

# Frequently Asked Questions

## Your Membership Application

### **Is it possible to send the sensitive data by email instead?**

We recommend that you use SMS (text) in order to protect your sensitive data, however, you can choose instead to send it via email to us at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com).

### **I submitted my member application. What do I do now?**

Please allow 1-2 weeks for the ISFN to process your application. You will be contacted by email with further instructions including website registration and membership fee payment.

### **How long do I have to wait to find out if my membership is approved?**

Please allow 1-2 weeks for the ISFN to process your application. You will be contacted by email with further instructions including website registration and membership fee payment.

## Website Registration

### **My membership was approved but I have lost the website registration instructions. What can I do?**

Please send an email to [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) and ask her to forward you the instructions. You will need to specify the type of registration (student / regular member / supporter) in your email.

### **Why do I need to create a user account?**

A user account for our website is essential for ISFN members. With it you will be able to register and pay for your membership. Once your membership payment is confirmed your username and password will enable you to log in to our Member's Area and view ISFN Members only communications and content, including posts in our new [Ferenczi Forum \(https://www.sandorferenczi.org/forum\)](https://www.sandorferenczi.org/forum).

### **I started the website registration process by creating a user account, but I did not go through the process further. Now I wish to resume the process. How do I go back to finish my registration and pay for my membership?**

You may log in with the username (or email address) and password you chose when creating your account at [our account page \(https://www.sandorferenczi.org/account\)](https://www.sandorferenczi.org/account). On this page you will find your account details including a green 'Pending' button under Membership > Status. Click the 'Pending' button and proceed with entering your invitation code and then payment. The invitation code was included in the instructions sent to you with your membership approval. If you have lost the instructions please contact the ISFN at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) to have the instructions forwarded to you again. You will need to specify the type of registration (student / regular member / supporter) in your email.

### **I created a user account but there is no button for payment. What do I do now?**

You must enter a valid invitation code before you are presented with the payment option. The invitation code was included in the instructions sent to you with your membership approval. If you have lost the instructions please contact the ISFN at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) to have the instructions forwarded to you again. You will need to specify the type of registration (student / regular member / supporter) in your email.

### **I've registered my membership and completed the payment. When can I log in to the Member's Area?**

Please allow up to 72 hours for your payment to be confirmed. You will receive an email notification from the ISFN when your membership is fully active and you are able to log in to the ISFN Member's Area.

## Membership Payments

### **Is it possible to pay with a credit card?**

Yes. When your invitation code has been entered on the Join Membership page two payment buttons will appear. One is for a single credit card payment (no PayPal account necessary) and the other is for recurring payments via a PayPal account. If you make a single payment with your credit card you will be reminded via email each year of your upcoming membership renewal. If you choose to create or use a PayPal account for

payment an auto-payment will be set up for your membership renewal each year you remain a member of the ISFN.

**Is it possible to pay with bank e-transfer?**

We're sorry, this payment type is not available at the moment.

**Is it possible to pay with a regular bank transfer?**

Yes. Please contact us at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) and ask for bank transfer payment details.

## Invitation Codes

**Why do I need an invitation code?**

In order to safeguard our Network and our website from malicious attacks our website registration is protected by an invitation-only process, restricting access to our memberships to all but our approved members.

**Where can I get my invitation code?**

When your membership is approved, detailed instructions for registering and paying for your membership will be sent to you via email. Your invitation code is included in these instructions. If your membership has been approved and you have lost the instructions please contact the ISFN at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) to have the instructions forwarded to you again. You will need to specify the type of registration (student / regular member / supporter) in your email.

**My invitation code is not working. What do I do?**

We understand. The invitation code is long and complicated, but this is for security reasons. Please try to make sure that you are entering the code correctly. We recommend copying and pasting the code directly from the instructions document into the form but please take care not to accidentally add characters or spaces to the beginning or end of the code when you copy it. If you are entering the code into the form manually, please check again that it is correct. Note: the invitation codes are not case-sensitive. In the event that you are absolutely sure your invitation code is not working, please contact us at [giorgiaisfn@gmail.com](mailto:giorgiaisfn@gmail.com) for assistance.

## Your Username and Password

**I have lost my username and password. What can I do?**

If you recall the email you registered with on the website you may click the 'Lost your password?' link (on any login page) and follow the password reset process. You must have access to that email address to complete the process.

**I don't remember my username. What can I do?**

You may login using your email address instead, provided you know your password. For password recovery instructions see above question.