



Frequently Asked Questions:

New Members Claiming Accounts and Logging into the Pi Beta Phi Online Learning Center

1. **How do I make and claim an account on www.pibetaphi.org?**

Your chapter should enter you as a New Member in the Pi Beta Phi eReports system. Once they enter your information, you will be sent an email from Pi Beta Phi's webmaster that includes a personalized link. **You must click this link to claim your www.pibetaphi.org account.** You cannot sign up through the homepage, as that will ask you for an Initiation date.

- a. What it will look like when you click your link to claim your account.

2. **What if I notice a misspelling in my information while I'm claiming my account?**

Click "Continue" and continue the claiming account process. You will have the opportunity to edit your information through the process.

3. **What if I never got the email from webmaster to set up my account?**

Your Vice President of Administration (VPA) can resend you your personal link. She just needs to log into eReports and click Membership> Reports> Unclaimed New Members.

4. **When I click the link, it asks me for an "invite code." What's that?**

If you click directly from your link and it asks you for an invite code, this means you've already claimed your account and should log into www.pibetaphi.org from the homepage.

- b. What it will look like when you click your link after you've already claimed your account and should just log in at www.pibetaphi.org.

(More questions on the next page!)

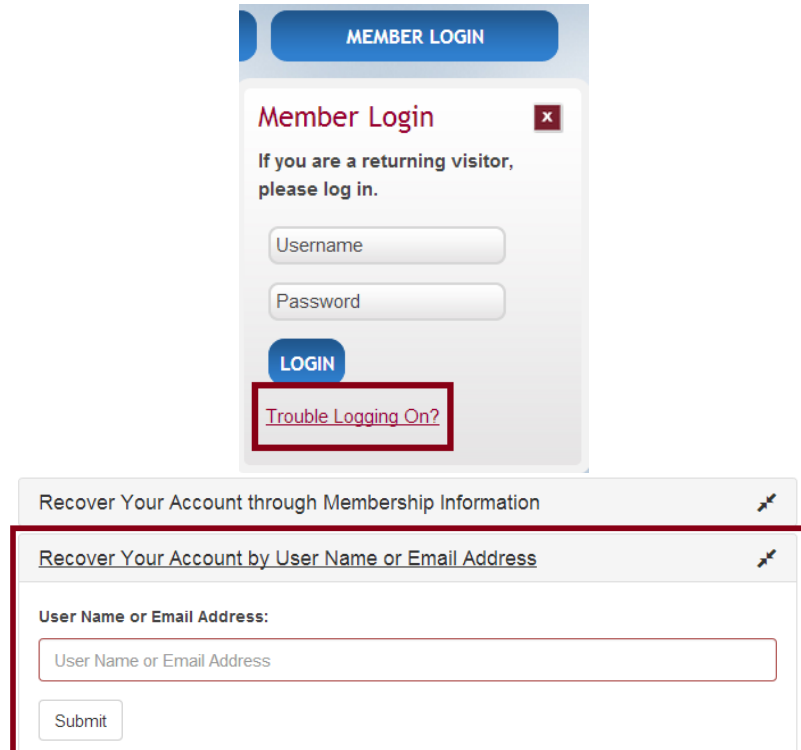


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5. I've claimed my account, but forgot my credentials. What can I do?

Under Member Login on the www.pibetaphi.org homepage, you can click "Trouble Logging In?" Then you will need to choose the "Recover Your Account by User Name or Email Address" option. You cannot recover your account through Membership Information, because as a New Member, you do not have the information to fulfill all fields.



6. I've already claimed my account, but when I try to view my New Member courses, I'm getting an "Error" and denied access. Why?

Once you claim your account, you must wait 24 hours to gain access to the Online Learning Center.

Once you are in the Online Learning Center, please keep these tips in mind:

- Firefox and Google Chrome browsers are most compatible with the courses. **Some versions of Safari will not allow the courses to run. Please download another browser if you normally work with Safari.**
- **If you just claimed your www.pibetaphi.org account, you will gain access to the Online Learning Center 24 hours later. If you are denied access, please try the following day.**
- You may need to install or update Java.
- Make sure your speakers are turned on and **volume is turned up.**
- **Disable your pop-up blockers**, as courses will load in a separate window.
- At the end of each course, click the "Click Here to Complete This Course" button. This action will unlock the next course.
- **You must be logged into the www.pibetaphi.org website to have access to your courses.**