FAQs- Navigating the AMI Member Portal

Membership

Q: I am interested in membership. Where can I learn more?

A: Thank you for your interest, if you would like to learn more about an AMI membership please

click here- https://marinaassociation.org/membershipbenefits

- Become a member **click here- https://marinaassociation.org/assoc_subscribe.asp**

Member Portal

Q: This is my first time signing into the new Member Portal system. How do I access my account?

A: The primary account holder (company executive or designated representative for company) must log in to the Member Portal first. If you are the primary account holder, follow directions in the question below. If you are not the primary account holder, please contact the primary account holder at your organization to add you to your company's profile. Directions to add new employees to your account can be found below.

Q: I am a current member. How do I access my account?

A: If you know your username and password please **click here- https://marinaassociation.org/login.asp?login** to login. If you do not know your username and password you can retrieve that information by **clicking here- https://marinaassociation.org/assoc_forgot.asp** and entering the email address that was used to sign up for your account.

Q: How do I update my profile?

A: To update your profile, click on "My Profile" in the member portal menu. Review your information, make changes as necessary, and click on the "Save Changes" button to update your profile.

Please note: All "required" fields must be filled out prior to updating your profile otherwise changes will not be saved.

Q. How do I add my profile to the AMI online member directory?

A: In order to add your member profile to appear in the online member directory, please use the following steps:

- **Login- https://marinaassociation.org/login.asp?login** to your member account
- Click on "My Directory Options" in the member portal menu on the right hand side
- Click to select your category(s) from the "Directory Categories" section
- **Please Note: In order for your profile to appear in the online member directory a directory category must be selected**
- Under the "Directory Display Options" section, click to select each contact information field you wish to have displayed in the online member directory
- Click on the "Save Changes" button at the bottom of the page when finished

Q: How do I add new employees to the company's membership?

A: To add new employees to your company's existing membership with **AMI**, click on "My Associates" in the member portal menu.

Note: Please check the "Review/Modify a Contact" dropdown menu on this page to ensure the associate has not already been added

Click on "Add an Affiliate" or "Add a Rep" to add an associate to your company account

There are two types of employees you can add. Each has different levels of permission within the member portal:

- Affiliate: Can add, manage, and delete employee's profiles within the company when logged in
- Representative: Can only manage their own profile, and cannot see other's information when logged in.

Note: For each Affiliate or Rep that you add to your company account you will be creating a username and password for each one. This username and password that you set for each would need to be provided to each affiliate or rep so that they can access their account. They can also change their password once they log in to their account.

All employee types are able to register for events and training.

Q: How do I delete or change an employee's profile?

A: If you are the Primary or Affiliate contact for the Organization, you can manage employee profiles under "My Associates" in the member portal menu. Select the individual you wish to change or delete from the "Review/Modify a Contact" dropdown menu. Once their profile loads, make changes as necessary and select "Save Changes" to update their profile or select "Delete Contact" and "Save Changes" to delete the contact.

Q: How can I renew my membership online?

A: If you are the Primary or Affiliate Contact for your company, you can renew your company's membership with **AMI**. **AMI** generates and sends out membership renewal invoices at the beginning of April. You will be notified once the invoices are available for payment. To pay you invoice, log in to Your Account and click My Invoices under Account Details.

Username & Password Assistance

Q: I do not know my username and password.

A: If you are a current member of **AMI** you can retrieve your username and a temporary password via email by **clicking here- https://marinaassociation.org/assoc_forgot.asp** and entering the email address that was used to sign up for your account.

Q: I don't know the email address that was used to sign up for my account

A: If you attempt to retrieve your credentials and your email does not match what we have on file please contact the **AMI** office by calling 401-237-4188 or submit your question to us by email- mumberger@marinaassociation.org.

Q: I received an email containing my username and a temporary password, what next?

A: Please proceed to the **login page- https://marinaassociation.org/login.asp?login** and type in your username and temporary password.

Q: I am having trouble accessing my account with the username and temporary password that was sent to me.

A: We recommend that you type the username and password that was provided via email. If you copy and paste the selection into the username and password fields, sometimes you are copying and pasting an extra "space" which the system will not recognize.

Q: I pressed the "Retrieve Username and Password" button more than once, will I get more than one email?

A: You can retrieve your username and a temporary password as many times as you wish but the system will send you additional emails. Note that the most recent email you've received will contain the temporary password that will allow you to access your account.

Event Registration

Q: How do I register for an event?

A:**Click here-https://marinaassociation.org/login.asp?login** to log in to your profile. Next, visit the Bookmark section on the right-hand side of your Profile page and click Events & Registrations. This will take you to the Event Calendar. Click on the event for more details and to complete your registration.