

Frequently Asked Questions – Know Before You Go!

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General Information

1. ADA Accessible

Please call out any special needs when completing the conference registration form, or contact customer service for assistance. If you are calling from the US or Canada please dial 800-650-6870. If you are calling internationally please dial 847-996-5877. Or send an email to ibmconnect@maritztravel.com. If you require assistance on-site, please visit the conference registration desk during open hours.

When booking your hotel, please call out any special needs on your reservation request form. For additional information, please contact the hotel you selected during registration.

It is the Moscone Center's intention to provide all reasonable accommodation for persons with disabilities to assist them in attending events held at the center. For specifics, visit the [Moscone Accessibility information](http://www.moscone.com/pdf/guidelines/MosconeAccessibility.pdf): <http://www.moscone.com/pdf/guidelines/MosconeAccessibility.pdf>.

2. Agenda

The IBM Events mobile app is available for download! Make plans, build your agenda, and explore all that Connect has to offer. Search for "IBM Events" in your device's app store. After downloading the app, use your email address as your username and your confirmation number as your password to log in.

See the agenda you built online, get around the venue, see logistical information/schedules, and pick sessions even without an internet connection! Available to registered attendees only, this app will be your best friend at IBM Connect.

iOS: <http://apple.co/1o2jzbl>

Android: <http://bit.ly/1o9U5sw>

Additionally, attendees will find a pocket agenda in the back of their conference badge. And, the Connect News includes a detailed session schedule listing, Solution EXPO guide and much more.

3. Airport

San Francisco International Airport is about 14 miles away the Moscone Convention Center. Learn more about the airport at: www.flysfo.com. Visit the [To and From page](#) on the SFO website for all transportation options.

BART (Bay Area Rapid Transit) vouchers are available for pre-purchase on the [BART website](#). A \$20 voucher will allow you to go from SFO to the downtown hotel area. In the airport, follow BART signs through Terminal G to the SFO Information Booth located at the bottom of the AirTran escalator.

Taxis are available on the Arrival/Baggage Claim level of each Terminal. Taxi fare into downtown varies, but averages \$50.00 one way plus gratuity.

Visit your conference hotel's transportation page for more information on transportation options.

4. Allergies and Dietary Restrictions

Dietary restrictions and allergies are considered when planning menus for the conference. If you indicated a dietary need during registration, you will receive details from Customer Service.

5. Attire

Business casual attire is suggested for all conference activities.

6. Badges

Conference badges must be visible at all times and for security purposes, will be required for admittance to all conference activities. Prior to the conference start, attendees may transfer their Full Conference Pass registration to another colleague within the same organization. A \$250 substitution fee will apply. Original attendee should email ibmconnect@maritztravel.com with the request, and a transfer code will be provided for new attendee.

7. Baggage Check

The IBM Connect conference offers coat and bag check services during conference hours of operation. You may leave your luggage after checking out of your hotel on departure day. Please do not bring luggage to session rooms and keep laptops and valuable with you.

8. Catering

Please note that all food and beverage items consumed in ancillary spaces such as hotel function rooms and outlets must be purchased from the hotel directly.

9. Customer Service

IBM Connect Customer Service phone lines and dedicated email are supported from 9:00am – 6:00pm EST

Customer Service Phone: US and Canada: 800-650-6870, International: 847-996-5877

Customer Service Fax: US and Canada: 888-772-1888, International: 301-694-5124

Email: ibmconnect@maritztravel.com

10. Emergency Phone Numbers

In case of an emergency at the Moscone Center West dial 511 from any house phone or 415-974-4021 from a cell phone. Follow the facility's emergency evacuation procedures and the directions of the facility staff. If you need to evacuate during a fire emergency, always use the stairs. A First Aid office is located on Level 1, just inside the Solution EXPO.

11. Evaluations and Surveys

During and after the conference, attendees are encouraged to submit overall conference and session surveys via prompts on the mobile app.

12. Ground Transportation

For transportation options from/to San Francisco International Airport, visit the [To and From page](#) on the SFO website. Conference shuttles will be provided for the Wednesday evening special event.

13. Hotels

IBM Connect Conference Hotels:

Courtyard by Marriott San Francisco Downtown, 299 Second Street

InterContinental San Francisco, 888 Howard Street

Le Meridien San Francisco, 333 Battery Street

Palace Hotel San Francisco, 2 New Montgomery Street

Parc 55 San Francisco, 55 Cyril Magnin Street

Park Central Hotel San Francisco, 50 Third Street

Marriott Marquis, 780 Mission Street

The Westin St. Francis San Francisco on Union Square, 335 Powell Street

W San Francisco, 181 Third Street

14. Lost and Found

Please check with the IBM Connect conference registration staff during open hours.

15. Mailing Address – Guest Deliveries

Conference guests should utilize their hotel's business center for deliveries.

16. Maps

Floor plans of the conference space at Moscone West are available via the mobile app, Connect conference newspaper and venue map flyer (available at information desk). In addition, a Solution EXPO map and conference hotel map will also be available at the information desk.

17. Meeting Space

There are various areas within the Connect conference space and conference hotels for impromptu and informal meetings.

The Executive Meeting Center is available on Level 3 for meetings with IBM executives. A client meeting may be requested with a participating IBM executive via the IBM rep. If you are not scheduled for a one-on-one meeting, but would like to do so, visit the Executive Meeting Center check-in desk on-site to request a meeting, subject to availability.

Within the Connect conference space there are no general meeting rooms available. Ancillary space is limited; rental fees will apply.

18. Menus

Attendee breakfast and lunch are buffet service. All food is labeled, and servers are aware of allergens.

19. Parking

As a City-owned facility, The Moscone Center provides information according to the City's traffic management philosophy which encourages the use of transit first. For more information visit: <https://www.moscone.com/directions/parking.shtml>

20. Photography and Videotaping

Videotaping and/or recording of the conference sessions is **not permitted**. No part of the conference or presentation or other materials may be reproduced, recorded, videotaped, disseminated or distributed in any form or by any means, or stored or redistributed in whole or in part without the prior written permission of IBM Corporation. Taking photos is permissible, but will be discouraged if obtrusive to speakers.

21. Restaurants

See Appendix

22. Social Media

Stay Connected! Follow the conference on Twitter: <http://twitter.com/ibmconnect>, #ibmconnect

@ibmconnect
#ibmconnect
ibmgo.com
ibmevents.tumblr.com
facebook.com/ibmconnected

23. Smoking Policy

The Moscone Center is a smoke-free facility (this includes the use of electronic or e-cigarettes).

Hotel

1. Does the conference registration fee include the cost of the hotel room?

No, the conference registration fee does not include the hotel guestroom. Please see the IBM Connect hotel website page for hotel information and nightly rates.

2. Who do I contact if I need help with my hotel reservation? (Date changes, cancelation, etc.?)

You may contact your hotel directly. Hotel policies apply regarding cancelations. Date changes are based on availability at the time of the request.

3. I did not get a hotel confirmation number. How will I be able to check into the hotel?

A hotel confirmation number is not required to check in to any of the conference hotels. Simply present a photo ID and a major credit card.

4. What is the best way to get to my hotel from the airport?

San Francisco International Airport is about 14 miles away the Moscone Convention Center. Learn more about the airport at: www.flysfo.com. Visit the [To and From page](#) on the SFO website for all transportation options.

BART (Bay Area Rapid Transit) vouchers are available for pre-purchase on the [BART website](#). A \$20 voucher will allow you to go from SFO to the downtown hotel area. In the airport, follow BART signs through Terminal G to the SFO Information Booth located at the bottom of the AirTran escalator.

Taxis are available on the Arrival/Baggage Claim level of each Terminal. Taxi fare into downtown varies, but averages \$50.00 one way plus gratuity.

Visit your conference hotel's transportation page for more information and additional transportation options.

5. What are the Connect conference hotels?

Courtyard by Marriott San Francisco Downtown, 299 Second Street

InterContinental San Francisco, 888 Howard Street

Le Meridien San Francisco, 333 Battery Street

Palace Hotel San Francisco, 2 New Montgomery Street

Parc 55 San Francisco, 55 Cyril Magnin Street

Park Central Hotel San Francisco, 50 Third Street

Marriott Marquis, 780 Mission Street

The Westin St. Francis San Francisco on Union Square, 335 Powell Street

W San Francisco, 181 Third Street

Registration

1. Why do I need an IBMid to register for the conference?

Registration for IBM global conferences will require the use of an IBMid. This is for all registration types (client/partner/IBMer). The IBMid and password will also be the authentication for the mobile app and IBMGO for IBM global conferences; and access to all of IBM's applications, subscriptions, communities, support and more.

2. I am an IBM Employee and I am unable to sign-in using my Internet Address and Password.

IBMid is not the same as your w3/intranet ID. See "How do I get an IBMid/or reset my IBM ID/password or update my profile?" response for more info.

3. What is the benefit of an IBMid?

Using the IBMid will provide conference registrants with a richer conference experience and content can be suggested based on the individual's IBMid journey - providing a true cognitive experience. Use of one's IBMid also helps IBM to better tailor interactions with the ID holder.

IBMID is a single sign on ID that will allow (both internal/external) users to access applications. IBMID is being deployed across the company and using an IBMID will limit the need to provide information over and over again.

4. What does IBM do with the information in my IBMid?

Details can be found at the IBM ID site or this link: <http://www.ibm.com/privacy/us/en/?lnk=flg-priv-usen?lnk=flg>

5. How do I get an IBMid or reset my IBM ID password or update my profile?

If you do not have an IBMid, you will need to click on this [link](#) and provide 4 pieces of information (first name, last name, country and password). To manage or update your IBMid profile information you can click [here](#). The information you make available within your profile will automatically be pulled into registration forms using IBMid.

6. How do I update the information stored in my IBMid?

To manage or update your IBMid profile information, use the [links](#) on the registration page. The information you make available within your profile will automatically be pulled into registration forms using IBMid.

7. Why are we using IBMid for registration?

The use of IBMID for authentication across all platforms is a strategic direction from IBM digital senior leadership. Requiring the use of IBMID allows IBM to capture the activities across all digital experiences.

8. Is the IBM ID the same as my PartnerWorld ID?

The ID needed for PartnerWorld is a different ID. An IBMid is needed to initially request a PartnerWorld ID.

9. I need to change the contact information (address/phone/fax) submitted with my Connect 2017 registration.

Send an email ibmconnect@maritztravel.com with the information you need to update.

10. I need to cancel my registration - what do I do and what is my liability?

You may contact the Enrollment Center directly by emailing ibmconnect@maritztravel.com. Cancellation of your conference registration will **not** automatically cancel your hotel reservation. The following cancellation fees apply:

- Refund less \$250 of paid conference fee prior to December 21, 2016
- Refund less 50% of paid conference fee December 21, 2016 – January 20, 2017
- No refund after January 20, 2017

Experience and Discover Passes are non-refundable and non-transferable.

11. I can't find my confirmation e-mail, how do I get another copy?

Your confirmation e-mail was sent by IBM Connect 2017 Registrations, ibmconnect@maritztravel.com. Please contact the Event Customer Service Department at **1-800-650-6870** for another copy. **You may also** request another copy via email to ibmconnect@maritztravel.com

12. I did not get a confirmation of my registration. What do I do?

You should have received an e-mail acknowledgement upon completion of your registration. You also received a more detailed email confirmation and receipt when the payment has been successfully collected on your registration record. **If you did not receive the email acknowledgement, please contact the Event Customer Service team at 1-800-650-6870 to verify your enrollment or you may email: ibmconnect@maritztravel.com.**

13. As an IBM Business Partner, what do I need to attend the Business Partner General Session?

The "Full Conference Experience" pass includes admission to the IBM Business Partner Program.

14. How do I substitute another attendee in my place?

A substitution can occur at any time. The substitute must register and must pay the applicable conference fee at the time that they are registering. **The original enrollee and the replacement enrollee must be from the same company.** The original enrollee will be refunded the conference fee that has already been charged, less a \$250 processing fee. **The original registrant's hotel reservation and rate is NON transferrable.** All substitution requests must be in writing via e-mail to ibmconnect@maritztravel.com. Substitutions will be subject to a \$250 USD processing fee.

15. Can I purchase guest tickets to the conference special event, Wednesday evening?

Yes. Additional tickets will be available for guests to attend the Networking Reception on Wednesday, February 22. Tickets will be sold on-site at the Conference Registration Desk.

The purchaser must be a registered conference attendee (badge and valid picture I.D. will be required for purchase). Please note: No alcohol will be permitted for under 21 years of age

16. Is there an age limit to participate in the IBM Connect 2017 conference?

Individuals must be over age 21 in order to participate in the Conference and attend all related events. Infants and young children, even under the supervision or care of an adult, may not attend any of the Conference activities. This includes all sessions, meal functions, meeting and exposition space, and any other event activity including the use of event transportation. There MAY be stated exceptions for specific activities open to student participation and/or special events that take place at a location where individuals under the age of 21 are allowed. If so, those are the only event activities individuals under the age of 21 can attend.

Speakers and Sessions

1. How do I make a change to the presentation file if I have already uploaded it to the speaker kit?

Registered conference attendees receive access to the IBM Events mobile app where they can download a PDF version of the presentations that were made available by speakers. Speakers must upload the presentation PDF to the Speaker Kit and give consent to share it. Any new PDFs can be uploaded the same way, but there will be a delay before it's available to attendees for download. The Content Team will review all presentations and only provide feedback if presentations don't align with the title and abstract provided. Speakers are encouraged to upload their presentation file to help the content team complete their review task.

2. How can I arrange translation services for my session?

IBM does not provide any translation services for speakers. All sessions are to be presented in English.

3. Will I be able to view General Sessions if I am not able to attend?

Do you know someone who can't make the conference? No sweat. Watch live and on-demand video for IBM Connect 2017 with IBMGO. Sign up now for free: www.ibmgo.com.

4. I'm not able to attend Connect 2017. Will presentations be made available?

More details to follow.

Appendix – Restaurant Information

Here's just a small sampling of restaurants in San Francisco that are located in the areas surrounding the Moscone Center. If you would like additional culinary suggestions we suggest you check out the [San Francisco Travel Dining Guide](#): <http://www.sftravel.com/partner-directory/dining> and the many apps and articles available.

The concierge, at your hotel, can assist with confirming reservations at one these restaurants or at one of the other restaurants in San Francisco.

SOMA

AMERICAN

[Lucky Strike San Francisco \(http://www.bowluckystrike.com\)](http://www.bowluckystrike.com)

A unique entertainment bar and restaurant that provides bowling lanes wrapped in a stimulating atmosphere of art, music and an energetic crowd.

200 King Street
San Francisco, CA 94107
(415) 400-8260

[Oola Restaurant & Bar \(http://www.oola-sf.com\)](http://www.oola-sf.com)

Oola Restaurant and Bar, an American bistro specializing in San Francisco cuisine, features organic meats and produce as well as artisan cheeses and wines.

860 Folsom Street
San Francisco, CA 94107
(415) 995-2061

[Town Hall Restaurant \(http://www.townhallsf.com\)](http://www.townhallsf.com)

Housed in a 1907 brick warehouse, a bustling, SOMA favorite. Owned by partners Mitchell and Steven Rosenthal and Doug Washington, blends the best of the season with overtones of Louisiana cuisine

342 Howard Street
San Francisco, CA 94105
(415) 908-3900

[Dirty Habit Restaurant \(http://www.dirtyhabitsf.com\)](http://www.dirtyhabitsf.com)

David Bazirgan is the Executive Chef and General Manager of Dirty Habit, an edgy, sultry bar-centric restaurant and hideaway in San Francisco's Hotel Palomar. A sultry little hideaway featuring shared plates and snacks alongside creative seasonal and savory cocktails.

12 Fourth Street
San Francisco, CA 94103
(415) 348-1555

STEAKHOUSE

[Alexander's Steakhouse \(http://www.alexanderssteakhouse.com/\)](http://www.alexanderssteakhouse.com/)

Upscale, contemporary steakhouse with Japanese influences is the perfect locale to close deals,

448 Brannan Street

celebrate milestones or simply to savor a juicy steak	San Francisco, CA 94107 (415) 495-1111
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UNION SQUARE

AMERICAN

[John's Grill \(http://www.johnsgrill.com\)](http://www.johnsgrill.com)

The legend of Sam Spade lives on at this restaurant which opened in 1908. Great seafood and steaks and honest prices prevail in an old San Francisco atmosphere. Live jazz nightly.	63 Ellis Street San Francisco, CA 94102 (415) 986-0069 o
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[Burger Bar San Francisco \(http://www.burgerbarllc.com\)](http://www.burgerbarllc.com)

Owned by Chef Hubert Keller. Great view overlooking Union Square. Can accommodate individual or group reservations.	251 Geary Street, 6th Floor San Francisco, CA 94102 (415) 296-4272
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[Bartlett Hall \(http://www.bartletthall.com\)](http://www.bartletthall.com)

Located in the heart of Union Square, Bartlett Hall fuses the city's historic elements with today's conveniences, creating a vibrant gathering spot with a reputation for serving good food and drinks to locals and visitors alike. Diverse menu of upscale bar bites, pizzas, and classic American fare served alongside house-brewed beer, barrel-aged cocktails, and California wines. Lounge area includes overstuffed couches and fireplace while main room hosts hi-top seating and exposed brew tanks in addition to a more formal dining area.	242 O'Farrell Street San Francisco, CA 94102 (415) 433-4332
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STEAKHOUSE

[Leatherneck Steakhouse \(http://www.marineclub.com\)](http://www.marineclub.com)

The Leatherneck Steakhouse and Chesty's Bar offer guests a great dining experience Tuesday through Saturday nights with a fantastic view overlooking Union Square and downtown San Francisco. An excellent menu and wine list round out the experience. Live piano music is offered each evening during the dinner hours.	Marines' Memorial Club & Hotel 609 Sutter Street, 12th Floor San Francisco, CA 94102 (415) 673-6672 x254
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[Morton's, The Steakhouse \(http://www.mortons.com\)](http://www.mortons.com)

Morton's has both private and semi-private dining options available.	400 Post Street San Francisco, CA 94102 (415) 986-5830
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[Bourbon Steak San Francisco](http://www.michaelmina.net/restaurants/san-francisco-bay-area/bourbon-sf/a) (<http://www.michaelmina.net/restaurants/san-francisco-bay-area/bourbon-sf/a>)

A Michael Mina Restaurant located inside The Westin St. Francis San Francisco on Union Square, BOURBON STEAK is a truly exceptional San Francisco fine dining restaurant for signature special events	335 Powell Street San Francisco, 94102 (415) 397-3003
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[Tad's Steak House](http://www.tadssteaks-sf.com) (<http://www.tadssteaks-sf.com>)

Conveniently located at Union Square, serving great hearty food at bargain prices since 1955 in this San Francisco landmark restaurant.	120 Powell Street San Francisco, CA 94102 (415) 982-1718
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ITALIAN

[Kuleto's Italian Restaurant](http://www.kuletos.com) (<http://www.kuletos.com>)

Located in San Francisco's famous Union Square district, Kuleto's Northern Italian Cuisine offers four beautiful private dining rooms to accommodate your Private Dining needs. The private dining rooms can accommodate groups as small as 10 and up to 72 for a seated dinner and 20 - 100 for a standing reception. This classic San Francisco restaurant features contemporary Italian cooking with Old World charm and one of the most inviting bars in town.	221 Powell Street San Francisco, CA 94102 (415) 397-7720
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EMBARCADERO / FINANCIAL DISTRICT

AMERICAN

[One Market Restaurant](http://www.onemarket.com) (<http://www.onemarket.com>)

Cosmopolitan vitality in a sophisticated setting defines a restaurant serving Chef Mark Dommen's contemporary seasonal American dishes. Panoramic views.	1 Market Street San Francisco, CA 94105-1572 (415) 777-5577
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[Wayfare Tavern](http://www.wayfaretavern.com) (<http://www.wayfaretavern.com>)

Celebrity chef Tyler Florence's new San Francisco flagship restaurant offers sumptuous, authentic American fare in an updated classic turn-of-the-century building.	558 Sacramento Street San Francisco, CA 94111 (415) 772-9060
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Michael Mina (<http://www.michaelmina.net>)

<p>A special occasion calls for special treatment in the heart of the SF dining scene.</p>	<p>252 California Street San Francisco, CA 94111 (415) 397-9222</p>
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RN74 (<http://www.rn74.com>)

<p>Divided into two distinct areas - a wine bar and restaurant - RN74 offers a unique food and wine experience suitable for all guests.</p>	<p>301 Mission Street San Francisco, CA 94105 (415) 543-7474</p>
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The Royal Exchange (<http://www.royalexchange.com>)

<p>THE ROYAL EXCHANGE IS A LANDMARK RESTAURANT and sports bar in San Francisco situated in the heart of San Francisco's Financial District since 1972. One of the city's best-kept secrets for good eats and drinks, the Royal is a place for everyone in need of a dose of nourishment for body, mind and spirit.</p>	<p>301 Sacramento Street San Francisco, CA 94111 (415) 956-1710</p>
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Prospect (<http://www.prospectsf.com>)

<p>The more casual concept from the team behind San Francisco's acclaimed Boulevard. Prospect pays tribute to contemporary American cuisine in a modern, urban setting.</p>	<p>300 Spear Street San Francisco, CA 94105 (415) 247-7770</p>
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BIX Restaurant (<http://www.bixrestaurant.com>)

<p>Stylish, sophisticated, jazz supper club. Now a San Francisco icon, it continues to be one of the hottest, most exclusive spots around.</p>	<p>56 Gold Street San Francisco, CA 94133 (415) 433-6300</p>
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Credo (<http://www.credosf.com>)

<p>Credo believes that great ingredients matter, that creativity and simplicity aren't mutually exclusive, and most of all, that dining should be fun.</p>	<p>360 Pine Street San Francisco, CA 94104 (415) 693-0360</p>
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Fog City (<http://www.fogcitysf.com>)

<p>Located along the Embarcadero, Fog City is a beautiful and historic destination for modern, eclectic San Franciscan cuisine and cocktails.</p>	<p>1300 Battery Street San Francisco, CA 94111 (415) 982-2000</p>
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Perry's on the Embarcadero (<http://www.perryssf.com>)

<p>Known for its classic American food, its warm personable service and a fun, bustling bar. Open for breakfast, lunch, dinner and brunch.</p>	<p>155 Steuart Street San Francisco, CA 94105 (415) 495-6500</p>
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STEAKHOUSE

EPIC Steak (<http://www.epicsteak.com>)

Epic Steak is an exciting choice for your next special occasion or business gathering.

369 The Embarcadero
San Francisco, CA 94105
(415) 369-9955

Bob's Steak & Chop House (<http://www.bobs-steakandchop.com>)

Bob's unique atmosphere, combines the Old World elegance of rich mahogany booths, a polished bar and white, crisp table linens with modern, business casual attire.

500 California Street
San Francisco, CA 94104
(415) 273-3085

ALFRED'S SF (<http://www.alfredssf.com>)

With vintage style and customized menus that go well beyond steak, Alfred's offers a unique destination for private events.

659 Merchant Street
San Francisco, CA 94111
(415) 781-7058

ITALIAN

Il Fornaio Cucina Italiana (<http://www.ilfornaio.com>)

Authentic Italian food made from scratch featuring mesquite-grilled meats, house-made pastas, crisp pizzas and award-winning hearth baked breads.

1265 Battery Street
San Francisco, CA 94111
(415) 986-0100

Palio d'Asti (<http://www.paliodasti.com>)

Voted "Best Italian 2013" by sfweekly readers, for over 20 years this Open Table Diners Choice has offered a seasonally changing culinary tour of Italy, a Wine Spectator award-winning list, Michelin-rated "comfortable dining." A 10-minute taxi and walking distance from Moscone Center and all major hotels.

640 Sacramento Street
San Francisco, CA 94111
(415) 647-2789

Perbacco Ristorante & Bar (<http://www.perbaccosf.com>)

Sleek and modern with one foot in the old world is the feeling at Perbacco. Chef Staffan Terje strives to cook cuisine from Piemonte.

230 California Street
San Francisco, CA 94111
(415) 955-0663

And, a few more

Nopa - 560 Divisadero St, San Francisco, CA (415) 864-8643 www.nopasf.com

Waterbar - 399 Embarcadero St, San Francisco, CA (415) 284-9922 www.waterbarsf.com

BIX - 56 Gold St, San Francisco, CA (415) 433-6300 www.bixrestaurant.com