



Frequently Asked Questions About the NSTA New Orleans National Conference

November 6-9, 2024

What airport should I use?

The local airport is [Louis Armstrong International Airport \(MSY\)](#), which is approximately 16 miles from the Ernest N. Morial Convention Center.

What should I bring with me to the conference?

Please bring credit/debit cards, as many establishments in New Orleans are cashless. The Convention Center is cashless, they only accept credit/debit cards.

Please also consider packing masks, sanitizers, and cleaners.

New Orleans is beautiful in autumn, but the weather can be unpredictable. We recommend packing layered clothing and a light jacket. Be sure to check the forecast before you leave, as temperatures typically range from a high of 71°F to a low of 52°F.

What time zone is New Orleans?

New Orleans is Central Daylight Time.

Is there parking?

Parking is conveniently located near the Crescent City Connection. Please visit the link: [Getting Here](#) for more information on parking. Shuttles & Taxi Rideshare Zone.

How do I get from the airport to the conference hotels?

If you are using Uber, Lyft, zTrip, or a taxi for transportation to and from the airport please visit this link for information: [MSY Ground Transportation](#).

What are the conference hotels?

NSTA has contracted with several downtown New Orleans hotels. Please visit the NSTA housing page at [2024 New Orleans Housing](#) for information.



Who do I contact if there are problems with my housing reservation?

Please confirm your [housing reservation](#) prior to arrival. If you have any questions or encounter any difficulties upon arrival contact **IMN Solutions**, between 9:00 AM and 7:00 PM Eastern Standard Time, Monday–Friday at (571) 579-3867 or nstahousing@imnsolutions.com

Do the hotels require a credit card when checking in?

Yes, conference hotels require a valid credit card for incidental fees. Once your hotel reservation is booked, you may contact the hotel directly to find out what they charge for incidental fees, so you're prepared ahead of time.

Where is the conference located?

Conference Services, the exhibits, the NSTA Hub/Store, most sessions and events will be located at the **Ernest N. Morial Convention Center (MCCNO)** at 900 Convention Center Blvd., New Orleans, LA 70130. Although most meetings and events will be at the MCCNO, there will also be some held at the [Hilton New Orleans Riverside](#) at Two Poydras Street, New Orleans, LA 70130.

Where can I find Mother's room?

Mother's rooms will be located outside of Hall H (Lobby H).

Is there complimentary Wi-Fi throughout the convention center?

If so, what is the access code?

There is complimentary wireless internet throughout the public spaces at the convention center for simple usage only, such as checking email. Please note that due to the amount of usage by attendees, connectivity may be spotty at times. To connect to Wi-Fi the network name is "NSTA2024".

When does the conference begin and end?

Registration opens at 10:00 AM on Wednesday, November 6. The conference officially kicks off with the Opening Reception at 4 p.m. followed by the opening keynote at 5:15 PM. The conference ends on November 9 with the Closing Reception starting at 2:15 PM.



What do I do if I have not received my registration confirmation e-mail?

- Before arriving at the conference, please contact us at reg@nsta.org.
- If you are onsite at the conference, please visit Conference Services located just inside the entrance of **Exhibit Hall H (lobby level)**.

What are the hours for Conference Services?

Conference Services will be open during the following hours:

Wednesday, November 6	10:00 AM – 6:00 PM
Thursday, November 7	7:00 AM – 5:00 PM
Friday, November 8	7:00 AM – 5:00 PM
Saturday, November 9	7:30 AM – 1:00 PM

What is the Expo Hall schedule and location?

Located in **Exhibit Halls H – J**, with access on the lobby level floor of the convention center.

- Thursday, November 7, 11:00 AM - 5:00 PM
**with exclusive Expo Hall hours, 11:00 AM–1:00 PM*
- Friday, November 8 , 9:00 AM - 5:00 PM
**with exclusive Expo Hall hours, 11:40 AM–1:20 PM*
- Saturday, November 9, 9:00 AM - 1:00 PM

Where is the Lost and Found located?

The Lost and Found is located at the Conference Services Desk, just inside the entrance of **Exhibit Hall H (lobby level)**. Any items found in the convention center during the conference should be turned to the Conference Services Desk. Following the conference, any remaining items will be turned over to the MCCNO Campus Security Team.



What tips do you have for staying safe at the conference?

NSTA works hard to provide a safe and secure environment at its events by working with venue staff to make sure conference attendees are safe. We ask that all attendees report any suspicious or concerning behavior to staff immediately—no concern is too small. To help ensure your personal safety, please follow these simple guidelines:

- Be aware of your surroundings at all times.
- Use the buddy system when walking to and from the convention center or networking event locations during early or late hours.
- Remove your meeting badge when you leave the convention center.
- Limit the amount of cash or credit cards you carry, store valuables in your hotel room safe.
- Never leave personal belongings unattended.
- For emergencies or immediate assistance, contact any staff member or on-site security personnel.

Where are the closest medical facilities located?

- [Tulane Medical Center](#)
1415 Tulane Ave, New Orleans, LA 70112
(504)988-5263
Hours: Monday – Friday – 8:00 AM – 5:00 PM
- [Ochsner Urgent Care](#)
900 Magazine Street, New Orleans, LA 70130
(504)552-2433
Hours: Monday-Friday – 9:00 AM – 7:00 PM.
- [University Medical Center](#)
2101 Tulane Ave, New Orleans, LA 70112
(504)702-3000
Hours: 24 Hours

Please visit the [Safety & First Aid](#) page at MCCNO.