1. What User Name/Email do I use to login?

Answer: You must use the same email address that is associated with your MBCA membership.

2. Can I log in into MBCA will the same username and password as the old website?

Answer: No, you must first <u>register</u> your email address on <u>mbca.org</u> (this will create an account within the website), create a new password, and verify your email address with the new website.

3. How do I log into MBCA for the first time?

Answer: Do the following steps:

- 1. Press the **Register** link
- 2. Enter your email address
- 3. Review the Term of Use and Privacy policies
- 4. Click the accept check box
- 5. Press Continue

If you get a message that your email address already exists, **press the OK button** and go back to the **mbca.org** website and click on **Login**, and then click on the **Forgot Password** link to reset/set your password.

- 6. Enter your First and Last Name
- 7. Enter your **new password** (write it down)
- 8. Click the two check boxes to accept the Term of Use and Privacy policies
- 9. Click the **Create Account** button
- 10. Log into your newly created account
- 11. An email will be sent to you to Verify your email address
- 12. Press OK
- 13. Access your email and click on the button that says **Click Here To Verify** Your Email
- 14. Upload a photo and complete initial profile OR press SKIP

You will now be logged into the website.

4. Why can't I log into mbca.org, it won't take my email address and password?

Answer: Make sure you have completed the <u>Register</u> process including verifying your email address. If you are unsure, do it again. If you have completed the Register process, you will get this message that says your email address already exists.



More than likely your browser has saved an old, previously used password and is populating it into the password field.

Double check that you are entering the correct email address and password. If a saved password is getting populated, clear out the email address and password fields (space them out) and then type in your email address and password. If you cannot remember your password, press the **Forgot Password?** link on the login screen and reset your password.

Note on Saved passwords (Browser or Password keepers):

Check in your saved login credentials for mbca.org. Remove or update the stored username and password information. If there are multiple copies of saved passwords for mbca.org, remove the duplicates. Hint: If you don't know where passwords are saved in your browser, google "Saved Passwords [Name of your Browser]" to find instructions on how to access your browser's saved passwords.

5. How do I log into MBCA and navigate within the system?

Go to <u>mbca.org</u>. Login with your email address and password. See above if you are having trouble logging in.

Home Car	ES-BEAK FE	Q	SEARCH				Login	Register	0	-	Х	in
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any office	and a state of the	14	NI THUS	San Martin		ll Hump		Well.		Title .		

Once you login click on My Profile



From there click on Go to My Glue Home

You will have access to "Organizations", the Mercedes-Benz Club of America and your Chapter(s).

You can switch between these by clicking on the drop down next to the MBCA logo in the upper left of your screen.



OR Click on your Profile Picture (in the upper right) and click on Switch **Organization**



6. Where can I find my Membership Number?

Answer: From your **Profile** page, click on **Memberships**

< Go to My Glue Home			
	Activity My Connections Memberships	Profile Set up your personal information in or which will be visible to other participan Profile Information	rder to display them in your business cards nts when making connections.
		Please upload a photo used in a professional Upload Profile Picts First Nume* Blana Chin diana, winn@me.com	o that clearly shows your face. This will be Loontext. The Remove Photo Last Name* Quinn PRIMARY
	Billing Informati Activity My Cor Memb Accred Accred Saved Forfile Profile Privacy Sign In Sign In	Policy all active if available. Follow all active if available. Active Members ditations UPosts MBCA Member Corporate Men Status Active - Jan 01,	e membership you have and expired one with the option to renew rships Expired Memberships Expired Memberships ership Membership mbership at Mercedes-Benz Club of America 1, 1997 to Feb 02, 2027
	O Sign in O Site Pr R Notific E Billing	n & Security references cation Settings j Information	

7. How do I update my Membership Profile?

Answer: From your **Profile** page, click on **My Glue Home**.

Make sure you are in the **Mercedes-Benz Club of America** organization. Click on your profile picture / initial in the upper right of the screen. If you are in your Chapter, click on the link that says Switch Organization and select **Mercedes-Benz Club of America**

From the main My Glue Page, click on the Membership icon along the left column (Crown icon). Click on your email address to access your membership profiles

0	Memberships					8	9	9
#	ACTIVE MEMBERSHIPS	INACTIVE MEMBERSHIPS	MEMBERSHIP OPTIONS	our profile:	8	9	9	2 9)
<u>ж</u>	D	Your email address		\bigcirc				
	Membershi 2118704	b ID # Member	s 📥 2 Members		Mercedes Switch Organization	-Benz Clu	b of Ame Switch Org	erica ganization
	VIEW MEMBERS	HIP DETAILS		MBCA Membership _{= x} Jan 2, 1997 to Feb 3, 2027	7			

Click on Edit Contact or Edit Company Profile (Household) to update your address information or click on Update My Member Profile.

Mercedes-Benz Club of America Membership MBCA Membership	ADMINISTRATIVE CONTACT	
Membership Status Active	Membership ID # 2118704	Email Address
Member Limit 2/2		
🕁 TRANSFER PRIMARY MEMBER ROLE		
UR COMPANY INFORMATION		Household Information / Address
Email Address Marietta, Georgia		UPDATE COMPANY DETAILS 🗸
MBERS (2) CHAPTERS TRANSACTIONS		
IMARY MEMBER		
Primary Member Name	Contact ID # 1000008	UPDATE MY MEMBER PROFILE
THER MEMBERS		C
'ssociate Member Name	Contact ID # 1014525	I ~

8. How do I turn off/on Notifications?

Answer: After logging into the website, click on **Profile**. Click on **Notifications Settings** and check the appropriate boxes to turn on/off email and in-platform notifications and press the **SAVE** button at the bottom of the page.

		Notificatio	ns			
Activ	rity	Set up the n	otifications you're receiving as well as the w	ay you re	ceive them.	
8	My Connections	My Home	Dashboard			
	Memberships					
9	Accreditations			e-mail	Centre	
	Saved Posts	Weekly Die Receive yo	Weekly Digest Receive your weekly summary what's been going on and if			
Setti	ngs	you've mis	sed on something in the Community			
	Profile	Business C Notificatio	Cards n when someone sends you a business card	~		
0	Privacy	Comments	5			
0	Sign in & Security	your comn	nents.			
۰	Site Preferences	Likes Notificatio	on for when you receive a like on your post or	~		
	Notification Settings	comment				
H	Billing Information	Communit Notificatio deactivate	y Activation & Deactivation on when a community is activated and/or d			
		Group Crea Notificatio your appro	ation & Approval on when a new group is being created and when oval is needed to join the group	~		
		File Share		~	~	

9. How can I change the frequency of how often the system will require that I change my password?

Answer: After logging into the website, click on **Profile**. Click on **Sign In & Security** and then click on the **Change Password** tab. Select your desired frequency of how often you would like the system to prompt you to change your password and press the **SAVE** button at the bottom of the page.

Activity	Connect existing GlueUp accounts to your main to expedite F	uture access.
My Connections	Linked Accounts Change Password Delete Account	
🖌 Memberships		
Accreditations	Current Password	ø
Saved Posts	Forgot password?	
Settings	Enter new password	ø
Profile	at least 8 characters long	
	at least 1 uppercase at least 1 lowercase	
Privacy	+ at least 1 symbol	
Cion in & Corusitu	 at least 1 number 	
• aight in a security	 can't be the same as current password. 	
Site Preferences	Confirm New Password	ø
Notification Settings		
	Change Password	
	Password Change Interval	
	Determine how often passwords should be changed to mi	inimize the risk
	of compromised credentials being exploited for malicious	purposes.
	essword-interval-quarterly	
	O password-interval-biannual	
	O password-interval-annually	

10. Where can I find the MBCA Store?

Answer: After logging into the MBCA.org website, under the Members Only dropdown is a link to the MBCA Store. Note: A separate login must be established with the store provider.

11. Is there a Mobile App?

Answer: Yes. "My MBCA" It is available for both Android and IOS.

My I	ERICA
Download on the App Store	Google Play
App Store	🃂 Google Play

12. Where is my Membership Card?

Answer: Member membership cards are available in the mobile App called "**My MBCA**". It is available for both Android and IOS. To access:

- a. Switch organizations in the app to the Mercedes-Benz Club of America.
- b. Click on Profile picture (or circle) in the lower right of the app
- c. Select Memberships.

13. Can the Membership Card be added to the Apple Wallet?

Answer: No.

14. Where can I find a printable Membership Application form?

Answer: The updated Membership Application form can be found from mbca.org under the **Membership** menu item or under the **Members Only drop down** within the **MBCA Resources**.

15. How do I find the Star Marketplace Community (and other MBCA Communities)?

Answer: After logging in, from your **Profile** page, click on **My Glue Home**. Check to see that you are in the **Mercedes-Benz Club of America** organization. Click on your profile picture, if your Chapter name appears, click on the switch organization link.

From the menu along the left click on the **Community** icon (second one down). In the upper left **click on the drop down** to view the available communities. Select **STAR Marketplace**.



16. How to I access MBCA Resource documents?

Answer: **MBCA Resources** are loaded under the **Members Only** menu item from the main MBCA.org website.