FIRST-TIME ATTENDEE FAQs

Do I need identification in order to attend activities included in my registration?

YES! Official World Workplace 2013 name badges must be worn at all events.

Your badge is your passport to the conference and expo activities included in your registration category. (Badges are not required for IFMA’s Awards of Excellence Banquet on Friday evening, Oct. 4; please present your event ticket at the door.)

Your badge includes a barcode with your name and contact information. Scan your badge to:

- Verify registration at the self check-in kiosks;
- Gain access to educational sessions and networking events;
- Verify session attendance and receive CEUs;
- Leave your contact information with exhibitors.

The fine print…
- Name badges are non-transferable. There is a US$10 service fee to reprint lost or replacement badges.
- Lost or misplaced event tickets will not be replaced or reprinted.

I don't have my name badge. Where do I pick it up?

If you pre-registered, you were emailed a barcode in your registration confirmation. Scan your barcode at any self check-in kiosk in the Pennsylvania Convention Center or at the satellite kiosk at the Philadelphia Marriott Downtown. (You may also verify registration by last name.)

Once the system finds you, simply print your name badge and event tickets. Conference materials will be handed to you by event staff.

Satellite registration at the Marriott is open until 10 a.m. today. On-site registration at the convention center is open today until 6 p.m.

What conference materials should I have received?

In addition to your badge, lanyard and event tickets, full event and one-day registrants receive a complimentary tote bag that contains an Expo Game Card (see page 5) and the Show Directory – your source for what’s happening, when and where.
What does my registration include?

If you registered for the Full Event or the Complete Experience: All educational sessions, the expo, Solutions Arena sessions, the welcome reception, the opening session, closing keynote address, networking breaks, lunch vouchers (Wednesday & Thursday), the Awards of Excellence Luncheon and Banquet (both held on Friday), and online access to conference proceedings.

If you registered for One Day (Wednesday, Thursday or Friday): Educational sessions, the expo, networking breaks and meal functions for one day only. Wednesday One-day registration includes the opening session and welcome reception. Friday One-day registration does not include the Awards of Excellence Banquet; but does include the Awards of Excellence Luncheon and closing keynote. One-day registrants do not receive conference proceedings.

If you’re Expo-only: Includes access to only the expo hall. No sessions, special events, meals, lunch vouchers or proceedings are included.

If you registered your Spouse: He/she may attend the opening session, awards luncheon and closing keynote, networking breaks, the expo, the welcome reception and the awards banquet. Lunch vouchers for Wednesday & Thursday are also included. Spouse registrants must be accompanied by a full event attendee. Spouses do not have access to the educational sessions.

What’s the conference attire?

Business casual is recommended. No T-shirts or shorts, please. Casual attire is suitable for the welcome reception. Friday night’s Awards of Excellence Banquet is black-tie preferred; but a suit and tie or cocktail attire is appropriate.

TIPS: Comfortable shoes are highly recommended. You’ll do a lot of walking between sessions and activities, on the expo floor and between your hotel and the convention center. If you’re easily chilled, carry a sweater or jacket with you; some session rooms get cold.

Who do I go to if I have a question or need assistance?

On-site Registration (pre-function, 2nd level, across from Hall D) is the best place to start with any number of questions related to the conference, expo or convention center. Staff has been briefed on all event activities and locations. Staff at the information counters in this same area can answer questions about local attractions and restaurants.

A medic will be on duty at the first aid station near registration during all hours of the event.

TIP: Event staff wearing red or black button-down shirts are also IFMA staff members, who have been immersed in all things World Workplace for the past 12 months. If they can’t assist you, they’ll know how to find someone who can.
How many people will attend World Workplace? Where are they from?

Approximately 4,000+ people are expected to participate in all or part of the conference. They travel from 40 different countries and from every state in the U.S. to attend. They represent 2,000 companies and a variety of facility- and workplace-related industries. Many attendees are members of the International Facility Management Association, your host this week.

TIP: If someone offers you a lapel pin, accept it! A tradition that started many years ago, the exchange of lapel pins is a great networking ice-breaker. IFMA chapter and council members bring custom-designed pins that represent their regions or industries, and either offer them freely or ask for a trade. Some exhibitors also offer pins or buttons. Attendees take great pride in displaying a shirt, badge-holder or lanyard covered with a variety of pins.

How do I get around? Is everything held at the convention center?

The majority of conference and expo functions will be held at the Pennsylvania Convention Center on 1101 Arch Street. A few special activities are held off site, such as the welcome reception at the Franklin Institute (222 N. 20th St.).

All six conference hotels are within walking distance of the convention center. Complimentary shuttles will transport attendees to and from the following hotels and special conference events:

**Welcome Reception, Wednesday, Oct. 2**
Shuttles will run between these hotels and the Franklin Institute from 6:30 p.m. to 10:30 p.m.:
- Philadelphia Marriott
- Courtyard Marriott
- Loews
- Hilton Garden Inn
- Hampton Inn

**Awards of Excellence Banquet, Friday, Oct. 4**
Shuttles will run between these hotels and the convention center from 6 p.m. to 11:30 p.m.:
- Philadelphia Marriott
- Loews
- Hilton Garden Inn

When and where can I eat?

Full event attendees receive lunch vouchers (US$15/day) for use on Wed., from noon to 2 p.m., and Thurs., from 11 a.m. to 1 p.m. Select from a variety of dining options located in the expo (Halls CDE). Download the World Workplace app for full menus. Cash/credit cards are also accepted.

Dinner is not provided on Wednesday or Thursday. You’re on your own to explore Philly’s exceptional restaurants and pubs.

On Friday, Oct. 4, lunch and dinner will be provided at two special events. The Awards of Excellence Luncheon begins with a seated networking lunch, and concludes with closing keynote speaker Barbara Corcoran. The Awards Banquet includes a cocktail reception and dinner.

TIPS: Arrive early to find a seat. Both award shows are general seating. The doors will open at 12:45 p.m. for the luncheon, and at 6:30 p.m. for the banquet. If you’re used to an early dinner, grab a midday snack on Friday. Lunch will be served before the award show, between 1 and 1:15 p.m.; dinner will be served following the award show, between 8:15 and 8:30 p.m.
Attending educational sessions – how does that work?

Full event and Thursday/Friday one-day registrants may attend as many sessions as they like. All sessions are first-come, first-served. Rooms fill up quickly. Arrive early to grab a seat.

Build a learning agenda that addresses your specific needs and interests. Sessions run concurrently – 13 sessions are presented simultaneously in various time slots throughout the day. Session content and learning objectives are described in your Show Directory. Select the one session you’d most like to attend in each time slot. (You may want to select two in case your first choice is “sold out.”)

Speaker handouts are provided online. Instructions for accessing the conference proceedings and handouts were emailed to you prior to the conference.

How do I get credit for the sessions I attend?

You are eligible to receive Continuing Education Units (CEUs) and Certified Facility Manager® maintenance points for attending World Workplace sessions.

To Receive CEUs:

- Pay the US$12 processing fee when you register for the conference. (If you did not pre-purchase the CEU processing fee, you may contact IFMA’s membership department to process the fee and set up access to take the assessments.)
- Visit http://ceu.experient-inc.com/wwc131 and pass a five-question assessment developed by the speaker.
- CEUs can only be earned upon successful completion of the assessment.
- Your transcript will be emailed to you.

You have 15 business days after the conclusion of World Workplace to take the assessments and log CEUs. After Oct. 19, the CEU site will close and no credits may be entered.

*Individuals seeking CEUs from other organizations must contact those organizations for instructions on self-reporting credit hours.*

To Receive 20 CFM Maintenance Points:

- Record your attendance on your CFM Recertification Worksheet.
- At recertification time, submit your completed CFM Recertification Worksheet.
- Individuals seeking CEUs for other organizations must contact those organizations for instructions on self-reporting credit hours for attending World Workplace 2013 Conference & Expo.

CFM Maintenance Points are used only by CFMs who want to recertify their CFM credential. There are no fees to pay or specific education sessions to track.

What’s a Cyber Café?

Access your email, evaluate sessions and verify session attendance at these convenient computer terminals located on level 100 near the IFMA Bookstore. Stay connected to work or family and manage your CEUs at these convenient computer terminals.
What can I expect to find or do at the expo?

Explore hundreds of facility-related products and services in one place, at one time. Imagine trying to schedule appointments with 300 company representatives in person; or the time it would take to pull up that many websites. This is your best opportunity to find solutions for your facility headaches and connect or reconnect with trusted vendors.

The expo is open for two days only: Wednesday from 11:30 a.m. to 4:30 p.m.; and Thursday from 10:30 a.m. to 2:30 p.m. There’s always something of interest happening in the expo hall—from Solutions Arenas, to daily prize drawings, to product demos.

What’s a Solutions Arena?

Extend your learning experience to the expo floor. Each Solutions Arena offers valuable information from leading product and service providers on helpful tools and resources for efficient facility management. Several sessions provide CEU credits. Admission is free and open to attendees in every registration category.

What’s this “SOS” exhibit in the expo hall?

A new feature this year, SOS (Showcased Office Solutions) is an interactive display of real-world workplace solutions. View products and services in use within a simulated facility. Visualize how a particular solution might fit into your work space.

What’s Benjamin Franklin Parkway?

A special aisle in the expo hall featuring local/regional exhibitors, BFP is also home to the Greater Philadelphia Chapter of IFMA. If you’re seeking local resources, start here.

What’s happening at IFMA Central?

Located in the center of the expo hall, IFMA Central is the place to chat with IFMA staff and learn more about career advancement through membership, education and professional credentialing. Learn about the good works of the IFMA Foundation, the charitable arm of the association, providing student scholarships helping FM degree programs become Accredited Degree Programs.

How do I win prizes?

Find your Expo Game Card in your attendee bag. Visit the booths listed on the prize card; each participating exhibitor will stamp your card. Once you’ve collected stamps from all participating exhibitors, drop the card in the prize drum (located in the IFMA Central booth) before the designated drawing time.

Drawings will be held on Wednesday at 4:15 p.m., and Thursday at 2 p.m. To be eligible to win, you must be a full event registrant, you must visit all participating exhibitors listed on the card, and you must be present at IFMA Central at the designated drawing time.
If sessions don’t start until Thursday, what do I do today?

Wednesday, Oct. 2 officially kicks off the conference and expo. This is a good day to familiarize yourself with the convention center, walk the expo floor and start networking.

Following orientation, an informational session on IFMA’s Facility Management Professional (FMP) credential will be presented in room 116. Learn more about the FMP program and the benefits of earning a globally recognized credential.

The opening session begins at 10 a.m. in the Terrace Ballroom. IFMA President and CEO Tony Keane, IFMA Chairman Jon Seller and Philadelphia Mayor Michael Nutter will welcome you to World Workplace; then television personality Art Levine will take the stage to moderate an “Ask the CEO” panel discussion. Prominent business leaders will provide valuable insight into results-oriented facility management.

The expo hall opens at 11:30. The first day of the expo is always buzzing with activity – there’s plenty to see and do and talk about, and lots of information to collect to assist you in making buying decisions for your facility.

The welcome reception begins at 7 p.m., at the world-famous Franklin Institute. Food and drink will be provided, as well as music and many opportunities for networking. Interactive exhibits will be open for attendees to explore.

Where will next year’s World Workplace be held?

IFMA’s World Workplace 2014 will be held in New Orleans, La., USA, Sept. 17-19.

Does World Workplace have a mobile app?

Yes! Mobile apps are available to attendees free of charge.

The native iPhone/iPad App is available on the iTunes App Store, and the Android App on Google Play. The IFMA’s World Workplace 2013 ChirpE Mobile Web App provides real-time access to event information and updates to all Internet-enabled Smartphones.

- View the Exhibitor List: Search for exhibitors, mark exhibitors with “visited” tags, request meetings, add personal notes and map their booth location.
- Locate your favorite booths on the Interactive Floor Plan: Download your personalized walking map.
- View the Conference Schedule: Search for and rate sessions, add session notes and email them, and view handouts.
- Build your Personalized Planner: Plan your itinerary, add personal notes, tag favorite exhibitors and sessions. Sync with the website in real-time.
- Tap into local information about Philadelphia, including hotels, transportation options and much more.
- Read, follow and comment on #WW2013 Tweets from fellow attendees and exhibitors.
- Tune into exclusive updates, notifications and blogs from IFMA.