Note: This is the October 2, 2014 Draft. All changes are not completed and some screen views may change slightly.
From the home page, www.face-online.org, click “Login” in the upper right corner.

Enter your email address and your password. Passwords should be upgraded to 8 digits. Forgot your password, no problem, click Forgot Password? And you will be able to reset it!
Now you are at the Members Portal Home page

Select the My Info button from the menu. Here is where you can Edit My Info (edit Your info). It is recommended you review this at least annually or anytime you have a change to any of the information listed here. When in the Edit window, remember to SAVE your changes.
F.A.C.E. Members Portal

Clicking the **My Certification** Button allows you to see your certifications and Continuing education.

There are 4 different bits of information on this page:

1. Recertification Period: MM-YYYY to MM-YYYY
   a. This is what your current continuing education hours will credit toward.
2. Certifications
   a. This Table lists your Certifications earned (or lost, if decertified.)
3. Classes/Events
   a. This list shows the classes/events that will be credited to the Recertification Period, above
   b. In the example below, this member recertified on 07-2014 and has not taken any classes yet so the note: **No Current Results to Display** is shown
4. Past Classes/Events
   a. This list shows some of the classes that you have taken that applied to previous recertifications.

![Florida Association of Code Enforcement: Membership Portal](image-url)
When you select **Renew Membership** you open the window where you can select your annual Renewal.

Here you can select the type of renewal you wish to pay for or create an invoice for payment later. In most cases you will select **Active Member**.

If you forgot to pay last year, that past membership will also show here and it will automatically apply the late fee. Membership is due on 1 October and a late fee will be applied after December 31 annually. Please pay on time to avoid late fees.

*NOTE*
Past membership years are automatically defaulted to the N/A – Do Not Renew for this year. If you are a Certified Member and you do not pay past memberships, your certifications could be in jeopardy.

Once you have made your selection select **Next Step**
F.A.C.E. Members Portal

On the next page you can select to pay **By Check** or **By Credit Card**. If you select **By Check**, you will be emailed an invoice that can be mailed in with your check. If you select **By Credit Card**, you will open the payment page with the spaces to input your credit card info, once accepted you will be mailed a receipt.

If you have already paid all your membership options and return to the **Renew Membership** page you will see this message: **There are no membership periods available for renewal**.
If for some reason you did not get the invoice mailed to you, select Invoices on this page you could go back at a later time and Make Payment with a credit card. Also you could Void the invoice if you didn’t want to create it, or View the invoice.

The Invoice will look like this. You can print a copy from your computer if needed.
The receipt will look like this.

Within the receipt, if you click View Invoice it will open the invoice.

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Invoice Date</th>
<th>Invoice Amount</th>
<th>Amount Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Invoice</td>
<td>9/26/2014</td>
<td>$45.00</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

Total Amount Paid $5.00
F.A.C.E. Members Portal

Recertification Status is a new feature. Any member can use it, but it is designed to give you a quick snapshot of how close you are to meeting the requirements for your upcoming Recertification.

In the example above, this member has not completed all requirements for recertification.

These messages are tailored specifically to an individual member’s status.

Here is an example of the reasons you may not be ready:

As of 10/2/2014 1:31 PM you are not eligible to be recertified. The reasons are listed below.

<table>
<thead>
<tr>
<th>Recertification Exception</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Memberships</td>
<td>Missing membership for 2014/15</td>
</tr>
<tr>
<td>Missing Memberships</td>
<td>Missing membership for 2013/14</td>
</tr>
<tr>
<td>Missing Credit Hours</td>
<td>Recertification requires a total of 16 hours, you currently have 4 hours and need 12 more hours</td>
</tr>
</tbody>
</table>

Here is an example of the message for someone who has completed all the requirements:

As of 9/29/2014 11:58 AM this member is eligible to be recertified.

No Exceptions reported for this Member
F.A.C.E. Members Portal

Trying to find a member? The **Members Search** button will help
Here you can search by Last Name or Participating Agency

Need to create a report or maybe email several members? The **Mail Merge** will allow you to download info to an excel file so you can create a mail merge
F.A.C.E. Members Portal

If you are a F.A.C.E. Trainer you will have access to the Training Documents button.

Please Log Out when you are done.

The Links:

Face Online Site will take you back to the home page of the F.A.C.E. website at www.face-online.org

FACE Online Forum will take you to the log in page for the Forum.

We hope this guide has been helpful.

Please contact F.A.C.E. if you need further assistance.