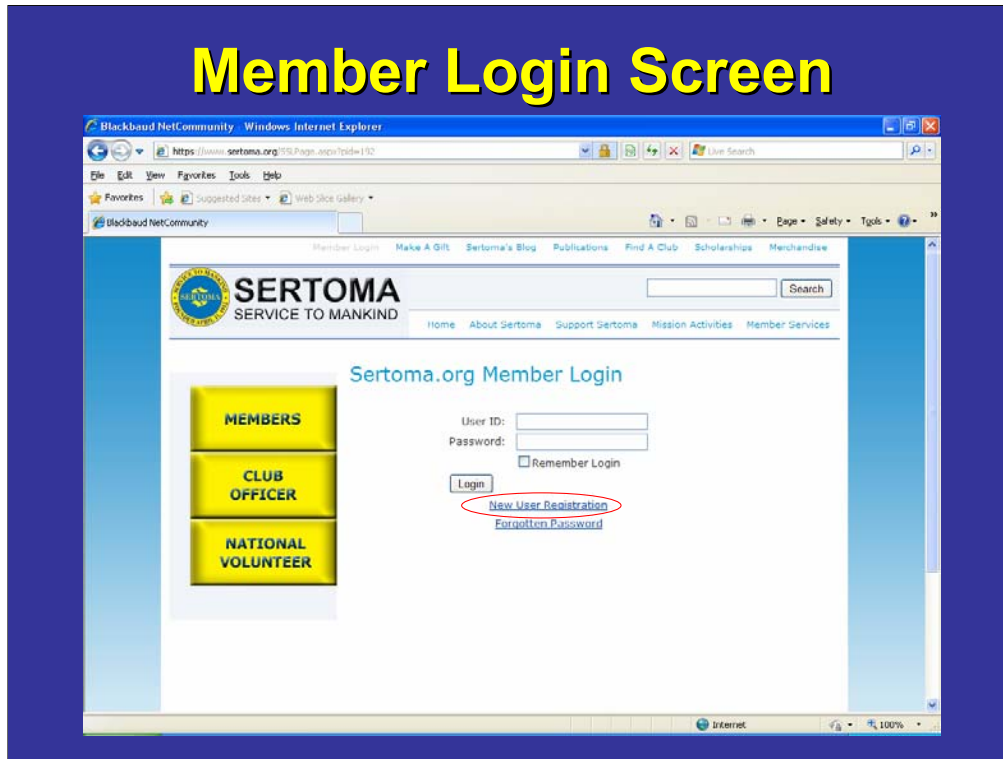


# Member Login Screen



This is the Member Login screen, to login you need a user ID and Password. If you know your username and password enter them and hit the “Login” button. If you do not have a User ID and Password you will need to create a new one by clicking on the “New User Registration” link.

*Note: your login credentials are linked to your record in our database and are specific to you. It is the information in your record that determines what privileges you are given on the website. So please refrain from creating a new username, unless you have never logged in to the Sertoma website. Attempting to create multiple usernames can cause the loss of login information, website history, and website permissions. It can take up to two business days for all rights and permissions to be restored to an individual from the time they create a new login. It is our goal to provide you with the best web experience possible so please feel free to contact headquarters if you are uncertain about what your User ID is or if you have created one in the past.*

# New User Registration Screen

The screenshot shows a web browser window titled "Blackbaud NetCommunity Windows Internet Explorer" with the address bar displaying "https://www.sertoma.org/SSI/Join.aspx?pid=192". The page content is titled "Sertoma.org Member Login". On the left side, there is a vertical navigation menu with three yellow buttons labeled "MEMBERS", "CLUB OFFICER", and "NATIONAL VOLUNTEER". The main registration form contains the following fields:

- First Name:  \*
- Last Name:  \*
- Preferred Email:  \*
- Country:  \*
- Address lines:  \*
- City:  \*
- State:  \*
- ZIP:  \*

**Account Information**

- User ID:  \*
- Password:  \*
- 5 characters or more. Password is case-sensitive.
- Confirm Password:  \*
- Reminder phrase:  \*

At the bottom of the form is a "Submit" button and a "Member Login" link.

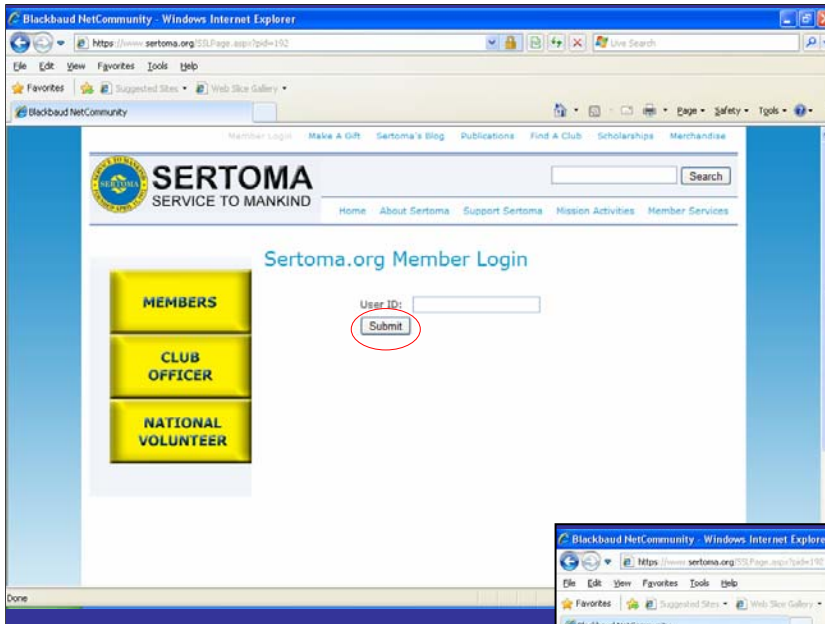
- Clicking on the "New User Registration" link will cause this registration form to come up. You must fill out the entire form in order to complete your registration.
- Click the submit button at the bottom of the screen when you are finished filling in the information.
- If your registration is accepted it will take you to a welcome screen, you can click on any button or link to navigate away from this screen and continue browsing the website.

Next, let's take a look at how to get your password if you forget it.

*Note: Once again, Please allow up to two business days for a new login to be processed through the system and for full rights and permissions to be given.*



The most common issue people have on the website is remembering their password but this need not be an issue for you. If you can remember your User ID then the system can e-mail your password to the e-mail address linked to your record in our database. To accomplish this go to the Member Login screen, the same as if you were logging in or creating a new user registration. Except this time click on the “Forgotten Password” link. This will take you to the forgotten password page.



-Once you are on this page, type your User ID into the box provided and click the “Submit” button.

-You will be taken to a screen that gives you a confirmation message that your e-mail has been sent.

-The system will then e-mail your password to the e-mail address on your record in just a couple minutes.

-Once you receive the e-mail, return to the member login screen, enter your User ID and Password provided in the e-mail, and click the submit button.

*Note: Passwords are case sensitive and must be entered exactly as they were typed when you registered. Once you are logged in to the website, you can change your password at any time by going to Member Services> My Profile> Edit My Profile.*