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Introduction

Scope and Purpose

Thank you for accessing the integrated NASEMSO web site and membership database. To ensure you have the best experience, please be sure to read all instructions thoroughly.

The purpose of this user guide is to answer frequently asked questions as well as provide step-by-step instructions for taking advantage of online web site enhancements.

Process Overview

This user guide will outline how to:

1. Log in as a member
2. Get a password reminder
3. Register as a conference or meeting attendee
   - Adding an event to your registration record
   - Adding a spouse / guest
4. Complete an exhibit contract
5. Pay membership renewal dues
6. Update member profile
7. Browse the online individual membership directory
8. Access the membership roster
9. Access Council / Region / Committee member broadcast email / Excel spreadsheet options
10. Vote online for officer and Bylaws updates
11. Obtain meeting attendance certificate
12. Access invoices / receipts
13. Make online payments
14. Change your unique user ID and password
15. Join online as a new member
1. **Access Online System**

Members will access the member only section through the member portal section on the NASEMSO website here:  
https://members.nasemso.org/ems_members_online/members/login.asp.

Or, go to the NASEMSO website and click on “Log in here”

![Image of NASEMSO website]

Once logged in, you will have access to new options under the **Member Portal**.

2. **Password Reminder**

If you forget your log in information, click on the “forgot log in” link where you can enter your email address and to retrieve your user name and password.

Once logged in, you will have access to options under **Member Portal**.
3. **Register as a Conference or Meeting attendee**

Registrants should select the appropriate meeting (Annual Meeting or Mid Year Meeting) under the **Meetings** drop down.
You will be taken to the Annual Meeting or Mid-Year Meeting event page where you can click on “Register Online”.
Once you click on “Register Online” you will be taken to a page where you can register for the meeting you wish to attend.

If you already have a user name and password, log in by clicking the “here” option at the top of the page.

Once logged in, click on “Register for this Meeting” to complete the online registration form.
If you do not already have a user name and password just click on “Register for this meeting” to complete the registration process.

Complete the registration form and click Continue Registration.
To **add an optional event** (ie Leadership Skills session or Optional Outing) see section 3.1 for instructions.

To successfully register you must agree the cancellation policy and privacy policy by selecting both check boxes. Then you must complete the payment section by selecting your payment type, payment method (pay by check or credit card), complete the credit card section (if applicable), and click “submit registration” at the bottom of the page.
National Association of State EMS Officials

NASEMSO Annual Meeting

Registration For: Test Message
Registration Type: Member Full Registration Fee (Monday-Friday)
Registration Amount: $485.00

Registered Events:

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Date</th>
<th>Starts</th>
<th>Ends</th>
<th>Total Tax</th>
<th>Fee</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rock and Roll Hall of Fame Optional Outing Ticket</td>
<td>10/6/2011</td>
<td>05:00 PM</td>
<td>09:00 PM</td>
<td>$70.00</td>
<td>$70.00</td>
<td></td>
</tr>
</tbody>
</table>

Event Total: $70.00
Registration Total: $485.00
Registrant Sub Total: $565.00

Your Payment is being processed through a secure server.

Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Registration (includes guest registrations)</td>
<td>$485.00</td>
</tr>
<tr>
<td>Cost of Events (includes guest registrations)</td>
<td>$70.00</td>
</tr>
<tr>
<td>Total Cost of Registration</td>
<td>$565.00</td>
</tr>
</tbody>
</table>

Payment Options

- All cancellations must be provided in writing.
- Written cancellations can be emailed to info@nasemso.org, faxed to 703-241-5603 or mailed to NASEMSO headquarters (201 Park Washington Court, Falls Church, VA 22046). Verbal cancellations will not be accepted. NASEMSO headquarters will provide you a cancellation number to confirm receipt of your cancellation.
- We understand that plans may change due to circumstances beyond your control. If you are unable to attend the NASEMSO meeting, you may transfer your registration to another individual. Identify the person attending in your place and provide complete contact information.
- If you must cancel, please do so in writing by September 15. NASEMSO will provide a full refund. We regret that we cannot refund any fees as of September 16 because we must submit complete commitments for facilities, materials and meals.
- If we do not hear from you by September 15, we assume that you will participate based on your registration and will incur costs on your behalf. Therefore, if you do not cancel, your registration fees are due even if you do not attend.

- [ ] Yes, I have read and agree to the above cancellation policy.
- [ ] Yes, I have read and accept NASEMSO's Privacy, Security, Return and Shipping Policies. To view the complete policies go to http://www.nasemso.org/policies.html.

Please enter your payment information.

- If paying by PO please enter the Purchase Order number in the Credit Card number field.

Payment Type *  
-- no selection --
Payment Method *
-- no selection --
Once you have successfully registered you will receive a registration number on your screen. Click “email confirmation” to receive an automatic registration confirmation to be sent to your email address, which will include details of your registration, any optional events you signed up for, hotel information, cancellation policy, your user name and password, as well as instructions on how to access an official invoice or receipt.
3.1 Adding an Optional Event
If you plan on attending an optional event (e.g. Leadership Skills session or the Optional Outing) click “add event” within the registration process.

Select the event you wish to add to your registration by adding a “1” to the ticket column. Hit the save changes button and then complete the online registration process.
3.2 Adding a Spouse / Guest

If you will be bringing a spouse / guest, please select “yes” next to **Register Spouse**.
Click “Continue Registration” and you will be taken to a separate page to complete your spouse / guest’s registration form. Once you have completed the form and select the registration type for your spouse / guest click “Continue with Registration”.
If he/she will also be attending an optional event you will need to click the “add event” button.

Please click on “Add Events” in order to select pre- and/or post-conference sessions as well as the various receptions and meal functions that you wish to be a participant. This includes purchasing a ticket to the Leadership Skills Training on Sunday, October 5 OR the Rock and Roll Hall of Fame optional event on Wednesday, October 8.

Otherwise, click “Continue Registration” to complete the registration process.

NASEMSO reserves the right to cancel pre- and post-conference training sessions and other optional offerings if minimum participation is not met by September 22, 2014.
Select the event he/she will be attending by adding a "1" in the Tickets column. Click "Save Changes", which will then take you back to your registration form.

Click "Continue Registration".

---

Add / Edit events for Test Message 1's registration.

Add events for Test Message 2's registration.

Please click on "Add Events" in order to select pre-and post-conference sessions as well as the various receptions and meal functions that you wish to be a participant. This includes purchasing a ticket to the Leadership Skills Training on Sunday, October 5 or the Rock and Roll Hall of Fame optional event on Wednesday, October 8.

Otherwise, click "Continue Registration" to complete the registration process.

NASEMSO reserves the right to cancel pre- and post-conference training sessions and other optional offerings if minimum participation is not met by September 22, 2014.

[Continue Registration]
To successfully register you must agree the cancellation policy and privacy policy by selecting both check boxes. Then you must complete the payment section by selecting your payment type, payment method (pay by check or credit card), complete the credit card section (if applicable), and click “submit registration” at the bottom of the page.
Once you have successfully registered you will receive a registration number on your screen. Click “Email Confirmation” to receive an email registration confirmation, which will include details of your, and any guest’s, registration, optional events, hotel information, cancellation policy, your user name and password, as well as instructions on how to access an official invoice or receipt.
4. Completing an exhibit contract

**Exhibitors**: Select Annual Meeting Exhibit from the "Meetings" drop down menu.

You will be taken to the Annual Meeting Exhibit page where you can click on "Exhibitor Contract" to complete an online exhibit contract to book booth space.

*Detailed information will be provided in the near future for the 2015 Annual Meeting.*
5. Paying membership renewal dues

**Members:** Click on **Member Portal**, highlight **Member Services**, and select **Member Renewal** from the drop down menu.

Enter your user name and password. A list of all your invoices will populate. To make a payment, click on the check box on the right side of the screen under “Pay?”, click “Pay Selected Invoices”, and complete the payment page.
Or, you can print a copy of the invoice to provide to your finance Department for processing by clicking on the invoice number.

6. **Update member profile**

6.1 **Associate and Corporate members** can update their individual membership profile by clicking on **Member Portal**, highlight **Member Services**, and select **Member Profile** from the drop down menu.
Enter your user name and password and then your member profile will populate to allow you to make edits. Once complete click “Post Changes” at the bottom of the page to save the edits.

Note the above example has been edited so the sample Associate's member profile is not made public.
6.2 State EMS Office members – Only the State EMS Director has the ability to update their Council Representative's contact information on the member profile page.

To update contact information, click on Member Portal, highlight Member Services, and select State EMS Office Profile from the drop down menu. You will be taken to a page listing all your state’s official Council Representatives.

Click on Edit Position next to the individual you wish to update, or click Remove Position if the Council position no longer has an official representative. Once the edits are complete, click Post Changes at the bottom of the page to save the changes.
Note the above example has purposely been edited so the sample State EMS Office member council representatives are not made public.

7. **Browse the online individual membership directory**

NASEMSO members have access to the individual membership directory. Click on **Member Portal**, highlight **Member Services**, and select **Member Directory** from the drop down menu.

You can search for members by various options: last name, organization, council, region, state, or membership category.
A list of members that fall into the search category will appear.
8. **Access the membership roster**

NASEMSO members have access to membership rosters. Click on **Member Portal**, highlight **Rosters**, and select **Membership Roster** from the drop down menu.

Select the Roster you wish to print: Council Roster (all states or an individual state); Associate; or Corporate.
9. Access Council / Region / Committee member broadcast email / Excel spreadsheet options

NASEMSO members have access to membership email lists. You can view either Committees or Councils (last options in Committees/Projects and Councils).
Or, you can click on **Member Portal**, highlight **Roster** and then select either **Council/Region Roster Membership Roster/Email Access** or **Committee Roster/Email Access** from the drop down menu.

For Council & Regional member access see detailed instructions –

For Committee Rosters and Email access see detailed instructions –

**10. Vote online for officer and Bylaws updates**

NASEMSO members who have voting rights for a specific ballot may access online ballots by clicking on **Member Portal**, highlight **Member Services**, and select **Member Ballot** from the drop down menu.
Select the open ballot you wish to access.

11. Obtain membership attendance certificate

Members and non-member can print meeting attendance certificates. Highlight Meetings and select Meeting Certificates from the drop down menu.

Type in your name, click Search for Certificate, select the certificate you wish to print, and then print.
12. Access invoices / receipts

Members and non-member can print invoices / receipts. Highlight Resources and click on Online Options from the drop down menu.

Select Invoice History/Receipt.
You will be taken to a page with all your invoices. To print an invoice or receipt, click on the invoice number. If the payment has been received you will access a receipt. If a payment has not been received you will access an invoice.

13. Make online payments

Members and non-member can access invoices to make a payment. Highlight Resources and click on Online Options from the drop down menu.
Select **Invoice History/Receipt**.

You will be taken to a page with all your invoices. To make payment, click on the check box on the right side of the screen under “Pay?”, click on **Pay Selected Invoices**, and complete the payment page.
14. **Change your unique user ID and password**

Click on **Member Portal**, highlight **Member Services**, click on **Manage Password** from the drop down menu.

Complete the form with new Username and Password.
15. Join online as a new member

New members can join online and make payment through the secured website. Highlight Membership and select Join Online from the drop down menu.

A new membership application will populate. Please complete the application and click Post Changes.
You will be taken to the payment page in order to complete your new membership application. You can select "pay by check" in the payment section, which will create an invoice you can print and provide to your finance department for processing, or, you can select “credit card” and complete the credit card section. Click Post Changes.

You will receive an automatic email acknowledging your new membership application.

If you encounter issues not addressed by this User Guide, please contact NASEMSO Membership Manager Sharon Kelly (info@nasemso.org) for additional assistance.