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# KAPPA KAPPA GAMMA

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## FAQ

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### **How do I get a GINsystem account?**

If you do not have a Kappa username and password, you can request one by going to [Kappa.org/members](https://kappa.org/members) and clicking the "Trouble Logging In" button. From there, you will be able to authenticate your information with Kappa Kappa Gamma and create an account. You will receive an email with your Kappa username and password. You can use your Kappa username and password to log into your chapter's GINsystem.

### **How do I log into My GINsystem?**

Visit your chapter website and navigate to the GINsystem login box at the bottom of the page. Here, you will enter your Kappa username and password.

### **What if I forgot my Kappa Kappa Gamma username or password?**

If you have forgotten your Kappa username and password please go to [Kappa.org/members](https://kappa.org/members) and click on the "I Forgot My Password" button. From there, you will be prompted to provide your email address associated with your account. Once you submit that form, an email will be sent to you with a link to change your password. If you need additional help you can contact Kappa Kappa Gamma's Membership Services.

### **Who can I contact for further information about my Kappa Kappa Gamma username and password?**

If you need additional assistance with your Kappa account, you can contact Kappa's membership services by calling Headquarters (614)-228-6515. If you are still having trouble, feel free to always contact the GINsystem Customer Service Team at 888-GIN-SYSTEM (446-7978).

### **What is a GINsystem?**

A GINsystem is a members-only internal communication tool for chapter communication. In your chapter's GINsystem you can post files, announcements, events, manage points, track study hours, and add surveys or signups for members. Members can communicate with each other by posting on the chapter wall, and the officers or administrators can send mass emails and text messages to chapter members. The GINsystem is your one place for all chapter information and communication.

### **How can I become an administrator of my GINsystem?**

In order to become an administrator in your GINsystem, you must be an officer in your chapter. Please email [kappa@GINsystem.com](mailto:kappa@GINsystem.com) with your first and last name along with your University or Chapter name, if no one else in your GINsystem has administrator access. After one user (Public relations Chairman,

Corresponding Secretary, President, Web Contact, VPO) has administrator access, that user will have the ability to update other users' access levels within your chapter.

### **What is the difference between administrator and officer access?**

Administrators can change other members' access levels, add users, manage the points system, manage GINsystem settings, and manage your chapter's external website. The GINsystem's officer access level does not allow you to do the administrator tasks listed above. Members with officer level access will have access to manage announcements, events, questions, and more.

### **How do I update users on my GINsystem?**

Once your members have logged in with their Kappa credentials, accepted the terms of use, and verified their profile information, they will show up as users inside of the GIN. To update their membership type shown on the Manage Users page, you will have to update your officers with Key Reports.

### **How do I Manage our Chapter's External Website?**

To update and edit your chapter's external website, you must be listed as an administrator of your chapter's GINsystem. Once you have administrator access, you can view the "Administrator" section of the menu and select "manage external website."

### **Who should I contact if I need Website or GINsystem help or online tours?**

We would love to help you with your chapter website or GINsystem! Call us at 888-GIN-SYSTEM (446-7978), email [Kappa@GINsystem.com](mailto:Kappa@GINsystem.com), or chat with us live at [GINsystem.com](https://GINsystem.com). You can sign up for an online tour call and find training materials and launch resources by visiting [GINsystem.com/Kappa](https://GINsystem.com/Kappa).