



### **SSWLHC New Member Web Portal Frequently Asked Questions:**

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### **I changed my email address and now cannot login. What should I do?**

- The login ID that was assigned to you for the new member web portal will never change. When you make a change to your email address, all future communication from SSWLHC will go to this address, but your login ID will remain the same. If it is absolutely necessary to change your login ID, please contact SSWLHC headquarters at [info@sswlhc.org](mailto:info@sswlhc.org).

### **How do I update my contact information?**

- Using your login ID and password, login to the new member web portal.
- Under "My Profile Information," select the link called, "Update my information."
- Update all necessary contact information on this page.
  - **\*\*Note:** If you change your email address, all future communications from SSWLHC will go to this new email address, but the login ID originally assigned to you will **REMAIN THE SAME.**\*\*
- At the bottom of the page, click "confirm."
  - **\*\*Note:** you must fill out all required fields to successfully save your updated information.\*\*
- Your changes have now been saved.

### **How do I reset my password?**

- Using your login ID and password, login to the new member web portal.
- Under "My Profile Information," select the link called, "Reset My Password."
- Enter in your new password in the empty field next to the text "New Password."
- Re-enter your new password in the empty field next to the text "Confirm New Password."
- Click on the box, "Reset Password."
- Your password is now reset.

### **How do I join/renew my membership?**

- Go to [www.sswlhc.org](http://www.sswlhc.org) and click the link within the **box outlined in red** titled "**New Member Web Portal.**"
- From here you will have two choices –
  - 1) Login using the User ID and Password that were recently sent to you in your dues renewal notice (this should be the same User ID and Password that was originally assigned for you to use when accessing the SSWLHC Member's Only Area of the web site). – or –
  - 2) If you don't recall your User ID or Password or need to create a new account, instead of logging in on the web portal home page, look for the heading "*Don't Have an Account Yet?*" and click the link titled "*Sign up for an Individual Account*". Enter your email, first name, last name, and select "Create an Account". (Continue following the bullets below for to complete the process.)
- Enter login information in all required fields and click "Save my profile."
- You have now successfully created your online profile.
- Under the title, "My Profile Information," click on the link titled, "Join/Renew my membership."
- Select the membership category you fall under.
- Enter your donation amount if you wish to make one.
- Click the "Continue" tab.
- Check the box if you wish to automatically renew at the end of the term.

- Make sure your member name is spelled correctly.
- Select the Chapter you are associated with.
- Click the “Continue” tab.
- Enter in your credit card information and billing address.
- Click the “Continue” tab.
- You will receive a confirmation email that your payment has been processed.

#### How do I use the membership directory?

- **\*\*Note: to have access to the membership directory, you MUST be a member of SSWLHC.\*\***
- Using your login ID and password, login to the new member web portal.
- Under “My Profile Information,” there are 2 options for accessing the membership directory:
  1. Search SSWLHC Membership by Chapter:
    - This field will allow you to search for individual SSWLHC members by the Chapters that they are associated with.
    - In the “All Fields” category, click on the name of the Chapter(s) you are interested in searching. Click on the symbol >> to move the Chapter over to “Selected Fields.”
    - Under “Select Sorting Options,” you have the ability to sort your results. Click on the drop down menu and choose how you would like to sort your search.
    - Press “search.”
    - A list of members (based on your sorting) will appear.
  2. Search SSWLHC Membership Directory:
    - Under “Please select your search criteria,” enter as much information in the search fields as possible.
    - Under “Select Sorting Options,” you have the ability to sort your results. Click on the drop down menu and choose how you would like to sort your search.
    - Press “Search.”
    - A list of members (based on your sorting) will appear.

#### How do I purchase an SSWLHC membership list?

- Using your login ID and password, login to the new member web portal.
- If you do not have a login ID or password and would like to create an account, follow the bullet below for instructions:
  - On the new member web portal page, look for the heading “*Don’t Have an Account Yet?*” and click the link titled “*Sign up for an Individual Account*”. Enter your email, first name, last name, and select “Create an Account”. (Continue following the instructions to complete the process.)
- In the new member web portal, click on the “Shop at SSWLHC Store” link under “E-Commerce.”
- In the categories drop down menu, click on “Membership List.”
- Click on the tab “Add to cart.”
- To clear your cart, click on the “Clear cart” tab.
- To update your quantities, replace the current number of publications you wish to purchase with the new number in the field under “Shopping Cart.”
- To continue shopping at the SSWLHC store, click on the “Continue Shopping” tab.

- To check out, click on the “Check out” tab and enter your credit card information and billing address.
- Click the “Continue” tab at the bottom of the page.
- You will receive a confirmation email that your payment has been processed.
- You will receive an email with an excel document attached. This document will contain the physical addresses for all current members of SSWLHC.

#### **How do I purchase an SSWLHC publication?**

- Using your login ID and password, login to the new member web portal.
- If you do not have a login ID or password and would like to create an account, follow the bullet below for instructions:
  - On the new member web portal page, look for the heading “*Don’t Have an Account Yet?*” and click the link titled “*Sign up for an Individual Account*”. Enter your email, first name, last name, and select “Create an Account”. (Continue following the instructions to complete the process.)
- In the new member web portal, click on the “Shop at SSWLHC Store” link under “E-Commerce.”
- In the categories drop down menu, click on “Publications.”
- You have a choice to purchase from 8 publications.
- Choose the book you wish to order by clicking on the “Add to Cart” tab next to the publication’s summary.
- To clear your cart, click on the “Clear cart” tab.
- To update your quantities, replace the current number of publications you wish to purchase with the new number in the field under “Shopping Cart.”
- To continue shopping at the SSWLHC store, click on the “Continue Shopping” tab.
- To check out, click on the “Check out” tab and enter your credit card information and billing address.
- Click the “Continue” tab at the bottom of the page.
- You will receive a confirmation email that your payment has been processed. Your publication will arrive via FedEx within 4 – 5 business days.

#### **How do I make a donation?**

- Using your login ID and password, login to the new member web portal.
- Click on the “Make a Donation” link under “Donations.”
- In the empty field, enter your dollar amount. *\*\*Note: do not include “\$” with the payment amount as the system will not recognize this symbol and you will receive an error message.\*\**
- Click the “Continue” tab at the bottom of the page.
- Enter your credit card information and billing address.
- Click the “Continue” tab at the bottom of the page.
- You will receive a confirmation email that your payment has been processed.

#### **How do I post a job?**

- Using your login ID and password, login to the new member web portal.
- If you do not have a login ID or password and would like to create an account, follow the bullet below for instructions:
  - On the new member web portal page, look for the heading “*Don’t Have an Account Yet?*” and click the link titled “*Sign up for an Individual Account*”. Enter your email, first

name, last name, and select “Create an Account”. (Continue following the instructions to complete the process.)

- To post a job, click on “Post a Job – Job Posting” link under “Career Center.”
- Place all information in required fields and select “Confirm.”
- Verify that all information is correct and select “Save and Continue Payment.”
- Select “Job Posting (\$150)” and click “Continue.”
- Input payment information and click “Continue.”
- Once complete, you will receive an confirmation email receipt.
- This job posting will be posted to the new member online portal for 90 days.

#### **How do I search for a job?**

- Using your login ID and password, login to the new member web portal.
- If you do not have a login ID or password and would like to create an account, follow the bullet below for instructions:
  - On the new member web portal page, look for the heading “*Don’t Have an Account Yet?*” and click the link titled “*Sign up for an Individual Account*”. Enter your email, first name, last name, and select “Create an Account”. (Continue following the instructions to complete the process.)
- To search for a job, click on “Search Job Posting” under “Career Center.”
- Input information in the necessary fields and click “Search.”

#### **How do I resend a confirmation receipt email?**

- Using your login ID and password, login to the new member web portal.
- Under “Order/Payment History,” click on the link titled, “My Payments.”
- Choose which the payment you would like a receipt for by clicking on the magnifying glass icon located to the right of the payment.
- Scroll down the new open page.
- Under, “What would you like to do?” click on the link titled, “Resend Confirmation Email.”
- This will automatically resend your confirmation email to the email address we have on file for you.

#### **My renewal notice says I owe a certain amount for dues, but there is no option in the new member web portal to pay this amount. What should I do?**

- This is most likely because you overpaid for membership in 2011. If you did overpay, a letter indicating your credit was included with your renewal notice that went out July, 2011.
- When renewing your membership, you have the option to apply this credit during the payment process.
- Using your login ID and password, login to the new member web portal.
- Under the title, “My Profile Information,” click on the link titled, “Join/Renew my membership.”
- Select your membership category and click on the “Continue” tab.
- Enter in your credit card information and click “Continue.”
- Select the option to apply your credit to this payment.
- Click on the “Continue” tab.
- You should receive a confirmation email receipt that your payment has been processed.

**I paid for the wrong membership category. How can I fix this?**

- Contact SSWLHC Headquarters – [info@sswlhc.org](mailto:info@sswlhc.org).
- Indicate your name, membership category you wish to be placed in and the date of original payment.

**I am having difficulty accessing the screen to pay the annual dues. The message I receive says that you do not have my e-mail address. What should I do?**

- Contact SSWLHC Headquarters – [info@sswlhc.org](mailto:info@sswlhc.org).
- Indicate your name and current emailing address.

**How do I register for the upcoming meeting?**

- Using your login ID and password, login to the new member web portal.
- If you do not have a login ID or password and would like to create an account, follow the bullet below for instructions:
  - On the new member web portal page, look for the heading “*Don’t Have an Account Yet?*” and click the link titled “*Sign up for an Individual Account*”. Enter your email, first name, last name, and select “Create an Account”. (Continue following the instructions to complete the process.)
- Under “Events click on the link titled, “2011 Annual Meeting and Conference.”
- Click on the link, “Register myself.”
- Select the registration products you want to purchase and sessions you would like to attend.
- Click the “Continue” tab at the bottom of the page.
- Fill out the necessary information (make sure to select the Chapter you are associated with).
- Click on the tab “Proceed to Checkout.”
- Enter in the necessary credit card information and billing address.
- Click the “Continue” tab.
- You should receive a confirmation email receipt that your payment has been processed.