

FREQUENTLY ASKED QUESTIONS

for MBCA Members

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 [register](#) your email address on [mbca.org](#) (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.

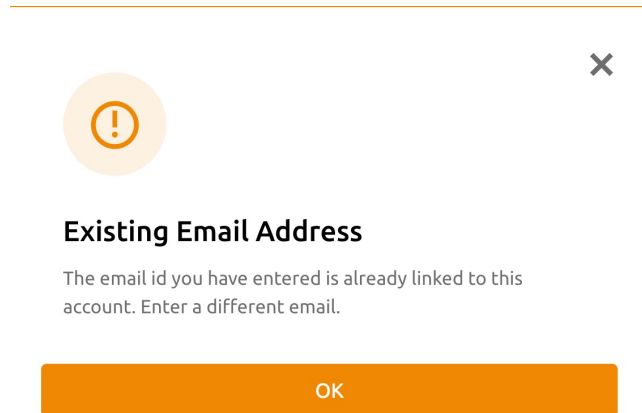
6. Enter your **First and Last Name**
7. Enter your **new password** (write it down)
8. **Click the two check boxes** to accept the Term of Use and Privacy policies
9. Click the **Create Account** button
10. Log into your newly created account
11. An email will be sent to you to **Verify** your email 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.

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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 [Register](#) 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.

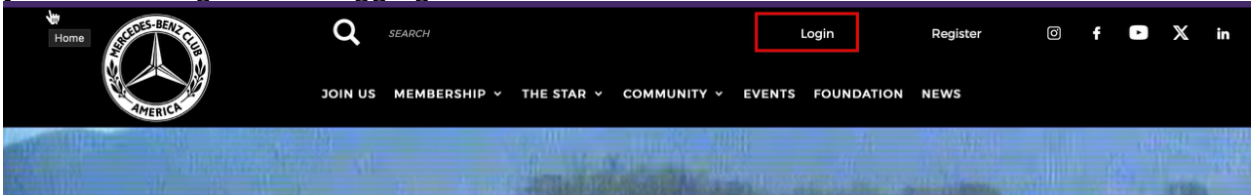
Double check that you are entering the correct email address and password. If a saved password is getting populated, clear out the email address and password fields (space them out) and then type in your email address and password. If you cannot remember your password, press the **Forgot Password?**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

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

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



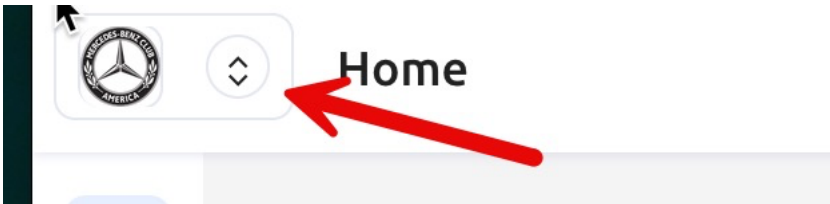
Once you login click on **My Profile**



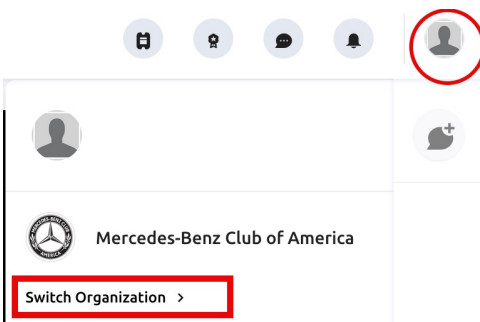
From there click on **Go to My Glue Home**

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.



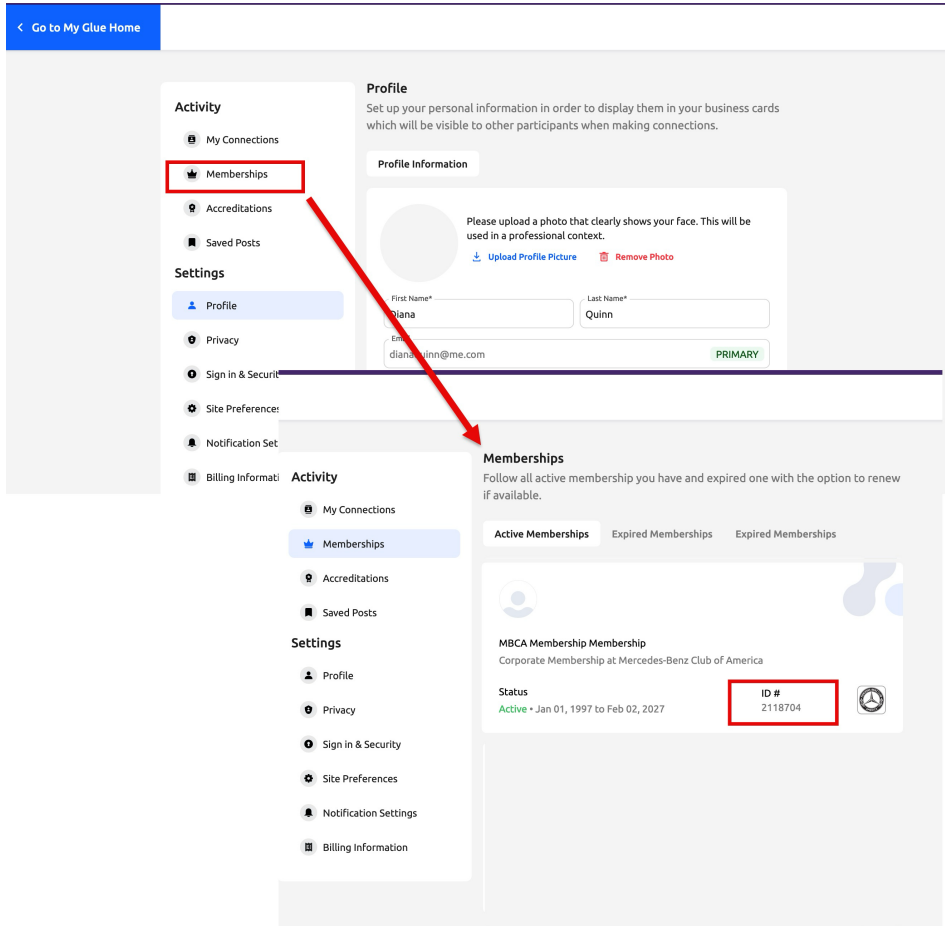
OR Click on your Profile Picture (in the upper right) and click on **Switch Organization**



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6. Where can I find my Membership Number?

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



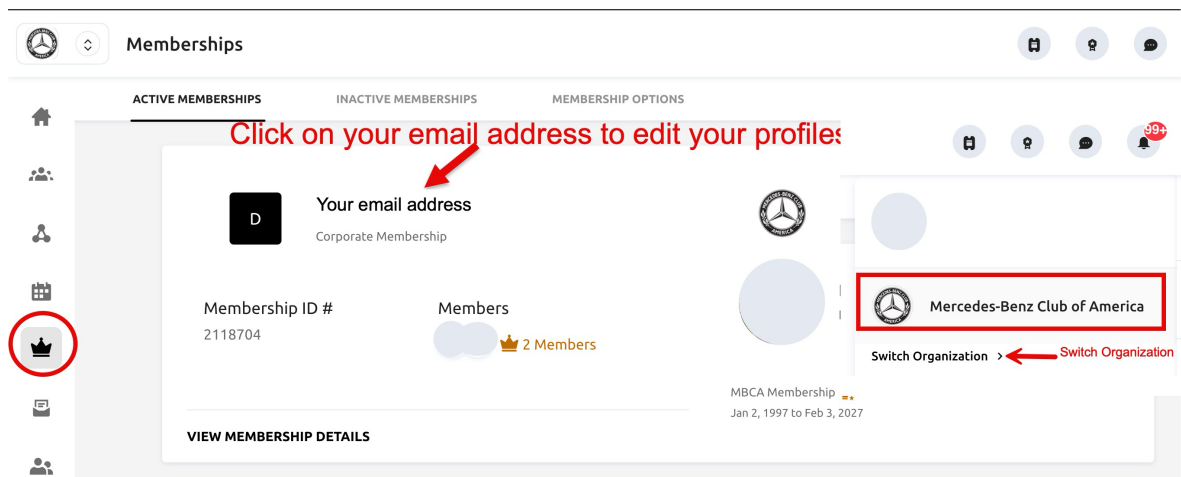
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7. How do I update my Membership Profile?

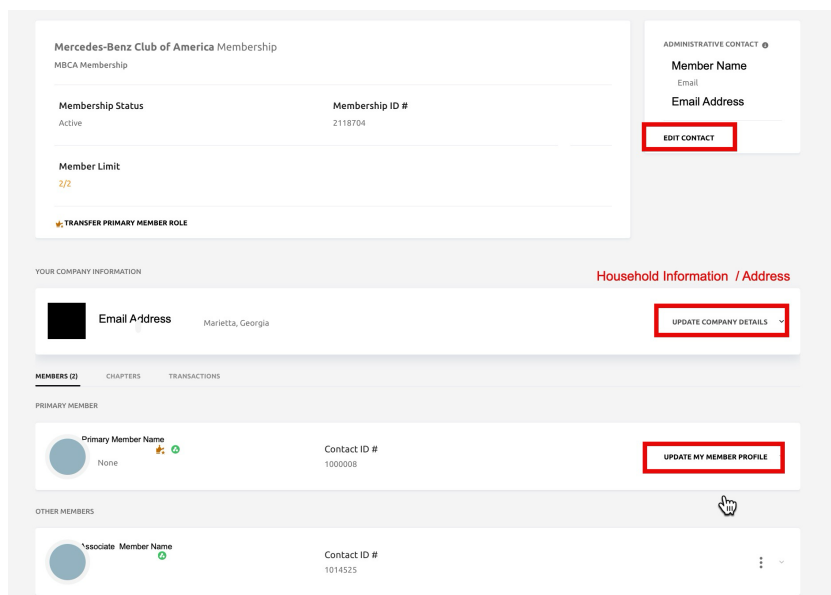
Answer: From your **Profile** page, click on **My Glue Home**.

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



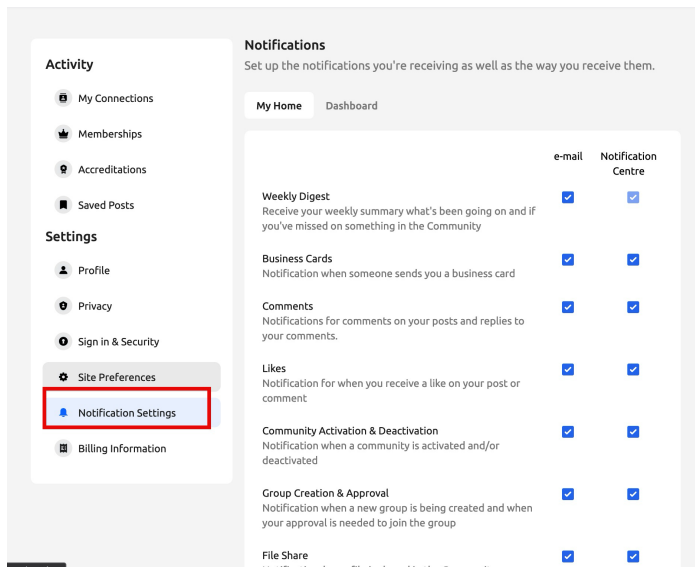
Click on Edit Contact or Edit Company Profile (Household) to update your address information or click on Update My Member Profile.



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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.

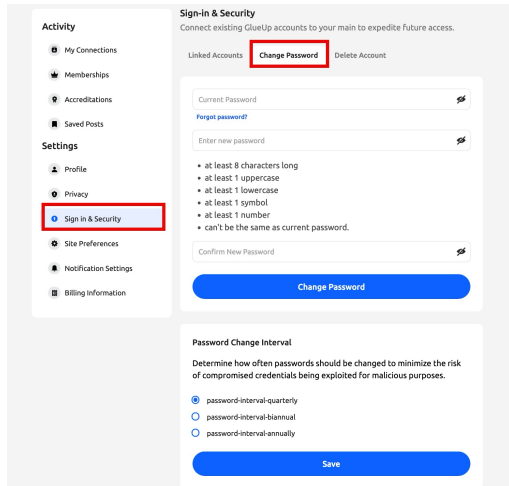


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9. How can I change the frequency of how often the system will require that I change my password?

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.

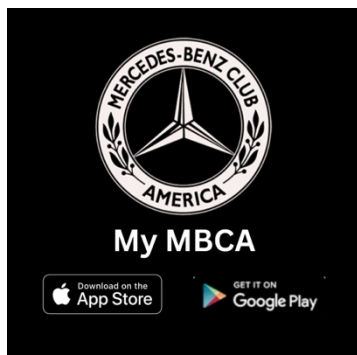


10. Where can I find the MBCA Store?

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.



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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.

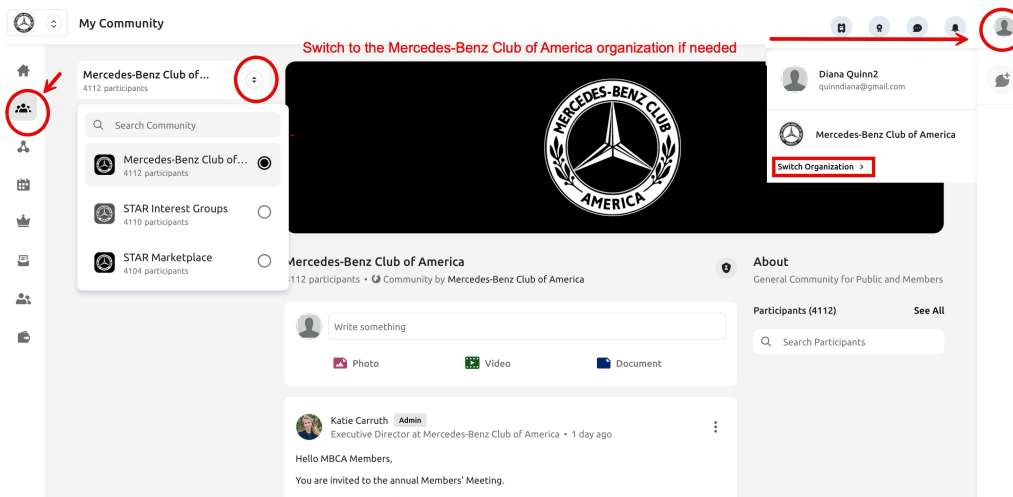
14. Where can I find a printable Membership Application form?

Answer: The updated Membership Application form can be found from mbc.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**.



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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.