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# ALPHA SIGMA TAU

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## FAQ

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### **How do I obtain an Alpha Sigma Tau account?**

If you do not have an Alpha Sigma Tau username and password, you can request one by going to [officerportal.alphasigmatau.org](http://officerportal.alphasigmatau.org) and clicking the "Click here to set up your Officer Portal and GINsystem Account" link. From there, you will be able to create an account. You will receive an email with your AST username and password.

### **What if I forgot my Alpha Sigma Tau username or password?**

If you have forgotten your AST username and password please go to [officerportal.alphasigmatau.org](http://officerportal.alphasigmatau.org) and click on the "If you forgot your username or password, click here to get help" link. 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 that will provide you with the information you requested. If you have the correct credentials, but do not have access to officer portal, you will receive this message: "You currently do not hold any offices that allow access to the Officer Portal." If you need additional help you can contact Alpha Sigma Tau Headquarters.

### **Who can I contact for further information on my Alpha Sigma Tau username and password?**

If you need additional assistance with your AST account, you can contact Alpha Sigma Tau Headquarters at 317-613-7575.

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

The GINsystem is a members-only tool for chapter communication. All members will log in with their Alpha Sigma Tau username and password on [GINsystem.com](http://GINsystem.com), or on the GINsystem mobile app. The GINsystem includes everything your chapter members need, from announcements, to files, to your chapter calendar and member directory. The system includes email and text messaging and custom groups, surveys and signups, and even points tracking. Members can also pay their Billhighway statements right from the GINsystem. Everything you need is in one place.

### **How do I download the GINsystem mobile app?**

You can download the GINsystem mobile app from the App Store or Google Play. The app is free to download, and you will just log in using your Alpha Sigma Tau username and password. This is great way for you and your chapter to always stay up to date when on the go!

### **How do I log into my chapter's GINsystem?**

In order to log into your chapter's GINsystem, you simply go to [GINsystem.com](http://GINsystem.com) or the GINsystem mobile app, and type in your AST username and password. If you are logging in for the first time you will be prompted to accept the GINsystem terms of use and edit your profile. Once you click on the "save changes" button you will be ready to get started on your chapter GINsystem. As a reminder all profile information that you update will automatically sync with the Alpha Sigma Tau Headquarters database, keeping your information current at all times.

### **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 [alphasigmatau@GINsystem.com](mailto:alphasigmatau@GINsystem.com) with your first and last name along with your University name. After one user (President, Vice President, Points Chair, etc) has administrator access, that user will have the ability to update other users' access levels within your chapter.

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

Once your members have logged in with their AST credentials, accepted the terms of use, and verified their profile information, they will show up as users inside of the GINsystem. To update their membership type shown on the Manage Users page, you will have to update your members with Alpha Sigma Tau.

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

Administrators have the capability to change other members' access levels, manage the points system, and also manage GINsystem settings. The GINsystem officer level access does not allow you to do the three tasks listed above.

### **What does it mean that Alpha Sigma Tau and GIN are integrated?**

AST and GIN have partnered so that all members can login to their GINsystems with their Alpha Sigma Tau username and password. Also, some of the GIN profile information will already be filled out to expedite the sign up process for AST members and will sync with the AST database.

### **Who should I contact if I need GINsystem help or training?**

GIN would love to provide you with any help and training for your GINsystem. Please feel free to contact GIN at 888-GIN-System (446-7978) or [alphasigmatau@GINsystem.com](mailto:alphasigmatau@GINsystem.com). You can also sign up for training at [GINsystem.com/alphasigmatau](http://GINsystem.com/alphasigmatau). This website also has detailed training videos and PowerPoints to help you and your chapter members.