Frequently Asked Questions

Your Membership Application

Why do I have to send my sensitive data to the ISFN?
To fulfill the requirements of law for our organization the ISFN must collect some required personal information from each member. To protect the security of your sensitive personal information we do not store it on our website and will only accept this information via secure online form, SMS (text) message or by email. Please note: your application will not be valid unless this information is received.

How do I send the sensitive data?
You may send the data by completing the Member Information form (https://www.sandorferenczi.org/member-information) on our website OR by sending your data via SMS (text) message to the cell phone number +39 328 7958535 OR via email to the ISFN at info@sandorferenczi.org. Be sure to include your name and the following sensitive data in your message/email: Full Name; Address; City; Nation; ZIP/Postal code; Date of birth (DAY.MONTH.YEAR); Place of birth; Nation of birth.

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.

Once my membership is approved when are my membership fees due?
When your membership is approved you will be contacted by email with further instructions including website registration and membership fee payment. You must complete payment of your membership dues within 15 days of receiving approval or your membership application will be deleted.

Do I pay my membership fees at the application page?
No. When your membership is approved you will be contacted by email with further instructions including a new link for website registration and membership fee payment. It is unnecessary to complete the application process more than once (unless your application has lapsed and it is required).

Website Registration

My membership was approved but I have lost the website registration instructions. What can I do?
Please send an email to info@sandorferenczi.org and ask to be forwarded the instructions again. 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 your 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 the Ferenczi Forum (https://www.sandorferenczi.org/forum).

I started the website registration process by selecting a membership and completing the user account registration form, but I did not go through the process further. Now I wish to resume the process. How do I go back to pay for my membership?
Please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email address) and password you chose when creating your account. Upon successful login you will be directed to your Account page. On this page you will find your membership status details under the Membership Details tab. Go to this tab and click the 'Finish Payment' button (under the Actions column). You will be directed to PayPal for payment processing. Please consult this FAQ or contact the ISFN at info@sandorferenczi.org if you have any further questions about payment.

Why is there an invitation code required for registration?

See the Invitation Code section below for details.

I've registered my membership and completed the payment. When can I log in to the Member's Area?
Upon successful payment your account should become immediately active and you will receive an email notification from the ISFN that your payment has been received and you are able to log in to the ISFN Member's Area. You may access the Member's Area via the button link on the Account page home tab or via the Member's Area link at the top right of the website.

I've registered my membership and completed the payment but I can't access the Member's Area. Help!
Please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email address) and password you chose when creating your account. Upon successful login you will be directed to your Account page. A button link to the Member's Area may be visible at the Account Home tab of this page. If this link is visible please try visiting the Member's Area by clicking the button. If there is no link please visit the Membership Details tab and verify that your account status is noted as Active and also noted as Paid under the Access column. If your account is Active and Paid but you are still not directed to the Member's Area via the button link on the Account Home tab please contact the ISFN at info@sandorferenczi.org for further assistance.

Membership Payments

I don't have a PayPal account. Is it possible to pay simply with a credit card?
Yes. Single payments to the ISFN may be made with credit card. The payments are processed by PayPal but without needing to create a PayPal account. When selecting your membership type you will have the choice of two types – a single payment or a recurring payment. By selecting the single payment you will make a single credit card payment (no PayPal account necessary) via PayPal. You will then be reminded via email each year of your upcoming membership renewal. If you choose the recurring payment membership (via a PayPal account) an auto-payment will be set up for your membership renewal each year you remain a member of the ISFN.

I'm trying to pay via PayPal but the page is displaying the Italian language, which I don't speak. Help!
Due to the ISFN being located in Italy, our PayPal pages do display in Italian. However, there is a link at the bottom of the PayPal page to switch the display language. By clicking another language selection the page will reload in that language.

Is it possible to pay with bank e-transfer?
We're sorry. This payment type is not available at this time.

Is it possible to pay with a regular bank transfer?
Yes. Please contact us at info@sandorferenczi.org and ask for bank transfer payment details.

Membership Renewal

How do I renew my membership? (same membership type)
Membership renewal is easily processed at your Account page. Please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email address) and password you chose when creating your ISFN account. Upon successful login you will be directed to your Account page. On this page you will find your membership status details under the Membership Details tab. Go to this tab and click the 'Renew' button (under the Actions column). You will be directed to PayPal for payment processing. Please consult this FAQ or contact the ISFN at info@sandorferenczi.org if you have any further questions about payment.

It's time for me to renew my membership but I would like to change the membership payment type (or change to a different membership level). How do I do this?
When you make a change to your membership within our system access to your previous membership will be revoked. For this reason it is best to wait until very close to the date of your renewal or until your current single payment membership expires to make a change to your membership. Changing your membership level or payment type may be completed at your Account page under the Membership Details tab. Please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email

address) and password you chose when creating your ISFN account. Upon successful login you will be directed to your Account page where you can click to visit the Membership Details tab. To remove the current membership type from your account, please click the "Remove" button under the Actions column. You will then need to click the green "Memberships" link found on the page under the "If you would like to cancel your membership or change your membership type" instructions (last on the page). This will direct you to a page listing all of the available memberships. Make your new membership type selection and you will be directed to PayPal for payment processing. Please consult this FAQ or contact the ISFN at info@sandorferenczi.org if you have any further questions about payment.

My membership used to renew automatically but now it shows as expired. What happened and can I set it up for auto-renewal again?

Due to recent changes in our membership system all individual memberships that previously were set to auto-renew have changed to single payments with upcoming expiry. This is because recurring fee payments set up via PayPal from our previous system have been discontinued. These memberships will be required to renew their account once again after expiry to set up recurring PayPal payment with this new system. If this change has effected your membership it is best to wait until very close to the date of your renewal or until your current single payment membership expires to make any updates to your membership by following these instructions. Changing your payment type may be completed at your Account page under the Membership Details tab. Please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email address) and password you chose when creating your ISFN account. Upon successful login you will be directed to your Account page where you can click to visit the Membership Details tab. To remove the current single payment membership type from your account, please click the "Remove" button under the Actions column. You will then need to click the green "Memberships" link found on the page under the "If you would like to cancel your membership or change your membership type" instructions (last on the page). This will direct you to a page listing all of the available memberships where you will find selections for memberships with recurring payments. Make your new membership type selection and you will be directed to PayPal for payment processing. Please consult this FAQ or contact the ISFN at info@sandorferenczi.org if you have any further questions about payment.

I previously had an active membership and when I log in to renew I don't see a membership listed. How do I add a new membership?

Due to recent changes in our membership system you may not see a membership type listed in your account if your previous membership expired or was cancelled. If you are not already logged in the website please visit the Member Login page (https://www.sandorferenczi.org/members-login) and log in with the username (or email address) and password you chose when creating your ISFN account. Upon successful login you will be directed to your Account page where you can click to visit the Membership Details tab. If you do not see a membership listed and ready for renewal you will then need to click the green "Memberships" link found on the page under the "If you would like to cancel your membership or change your membership type" instructions (last on the page). This will direct you to a page listing all of the available memberships. Make your new membership type selection and you will be directed to PayPal for payment processing. Please consult this FAQ or contact the ISFN at info@sandorferenczi.org if you have any further questions about payment.

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 info@sandorferenczi.org to have the instructions forwarded to you again. Please 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 info@sandorferenczi.org for assistance.

Your Username and Password

I have lost my password. What can I do?
If you recall the username or email address 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 the email address your account was set up with to complete the process. **Please note:** by initiating the password recovery process a new randomly generated and secure password will become your password for accessing the website. To update your account with a new custom password you must contact the ISFN at info@sandorferenczi.org for assistance.

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 the above question.