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# PHI MU

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## FAQ

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### **How do I obtain a Phi Mu account?**

If you do not have a Phi Mu username and password, you can request one by going to [phimu.org](http://phimu.org) and clicking the Phi Mu Sign In link in the upper right hand corner. From there, you can select the "Create An Account" button where you will be able to obtain your username and password. You will receive an email with your Phi Mu username and password.

### **What if I forgot my Phi Mu username or password?**

If you have forgotten your Phi Mu username and password please go to [phimu.org](http://phimu.org) and click on the "Phi Mu Sign In" button in the upper right hand corner of the page. Then, select "Forgot Login." 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 Phi Mu Headquarters.

### **Who can I contact for further information on my Phi Mu username and password?**

If you need additional assistance with your Phi Mu account, you can contact Phi Mu Headquarters at (770)-632-2090 or [info@phimu.org](mailto:info@phimu.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 Phi Mu username and password.

### **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 Phi Mu 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 Phi Mu 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 [PhiMu@GINsystem.com](mailto:PhiMu@GINsystem.com) with your first and last name along with your University or Alumnae Chapter name. The Chapter President, Secretary, and Membership Director will automatically have administrator access but those users 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 Phi Mu 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.

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

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

## **What does it mean that Phi Mu and GIN are integrated?**

Phi Mu and GIN have partnered so that all members can log into their GINsystems with their Phi Mu username and password. Also, some of the GIN profile information will already be filled out to expedite the sign up process for Phi Mu members and will sync with the Phi Mu Headquarters 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 reconnecting with local 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 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 [PhiMu@GINsystem.com](mailto:PhiMu@GINsystem.com). You can also sign up for an online tour at [GINsystem.com/PhiMu](http://GINsystem.com/PhiMu). This website also has detailed videos and PowerPoints to help you and your chapter members.