

Frequently Asked Questions

When do I need my badge?

Your badge is your ticket to everything while you're at Microsoft Tech-Ed—sessions, the Exhibition Hall and all other conference activities you attend. Security and staff are continually checking badges, so please make sure yours is always visible.

Badges are also scanned as you enter Breakout, Interactive, Birds-of-a-Feather and Cram4Exam Sessions. Information collected will allow you to see personalized session and evaluation information on myTech-Ed.

Your badge also allows you to request information from participating exhibitors about their products and services, through the Partner Expo lead retrieval system.

What should I do if I have an emergency?

Please alert any conference staff member, speaker, security personnel, or room monitor immediately for assistance.

Where is First Aid located?

The First Aid stations are located next to the Exhibition Hall entrance (Hall B3) and next to the Meal Hall entrance (Hall C1) and are staffed throughout the conference.

What if I have conference questions?

The Tech-Ed Information Center is located in the lobby outside Registration Hall and is staffed during conference hours. We're here to answer all conference- or logistics-related questions, and provide lost-and-found or other on-site assistance.

Where can I get answers to specific questions about Microsoft technologies?

The Technical Learning Center (TLC) in the Exhibition Hall is the place to meet with Microsoft product team members and industry experts; the Community Lounge is the place to collaborate with peers; or get technical information and training in the Hands-on Labs.

What if I have questions about wireless access?

For technical or network questions, visit the Wireless Help Desk, located with the Information Center in the lobby outside Registration Hall.

Can I bring my family to Tech-Ed functions?

All activities in the convention center, including sessions, are open to attendees only. If you would like to bring a guest to the Closing Party, guest tickets must be purchased at Registration. Atlanta has many family attractions and activities to offer. Please stop by the Information Center in the lobby outside Registration Hall or check with your hotel concierge for details.

How do I access presentations after the conference?

myTech-Ed provides you with year-round access to Keynote and Breakout Session presentations from Tech-Ed 2011 conferences worldwide—plus a direct connection to the community of experts and peers who share your interests! <http://northamerica.msteched.com>

How can I identify Tech-Ed speakers and staff?

The speakers and staff at Tech-Ed are identifiable by their shirts. Microsoft employees wear blue shirts. Guest speakers and staff wear green polo shirts. In the Hands-on Labs, you can identify Technical Learning Guides (TLGs) by their green polo shirts.

Is transportation available to and from the convention center and other event locations?

Complimentary shuttle service is available between most conference hotels and the Georgia World Congress Center. Hotels within walking distance will not have shuttle service. See your conference guide for shuttle routes and schedule of service, as well as to the "Shuttle Bus Routes and Schedule" signs located in your hotel lobby and at the convention center shuttle bus loading zone.

If you have questions, the Shuttle Service Information Desk at the bus loading zone is staffed during conference hours.

Handicap accessible shuttles are available. Please tell the staff at the Shuttle Service Information Desk which hotel you're staying at and they will arrange for service.

Remember, MARTA can also take you just about anywhere in Atlanta, with light rail and bus service throughout the city. It's easy! For details, check www.itsmarta.com.

Is airport transportation available?

Non-stop airport shuttle service is available to Tech-Ed attendees for only \$15.00, payable with credit card or cash, non-refundable. Airport shuttle service is available Thursday, May 19 ONLY, Noon – 6:30pm. Reservations can be made at the Airport Transportation Desk, located at the Information Center in the lobby outside Registration Hall, during the following times:

Wednesday, May 18	8:00am – 5:00pm
Thursday, May 19	8:00am – 5:00pm

Shuttle departs every 30 minutes beginning at Noon. Recommended departure for domestic flights is two hours prior to flight time, while international flights require departure three hours prior to flight time. Please visit the Airport Transportation Desk for additional information.

Is there a bag check area?

We recommend you leave personal belongings at your hotel during the conference. Complimentary coat and bag check is available Sunday through Thursday during conference hours, in the Registration Hall.

What if I have questions about my hotel?

The Housing Desk at Registration, located in Registration Hall, is staffed throughout the conference to help with hotel-related questions.

Are meals provided at the conference?

Breakfast, lunch, afternoon snacks and beverages are provided to all attendees throughout the conference. Hot breakfast and lunch are served in Hall C1-2. The afternoon break stations are located throughout the convention center, offering an assortment of sodas, coffee and snacks at designated break times. Water bubblers for your refillable water bottle are available in all meeting rooms as well as located throughout conference areas. A variety of food choices are available during the Exhibition Hall Reception on Monday evening and at the Closing Party on Thursday evening.

What if I have a special meal request?

During breakfast, lunch and evening functions, look for signs designating special dietary meal stations. For breakfast and lunch, the buffet includes vegetarian options. If you require special meals, simply ask the nearest wait-staff and they will be happy to assist you.

Can I use my Windows Phone 7 or other mobile phone during the conference?

Yes, however, we ask that you be considerate of other attendees by turning your mobile phone and all other mobile devices to silent mode while in sessions. Look for signs throughout the convention center that indicate areas where you should switch your network to wireless mode.

Is smoking permitted in the convention center?

No. Smoking is prohibited throughout the GWCC for fire and safety reasons. Please use the designated smoking areas located outside.

Where is "lost and found" located?

Please go to the Information Center, located in the lobby outside Registration Hall, if you lose an item or find something lost by another attendee.

Is there a Business Center offering shipping, fax and photocopy services?

The FedEx Office Business Centers, located in the Building B and C entrance lobbies, offer everything to meet your business needs, including office supplies and copying, printing and fax services. FedEx Office can also assist you in shipping materials you've collected at the conference back to your home or office. Charges vary according to the size and weight of the items being shipped.

Is there an ATM machine in the convention center?

Yes, ATMs are located throughout the Georgia World Congress Center for your convenience.

How can I give conference feedback or suggestions?

Log in to myTech-Ed and fill out individual evaluations for the sessions you attend, and you could win great prizes—like a Microsoft® Xbox® with Kinect™, Zune® and deluxe tumblers! After Tech-Ed, you'll receive a link for the online overall conference evaluation questionnaire. We value your suggestions as they help us improve Microsoft conferences each year.