

## II Chapter 1 Online Registration – Frequently Asked Questions (FAQs)

1. **Do I have to renew online?** No. We strongly encourage members to use the online system. It allows immediate processing of the renewal or new member application. It allows members to edit their membership information at any time. A member may download a paper application from the II Chapter 1 website: [iichapter1.com](http://iichapter1.com). Go to the “For Members” page. Fill in the member password and download the application. Mail the application to the Membership Chair. Mail the check for the dues in the appropriate amount to the Treasurer. The password and the Board Members are listed in your Yearbook. Please provide sufficient time for mailing to avoid a late fee for applications received after June 1.

You may always contact the Membership Chair for information or assistance. Go to [iichapter1.com/officers/](http://iichapter1.com/officers/) for the list of current officers. Their contact information is available in your Yearbook.

2. **Can I use a phone or tablet to renew my membership?** It is best to use a desktop computer.
3. **Do I have to use a credit card to renew or become a member online?** No. You have the option of payment by check. You may do this at the payment screen by clicking on “Switch to Offline Payment.” (See screenshot in Online Registration Step 12.) NOTE: Your membership does not start until the check is received. Your membership will be PENDING. Please take this into account in order to avoid a late charge of \$10.00 if it is received after June 1.
4. **Is my credit card information retained?** No. The credit card information is not saved by the website, and you will not be automatically re-billed next year. You will need to go through the same process each year.
5. **Will I pay any fees to use my credit card?** No.
6. **What can I do, if I realize I made a mistake in entering my information on the application?**  
You may edit your information at any time. If you have not checked out, go to the bottom of the application where you may click on “Edit Membership Info”. Make any changes you need and update your information.  
If you have checked out and want to make a change, go to the Chapter 1 website: [iichapter1.com](http://iichapter1.com) to the opening page and click on “Already a Member? Renew Here”. You will be able to login with your email and password you created. At the bottom of the page with your membership information you will see “Edit Membership Info”. Click on that and make any changes to your record that you need.

7. **Do I need to use the computer-suggested password?** No. You may use your own password. There is no requirement for any number of characters. It is helpful to have one in mind before you begin and record it somewhere for future reference. You may also change your password at any time by selecting “Forgot Password” and going through the new password creation process.
  
8. **Can I change to another membership category instead of renewing my existing membership?** Yes. Go to the Chapter website: [iichapter1.com](http://iichapter1.com), to the Membership Benefits Page and click on “Become a Member”. Select the membership type you want and fill out the application as indicated. Your current membership will expire at the end of the membership year, but your new membership status will begin.