

MSV Alliance Frequently Asked Questions Rev 20100824

Question: Why do I have two different usernames and passwords MSV Alliance and MSV?

Response: The MSVA website originally set a universal username and password for MSV Alliance members only to use to access member only information to protect our personal information. This shared username and password is still in force and should still be protected and shared only amongst the MSVA membership so that our personal information such as addresses, telephone numbers, and the personal information of our spouses, medical family, and friends can also be protected. Our names, images, addresses combined with known calendar events can be potentially damaging in the hands of individuals with criminal intent.

The second username and password requirement is necessary for online registration (and of course the desire of every organization to capture your email address and demographic information!). As you can imagine, the MSV would not want hundreds of individuals registering with the same username and password. That would create havoc for any computer system and certainly at check-in for any event.

Question: How do I create a MSV username and password?

Response: See below!

1. MSV Login instructions for MSV Alliance members

- a. Things to remember: Profiles are *individual*: each individual who is creating a profile on our website or registering to attend the annual meeting must have their own unique record. This means you will need:
 - i. A *unique* email address. It must be different than your spouse's email.
 - ii. A username (limit 11 characters) and password (minimum 6 characters) that is different from your spouse's.
- b. **++ If you have logged in to the MSV's website previously as yourself**, and already have a username and password, please do the following:
 - i. Go to MSV's homepage (www.msv.org) and click on "Log in" (in blue bar on left)
 - ii. Enter your username and password, click on Log In
 - iii. "Accept" the MSV User Agreement
 - iv. Go to MSV Member Center, Events
 - v. Scroll down the list and click on MSV Annual Meeting

- vi. Proceed with your registration
- c. **If you have never logged in to the MSV website**, please email memberservice@msv.org with your full name and unique email address, and explain that you need to register for the MSV Annual Meeting, and we will respond with a temporary username and password. If you want a prompt response, please do this between 8:30am and 5:00pm. If it's a weekend, we will get back to you on Monday. Please do this as far in advance as possible.
 - i. Then you can proceed per the instructions above.++