

## Managing Your IBTTA Account and Online Meeting Registration

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Below are answers to common questions about your IBTTA online account. If you have any questions, please contact [IBTTA Member Services](#).

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### ACCOUNT INFORMATION

#### **Do I have an online account on IBTTA.org?**

If you have ever attended an IBTTA meeting, you have an account with IBTTA. This is the case whether your organization is a member or non-member.

There are also many people who have accounts that have never attended a meeting with IBTTA but have at some point interacted with us or are simply in our system as part of an employee roster of names collected over the years.

**It's also important to understand** that if you were previously with another organization and had an account, then you are still in our system. You may still be able to reset your password, access your account, and update your information if you previously set up a security question in your account!

#### **How do I log into my IBTTA account?**

##### **To access your account:**

- Click the “My Account” at the very top of IBTTA.org.
- Enter your username and password.
- The page will refresh, and you will be on your profile page.

##### **If you are unsure whether you have an account or have forgotten your username or password:**

1. Click “My Account” at the top of IBTTA.org, which will take you to the Sign In page.
2. On the left-hand side, choose “Find my account by email address” **or** “I forgot my password.”
3. Either choice will prompt you to enter your email address
4. If your email address exists, the page will refresh and will initiate a reset email to your email address.
5. If you cannot access that email, please contact [memberservices@ibttta.org](mailto:memberservices@ibttta.org) to reset your password.

## I recently changed jobs, should I create a new profile?

### **No. Please log in and update your account!**

The account/profile that we have for you contains your IBTTA history and it is important for us to keep all your information in one record. Please keep your profile updated as circumstances change.

If you know your username and password, log in and update your organization, address, and email.

If you don't remember your Username & Password, please follow the steps in the previous section to retrieve this information.

Once logged in, change your organization by clicking the "Change Organization" button on your account profile. To change your email address click the "Change Email/Username" tab at the top of the page. Note that this will update both your Email address and your Username, and you should use this to login when you return to our site.

## I searched for my account but IBTTA.org indicates I'm not in the system. Should I create a new Account?

**First, did you enter your current email as well as a previous email to be sure you're not in the system under a different organization?**

**If you checked previous emails and the results came up empty, then you should create a new account. Follow the steps below:**

- Click "My Account" at the top of IBTTA.org.
- Click "Create New User Account."
- Fill out all the fields in the form (choose a password that you will remember!).
- In the Company field (which is a white field, not green), begin to type the name of your company. *We have thousands of companies, both Member and Non-member organizations*, so type as many letters necessary to narrow down the results. Acronyms are also accepted.
- As you type, results will begin to appear so keep typing until you see your result.
- If you find your company, mouse down to highlight and select. Continue with the form.
- If your company does not appear, a message will appear allowing you to click and add a new company.. Mouse over to highlight and click to select. Continue with the form.
  - Please note that adding a new organization will result in a "non-member" status. If you believe that your organization is a member of IBTTA but are unsure, please check IBTTA's member Directory to help you identify how your organization is listed in our system. (<https://my.ibtta.org/Membership/Member-Directory>). Please note, acronyms are not searchable from this page, please use the full name of your organization.

**I was reviewing my organization's listing in the Membership Directory on IBTTA.org and noticed there are changes that should be made, can I log in and make them?**

**Thanks for asking! It is important to keep your member listing up to date!**

Each member organization has a Primary Contact. Your organization's primary contact is listed in our member directory, just under the organization's name.

This person's account, when logged into, is the only account with authorization to make account wide changes such as address, telephone, and employee listing. You can also contact Member Services at IBTTA ([memberservices@ibtta.org](mailto:memberservices@ibtta.org)) and ask for assistance.

**I'd like to change my username; can I do this?**

By default, your Username is your primary email account. This cannot be changed.

However, please note that the username is not linked to your organization, therefore if you move to a new organization, you will still be able to login using your old email and update your userid/email to your new company

**Should I remember my login credentials?**

Yes! Both members and non-members should remember login credentials just as you would any other account you frequently access. As a member or non-member, logging into your account allows you to register online for IBTTA events, view your registration history, maintain your professional/work contact information current, and download invoices.

For IBTTA Members, logging in additionally grants you access to Member Only areas of the IBTTA website.

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## ACCOUNT PROFILE INFORMATION

**Is my IBTTA profile public?**

No, your profile is not publicly visible. **However**, if you are a speaker or moderator for any IBTTA in-person events, your basic information (photo, bio, name, title, organization) appears in IBTTA's mobile app, associated with the event and session with which you are involved.

What is displayed to you is the same information IBTTA has in its member system. Only now, there's more to see and you can help us by keeping your contact information updated as changes occur.

**About the Tabs in your Account:**

There are several tabs across the top of your profile. Below is information about each one.

**My Account Tab**

- **Photo:** You can upload a photo to your account using the edit button that appears within the box.
- **Edit Basic Contact Info (not email):** You can edit your **name, title, phone number and physical address** using the Edit button where this information is displayed.
- **My Organization:** you can edit your organization by choosing "Change Organization" and then searching for your new company.

- **Membership Status:** This displays the type of membership your organization is associated with and the status of that membership.
- **Primary Address:** refers to the main address you wish to be associated. You can update this by choosing Edit.
- **My Addresses:** The information displayed under this heading are the addresses we have associated with you. In some cases, this may be defaulted to your organization's primary address. Use the Edit to update the address you wish to be associated with or add a secondary address.

## [My Organization Tab](#)

This tab displays the organization with whom you are affiliated in the IBTTA system. If you are not the Primary Contact for this organization, this is display only.

## [My Organization's Contacts Tab](#)

If you are the Organization's Primary Contact, you will be able to view your organization contacts, edit certain contact information, or delete them from affiliation with your organization.

If you are NOT the organization's Primary Contact, this tab will be blank.

## [My Organization's Invoices – only visible to Primary Contacts](#)

If you are the Organization's Primary Contact, you will be able to view invoices related to your organization, such as Membership Dues.

## [My Invoices Tab](#)

You can view, print, and pay outstanding invoices from this tab. If you have more than one invoice, you can pay all at one time or choose an individual invoice. You can also search past invoices based on date or invoice number.

*Please note invoices in your account are created from transactions within your account. If a colleague registered you for an event while logged into their account, the invoice will reside under their account.*

## [My Downloads Tab](#)

If you have previously downloaded a document made available from the IBTTA website, where you were asked to log in, such as a white paper, it will appear here.

## [My Registrations Tab](#)

This tab displays all upcoming and past registrations for conferences. In addition to upcoming and past registrations, you may notice that some events have a button labeled "Recording" – which will take you to the recording of that event. (Events without this button may have multiple recordings, so you should check the Past Events tab on the Events calendar at [www.ibtta.org](http://www.ibtta.org).)

## [My Speaker Bio Tab](#)

Your Speaker Bio is not public unless you are a speaker or moderator at an IBTTA Conference. In this case, your Speaker Bio will sync with the IBTTA Mobile App for that particular event.

A bio can be added and/or updated at any time. If you have never spoken at an event, yours will be blank until you add one.

## [My Committees Tab](#)

Displays any IBTTA Committee affiliation.

### [Change Email/Username Tab](#)

Your email address is your username. Use this tab to change your email address.

### [Change Password Tabs](#)

Use this tab to change your password. In addition, you can add or change your Secret security question which will be helpful to your logging in if you forget your password.

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## [ONLINE MEETING REGISTRATION INFORMATION](#)

### [How do I register online for an IBTTA meeting?](#)

You can register and pay online for all IBTTA Events requiring registration.

- You can log in first by clicking on “My Account” at the top of IBTTA.org and navigating to the Event.
- You can navigate to the event first, click “Register Online,” and if you are not logged in, it will prompt you to do so.
- The website will recognize you by your account and apply member or nonmember rates to your registration based on this information.

### [Can I register someone else for a conference?](#)

**Yes, you can register others within your own organization.**

- Log in using your own credentials and choose the meeting for which you want to register.
- Click Register Online.
- Choose “Register someone else,” which opens a dialogue box.
- Type your colleague’s first and/or last name.
  - If the person is already registered or not in our system, the name will not populate. *If you are an IBTTA member, you can always check your organization’s employee listing in the Member Directory to be sure they exist in our system.*
- If the person’s profile exists, click on the person’s name, and proceed through the registration.
- **NOTE:** if you register someone else within your organization, their invoice will appear under your invoices within your account.

**I need to print my invoice from an event for which I'm registered. Can I perform this from My Account?**

## **My Invoices**

Yes, you can view, print, and pay invoices from your account. Log into your account and click “My Invoices” tab on the top of your profile.

**Important Note:** Invoices are available within the account the registration took place.

- If a colleague registered you for an event **from their account**, your invoice would reside in their account.
- If a colleague, such as your assistant, used your credentials to log in to your account to register you, then the invoice would reside in your account.