each individual must have a different email address. If the email address is unknown use a fake email address.

5. Is my submission complete?

An email is sent from the system once you complete your system. Sometimes, this email gets lost in spam, so the next best way to see if your submission is complete is by logging into the scorecard. If the submission shows a green check mark next to the title, then the submission is complete.

If you need technical assistance, please contact CadmiumCD at 410.638.9239.