

## ALHFAM Membership Management System Information Sheets

### Frequently Asked Questions

(Updated 12-8-15)

**Q.** Do I need an email address to utilize the new system?

**A.** Yes, the new member management system requires all accounts to have an email associated with them. A single email address is a required field in your membership profile. That email will be used to contact you for all member auto notification, such as renewal reminders and it will be used to send you news notices like the monthly *eUpdate*.

**Q.** What if I do not have an email address?

**A.** Members without emails of their own will be assigned a pseudo-email address, such as member1@alhfam.org. All auto-emails (notifying you of renewals etc.) to those assigned addresses will be received by the ALHFAM membership administrator, and they will print and mail them to your physical mailing address.

**Q.** Can I have two emails associated with my account?

**A.** No, this system does not support multiple emails for a single member contact. However if you are part of a “bundled” membership category, such as Joint, each person associated with that account has their own membership profile and email.

**Q.** Can I login with the same credentials that I used to login to the old website?

**A.** No, this system requires your unique email address and a new password. Since the system requires at least seven characters in all passwords (and many existing users had shorter ones), we could not take advantage of the old password.

**Q.** What is a “bundled” account?

**A.** These accounts, such as Joint and Institutional memberships, are a single membership, but can have two or more people associated with it. Each person has their own profile, but only the bundle administrator receives auto-emails regarding renewals and invoices, all receive their own manually sent emails such as the *eUpdate* or emails that notify you of postings to forums you are subscribed to. (see Info Sheet #1)

**Q.** Can I update my own contact information or change my account password?

**A.** Yes, the system is designed for you to access and edit your own information via the new website. When you login as a member you will have the option of viewing and editing your member profile, changing your password or re-setting the password if you have forgotten it. (see Info Sheet#2)

**Q.** As a staff member (paid or volunteer) of a member institution, how do I get my bundled member status set up?

**A.** You will need to identify the bundle administrator for your institution, or the person who has handled the membership application or renewal. If you can't easily get that information email [info@alhfam.org](mailto:info@alhfam.org) and request this information. The bundle administrator will need to go to the institutional account profile and add you as a member of the institution's bundle. (see Info Sheet #1 for more information on bundles)

**Q.** When I login I get a message that my membership is pending, what does this mean?

**A.** If you have initiated a membership or a renewal and you have not yet paid online, or a check that you are paying with has not been received, your membership is considered "pending". You can login, but can not yet access all of the member-only features of the website. When the payment is received you will be notified via email that your account is activated and will have full access as a member.