**Personal membership group registration
How-to guide and frequently asked questions**

Registration

Q: How do I register for a personal membership group?

A: There are a few steps to registering for a group. First, log in on our website. If you haven't created an account before, see the following question for how to setup an account. After logging in, you'll see your name in the upper right-hand corner. This means you're logged in. From the homepage, click Membership and Directories in the red menu bar. Then click IHA Personal Membership Groups in the right column.

As you scroll down the page, you will see the selection of groups available to join and a description about each group. Click the blue Join button in the right column for those you would like to join.

After you've selected the group(s) you'd like to join, click the shopping cart on the right end of the red menu bar to check out. Membership is free for hospital members; click express checkout on the right side to complete the registration. You will soon receive a confirmation email welcoming you to the membership group.

Q: Do I need to have an account on IHA's website to register for an event?

A: Yes, you need an account on our website for event registration. In the top right corner of the website, click Log In. You can create a new account on the right column of the screen. Here, you'll fill in your information. The Organization box is very important because this is how we will know what pricing you should receive based on your organization's IHA membership. Start typing in this field for results to populate. For example, after typing "Mercy," you'll see a listing of all organizations that have the word "Mercy" in their names. Select your organization or, if it is not listed, type it in the next box. You also will need to create a password that you'll use to log in to our website.

Q: Can I register a colleague for a personal membership group?

A: Unfortunately, you cannot register others for personal membership groups. They will need to do this in their accounts.

Q: I have joined a group and now would like to register for the group's conference. How do I do this?

A: There are a few steps to registering for an event. First, log in on our website. If you just completed joining the personal membership group, you are likely still logged in. If you are unsure if you are logged in, check the upper right-hand corner for your name. This indicates you are logged in.

Next, you'll want to find the event you are interested in. Click Education in the menu header near the top, then All Events on the left-hand side. This will take you to a chronological listing of events open for registration. Click the name of the event to open it.

Next, you'll be taken to a page that'll ask if you want to register yourself, someone else or a group. Click "Myself" if you are registering yourself. Add additional sessions or answer questions associated with the event that show up. When completed, you'll be taken to your shopping cart to check out.

You can pay with a credit card online or select Bill My Organization. After completing the payment section, you'll receive an email confirmation with conference details. You are now registered for that event.

Pricing

Q: My hospital is an IHA member. Does that mean I'm an IHA member?

A: Yes. Employees of IHA member organizations can attend IHA events at the IHA member price as a benefit of your organization being a member.

Q: I'm a member of a personal membership group, but I'm not receiving the correct pricing. Why?

A: There could be a couple of reasons why you are not receiving proper pricing. Email Allison Martin, martina@ihaonline.org, at IHA and she can check your group and pricing status. There could be something incorrect in our setup of the event causing this problem. We can ensure you are registered for the event at the correct pricing.

Other questions

Q: I have information to change in my account. How can I update my information?

A: You can make many changes to your profile online at www.ihaonline.org. Log in on our website with your email and the password you created. After you've logged in, click My Account on the left side of the red menu bar. From here, you can go to My Profile to update most of your demographic information. When you are finished, click Save at the bottom.