

IPAC Canada Online Membership Accounts System  
FAQ/Troubleshooting

*What is my user ID?*

Your user ID is the email address you entered in the Personal Information section, when you originally created your online account. This is to prevent duplicate user ID's in the system. If you cannot recall your user ID, we can have the system re-send it to you. Please email [membership@ipac-canada.org](mailto:membership@ipac-canada.org).

*What if I can't remember my password?*

If you have your user ID at hand, you can enter it and click 'I Forgot My Password' – the system will re-send it to you.

*My personal contact information has changed since I created my account*

Click on the blue Membership/Renewal button on the home page of [www.ipac-canada.org](http://www.ipac-canada.org) and then click the link to Edit an Existing Account. Log in to your account, and make any necessary changes.

*The system says I have a 'Balance Owing' – but I'm sure I paid last year*

Please contact [membership@ipac-canada.org](mailto:membership@ipac-canada.org)

*Which credit cards are accepted for payment?*

AMEX, Visa and Mastercard are all accepted. For payments by Discover card, contact [membership@ipac-canada.org](mailto:membership@ipac-canada.org) – Discover card payments need to be processed manually by the Membership Services Office.

*Will I get a receipt?*

If you remit payment online, you will receive an emailed Moneris receipt within a few minutes of payment. If you mail payment to us (by cheque, for example) we will send you a numbered IPAC Canada receipt.

*What is Moneris? Is it secure?*

Moneris is one of North America's leading credit card payment processors. The credit card information you enter online is sent to a secure site, and is processed by Moneris (not a third-party provider). Your credit card information is not stored anywhere on the Conference Manager web site, nor the IPAC Canada web site.

*Do I have to remit payment online?*

No, you can remit payment by cheque or money order, or you can send us your credit card information and we can do a manual deposit for you. You may also request an invoice, if you require one. Email [membership@ipac-canada.org](mailto:membership@ipac-canada.org). Please note, memberships are not activated until payment is received.

*Can I register more than one member at a time (e.g. for an Institutional Membership)?*

Online membership accounts must be created one at a time, so that each member has a unique user ID (their email address), and password. After you register the first member, remit payment and click Finish. You can then create new accounts for all other members at your facility.

*I want to belong to more than one chapter*

On the Chapter Memberships page, choose one chapter membership (which is included in your membership fees); on the following page, at \$30.00 each, you can select additional chapters to belong to.

*How do I get my membership number?*

The online system doesn't generate membership numbers; we will create one for you and mail you a Membership Card.

*I am replacing a current member; how can I transfer the balance of a membership?*

Memberships are transferrable at any time, please contact [membership@ipac-canada.org](mailto:membership@ipac-canada.org)

*I won a free membership in IPAC Canada*

Please contact [membership@ipac-canada.org](mailto:membership@ipac-canada.org) and we will assist you.

*When does my membership expire?*

New Memberships expire 12 months after payment is received. If you have requested an invoice, your membership will not become active until payment is received. You will receive a renewal notice prior to your membership expiring the following year.

*Need help? Getting an error message?*

Contact [membership@ipac-canada.org](mailto:membership@ipac-canada.org) any time, we will assist you as quickly as possible.