



## Student Portal FAQ

❖ **How does a member login to the student portal?**

Each member will need his/her login credentials which is their membership ID. Login credentials were emailed in August to the email address provided for each student in the FCCLA portal. To login visit <https://affiliation.registermychapter.com/fccla/members#>.

❖ **How do new FCCLA students login to the student portal?**

After a student is added into the FCCLA portal by the chapter adviser, a system generated email will be sent to the student with login credentials for the student portal.

❖ **Can students affiliate themselves?**

No, students are not able to affiliate themselves through the student portal.

❖ **Can advisers see a student's profile?**

At this time, advisers cannot view the student portal. We are working on this update.

❖ **What can a student do in the student portal?**

Students can update their personal information, view their affiliation status, print their membership cards, track their FCCLA journey, print an FCCLA transcript, apply for program awards, complete the online project summary form, access national resources, transfer themselves to a different chapter, purchase items through the Estore, and view student created invoices.

❖ **If a student updates information in the student portal, will it reflect in the adviser's portal?**

Yes, if a student updates his/her personal information in the student portal, it will reflect in the adviser's portal.

❖ **Can an adviser reset a password for a student?**

Yes. If the adviser has completed the graduation and edit chapter members processes for affiliation, the adviser can update a student's password by clicking on the edit pencil. Type the new password and click Save.

❖ **How does a student reset his/her password?**

A student can change his/her password by clicking on the Edit Information tab in the portal. Type the desired password in the password field and click Save.



❖ **Where is the student's membership ID located?**

Membership IDs are located in the adviser's portal next to the student's first and last name.

❖ **How can I show students what they can do in the student portal?**

We recommend using the student portal tutorial to show students how to use their portal.

<https://www.youtube.com/watch?v=ou4n--KBeEA&feature=youtu.be>

❖ **What should we do if a student did not receive his/her login credentials in their email?**

Advisers can resend the welcome email by visiting the portal and clicking the resend welcome email button next to the student's name.

❖ **How can a student initiate a transfer?**

Once a student logs into the student portal, he/she should click on the transfer button. Then select the state in which the school he/she wishes to transfer to, the city in which the school is located and the chapter name. Then select Save. The request will go to the chapter adviser for approval.

❖ **How does a student add to their FCCLA journey?**

Once the student logs into their portal, he/she should click on the black My Journey button at the top of the page. To add additional state conference information or community service hours, click on the Add to My Journey or Add to My Service button. Type your desired information and click Save.