



How to:

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Important Membership Overview

MISA BC moved to the new [MISA Canada website](#) on January 2018. This transition requires members to activate their accounts within the new site.

- ★ **How accounts work:** Each organization has a **Master Account** with a **primary** member. The primary member will log in using their organization's Master Account to pay annual membership dues and add their team as **Sub-accounts**. The Sub-account acts as the personal profile of each team member. The primary member must also have their own Sub-account to interact with site information (groups, forums, etc.) and other members.

Activate your MISA BC Master Account

1. Go to the main [MISA Canada website](#) www.misa-asim.ca
2. **Sign in** using the organization username and password provided to the primary member in an email from our MISA BC administrators. If you do not know your organization username or password, click 'Forgot your password?' and use your email address. This will only work if you are the primary member.
3. Follow the prompt to pay your membership dues.

Add Team Members within your Organization

Providing that your organization's membership dues are current, the primary member can add themselves and others within your organization as members of MISA BC:

1. Go to the main [MISA Canada website](#) www.misa-asim.ca
2. **Sign in** using the organization username and password provided to the primary member in an email from our MISA BC administrators. If you do not know your organization username or password, click 'Forgot your password?' and use your email address. This will only work if you are the primary member.
3. In the top Welcome menu, click on **Account + Settings**.
4. In the left menu, click on **Information & Settings**.
5. In the top menu, click on the **Sub-accounts** tab.
6. Under Invite **New Members**, enter the email addresses of those within your organization that you wish to invite. Use a comma or semicolon to separate multiple entries.

7. Those you added as sub-accounts will receive an email with instruction on how to complete their membership and sign into the new site.

* Please note that the email domain associated with the Organization Account must match the email domain of all sub-accounts, e.g. if the organization account is city@abc.org then the sub-accounts must also use @abc.org.

Sign in with your Sub-account

Providing that your organization's primary member has paid the membership dues and has sent you a Sub-account request, you will be able to sign in using your email address:

1. Go to the main [MISA Canada website](http://www.misa-asim.ca) www.misa-asim.ca
2. **Sign in** using your email and password. If you do not know your password, click 'Forgot your password?' and use your email address. This will only work if the primary member has sent you a request to activate your Sub-account.

Register for MISA BC Events

*Your organization must have a paid membership and you must have a Sub-account with MISA BC to register for a MISA BC event.

1. Go to the main [MISA Canada website](http://www.misa-asim.ca) www.misa-asim.ca
2. **Sign in** using the email associated with your MISA BC Sub-account. If you are also the primary member for your organization, log in with YOUR email, not your organization's username.
3. Click on **Events** in the main menu bar, select the event, then click Register and follow the prompts.

Troubleshooting when registering for MISA BC events

1. **Issue:** Tried to sign in using my organization's username and password but received the

EVENTS - REGISTRATION DETAILS

 [Back to this Event's Details](#)

Registration Not Permitted

following error:

Solution: You must log in with your Sub-account (your personal profile), e.g. john@city.ca, not your organization's Master Account. If you do not yet have a Sub-account, please contact your PRIMARY organization contact (usually the IT manager) who can send you a Sub-account request, as indicated above.

2. **Issue:** Tried to sign in using my email and password but received the following error:

Solution: Your organization needs to pay the annual membership dues. The primary

Your account is currently suspended. If you feel this is in error, please contact your site administrator.

member for your organization will need to log in using the organization's Master Account, then click on 'Make an Online Payment under the Options column

Your current membership has expired. It expired on 2017-12-31.

Please note: It appears you have a transaction that is still open (see below.) Your current membership and expiration may change once this transaction has been processed and closed by administration.

OPTIONS	STATUS	TRANSACTION DATE	PROCESSED	TYPE	MEMBERSHIP	AMOUNT
	Open	2018-01-01	N/A	Bill Me	BC - Municipal Member, population > 100,000	\$500.00

3. **Issue:** Tried to sign in using my email and password but received the following error:

That username and password combination was not found! Please try again.

Solution: You do not yet have a Sub-account with MISA BC, please contact your PRIMARY organization contact (usually the IT manager) who can send you a Sub-account request, as indicated above.

4. **Issue:** I don't know who the Primary organization contact is for my organization.

Solution: If you have asked around in your organization and still cannot locate the person who administers your Master Account, please contact membership@misa.bc.ca.

5. **Issue:** The person who was the Primary organization contact for my organization is no longer with the organization.

Solution: If you are not able to obtain your organization's username and password from the previous primary member, please contact membership@misa.bc.ca and request a new person to be assigned as the primary member.