



1. What is my username and password?

An e-mail from AmCham Singapore on March 8, 2010 was sent to you with your username and password. If you did not receive this e-mail, please contact us at webmaster@amcham.org.sg.

2. I can't log in. What should I do?

Please try loading the website www.amcham.org.sg again. If this still does not work, please contact us at webmaster@amcham.org.sg and we will assist you as soon as possible.

3. How do I register for an event?

Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you have any questions, please contact our Corporate Events Manager, [Farah Shahab](#).

4. How do I register for a committee meeting?

Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you have any questions, please contact our Committees Executive, [Sylvia Koh](#).

5. How do I register for an event AND a committee meeting?

The new system allows you to register for an event and a committee meeting in one registration session. Please click [here](#) to learn more.

6. What happened to my old password?

As part of the system upgrade, all old passwords were changed to default passwords for each member. You will not be able to log in with your old password. You should have received an e-mail from AmCham with your username and new password on March 8, 2010.

7. How do I manage my membership profile?

The new website allows each member to manage and edit their own membership profile. This also helps us keep the AmCham Membership Directory current and accurate. Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you have any questions, please contact our Member Services Executive, [Dorcas Foo](#).

8. What are the benefits of using the new system?

The new system has many additional features the old system lacked, such as:

A better registration system for events and committee meetings - it's much easier to register now, than it was while using the old system. If you have any problems registering, please refer to our [AmCham's How To Guide](#). You can also contact [Farah Shahab](#) for enquiries on events and [Sylvia Ko](#) for enquiries on committee meetings. The new system also allows you to edit and manage your own membership profile after you log in. This will ensure accuracy of our database and your company's details in the Membership Directory. Ultimately, the new website and the Netsuite system, will help us gather more intelligent data and help us plan events and committee meetings which are better suited to you.

9. How do I bring a guest to a committee meeting?

Committee meetings are open to AmCham members only. If you know of someone who would like to attend a committee meeting, please contact our Committees Executive, [Sylvia Ko](#).

10. How do I bring a guest to an event?

Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you have any questions, please contact our Corporate Events Manager, [Farah Shahab](#).

11. My membership information is wrong. How do I correct it?

The new website allows each member to manage and edit their own membership profile. This also helps us keep the AmCham Membership Directory current and accurate. Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you are unable to change or edit certain fields in your online profile, please contact our Member Services Executive, [Dorcas Foo](#).

12. I didn't receive a Confirmation email after registering for an event/committee meeting. Who should I contact?

You should have received an email from AmCham Singapore after registering for an event or committee meeting. For enquiries on events, please contact our Corporate Events Manager, [Farah Shahab](#). For enquiries on committees, please contact our Committees Executive, [Sylvia Ko](#).

13. My billing information is inaccurate, how do I correct it?

The new website allows each member to manage and edit their own billing information. Please refer to [AmCham's How To Guide](#) for step-by-step instructions. If you are unable to change or edit certain fields in your online profile, please contact our Member Services Executive, [Dorcas Foo](#).

14. Is it safe for me to key in my credit card details into the system?

The new system employs WorldPay as its credit card payment gateway. WorldPay follows payment processing by collecting payment data, authentication, authorization and settlement of funds. WorldPay takes security seriously including remote data storage, state-of-the-art encryption and constant enhancements. The system supports internationally recognized security checks including:

- Card Verification Value (CVV2)
- Address Verification Service (AVS)
- Cardholder authentication (Verified by Visa and MasterCard SecureCode)

15. I am no longer a member. Why did I receive this e-mail?

Due to the large amount of data that had to be migrated, it is possible that the system failed to recognise that you have resigned as a member. Please e-mail our Member Services Executive, [Dorcas Foo](#) and we will remove you from our database immediately.

Other questions

If you have a technical question that was not covered in this guide, please contact [AmCham's technology manager](#).

For other issues, please contact the following AmCham staff:

Membership - [Dorcas Foo](#)
 Event issues - [Farah Shahab](#)
 Committee meetings - [Sylvia Ko](#)