



PHI MU ALPHA SINFONIA

FAQ

How do I obtain a lost Phi Mu Alpha Sinfonia member number?

If you have lost your member number or password, visit mysinfonia.org/lookup. There, you will find a tool available to all members to lookup your member number using your name and initiating chapter information. If you need additional help, you can contact Phi Mu Alpha Sinfonia National Headquarters.

What if I forgot my Phi Mu Alpha Sinfonia username or password?

If you have forgotten your Sinfonia username and password please go to my.sinfonia.org and click on the "Lost your password" link. From there, you will be prompted to provide your email address or username associated with your account. Once you submit that form, an email will be sent to you with a link to create a new password. If you need additional help you can contact Phi Mu Alpha Sinfonia National Headquarters.

Who can I contact for further information on my Phi Mu Alpha Sinfonia username and password?

If you need additional assistance with your Sinfonia account, you can contact Phi Mu Alpha Sinfonia National Headquarters at (812) 867-2433.

What is a GINsystem?

A GINsystem is an internal communication, members-only area for your association to communicate with one another. In your association's GINsystem, you can post files, announcements, events and questions for your members. Your GINsystem also offers the capability of sending mass emails and text messages as well as creating unlimited customized groups. Also, you can manage your associations external website through your members-only area. Your GINsystem is your one stop shop for all of your alumni association needs. Users will login to their GINsystem using their Sinfonia username and password.

How do I log into my association's GINsystem?

In order to log into your association's GINsystem, you simply go to your association website, look for the GIN login at the bottom of the page, and type in your Sinfonia 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 association GINsystem. As a reminder all profile information that you update will automatically sync up to Phi Mu Alpha Sinfonia National Headquarters database.

How can I become an administrator of my GINsystem?

In order to become an administrator in your GINsystem, you must be a President, Vice President, Historian, etc. Please email Sinfonia@GINsystem.com with your first and last name along with your University or Alumni Association name. After one user (President, Vice President, Historian, etc) has administrator access, that user will have the ability to update other users access levels.

How do I update the users on my GINsystem?

Once your members have logged in with their Sinfonia 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 Phi Mu Alpha Sinfonia.

What is the difference between administrator and officer access?

Administrators have the capability to change other members' access levels, and also edit the external association website. The GINsystem officer level access does not allow you to do the three tasks listed above.

What does it mean that Phi Mu Alpha Sinfonia and GIN are integrated?

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

What is an Alumni Association website?

The association website is the external site to add information for anyone to see. This website should let the world see all of the exciting things that your Alumni Association is doing. This website is also a great resource for recruiting new members into your group.

How do I edit the external Alumni Association website?

In order to edit your external website, you must be listed as an administrator of your association's GINsystem. Once you have administrator access, you can select the "Administrator" section of the menu and select "manage external website"

Who should I contact if I need Website or GINsystem help or training?

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