

## ISEE Online Membership System Frequently Asked Questions

1. How do I access the online system?  
*Access the URL <http://iseepi.imiscloud.com>. Enter you user name and password as indicated and sign in. On the next screen select your name in the upper right to enter your account.*
2. What if I don't know my user name and password?  
*Your username is your email address. If you don't know your password select the "forgot my password" link below the Sign In box. Password reset instructions will be emailed to you.*
3. What if my email has changed?  
*If your email has changed and you have not had a chance to update it in your account email the ISEE Membership Department at [info@iseepi.org](mailto:info@iseepi.org) with the subject line Update My Email Address.*
4. I'm not receiving my mailed copy of *Epidemiology*.  
*Access your online account and check the Individual Demographics box in the About Me tab. In the On-Line Journal Delivery Only line a B or N indicates that you have requested both a mailed copy and on-line access. A Y or O indicates you requested on-line access only. If this field is correct contact Toni Miller at [Toni.Miller@wolterskluwer.com](mailto:Toni.Miller@wolterskluwer.com) or 1-301-223-2488. The journal staff sends out codes for on-line access. If the field is not completed please edit to add a Y for on-line access only or a N to receive both a mailed version and on-line access.*
5. How do I make changes to my account?  
*Select the pencil icon in the upper corner of the field you wish to update. After you have made changes select the Save button at the bottom of the box.*
6. How do I know if my membership has expired?  
*If you access your account and there is no information below My Membership (i.e., Student – Member Expires X/XX/XXXX) then your membership has expired. Select the My Participation tab and scroll down to the Closed Invoices and/or Legacy Activity to view past payments. Payments noted in the Legacy Activity section were migrated from the original database. Items in the Closed Invoices section reflect payments made since the implementation of the online system on June 1, 2015.*
7. I need a copy of my payment/invoice.  
*Access the My Participation tab and scroll down to Closed Invoices. Select the appropriate invoice number under the Invoice heading. The pop-up that appears provides tabs for Invoice Summary, Payments, and Print. Select the Print tab and follow the prompts.*
8. How do I know if I need to renew my membership?  
*If you access your account the line below My Membership (i.e., Student – Member Expires X/XX/XXXX) indicates your expiration date. If your membership expires at the end of the current month the "Renew Now" button on the left side of the screen will be bright and the message above the button will indicate you need to renew. To renew select the "Renew Now" button and follow the prompts.*
9. How can I look up other members of the society?  
*If your membership is current (paid) select the Membership link on the main page <http://iseepi.imiscloud.com> and select Directory from the drop down, then select Find and follow the prompts.*
10. I'm not a member, how do I join?  
*On the main page <http://iseepi.imiscloud.com> select the "Join Now" button in the upper right corner. Follow the prompts.*
11. How do I change membership categories (i.e., I joined as a student, but have now graduated and have a full-time job and I need to be a standard member)?  
*Email [info@iseepi.org](mailto:info@iseepi.org) using the subject line Change in Membership Type. In the email provide your name, previous member type and the new member type.*
12. I joined as part of registering for the Brazil conference but have not received any information?  
*You should have received one of two emails from the [info@iseepi.org](mailto:info@iseepi.org) email.*
  - *If your name was in the PayPal system but not on the Brazil registration list you (or the person with the credit card used for membership) should have received an email asking to verify the name of person joining the society. We cannot proceed in creating an account until we receive a response to this inquiry.*

- *If your name was in the PayPal system and on the Brazil registration list an account (containing your name and email address) was created. You were then sent an email from [info@iseepi.org](mailto:info@iseepi.org) with instructions on accessing your account and a request to add information. The instructions asked that you notify ISEE when this was complete and we would activate your account. The membership department has been communicating with people who still need to add information to their account and notifying those whose accounts have been activated.*
13. *I renewed as part of registering for the Brazil conference but my account says I expire on December 31, 2015. When the Membership Department runs renewals for members who expire in December they will process your renewal. You will receive an acknowledgement when this has been completed.*
14. *Can I renew my membership early?*  
*If you would like to renew your membership early send an email to [info@iseepi.org](mailto:info@iseepi.org) and we will prepare your account for renewal so that you can renew online.*