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# SIGMA KAPPA

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## FAQ

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### **How do I obtain a Sigma Kappa account?**

If you do not have a SK username and password, you can request one by going to [sigmakappa.org](http://sigmakappa.org) and clicking the "Member Login" button in the upper right hand corner of the page. From there, you can click "Claim Your Account" to obtain your username and password. You will receive an email with your Sigma Kappa username and password.

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

If you have forgotten your Sigma Kappa username and password please go to [sigmakappa.org](http://sigmakappa.org) and click on the "Member Login" button in the upper right hand corner of the page. Then, click on "I forgot my login information." 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 Sigma Kappa National Headquarters.

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

If you need additional assistance with your SK account, you can contact Sigma Kappa National Headquarters at (317)-872-3275 or [info@sigmakappa.org](mailto:info@sigmakappa.org).

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

A GINsystem is an internal communication, members-only area for your chapter to communicate with one another. In your chapters 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 chapters external website through your members-only area. Your GINsystem is your one stop shop for all of your chapter needs. Users will login to their GINsystem using their SK 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 Sigma Kappa 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 up to Sigma Kappa National Headquarters database.

### **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 [SK@GINsystem.com](mailto:SK@GINsystem.com) with your first and last name along with your University or Alumnae Chapter name. The Chapter President, Vice President Communications, and Vice President of Membership will automatically be granted administrator access. After one user 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 SK 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 Sigma Kappa.

### **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 four tasks listed above.

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

Sigma Kappa and GIN have partnered so that all members can login to their GINsystems with their SK username and password. Also, some of the GIN profile information will already be filled out to expedite the sign up process for SK members and will sync with the Sigma Kappa National 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 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) [SK@GINsystem.com](mailto:SK@GINsystem.com). You can also sign up for training at [GINsystem.com/SK](http://GINsystem.com/SK). This website also has detailed trainings videos and PowerPoints to help you and your chapter members.