

ONLINE MEMBERSHIP REGISTRATION
FAQ/TROUBLESHOOTING
31/12/08

What is my user i.d.? – Page 1
What if I don't have an email address? – Page 1
What is my password? – Page 1
I want to decline chapter membership/there is no chapter in my province/territory/state – Page 1
I want to belong to more than one chapter – Page 1
Can I register more than one person at a time on line (e.g. for Institutional Memberships?) – Page 1
Can I send in a cheque instead of renewing online? – Page 2
Can you invoice me/Can I send a purchase order for membership? – Page 2
Can you renew my membership online for me? – Page 2
I used to be able to make a donation to CHICA-Canada on my membership form – Page 2
What happened to my membership number? – Page 2
Will I still get a receipt of payment from CHICA-Canada? – Page 2
What is Moneris/Is it safe? – Page 2
What credit cards will the online site accept? – Page 2
I get a "syntax error" message when I get to the membership application form – Page 2
What if I move during the year, or want to change my personal information?- Page 2
I am replacing a current member, how can I transfer a paid membership to myself? – Page 2
If I transfer to another chapter, do I pay the new chapter fee? – Page 3
I won a free 2009 CHICA-Canada membership – Page 3
When will my membership expire?- Page 3
Where is the Willingness to Serve form?- Page 3
Why is there a user name and password in place when I click on to the New and Renewing Member Page? – Page 3
Who can I contact if I'm having trouble navigating the on-line membership form? – Page 3

What is my user i.d.?

Your user i.d. must be your email address (the same one you entered on the personal information page of the membership form). No two people can enter & use the same user i.d./email address, this will prompt an "invalid" notice.

What if I don't have an email address?

You must have an email address, in order for us to process your membership. Free email addresses can be obtained from Hotmail or gmail, if you don't have one.

What is my password?

You can enter your own personal password. If your employer or someone else will be entering your online membership renewal for you, you can advise them of a password you would like them to use, for your account. If the CHICA-Canada Membership Services Office will be processing your on-line membership for you, you can advise us of a password you'd like to use, or we can assign one for you. You will receive confirmation of same.

I want to decline chapter membership/there is no chapter in my province/territory/state

You can decline chapter membership (one chapter membership is included in membership fees), by checking the 'I decline chapter membership' box, at the bottom of the Chapter Membership page of the form. Refunds are not made in the case of decline of chapter membership.

I want to belong to more than one chapter.

After you indicate which chapter you wish to belong to, the next page will ask you if you wish to purchase additional chapter memberships, at \$25.00 each. Check off as many as apply.

Can I register more than one person at a time on line (e.g. for Institutional Memberships)?

You may register more than one person, but you will need to enter their information one at a time. Remember, each person must have their own unique user i.d. (email address) and password. You will be prompted for payment at the completion of each member's application.

Can I send in a cheque, instead of renewing on line?

Yes, this might be beneficial for Institutional Memberships where payment is required for several people. The Membership Services Office can take care of processing for you.

Can you invoice me/Can I send in a purchase order for membership?

Yes, you can request an invoice from CHICA-Canada, or send us a purchase order for memberships. Please note, memberships will not be processed until payment is received.

Can you renew my membership on line for me?

Yes, if you send in payment for your membership, any changes to your personal information, and the chapter membership(s) you desire, CHICA-Canada can renew your membership on line for you. If you wish, you can advise us a password you would like to use for your account.

I used to be able to make a donation to CHICA-Canada on my membership form

Donations are still gratefully accepted; however, please send them in via regular mail.

What happened to my membership number?

CHICA-Canada will still track and issue membership numbers, but this cannot be done on-line. We will email you your membership number after you have registered.

Will I still get a receipt of payment from CHICA-Canada?

If you pay online, or ask the Membership Services Office to process your membership and credit card payment for you, your receipt will be emailed to the email address you provide. No additional receipt from CHICA will be sent to you. However, if you send a cheque to CHICA-Canada for payment of your membership, you will receive a receipt directly from CHICA.

What is Moneris/Is it safe?

Moneris is one of North America's leading payment processors. The credit card information that you provide is sent to a secure site. CHICA-Canada does not see the credit card information you have provided.

What credit cards will the on-line site accept?

The site will accept payment by VISA and Mastercard. We are seeking an American Express solution and will advise when that is available.

I get a "syntax error" message when I get to the membership application form

This is caused by a setting in the Internet Explorer browser. To correct it, open up Internet Explorer, click Tools > Internet Options. Then click the 'Advanced' tab. You should see a settings box with a lot of checkboxes. Under "Browsing", uncheck the box next to 'Display a notification about every script error' and click OK. If the error message comes up again, don't click the checkbox next to 'Always display this message when a page contains errors'.

What if I move during the year, or want to change my personal information?

You can easily edit your personal information any time, by logging in using your user i.d. (email address) and password.

I am replacing a current member, how can I transfer a paid membership to myself?

Please contact chicamembership@mts.net and we will facilitate membership transfers for you. Requests for membership transfers must be made in writing, stipulating the former member realizes his/her membership and chapter membership will cease, and are being transferred to another person. This is imperative, as some members personally pay for their membership, and wish to retain it even if they leave their facility.

If I transfer to another chapter, do I pay the new chapter fee?

Yes. Your original membership fee was reimbursed to the chapter you indicated. If you wish to take out a different/additional chapter membership, a fee of \$25 is applicable.

I won a free 2009 CHICA-Canada membership

CHICA-Canada will administer to those who have won free membership for the year. Please email chicamembership@mts.net with any changes to your personal information, and which chapter you wish to belong to, and we will activate your membership for you.

When will my membership expire?

New Memberships expire 12 months after the date you complete your on-line membership. If you have asked to be invoiced for your membership fees, your membership will not become active until payment is received, and you have been processed. You will be sent an e-renewal three months prior to your membership expiration, and again two weeks prior. Memberships will expire one month after the original expiration date.

Current (2008) members who renew for 2009 will have a December 31, 2009 expiry date.

Where is the Willingness to Serve form?

If you would like to become involved in CHICA-Canada, or any internal committees, please fill in a Willingness to Serve Form. This form will be available on the New and Renewing Member Page at www.chica.org. An emailed membership registration confirmation will provide you with a direct link to that page.

Why is there a user name and password in place when I click on to the New and Renewing Member Page?

This is the user name and password which gives CHICA members access to the Members Only pages of the website. Do not insert the user name and password that you have created for your membership profile.

Who can I contact if I'm having trouble navigating the on-line membership form?

Contact CHICA-Canada at 204-897-5990/1-866-999-7111 at any time, or email chicamembership@mts.net If we cannot fix the problem, we will contact the online service provider, and respond to you as quickly as possible.