



Member Portal FAQ Preview

A quick overview to help members get ready for PPAI's new Member Portal and membership experience.

This preview will continue to be updated as additional member questions come in during onboarding and rollout.

Welcome to the new PPAI Member Portal!

PPAI is introducing a new member experience designed to make everyday membership tasks simpler, faster, and easier to manage. The new portal will bring key account, company roster, education and event information into a modern, secure platform built for better self-service.

The look and feel will be new, but the goal is straightforward: give members clearer access to the information and tools they use most. This FAQ offers an early preview before launch, with more details to come as the portal becomes available.

About The New Member Experience

Why is PPAI introducing a new Member Portal?

PPAI is launching the Member Portal to make it easier for members to access the tools, information and resources they need in one place. The new self-service experience is designed to simplify common tasks, including managing account details, updating company information, registering for events and accessing member benefits.

What's changing for me?

Members will have a new online portal for many routine interactions with PPAI. Depending on your role and permissions, you may be able to:

- View your membership status and benefits
- Update your personal profile and contact information
- Manage company information and rosters, if you are an authorized user
- Register for Expo and other PPAI events
- View purchases, invoices and payment history
- Access groups, resources and other member services

What are the benefits of the new portal?

The new Member Portal is designed to make working with PPAI more convenient and transparent. Members can expect:

- One place to manage membership and account information
- Clearer visibility into membership status, benefits, certifications and purchases
- Simpler profile, company and roster management
- A more streamlined event and Expo registration experience
- Faster access to resources and member information
- More self-service options for routine updates
- More accurate, consistent information across PPAI services



Our goal is to give members more control over their information while making interactions with PPAI simpler, faster, and more helpful.

Do I need to take any action before the portal launches?

No action is required right now. Before launch, PPAI will share what members need to get started, including:

- Instructions for accessing the new portal
- Guidance for verifying or updating account information
- Expo registration guidance, if applicable
- Quick start guides and training resources
- Information about where to get help

For now, watch for email updates from PPAI as launch approaches.