Frequently Asked Questions (FAQ)

HOW DO I SET UP MY AIHP MEMBERSHIP PROFILE ON THE NEW AIHP WEBSITE – MYAIHP.ORG

Welcome to the new MYAIHP.

To create your account click here.

Some tips...

When you click on the above link you will see a screen prompting you to create a user account:

1. Click the **Create an Account** link.
2. Enter **First Name**.
3. Enter **Last Name**.
4. Enter **Email Address**.
6. Click **Submit**.

HOW DOES THE SYSTEM KNOW IT IS ME? WHAT HAPPENS IF IT CAN'T FIND ME?

When a user creates a new account, the database will check both the last name and email *(first name does not need to match).*

When a match is found in the database for the email and last name, a create login email will be sent to you. You will receive the following notification in the browser "**An activation email has been sent to you. Please check your inbox to complete your account setup. Back to Member Login**".

Within the email you will find a link to access the **Create an Account** screen. If a match is not found, a notification will appear that an account cannot be created based on the email and last name provided. If you feel this is an error please contact Patty at patty@myaihp.org or 717-994-5076

WHAT IS THE INFO HUB?

Once you have created the account and password you can log into **Info Hub** from the link on your website and update your data etc.

Start by making sure your contact profile is complete and update-to-date so others can successfully connect with you. Then explore the site and have fun taking advantage of special members only access.

- Search the directory listing - your contact information and our other members are available in the "members only" hub.
- Personalized member listing page - included in the directory is your own information page on the website which can include a description area, location, logo, photos and contact details based on your membership level.
- Resources- being part of our association includes access to key sites, documents and other information to help you thrive in our community. Check out the resource area to learn more.

- Events - advertise your upcoming events to other members and/or on our public site. Login to create your event page and submit to us for review/approval. Also, check out and register for upcoming events on our calendar.
- Career Center– create a posting for any job openings you have available - gain visibility and help recruit new employees.
- Hot Deals – add an online coupon to share on our site and attract users to your business. Take advantage of deals offered by other members too!
- News - Share exciting and important information with our community. Enter your news item to be added to our site.

Check out the tutorial on how to use the membership info hub.

WHAT ARE THE ALLIED PARTNER AND LODING MEMBER DIRECTORIES?

One feature of the new website that we are particularly excited about are the two new online directories.

Allied Partner Directory - You will find an enhanced Allied Partner Directory, that will allow you to connect with our Allied Partners and research the amazing products and services that they offer.

Lodging Member Directory – a new addition to the website is the Lodging Member Directory. As Lodging Members, you will be able to have access to your own Directory, so it will be important for you to update your information and customize your profile when anything changes.

WHAT IF I NEED HELP?

If you have any issues creating your new profile or getting logged in, please reach out to Patty our Association Coordinator at patty@myaihp.org or at 717-994-5076. We are here to help you through this process.

All the staff emails will be changing to @myaihp.org and there is a full staff listing on our website should you need to contact us individually.