



Top 10 Member FAQs

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

Access the portal at [PPAI Member Portal](#).

If PPAI already has a member record for you:

1. Select **Sign In**.
2. Use the email address associated with your membership (typically your work email).
3. If this is your first login, select **Forgot Password** to create a password.
4. Some members may receive an invitation email with a temporary password for their initial login.

If you're new to PPAI:

1. Select **Sign Up**.
 2. Create a new account and set your password.
 3. Once registered, you can begin using the portal.
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2. How do I add someone to my company roster?

Before adding a new team member, confirm they aren't already listed on your roster to avoid creating duplicate entries.

Company administrators can add team members by sharing the [member portal link](#).

If the individual does not already have an account, they should:

1. Select **Sign Up**.
2. Register using their company email address.
3. Once registration is complete, they will appear on the company roster as a view-only user. If their email matches your organization's domain, this happens automatically; if it doesn't, they'll be added after approval from the Primary Contact or Organization Administrator (see question #5 for more details).

Administrators can then update permissions through the Company Profile.



3. Who can update the company roster?

Company administrators and the Primary Contact can manage roster members and update permissions directly within the Member Portal.

To update a role:

1. Switch to your company profile in the upper-right corner of the portal.
2. Scroll to **Contact Information** and select **Company Contacts**.
3. Expand the roster if needed.
4. Select the **pencil icon** next to the individual.
5. Choose the appropriate role and save.

Role limits:

- 1 Primary Contact
- 2 Organization Administrators
- 1 Voting Representative
- All other roles are unlimited

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

Use the [PPAI Member Portal](#) to:

- Update your personal information
 - Manage company details
 - Maintain your company roster
 - Access membership-related services
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5. Can I add or update people on my company roster myself?

To add someone, first check your roster to make sure they aren't already listed, then send them the member portal registration link so they can register their own account (see question #2).

Whether they're added automatically depends on their email domain. If they sign up with your organization's email domain, they're added automatically as a view-only user; your primary contact and/or organization administrator can then adjust their permissions or leave them as-is. If they sign up with a different domain, your primary contact and/or organization administrator must approve or reject their request before they're added.

Once someone is on your roster, primary contacts and organization administrators can update their permissions at any time and can remove them by adding an affiliation end date.

Can someone join my company roster without permission?

No. Requests to join a company must be reviewed and approved by a designated administrator, PPAI staff, or both before being added to the roster.

6. How many administrators or primary contacts can our company have?

Each organization may designate:

- 1 Primary Contact
- Up to 2 Organization Administrators

These individuals can manage company information, review roster requests, manage the roster, and assist with membership-related activities.

Need help identifying or assigning administrators? Visit the [PPAI Portal Resource Center](#).

7. Is there a minimum number of roster changes we need to make at one time?



No. You may update your company roster whenever needed. There is no minimum number of changes required.

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

Yes. Send them the member portal registration link and have them register their own account (see question #2). Once they register, they'll be added to your roster.

9. Do I need to complete all of a new team member's information when adding them?

No. As mentioned in question #2, each person registers their own account using the member portal link and maintains their own personal information from there.

10. How do I remove someone from my company roster?

To remove a person from your roster:

1. Open their contact record.
2. Add an **Affiliation End Date**.
3. Save your changes.

For additional guidance, visit the [PPAI Portal Resource Center](#).

Key Improvements

- Simplified and standardized question wording.
- Reduced duplicate content.
- Improved readability with clear steps and bullets.
- Consolidated related questions to make the FAQ easier for members to scan and use.