ZETA TAU ALPHA

FAQ

How do I obtain a Zeta Tau Alpha account?

If you do not have a ZTA username and password, you can request one by going to zetataualpha.org and clicking the "Sign Up" button in the upper right hand corner of the page. From there, you will be able to obtain your username and password. You will receive an email with your Zeta Tau Alpha username and password.

What if I forgot my Zeta Tau Alpha username or password?

If you have forgotten your Zeta Tau Alpha username and password please go to zetataualpha.org and click on the "Login" button in the upper right hand corner of the page. Then, click on "Forgot Password." 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 reset your password. If you need additional help you can contact Zeta Tau Alpha International Office.

Who can I contact for further information on my Zeta Tau Alpha username and password?

If you need additional assistance with your ZTA account, you can contact Zeta Tau Alpha International Office at (317)-872-0540 or zetataualpha@zetataualpha.org.

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 and 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. Users will log into their GINsystem using their ZTA username and password. Collegiate chapter members will also be able to pay their Billhighway account from inside of the GINsystem.

How do I log into my chapter's GINsystem?

In order to log into your chapter's GINsystem, you simply go to your chapter website, look for the GIN login at the bottom of the page, and type in your Zeta Tau Alpha 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 in your chapter's

GINsystem. As a reminder all profile information that you update will automatically sync with the Zeta Tau Alpha International Office 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 ZTA@GINsystem.com with your first and last name along with your University or Alumnae Chapter name. After one user (President, Vice President, Historian, 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 ZTA 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 Zeta Tau Alpha.

What is the difference between administrator and officer access?

Administrators have the capability to change other members' access levels, manage the points system (collegiate chapters only), manage GINsystem settings, and also edit the external chapter website. The GINsystem officer level access does not allow you to do the four tasks listed above.

What does it mean that Zeta Tau Alpha and GIN are integrated?

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

What is a chapter website?

The chapter website is the external site to add information for anyone to see. This website should let all web browsers see all of the exciting things that your chapter is doing. This website is also a great resource for recruiting new members into your group, allowing parents to see what is happening, and also reconnecting with alumnae.

How do I edit the external chapter website?

In order to edit your external website, you must be listed as an administrator of your chapter's GINsystem. Once you have GINsystem 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 chapter website or GINsystem. Please feel free to contact GIN at 888-GIN-SYSTEM (446-7978) or ZTA@GINsystem.com. You can also sign up for an online tour at GINsystem.com/ZTA. This website also has detailed videos and PowerPoints to help you and your chapter members.