

MEMBER SERVICE CENTRE **FREQUENTLY ASKED QUESTIONS**

1. What is the contact information for CIPHI National?

Phone: Toll Free: 1-888-245-8180 Email: office@ciphi.ca
Lower Mainland: 604-739-8180 Fax: 604-738-4080

2. I've clicked on "Need An Account" and have entered in my information, but did not receive my username and password right away. Should I do this process again?

When you submit an account request, an alert is sent to CIPHI National. One of our administrators must approve the request first. When this is done, you are then emailed your username and password. There is no need to go through this process again.

3. When I logged on the first time, there was a link to renew my membership in my workflow console. Now that I've logged on again, the link is gone and I still need to renew. Where do I go now?

Look to the left of your workflow console to the menu that says: *What do you want to do today?* Click on "Career Centre." A new page will load with a new menu. Click on "Memberships." This brings up all the years that you have been a member. Each year has a "view" button showing. On the most recent year, there is a "renew" button to the right of the "view" button. Click on this and you will be taken through the renewal process.

4. When I try to log in, I get a message that my account "has been temporarily disabled." What does this mean and what do I do next?

This message means that logging in to your account has been tried with the incorrect information too many times, and so your account has been disabled as a security measure. Please contact us at CIPHI National and we can unlock your account. If necessary, we will also reset your password and confirm your username to ensure you no longer have problems logging in.

5. I did not receive any information about the website, nor did I receive my username and password. Why was I missed?

Every member (either lapsed or current) was sent two emails from ciphimember@ciphi.ca: one with general information about the website, which included the member's username at the bottom; and one that included the password associated with the username given in the first email.

If you did not receive any of these emails, this is likely because we had an outdated email address in our database, as this is what the email list was generated from. It is important to keep your contact information up to date at the National Office to ensure you receive important information about the Institute via email or mail. To get your username and password, click on the "Need An Account" link on the log in page and follow the steps, or, you can contact us at CIPHI National.

6. I sent an enquiry about the website to the ciphimember@ciphi.ca email address and have not received a reply.

This email address is a non-monitored email account, created for CIPHI National administrators to send and receive email notifications to and from members regarding their membership, event registration, etcetera, through the website.

To email us an enquiry, please use the following address: office@ciphi.ca

7. When I go through the “Need An Account” process, I get a message that my “account is not expired”. What does this mean?

This means that there is already an account that has been created for you and you just need to activate it. Therefore, there is no need to create a new one. If you did not receive the emails with your log in information (as described in FAQ Number 5), please contact us at CIPHI National and we would be happy help you.

8. When I log in, I am taken to my “Account Preferences” page and can’t seem to get past it. How do I get to rest of the website?

When you log in for the first time, you are taken to your “Account Preferences” page, where you are asked to complete four steps:

- 1) Select your language preference
- 2) Reset your password
- 3) Set your password verification questions
- 4) Select how you would like your personal information to be handled

When you have completed all four of these steps, ensure that you have clicked on the “finish” button in the personal information section. This will save your account preferences settings and take you to your home page.

9. I need my application processed immediately. Who do I contact?

Please contact us directly at CIPHI National via phone or email and we will do our best to accommodate your request.

10. I don’t see my question in this list. Now what?

Please contact us at CIPHI National and we would be to help you.

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