INTA's 2019 Membership Renewal is live. Be sure to check the list of Frequently Asked Questions ("Renewal FAQs") below to see if your questions can be answered.

Still need help? Email INTA's Member Operations at memberoperations@inta.org with any additional questions you have. We look forward to collaborating with you and your organization into 2019!

Renewal FAQs:

1. When does renewal begin?
Renewal begins on October 1 of every year.

2. Is there a link to renew?
There is no direct link to the renewal page. If you wish to renew for your organization, please log in and click on "My Profile." Then click on the "Renew" button on the right-hand side of the page.

3. Why can't I log in to renew my membership?
Please contact Member Operations (memberoperations@inta.org) and describe the error message you are receiving. Please note that your user name is your email address. You can reset your password on the log-in screen.

4. What is my user name & password?
Your user name is your email address. You can reset your password on the log-in screen through the link "CLICK HERE TO RESET PASSWORD."

5. How do I change my password?
To change (reset) your password, please go to the log-in screen and click the link "CLICK HERE TO RESET PASSWORD" and follow the instructions.

6. The link to renew is not working. I'm getting a blank screen.
Please try a different browser. Should you still have any issues, please send Member Operations a screenshot of your error message, and we will get back to you shortly.

7. How much will my renewal cost?
Your renewal cost will depend on your member category. Here is a list of all our member categories: https://www.inta.org/Join/Pages/Join.aspx.

8. What is an ADL?
Additional Directory Listings (ADLs) in INTA's Membership Directory allow members who are not designees of an organization or who are not serving on a committee to have their contact information listed and searchable.

9. How much does an ADL cost and how many can we list?
Each ADL costs $250 per name, and you can list an unlimited number of names.

10. How can I add names to the roster?
Designees can manage their rosters on their profile page. Please log in and go to the "Organization" tab. Once you're there, click on "Manage" and then on "Individuals" to manage your roster.

11. How do I change the designee name?
This is an internal process. Please contact Member Operations (memberoperations@inta.org) and let us know the contact details of the new designee. We will gladly change it for you.

12. How do I place myself under an umbrella or change my umbrella?
This is an internal process. Please contact Member Operations (memberoperations@inta.org).

13. How do I see who is under my umbrella?
This is an internal process. Please contact Member Operations (memberoperations@inta.org).

14. What payment methods does INTA accept?
INTA accepts credit cards, checks, and wire transfer. If you choose to pay by check or wire transfer, please select the "Bill Me" option upon check out.

1. If you require an invoice for check/wire transfer payment, please select the "Bill Me" option upon checkout.
2. The invoice you receive after checkout is what should be used to submit payment by check/wire transfer, and INTA will not bill you separately.
3. Checks must be issued from a US Dollar denominated account and checks received in any other currency will be returned.

15. When is the last day to renew my membership?
INTA renewals are due on December 31, 2018.

16. How do I print an invoice?
To print an invoice, please go through the renewal transaction and select the "Bill Me" option upon checkout. When you are ready to pay, you can then log back into your profile, and click on "Make Payment" on the right-hand side of the page, or you can send INTA a check or wire transfer as payment.

17. How do I update my information?
You can update all your information with the exception of your name and address. For any updates to names or addresses, please contact Member Operations (memberoperations@inta.org).

18. Can I pay for more than one year?
Yes, you can pay for multiple years. However, this applies only to organizations that pay the Associate+, Regular+, or SME+ rate. More information can be found here: https://www.inta.org/Join/Pages/Join.aspx.

19. How do I add a location? How much is it?
Each organization can have multiple offices join at a discounted rate. This membership is called an "add on" membership. More information can be found here: https://www.inta.org/Join/Pages/Join.aspx.

20. Can I revise an existing invoice?
Unfortunately, we are unable to revise a paid invoice. The only option is for us to refund the payment completely. You will then need to complete the process again.

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