

This is a great place to look for answers to some of the most frequently asked questions about My Society Source, the registration and sign in process. Find out who to contact if you still have questions.

**Where did the Volunteer Resource Center go?**

The Volunteer Resource Center was part of Society Link, the American Cancer Society's old intranet platform for volunteers and staff. In 2014, we embarked on transferring content from Society Link to a new intranet platform based on Microsoft's SharePoint application. In doing so, we intended the new intranet to improve productivity, help volunteers and staff feel more connected to each other and to Society priorities, re-shape the Society's approach to internal communication and knowledge sharing, and foster workforce mobilization.

**What is My Society Source?**

My Society Source is a new volunteer site to find the most up-to-date Society news, video replays, Division articles, and other materials to support the work of our leadership volunteers.

**Why should I register for My Society Source?**

If you are a member of the American Cancer Society Board of Directors, American Cancer Society Cancer Action Network Board of Directors, or a Division Board, you should register for My Society Source to find the most up-to-date Society news, video replays, Division articles, and other materials to support your work. Once you are registered, you will be able to sign into the site to view your Board materials. Please note that it will take an estimated two business days for your Board site access to be granted. You will receive a notice from the system once you have been granted access.

**Who should register for My Society Source?**

Volunteers who serve on the American Cancer Society Board of Directors, American Cancer Society Cancer Action Network Board of Directors, or on a Division Board should register for My Society Source.

**How do I register for My Society Source?**

Use Chrome, FireFox, or Internet Explorer with My Society Source. Other browsers may display error messages and not allow you access to the site.

Visit [mysocietysource.org](http://mysocietysource.org), and click "Register" located in the top right corner of the site. You can register for the site using your preferred social media account login credentials (Facebook and Google Plus) or create an account with your name, email address, and password. (If you have already created a Society account, typically associated with Relay For Life® or Making Strides Against Breast Cancer®, please be sure to read the answer to the following question as well.)

Once you submit your registration, you will see a Thank You page and be redirected back to My Society Source. You will not immediately see your Board site at this time. You will receive an email within an estimated two business days confirming that your registration has been processed. At that time, you can sign into My Society Source and your Board sites should display on the left side of the page.

**What if I already have a Society Account? Is it the same as a My Society Source account?**

Your My Society Source account is the same as your Society account, if you have one. On November 19, 2014, the American Cancer Society account log in process was upgraded for Relay For Life®, Making

Strides Against Breast Cancer®, and a few other event websites. Other American Cancer Society websites and programs will be a part of future upgrades. My Society Source is now being added to the new account log in websites.

As a leadership volunteer, you still need to register for My Society Source to trigger the process that will ultimately provide you with access to your secure Board site. If you already have a Society account for an event, register for the site using the same username and password. If you are unsure of the email address you used when registering for a Society account, register with your preferred email address and the system will recognize whether you have an account associated with that email address. If you forgot your password, click on “Forgot Password?” link to reset your password.

**How do I sign into My Society Source?**

Use Chrome, FireFox, or Internet Explorer with My Society Source. Other browsers may display error messages and not allow you access to the site.

Visit mysocietysource.org, and click “Sign In” located in the top right corner of the site. You can sign in using your preferred social media account credentials or with your newly created My Society Source account.

**Who has access to My Society Source?**

My Society Source is a public site. You need to register for the site in order to gain access to Board materials and other content exclusive to American Cancer Society volunteer leaders. The registration process takes approximately two business days. At that time, you will receive an email confirming that your registration has been processed at which time you will have full access to your Board site(s).

**What happens after I register for My Society Source?**

Within two business days, you will receive an email confirming that your registration has been processed. You will then be able to sign into My Society Source to view content exclusive to your Board.

**What should I do if I don't receive a confirmation email?**

If you don't receive a confirmation email, contact the American Cancer Society staff member who sent you the invitation to join the site.

**What if I can't remember my username?**

If you don't remember your username, contact the American Cancer Society staff member who sent you the invitation to join the site.

**What if I can't remember my password?**

You can reset your password for your My Society Source account by clicking on the “Forgot Password?” link located on the Log In page. You will be prompted to enter your email. Once you submit your email, you will receive a link in your email to reset your password. Click on that link and follow the steps to reset your password.

If you forgot your username or password for your social media account, follow the steps to reset your password through the prompts provided by your social networking website.

**What if I can't remember if I created a new account or used my social media account to register?**

If you can't remember if you created a new account or used your social media account to register, contact the American Cancer Society staff member who sent you the invitation. They will confirm your username. If you are still unable to access your account, reset your password.

**What should I do if my password doesn't work or I can't log in?**

If you tried to reset your password and you still can't log in or having other troubles logging into My Society Source, contact the American Cancer Society staff member who sent you the invitation to join the site.

**What should I do if I change my email address?**

If you change your email address, simply re-register for the site with your new email address or new social networking site credentials and contact the American Cancer Society staff member who sent you the invitation to join the site to notify them that your email address has changed.

**What should I do if I receive the message, "existing profile found?"**

You may receive this message if you sign in with a social media account that links to the same email address you used when you first registered on My Society Source. If you receive this message, enter your email address and password for My Society Source, and your social media credentials will be added to your My Society Source account. The next time you sign into My Society Source, you can use either your social media credentials or your My Society Source account to access your Board site.

**What should I do if I receive the message, "you are already a member?"**

If you receive the message, "you are already a member," enter your password or click on the Forgot Password option and reset your password.

**What should I do if I receive the message, "APIProxy error: domain\_mismatch?"**

You may receive this message if you are using a browser other than Chrome, FireFox, or Internet Explorer. Simply switch to one of the approved browsers to avoid this error.

**What if my Board site is not listed?**

If you can't see your Board site on the left side of the website page, contact the American Cancer Society staff member who sent you the invitation to join the site.

**Who has access to my Board site?**

Your fellow Board members and your American Cancer Society leadership staff partners have access to your Board site.

### Where can I find my volunteer Board materials?

Once you sign into My Society Source, you can locate your Board materials by clicking on your Board site listed on the left side of the website page. Board sites include announcements, a calendar, important links, general board documents, and meeting materials.

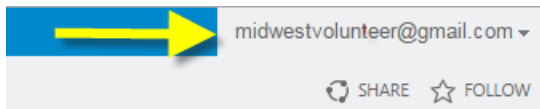


### What if I serve on more than one Board?

The plan for providing access takes into account that some volunteers serve on more than one Board. For Board members who serve on multiple Boards, you will be granted access by your Division first, then ACS and/or ACS CAN contact will forward a note that you have also been granted access to the ACS and/or ACS CAN Board, as applicable. For Divisions who choose to delay the launch of their site, you will get the original communication along with the ACS Board members only and will be informed that your site will be launched later. Divisions will proceed by removing ACS and ACS CAN Board members from their communication and crossover members access will be granted immediately. The crossover members will receive a brief email letting you know that you now have access to your Division Board site. All of your Board site(s) will appear on the left side of the page after all Board sites have launched and are live.

### What if I can't see my volunteer Board materials?

If you can't see your volunteer site or Board materials, please make sure that you are signed into the site. If you are signed in, you should see your name or your email address in the top left corner of the website.



If you continue to experience issues with viewing Board materials, contact the American Cancer Society staff member who sent you the invitation to join the site.

### What if I still have questions?

If you still have questions that were not answered in the FAQs, contact the American Cancer Society staff member who sent you the invitation to join the site.

If you have feedback for the site administrators, submit your feedback through the Site Feedback form located at the bottom of the My Society Source, under the column, *This Site*.