FAQs for GMN's New Membership Technology

Here are some answers to frequently asked questions about our new membership technology. If you have additional questions, please contact us at info@gmnetwork.org. Current GMN members can log in and access the *Members Only* sections of the site including the online discussions, Knowledge Base, and member directory.

Logging In

- **How do I log in?**
  - Click the LOGIN button at the top of any GMN web page. You will be brought to the main Login screen, where you will enter your email address and password to log into the system.
- **How do I reset my password?**
  - The first time you log into the new system, you will use a temporary password provided by GMN staff, and then be prompted to set a permanent password.
  - If you need to reset your password later, click on the *Forgot your Password?* link under the Sign In button on the main Login screen.
- **How do I know that I successfully logged in?**
  - You will see the logout button on the top left blue navigation bar and options to access the online discussions, Knowledge Base and member directory.

Managing Your Profile

- **What is my profile?**
  - Your profile contains the information you have shared with GMN. This includes your title, organization information, address, email, phone number, etc.
- **How do I edit my profile?**
  - You can edit your profile after login by clicking on "My Information" and then clicking on the "Edit/View Information" tab.
- **How do I add my picture to my profile and member directory?**
  - You can add your picture by clicking on "My Information" and then "Change Picture." Click "browse" to upload your photo and then save the image you've selected.

- **How do I change my organization affiliation?**
  - If you recently changed organizations, please send an email to info@gmnetwork.org with the following information: your name, previous organization, new organization, new title, and the effective date of the change.

My Membership

- **How do I join GMN?**
  - Welcome! To join GMN now, click on **JOIN** or **LOGIN** at the top of any GMN web page. If you already have a profile, simply login. Otherwise, create a new profile. Once you are logged in, click on "online store" to select your preferred membership type, then go through the process of checking out. Questions? Contact GMN Member Services at info@gmnetwork.org or at 888-466-1996 ext. 1
- **How do I view my individual membership status online?**
  - Click on "My Transactions" and "My Memberships." Then scroll down to see your current membership details.
- **Do I need to renew if I am an individual member?**
  - No. There is no cost for individual members to join GMN. Your membership is automatically updated each calendar year.
- **How do I know if my organization is a member?**
  - Click here and view the list of organization members. Or, contact GMN Member Services at info@gmnetwork.org or 888-466-1996 ext. 1.
- **How do I view my status through my organization's membership?**
  - Log in and click on "Online Store" on the left blue navigation bar. Next to your name you'll see "receives member benefits." [Note: If you are the primary contact for your organization, log in and click on "My Transactions" and "My Memberships." Then scroll down to see your current membership details.]

GMN Regional Chapters

- **How do I find out to which chapter I belong?**
  - Access GMN's chapter locator on our website at www.gmnetwork.org/regionalchapters and select your GMN Regional Chapter from the map or enter your ZIP code.
- **How do I change my chapter?**
  - Click on the "Edit/View Information" tab within your profile to change your chapter.

- **How do I find the list of regional chapter volunteers?**
  - Log into your member profile, go to "Regional Chapters," and select the regional chapter in the affiliate listing to view volunteers in that region.

Events and Special Pricing

- **How do I find upcoming events?**
  - Click on the Upcoming Events tab on the left blue navigation bar.
- **Do I have to log in to register for an event?**
  - You can register for an event first, but will need to log in to check out through the online store.
- **Do I have to log in to get member pricing?**
  - Yes.

Organization Membership

- **How do I renew my organization's membership online?**
  - Go to "My Transactions" and click on the "My Memberships" tab at the top. Select "Memberships," then select "organization memberships" from the drop-down box and click "renew now." [Note: You must be listed as the primary contact on file to renew your organization's membership.]
- **I need to renew my organization's membership. How can I print an invoice?**
  - Go to "My Transactions" next to "Orders" and select "Open Order/Invoice" from the drop-down box and print. [Note: You must be listed as the primary contact on file to renew your organization's membership.]
- **How do I change the primary contact for my organization?**
  - Go to your "Profile Information" under "Linked Organization Information" and select "Click Here." Follow the instructions to send a request to update your organization's record.
- **How do I add someone as a new employee with my organization?**
  - New employees may create a new profile by clicking the JOIN or LOGIN button on the website.

Knowledge Base and Discussion Board

- **How do I access the online discussion board? Knowledge Base?**
  - Click the LOGIN button at the top of any GMN web page. Enter your member credentials when prompted, and then use the links in the left blue navigation bar to access the online discussion board and the Knowledge Base.
- **How do I sign up to receive posts to the online discussion board by email?**
  - Once you are logged in as a member, use the "Discussions" link in the left blue navigation bar to reach the online discussions. Select the discussion forum you'd like to subscribe to ("All Members" is the most popular), and use the email subscription option at the top of the forum page to select message frequency and to subscribe.

Technical Details

- Any Windows browser can be used to log in (Chrome, Internet Explorer, Firefox, or Safari).

Contacts

- **How do I contact GMN about a problem with the system or my access?**
  - You can contact GMN by email at info@gmnetwork.org or by phone at (888) GMN-1996.

If you have ideas for additional question we should add to this FAQ,

please contact GMN by email at info@gmnetwork.org.