—— FREQUENTLY ASKED QUESTIONS ——

Q | One of our members is having trouble logging in. What should I do?

There is a "Forgot Password" option when the member attempts to log in. If this does not work, you can log in to Vault > Chapter tab > Member Roster and select the member's name. Scroll to the bottom of their Member Detail to the "myOmegaFi User Login" section. If the member has not registered for their OmegaFi account, you can click "Send Registration Invite." The member will receive an email to register and will be able to log in to their account.

Q | Our new members are having trouble creating their accounts. What do we need to do next?

New members are sent a welcome email once they're added to the roster. They should go to omegafi. com to establish their login (requires their email address and member account number, found on the welcome email or billing roster). You can also send a mass email to new members by clicking on the Communications tab > Mass Email and select "Send Establish Access Reminder."

Q | How do I grant someone access to Vault?

Go to the Administration Gear in the top right corner of the page. Click Vault Users and select "Add User." Grant access to each tab as needed.

Q | How do I remove someone's Vault access?

Go to the Administration Gear in the top right corner of the page. Click Vault Users and select the trash can icon next to the appropriate person's name.