

## AUG Website FAQs

### **Forgot your username or password?**

On any sign-in page, select "Forgot your password?" Type your username or email address in the box provided on the next screen and click "Reset Password." You must provide the email address or username associated with your member profile. Once submitted, an email will be sent to the email address on file and will include a link back to the site to reset your password. You may need to check your email program's SPAM filter as this "Reset Password" email may be treated as SPAM. Please Note: Password reset email links expire after 24 hours. If you continue to have problems, contact AUG staff and we will reset it for you.

### **How do I change my password?**

When you are logged in, you should see a "My Profile" section on the right-hand side. Select "Manage Profile" and on that page you should click on the "Edit Bio" icon. Password is the 3<sup>rd</sup> option listed and gives you the option to change it.

### **Master Firm Login vs. Member User Login**

#### **Was it a mistake that I received two logins?**

No, not if you are the designated Primary Contact at your firm. You should have received a Firm Profile Login and a Member Profile Login.

- **Firm Profile – master account – use for:**
  - Accessing and paying invoices
  - Adding/changing subaccounts (adding users at your firm)
  - Updating your firm profile
  - Posting job openings
- **User Profile – subaccount – use for your personal activity on the site:**
  - Participating in focus groups
  - Registering for events
  - Managing your personal profile
  - Posting job openings

#### **Do I have to remember two logins?**

Primary Contacts do not have to remember both if they follow these steps. Signin with your Firm User login. On the Manage Profile page under My Profile, select the Firm Users option under Information & Settings. Find your User Profile listed in the subaccounts for your firm and choose to "Sign In As This Member" on your profile. It will then sign in to the site as your user profile.

#### **Why is my login no longer working?**

If you have not renewed your membership with AUG by paying your invoice either via credit card on the website or by mailing a check, the system will automatically suspend your membership. To reactivate,

the primary contact can login with the member firm login to access their invoice and print it or pay online.

### **How do I pay my AUG invoice?**

Login as with your Member Firm profile to access the invoice. This login is used to update your Firm's profile and pay invoices. You should see a blinking 1 beside Invoices. You can choose to pay by credit card, or by mailing a check to:

AUG, The Exchange  
10120 Two Notch Road, PMB 336  
Columbia, SC 29223

Your personal login is for signing up for calls, meetings, focus groups, etc.

### **I'm having difficulty paying my AUG invoice on-line.**

If your "Compatibility View" settings are enabled, this causes display issues. Some sites (Advent Direct Community and the ACD portal for instance) may require you to have this setting Enabled. Our website needs the Compatibility View setting Disabled to display properly. Below is a link to a Microsoft article explaining the steps to change the setting. It can be set per website that needs the setting enabled or you can toggle it on/off as you go site to site. <http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11-win-7>

### **I would like to add a colleague as an AUG member. How does that work with payment?**

With a full firm membership, you can add as many of your colleagues to your Firm Profile in the Member Directory as you would like at no additional charge. (With a grandfathered single user membership, you are limited to the one primary contact at your firm participating in all member services. You must upgrade your membership from Single User to Full Firm to issue additional users website access.)

### **How do I issue access to the website to additional users at my firm?**

To add users, Primary Contacts at Full Membership Firms should sign in to the site using the Firm profile login. On the right-hand side under the "My Profile" heading, find and select "Manage Profile". On that page, under "Information & Settings" select "Firm Users". There are 3 options:

- Create Users yourself
- Your Firm's Users Direct Link – you can copy and paste this link into an email and send it to any colleagues for whom you want to establish user accounts.
- Invite New Members – you can put the email addresses of colleagues into the box and click the "Invite" button which will generate an email containing a link (good for 30 days) back to the site.

Note – your colleagues will only have User logins. Primary contacts are the only ones that will manage access to both the firm account and their personal account.

### **I would like to refer prospects to AUG. Can this be done on the site?**

Yes! We have a "Refer a New Member" feature (you will find this link on the Home Page). This will track if members are recruiting new members to the group. It will show if you've sent the referral link to

people, whether those people have joined, and if those people have subsequently recruited new members.

**I received a profile update email about a fellow member in the same group that I am in. Can I turn off these notifications?**

You are subscribed automatically to receive updates from any Group you are part of. When you are logged into the site, on the right-hand side you will see “My Profile”. Select the option called “Manage Profile” under that heading. On the Manage Profile page you have the option to edit

Preferences. There you subscribe/unsubscribe to various options but specifically deselect this option:

- Email me when someone in one of my groups updates their profile. (Notifications of this type are sent upon the member's first update/upload only, reset hourly.)

Click “Save My Settings” at the bottom of that Preference page.

**How do I add my picture to my profile?**

When signed in, navigate to My Profile > Profile Home. Mouse over the gray box with the non-descript avatar that says “photo not available”. An upload icon will appear over the gray box – click on it to Add Photo. Click in the “Drop Photos Here or Upload Photos” to get a window where you can select your picture file to upload. Select your file and click “Open” in the Windows dialogue box. File specifications:

- Files must be in JPG, GIF, or PNG format. Additionally the photos must be in standard RGB Color (CMYK photos are not web compliant and are not an acceptable color format).
- File Size Restrictions: No upload larger than 30MB.
- Images will be resized to a maximum of 100 pixels while maintaining aspect ratio.

Click “Profile Home” on the “My Profile” menu and you should see your photo displayed on your profile. Photos can be changed or removed using these same steps, but the “Add Photo” icon will be replaced with Edit/Remove options.