



## Frequently Asked Questions:

### MEMBER PORTAL

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

A: If you know your username and password please click here <http://marinaassociation.org/login.asp> to login. If you do not know your username and password you can retrieve that information by clicking here [http://marinaassociation.org/assoc\\_forgot.asp](http://marinaassociation.org/assoc_forgot.asp) and entering the email address that was used for your membership.

**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.*

Tip: Add other members of your business through your "Additional Contacts" link in your Member Portal.

### 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 [http://marinaassociation.org/assoc\\_forgot.asp](http://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 via email at [info@marinaassociation.org](mailto:info@marinaassociation.org)

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

A: Please proceed to the login page <http://marinaassociation.org/login.asp> 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.

## COMPANY INFORMATION

**Q: How can I update my company's information?**

A: If you are a current member of **AMI** you have access to all AMI Member company contact information, company details, etc. It is important to keep your company information up-to-date, you can access and update your company information by clicking "My Account" and then clicking "My Organization."

## DIRECTORY LISTINGS

**Q: How do I find companies in the Membership Directory?**

A: If you are a current member of **AMI** you have access to all AMI Member company contact information, company details, etc. Because this is a member-only benefit, you can only access all of this information by clicking "My Account" and then clicking "Online Directory."

Tip: Keep your company's information up to date! AMI Members see and use directory information to contact your company.

## JOB BOARD

**Q: How can I post a job to the job board?**

A: To post a job listing, first make sure you are signed in. Through "My Account", you can post job listings.

Tip: Be sure to activate your post. If you don't activate the posting, it will not be viewable on the site.

**Q: I posted a job to the Job Board. Where is it?**

A: First make sure you have activated the listing. Check "My Job Listings" in your member portal, and click "Activate Listing" if you haven't already. If your job listing is activated, you can view it here [http://marinaassociation.org/jobs\\_search.asp](http://marinaassociation.org/jobs_search.asp) ("Classified" in the member portal)

## PAYMENT TRANSACTIONS/INVOICES

**Q: I would like to pay by invoice.**

A: When purchasing an item, membership, registration for an event, etc. you are prompted with payment options (Note: You can only pay by invoice when it is given as an option for payment.). If you do select to pay by invoice, you can access that invoice in "My Transactions" through your member portal.

**Q: I paid. How do I know the payment worked?**

A: You will receive a confirmation email of payment. If for some reason you do not receive a confirmation email of your payment, you can look in your user portal under "My Transactions" to confirm payment.

## ADDITIONAL QUESTIONS

**If you can't find the answer to your website related questions, contact Michelle Umberger at 401-237-4188 or email [mumberger@marinaassociation.org](mailto:mumberger@marinaassociation.org)**

