



GOLDEN KEY

FAQ

How do I get a GINsystem account?

In order to obtain a GINsystem account, you will first have to be added to your GINsystem by an administrator in your chapter. Once you have been added, you will receive an email with a temporary password that you can use to log in. At first login, you will be prompted to accept the terms of use, choose a new password, and update your profile information.

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 GINsystem username and password. Your GINsystem username will be your primary email address associated with your GINsystem.

What if I forgot my GINsystem username or password?

If you have forgotten your GINsystem username or password, you may reset your password at GINsystem.com. Click the "login" button at the top right of GINsystem.com, then click the "Can't login" link and provide the email address associated with your GINsystem. A temporary password will be emailed to you and you can use this password to log into your GINsystem and choose a new password.

Who can I contact for further information about my GINsystem username and password?

If you need additional assistance with your GINsystem account, you can contact our customer service team at 888-GIN-SYSTEM (446-7978) or email us at GK@GINsystem.com

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 GK@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 (President, Vice President of

Public Relations, Historian, etc) 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, manage study hours 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 add users to my GINsystem?

To add users, you must first have GINsystem administrator access. From your GINsystem, select "Manage Users" from the Administrator Menu. From here, you can add users by entering their first names, last names and email addresses. If you are adding more than a few users at one time, you can contact the GIN Customer Service team at GK@GINsystem.com with a .csv file. Full instructions to do this are found on the "Manage Users" page when you select the "Upload Multiple Users" button. Need more help? Call us at 888-GIN-SYSTEM (446-7978).

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 GK@GINsystem.com, or chat with us live at GINsystem.com. You can sign up for an online tour call and find training materials and launch resources by visiting GINsystem.com/GoldenKey.