

Frequently Asked Questions

1. What is the date and location of the annual Federal Student Aid Training Conference (FSATC)?

The 2020 Virtual FSATC will be held from Dec. 1 to Dec. 4, 2020 on a virtual platform. For planning your attendance at future conferences, the annual conference is held the week after Thanksgiving from Tuesday to Friday.

2. Why did FSATC go virtual?

Federal Student Aid is committed to providing a meaningful training experience for you amid the uncertainty caused by the coronavirus 2019 (COVID-19) emergency. We are pleased to announce that the 2020 FSA Training Conference for Financial Aid Professionals will be delivered virtually and will feature dynamic keynote addresses, engaging general forums, and informative breakout sessions. Spread the word to your colleagues throughout the financial aid community!

3. Will the Virtual 2020 FSATC be Accessible?

Yes, all sessions will be Close Captioned, 508 compliant and all of the power point presentations can be modified to meet your visual needs.

4. Will sessions be recorded?

Yes, all sessions are recorded and will be available on demand until 3/2/2021

5. What is the TIME ZONE for the 2020 Virtual FSATC?

All sessions will take place in the Eastern time zone.

6. When does registration open?

It is FSA's goal to open registration six to eight months prior to the conference. Registration will remain open through December 4, 2020.

7. What is the cost to register for the FSATC?

This is a free conference; there is no cost to register.

8. How do I register for the 2020 FSATC?

Click on the Register Here link, located on FSA's conference website, <https://fsaconferences.ed.gov>

9. I did not receive a registration confirmation. How do I get one? First, check your junk mail folder as sometimes that is where they go. If you still can't find it you can send an email to fsatc@prereg.net or call 678-341-3061. You can also go to <https://fsaconferences.ed.gov>, select the registration tab, select the modify/add a session tab, and put in your email address. Your information and badge number will come up.

10. How do I cancel or change my registration?

To cancel or change your registration, please locate your confirmation email, generated when you completed your registration and click on the modify registration link. Enter your confirmation number to modify or cancel your registration. If you are unable to locate your confirmation email, please contact us at fsaconferences.ed.gov. Additionally, if you have registered but can no longer

virtually attend, please cancel your registration. If someone wants to attend in your place, please have them register too as this will expedite the process.

11. What browser can I use?

The FSA virtual platform does NOT support Internet Explorer. Attendees can use any other browser such as Google Chrome, Firefox, Edge, Safari, etc.

12. Do I need any special applications to participate?

No you don't, just use this link to be directed to the conference platform:

However, some stations in the Resource Center will be using Zoom for demonstrations, attendee interaction, and Q&A. For those stations, a zoom link will be provided to you on the platform; just click on the link to attend the session. Attendees should download the latest Zoom app to their computer from <https://zoom.us/signup>.

13. How do I access the 2020 Virtual FSATC platform?

Click here to be directed to the conference platform <https://www.prereg.net/2020/fsa-virtual>

How do I get Zoom? For those stations, a zoom link will be provided to you on the platform; just click on the link to attend the session. Attendees should download the latest Zoom app to their computer from <https://zoom.us/signup>.

14. What do I do if I've lost my login credentials for the 2020 FSATC platform?

Go to the event platform at

When you enter the platform and you are prompted to enter your ID number and your last name, click on the green "Retrieve Badge number button" to retrieve your badge id number for the conference.

15. How do I get Technical Support for the Virtual Conference?

Virtual Support Phone Number: 678-341-3061 

Tech Help Desk Hours

December 1-4, 2020:

December 1 – 9 a.m. to 5 p.m.

December 2 - 7:30 a.m. to 5 p.m.

December 3 – 9 a.m. to 5 p.m.

December 4 – 9 a.m. to 5 p.m.

After December 4, 2020, the Tech Help Desk will be open Monday through Friday 9 a.m. – 5 p.m. EST.

16. How do I find the training sessions offered and the agenda?

Please visit FSA's conference website at <https://fsaconferences.ed.gov/>

17. What conference materials will I receive?

Since this event is virtual, all the conference information will be posted on the event platform and the conference website.

18. I need proof of attendance. Does FSA offer Continuing Education Units/Credits or Certificates?

Federal Student Aid does not offer continuing education credits. However, attendees can print certificates of attendance on the event platform.

19. How do I add another session to my personal Agenda on the event platform?

Visit AGENDA. You can click the "Add Now" button on the Courses Section to add it to your agenda and watch it.

20. Which sessions have Q&A?

The sessions that provide live Q&A will have an icon attached and a chat box that indicates that a live Q&A is available.

21. What is FSATC 2020 VIRTUAL EDU-Tainment

Every attendee can participate in the FSATC "EDU-tainment. Earn points for viewing sessions, answering hidden questions, visiting stations in the Resource Center, chatting with peers and more! Get competitive with your peers by viewing the leader board and try to stay among the top 3 to get bragging rights! Click on EDU-tainment to view the leaderboard, how to earn points, and an overall guide on how to play!

22. Can I register in advance for sessions?

Yes, you can register in advance for sessions. Upon completion of your registration, you will be asked to select and register for all sessions you wish to attend.

23. How do I print my certificate of attendance?

At the conclusion of each session, an option to View/Print certificate will be provided. Feel free to save as PDF or print for your own records.

24. How do I update my profile on the event platform?

Visit the Social Networking section and click on the 'My Profile' tab.

25. How do I connect with other attendees on the event platform?

- Click on the Social Networking section and complete your profile to engage with other attendees.
- Search for a colleague, select the > icon, then click chat. When the chat box appears, type in your text and click send!

26. Why does it take so long for FSA to announce the conference date and location?

Changes relating to contract procurements and the budget affect the length of the process. Once the process begins it takes approximately three months to complete.

27. Why is there only one conference which makes it crowded?

There is only one conference because of reduced federal funds, restrictions on government conferences, and reduced government travel budgets.

25. My question is still not answered. Now what?

Please email any additional questions to fsaconferences@ed.gov