



# American Legion Auxiliary

## FREQUENTLY ASKED QUESTIONS ABOUT THE “MEMBERS ONLY” SECTION

### **Why is there an American Legion Auxiliary “Members Only” Section?**

It protects the American Legion Auxiliary’s intellectual property. The “Members Only” Section provides a layer of protection for the American Legion Auxiliary’s internal resource material such as our governing documents, the Department Operations Guide, the American Legion Auxiliary Girls State Program and Operations Guide, and program resources. Those resources that are exclusive to the American Legion Auxiliary are now partitioned off to prevent plagiarism or abuse, safeguarding information for the unique use of the American Legion Auxiliary members, and not for the general public’s use.

With a “Members Only” section, you also have the ability to update your own information. By logging in to the “Members Only” Section, as a member you can update your member profile – your name, address, phone number, and email.

### **I cannot see the departments when I try to create an account. What should I do?**

Hit **Ctrl+Shift+Delete** on your keyboard and delete your browsing history and cache to get the departments to appear. If you are using a MAC, then hit **Shift+F5** to get the departments to appear. If you still do not see the departments, then open up an Internet Explorer browser, go to the **Tools** menu and select **Delete Browsing History**. Make sure you put a checkmark next to **Temporary Internet files and website files, Cookies and website data, and History**. Hit the **Delete** button. The departments should now appear.

### **Where can I find my member ID number?**

Your member ID number can be found on your membership card. It is also located above your name on your Auxiliary magazine.

### **I have an ALAMIS account. Do I need to create another account to access the “Members Only” Section?**

No. If you are currently an ALAMIS user with an ALAMIS account, then you should not create a new account. Use your same username and password that you use for ALAMIS to access the “Members Only” Section.

### **I have an account on the ALA Discounts website. Do I need to create another account to access the “Members Only” Section?**

Yes. The ALA Discounts website is not linked to the Members Only Section so you should create a new account.

### **Why can I not create an account?**

These are some common reasons you may not be able to create an account:

- You are not current on your dues.
- You have entered an incorrect member ID number, department, and/or name.
- You already have an account.
- You do not have an email address.



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## **Why can I not log in with my username and password?**

Make sure you are using the correct username and password. If you have an active ALAMIS account, then you should use the same username and password that you use for ALAMIS to log in to the “Members Only” section. Your password is case-sensitive so type capital letters where appropriate. You may be locked out. Use the Forgot My Password feature. If these do not work, then contact the Helpdesk for assistance.

## **How do I update my information?**

Login and hit the **My Profile** button located at the top right of the page. Make your changes and hit the Save button.

## **How do I log out?**

Hit the **Log Out** button found on the top right of the page.

## **Can I pay dues?**

At this time, you cannot pay dues online. In the future, you will be able to pay renewal dues online.

## **Can I let someone else (member or non-member) log in and make changes for me?**

No. It is important that you do not share your username or password with anyone. Members should only be accessing their own account. Non-members should not access the “Members Only” Section unless they are employees of the American Legion Auxiliary. If they are employees, then they should use their own account. If you have shared your password with anyone, then please reset it by logging out and using the Forgot My Password feature.

## **I forgot my password, but I have not received an email yet to reset it. Why?**

If you have never successfully logged in to the “Members Only” Section, then you will not be able to use the Forgot My Password section. To receive an email you must enter either the username or email address that you used when you created your account. If you enter the wrong username or an email address that is different than the one you used when you signed up, then you will not receive an email to reset your account. Please contact the Helpdesk if you are unable to use Forgot My Password.

## **Who should I contact if I am still having trouble?**

If you need assistance, please contact the Helpdesk by phone at (317) 569-4536 or by email at [alamishelp@alaforveterans.org](mailto:alamishelp@alaforveterans.org).

## How to Change Your Password

On our home page at [www.ALAforVeterans.org](http://www.ALAforVeterans.org),

**DO NOT** log in, but choose **Forgot Password?** instead (tab on the right).

**NOTE:** If you have never successfully logged into the "Members Only" section of the website, you will not be able to use the "Forgot Password" feature.

Underneath the Submit button, hit the link that says "Know your user name or email you registered with?"

Enter either your username or the email address that you registered under and hit the **SUBMIT** button.

Wait for the email to be sent to you. It will include a link for you to reset your password.

The screenshot shows the ALA Members Only section with the following elements:

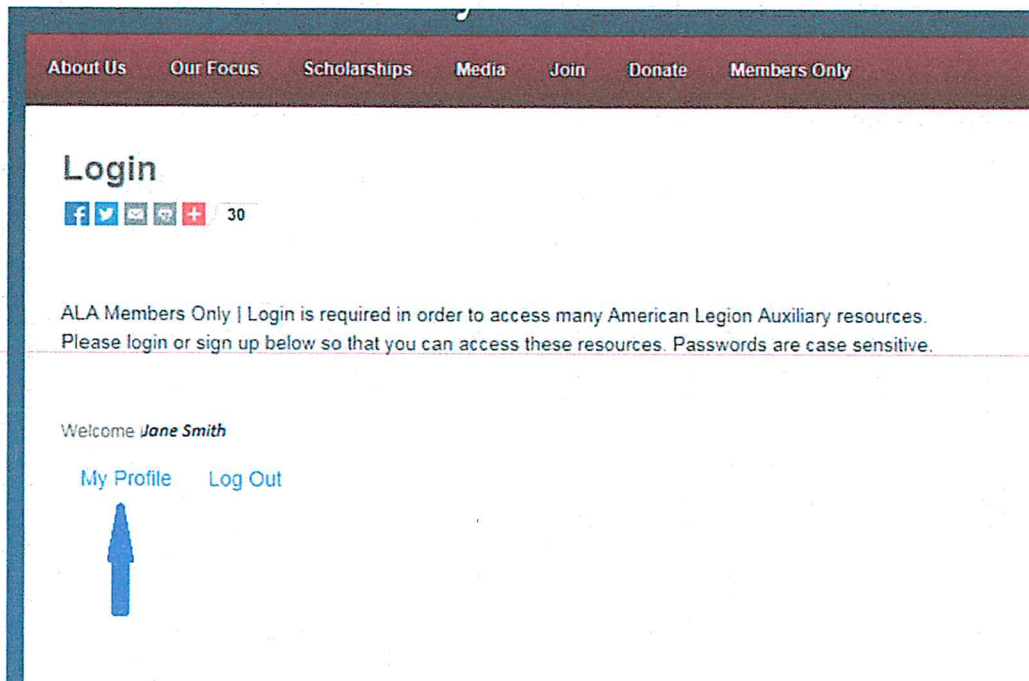
- Navigation tabs: Log In, Sign Up, **Forgot Password?** (highlighted with a red arrow).
- Text: ALA Members Only section: Log in to your special member account; set one up free.
- Form fields: User Name: [input], Password: [input].
- Button: Log In.
- Navigation tabs: Log In, Sign Up, Forgot Password?.
- Section header: Know your member number?.
- Form fields: Department: [dropdown menu], Member Number: [input], First Name: [input], Last Name: [input], Email: [input].
- Button: Submit.
- Section header: Know your user name or email you registered with? (highlighted with a red arrow).
- Navigation tabs: Log In, Sign Up, Forgot Password?.
- Section header: Know your member number?.
- Section header: Know your user name or email you registered with?.
- Form field: User Name or Email: [input] (highlighted with a red arrow).
- Button: Submit.



## How to Change Your Personal Information in the “Members Only Portal”

Note: In order to change your information, you will need to have an account set up and be logged in. Please see “How to set up a user account for the ‘Members Only’ portal” for assistance in setting up your account. Please see “How to Change Your Password” for logging in assistance.

After you have logged into the portal, click on the My Profile Link.



You can also get to the My Profile at any time after you logged in from the top of the webpage.



The following screen will open.

Edit your profile information and hit the save button once you've finished. If you've moved and need to transfer to a new unit, then please contact the department (state) where you are located. Contact information for departments can be found at [www.alaforveterans.org/departments](http://www.alaforveterans.org/departments).

\* First Name:

Jane ✓

\* Address Line 1:

17 Any St ✓

Middle Name:

Address Line 2:

\* Last Name:

Smith ✓

\* City:

Anytown ✓

Phone:

(317) 555-4544 ✓

State/Province:

Indiana × ▾

\* Email:

jsmith@something.com ✓

\* Zip:

12345-6789 ✓

Country:

United States ▾

Cancel

Save

Update your information. If the formatting is correct on the cells, the cell will have a green border with a green check mark or x in it. When all the information is updated, press the Save button.