

# TROUBLESHOOTING

# Online! REGISTRATION



## TROUBLE LOGGING IN?

**NEW MEMBERS:** Proceed to member registration links.

**RETURNING MEMBERS:** Please log in **before** renewing membership.

## DO YOU HAVE A CURRENT PAID MEMBERSHIP?

- 1) Log in on the web site
- 2) Go to Membership | Account Access
- 3) look at the Subscriptions and Payments tabs to verify that you have paid for a membership
- 4) Check the expiration date to be sure it's still active.

If you started a membership sign-up, but the status says "pending" that means the payment isn't complete. You will need to complete the membership purchase before you can register for the conference.

## FORGOT YOUR PASSWORD OR USERNAME?

- 1) Use the forgot password link
- 2) Enter your email address

## STILL HAVING PROBLEMS?

Please send a screenshot of the error (or the error text), and include your email address that is linked to your membership if you already have one.

*For group registrations, or to request a copy of the conference brochure to print and mail in with payment, please contact Jenine Feaster at [jfeaster@medchi.org](mailto:jfeaster@medchi.org).*