



## ***IHCA's New Member Portal***

IHCA has made the switch to a new system for both the association website and the membership database. The new system with Timberlake Solutions is web-based and offers both IHCA staff and association members greater access and more flexibility and functionality. Below you will find information about the new system to help you get started in the Member Portal. If you have any questions, please contact Ashley Caldwell – [acaldwell@ihca.com](mailto:acaldwell@ihca.com) or 800-252-8988.



### **About the New System**

- There is no longer one username/password for all IHCA Members to use the Members Only section of the website. **Each individual must have unique credentials to log in.**
- **Every individual** (individual members and individuals who work for a member center, corporate office or association member company) who plans to log in to the website to take advantage of the Members Only content **or wants to receive electronic publications** should create a member profile with unique log in credentials.
- **All contacts that were already in the old system were uploaded into the new database and credentials were created for them.** To access your username and password, please go to [www.ihca.com](http://www.ihca.com) and do the following:
  - Click on Members Only at the top right of the screen.
  - On the login screen, click on “Forgot your password?” under the Log in button.
  - Enter your email address (the email IHCA has on file for you) and validate that you are not a robot.
  - Your username and a temporary password will be sent to you via email.
  - Log in to the portal and you can update both your username and password.
- **Once you create/update your credentials**, you will be able to access Members Only information, including past issues of electronic publications and past Questions of the Week, key member resources and documents, and you will be able to update some of your membership information online.

- **Every Individual is assigned a Contact Role.** When you log in, you will find a link to My Account on the Member Login page. When you click on the link it will take you to your member profile (labeled *My Profile*). From there you can access other areas, depending on your Contact Role:
  - Primary – Individual and Student Members and the main contact listed for any member facility, corporate office or associate member company (Organization members) are assigned the role of Primary Contact. Primary Contacts are given access to their own personal information to update (under *My Profile*), but can also update the billing information (*My Billing Information*) for their Organization as well as the other information associated with the Organizations record (*My Organization*). They can also modify the information for other contacts listed with their organization (*My Associates*) and add and/or delete new contacts for their company.
  - Affiliate – Organization members can also choose to assign the Affiliate role to contacts listed under their company. Affiliates are given access to their own information to update, but can also update the information for their Organization as well.
  - Rep – All contacts who are not listed as a Primary Contact or an Affiliate Contact are assigned the role of Rep with their organization. Reps are only given access to their own information, when they log into their member portal they can only see their information and update their record information.
- **Communications preferences can now be updated through your profile.** All contacts (Primaries, Affiliates and Reps) can log in to their profiles and check the boxes next to the electronic publications they would like to receive (*News Brief, Members Only, Regulatory Beat, Clinical Solutions, IHCA PAC Newsletter, DD News*). IHCA will use this information to keep up-to-date email lists. Important information, such as member alerts, education announcements and other blasts, will be sent out as needed to the appropriate members/contacts.
- **Members Only** tools and other important documents can be found on the Members Only page, which you must be logged in to access.
- **Past Issues of certain publications (*Members Only, Regulatory Beat and Clinical Solutions*) and past Questions of the Week** can be found under Resources in the Members Only section.
- **COMING SOON:** IHCA staff is still working (and will continue to do so!) on the new site and getting all of the various components of the new system set up. In the near future, we will begin using more of the services the new system has to offer, including online event registration and online payments for some invoices. Stay tuned for new developments!

Again, if you have any questions or need assistance with anything regarding the new system, your credentials or the website, please do not hesitate to contact [Ashley Caldwell](#).