



Top 10 Member FAQ Questions

1. How do I log in for the first time?

You can access the Member Portal at **members.ppai.org/login**.

- **If PPAI already has a member record for you:**
 - Select **Sign In** and use the email address associated with your membership. In most cases, this will be your work email address.
 - If this is your first time accessing the portal, select **Forgot Password** to create a password before signing in.
 - Some members may receive an email invitation to join their organization within the portal. If so, the invitation will include a temporary password for your initial login.
- **If you're new to PPAI:**
 - Select **Sign Up** to create a new account.
 - Once your account is created, you'll set your password and can begin using the Member Portal.

2. How do I add someone to my company roster?

Company admins manage company rosters. To add a new person, share the [PPAI Member Portal registration link](#) with them. If they do not already have an account, they should select "Sign Up" and register using their company email address/domain. Once they complete registration, they will be added to the roster automatically as a view-only user. Company admins can then manage their access through the Company Profile.

3. Who can update the company roster?

Company admins can manage existing roster members and their access through the Company Profile in the PPAI Member Portal. This includes making roster updates directly in the portal rather than emailing the rosters inbox.

To change roles, please switch to your company profile at the top right of your portal screen.

Scroll down to Contact Information and select Company Contacts. If you do not see them listed, simply select the expand option and your full roster list will appear. Use the Pencil to the right and select the Role Permission you would like to assign.



Please be advised that each company is allotted 1 Primary contact, 2 Organization Admins and 1 Voting Rep. The other roles are unlimited.

4. What website do I use to update my information and/or my company roster?

You'll use the **PPAI Member Portal** to manage your personal information and, if you have the appropriate permissions, your company's profile and roster.

The Member Portal provides a central location for maintaining company information, managing roster changes, and accessing membership-related services.

5. Can I add or update people on my company roster myself?

Yes. If you've been assigned the appropriate administrator role or permissions, you can add, remove, and update individuals on your company's roster directly through the Member Portal.

Your level of access depends on the permissions assigned to you by your organization or PPAI.

- Can anyone add themselves to my company's roster without permission?

No.

Individuals may request to join a company through the Member Portal, but those requests must be reviewed and approved before they are added to the company roster.

Depending on how your organization is configured, requests may be reviewed by your designated company administrator, PPAI staff, or both.

This approval process helps ensure roster information remains accurate and secure.

6. How many administrators or primary contacts can we have on our account for roster change approvals?

Your organization can assign 1 Primary Contact and up to 2 Organization Administrators.

Administrators and Primary Contacts help manage your company information, review roster requests, and support membership-related activities on behalf of your organization.

Not sure who currently has administrator access, or need help assigning permissions? Check out the Admin training materials on the [PPAI Portal Resource Center](#).



7. Is there a minimum amount of roster additions or changes we can make to our company?

No. You can make roster updates whenever they are needed. There is no minimum number of changes required before updating your roster.

8. Can I invite team members to join my company roster?

Yes. If you have the appropriate permissions, you can invite team members to join your company through the Member Portal. Invited users will receive instructions to activate their account or complete their account setup before joining your organization.

9. When adding a new team member to my roster, do I need to complete all of their information?

Not necessarily.

In many cases, you can add a new team member using the basic information needed to create their account. Once invited, they will receive instructions to activate their account and complete or update the rest of their profile information themselves.

Depending on your organization's setup, certain required information may need to be provided before an invitation can be sent.

10. How do I remove someone from my roster?

To remove an individual from your roster, simply add an affiliation end date to their contact record.

Not sure how or where to find that information, or need additional help? Check out the Admin training materials on the [PPAI Portal Resource Center](#).