
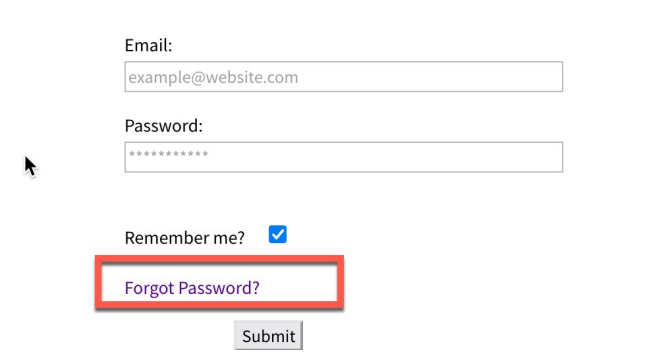




Frequently Asked Questions – Individual Logins

Q1.	When do I need to log into the ECQG website? Answer: You will need to log into the ECQG website only to access the following functions: <ul style="list-style-type: none">• Members Only Area – Member Resources• Members Directory• Access Member Profile• Sign-up for a Workshop as a Member to get the discounted price
Q2.	How do I log into the ECQG website? Answer: <u>The first time you access the website you will need establish your password.</u> You will use your email address that you used to join ECQG. Step 1. Press the Log In menu item  Step 2. Before you can log into the ECQG website you will need to establish your password by clicking on the Forgot Password link.  For written instructions on how to establish your password: Establishing your Password For a short video that you can watch on how to establish your password: Establishing your Password Video Your password must meet the following set of rules:



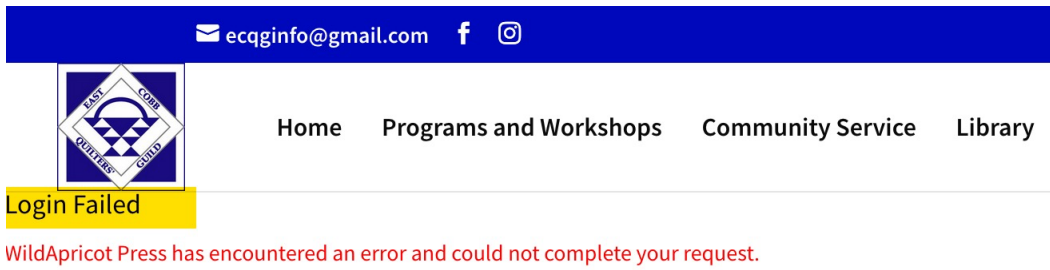
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- 12 characters or more
- Upper and lower case letters
- At least one number
- At least one special character #?!@\$%^&*-

Once you establish your password you can simply log in by using the **Log In** menu option in the upper right of the menu.



Q3. I tried to log into the website as a member, but I got a Login Failed message.



Answer: You need to establish a valid password associated with your email **address**. See above how to initially establish your password.

Q4. I don't see the **Members Only** option in the menu bar, how do I access the **Members Only** area?

Answer: You must Log In into the website. Once you log in you will see the Members Only Menu option.


Step 1. Log In



Step 2. After Logging Into the Members Only menu open will appear. Click on it to access the Members Only area



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	 <p>About Us Contact Us Join Us Members Only ▾ Log Out</p>
Q5.	What is Wild Apricot? Answer: "Wild Apricot". It's the name of our new membership software.
Q6.	What are the rules for the password for the ECQG website? Answer: Your password must meet the following set of rules: <ul style="list-style-type: none">• 12 characters or more• Upper and lower case letters• At least one number• At least one special character #?!@\$%^&*-
Q7.	Do I have to log into the ECQG website to use it? Answer: No, most functions will continue to work as they do today. See Q1 for a list of functions that will require you to login.
Q8.	How often do I need to reset my password? Answer: Your password will need to be reset once a year.
Q9:	I logged into the website (using the Login or Members Only menu items), and when I try to access My Profile, or the Member Directory, the system asks me to login again. Why? Answer: The additional login is needed to access this information as an extra layer of security for your and other members' personal information.
Q10:	How can I get my ECQG Membership Card? Answer: Login to the Members Only area of the website <ul style="list-style-type: none">• Click on the My Profile icon• Click on the link to download your Membership Card to a PDF• Print out your card



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Q11.	How do I register for a Workshop and get the discounted Member price? Answer: Go to the Programs and Workshop page and select the workshop you wish to register for. If Registration is open a “Register” button will appear. <ul style="list-style-type: none">• Click Register• Enter your Email address• Press the Login button• Complete your registration
Q12.	Does this change to individual logins affect when will my membership will expire? Answer: No. We will remain on a yearly membership for all members. Membership renewals will be accepted during the months of December and January. Members who have not renewed by February 1 st , will be considered to be lapsed.
Q13.	Do I have to Login to Renew my Membership? Answer: No, you can you renew your membership simply by clicking on Join Us .
Q14.	If my membership has expired, will I be able to access the Member Only areas of the website? Answer: No, members who have let their membership expire will no longer be able to access Member Only areas of the website including signing up for Workshops as a Member.
Q15.	If I have let my membership expire, how do I rejoin? Answer: You can you renew your membership simply by clicking on Join Us .