

MPA Web site

User Guide

Introduction

The Michigan Pharmacists Association (MPA) Web site, launched in August 2014, was created in response to feedback from users, leadership and staff over the years. In addition to reorganizing the content to significantly improve navigation, we've integrated with our membership database, Microsoft Customer Relationship Manager (CRM), to increase efficiencies within the organization. The site also includes the following features:

- All-new design, which is responsive to browser size adjustments and various devices
- Improved navigation, including sidebar navigation on internal pages to assist users with easily identifying their next move
- Streamlined membership sign-up and renewal forms
- Updated Michigan Pharmacy Foundation and Michigan Pharmacy Political Action Council donation forms, including multiple payment options and recurring payment features and options (monthly, quarterly, annual or one-time payments)
- New photo gallery
- Improved event registration process in a step-by-step format
- Improved search functionality
- Continuing education testing (coming soon)
- Improved online store featuring MPA, practice section and affiliated chapter-branded merchandise
- An Advocacy Action Center that assists users with taking action on legislative and professional issues

Please take advantage of the following user guide to assist you with getting started, navigating the site and utilizing the featured functionality.

If you have questions at any time while using our site, please contact our office at (517) 484-1466, or utilize the list of contacts at the end of the guide.

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Getting Started

Update Your Internet Browser

To take full advantage of our Web site features, please check your current Internet browser to ensure that you are using the most up-to-date version. Our Web site was designed to support the latest browser versions; therefore, if you are using an outdated version, certain functionality may not be available or the Web site may not appear as it was designed. Directions for checking the main browser types are available at the links below.

- [Google Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Safari](#)

To begin browsing the MPA Web site, simply type www.MichiganPharmacists.org in the URL bar of your Internet browser.

Application Layout

The MPA Web site has a responsive web design to provide optimal viewing experience across a wide range of devices. A site designed with responsive web layout adapts to the viewing environment. If you reduce your browser window size, the site will automatically respond to the changes and adjust to fit your new window size.

MPA Web site Navigation Guide

** Please note that not all pages are visible if you are not logged into the Web site as a current MPA member.*

Introduction

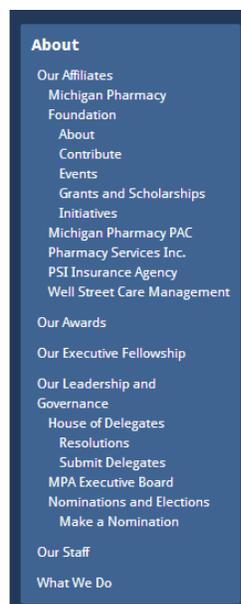
The new Michigan Pharmacists Association (MPA) Web site was organized in a manner that improves ease of use for members and visitors. A utility navigation at the top right of the site provides easy access to key areas. In addition, the blue bar featuring the main navigation includes additional pages that appear when a user hovers over the main category headings with their mouse. Please read through the guide below for more details on the organization of the site and to find out where you can access key information.

Utility Navigation

About

What information can I find in this section?

- Information about MPA, the mission and vision of the Association, and our strategic plan
- Information about room rental opportunities at our Lansing headquarters
- Information about Michigan Pharmacy Foundation, including how the organization works to advance pharmacy, supports future pharmacy leaders, provides grant and scholarship opportunities, and organizes other initiatives and annual events that lead the profession into a positive future
- Information about the Michigan Pharmacy Political Action Council (PAC) and Federal Pharmacy PAC
- Information about MPA affiliates, including Pharmacy Services Inc. (PSI) and PSI Insurance Agency
- Information about the following awards as well as printable/electronic nomination forms and a listing of past recipients:
 - MPA awards
 - Practice section and affiliated chapter awards (CPSM, MSCP, MSHP and MSPT)
 - Michigan Pharmacy PAC awards
 - Local association awards
- Information about the MPA/PSI Executive Fellowship program
- Information about MPA's leadership and governance, including the Executive Board, House of Delegates, and Ethics and Practice Commission
- Meeting materials for MPA Executive Board members
- Information about MPA Executive Board and practice section Board nominations and elections
- Information about the MPA staff and what we do

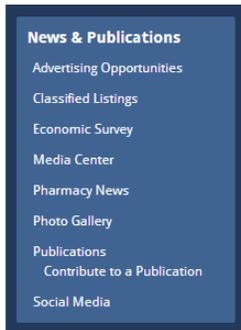
A screenshot of the MPA website's utility navigation menu, which is a vertical blue bar on the right side of the page. It contains a list of links in white text, organized into several sections. The sections are: 'About' (with sub-links: Our Affiliates, Michigan Pharmacy Foundation, About, Contribute, Events, Grants and Scholarships, Initiatives), 'Our Awards' (with sub-links: Michigan Pharmacy PAC, Pharmacy Services Inc., PSI Insurance Agency, Well Street Care Management), 'Our Executive Fellowship', 'Our Leadership and Governance' (with sub-links: House of Delegates, Resolutions, Submit Delegates), 'MPA Executive Board' (with sub-links: Nominations and Elections, Make a Nomination), 'Our Staff', and 'What We Do'.

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| About |
| Our Affiliates |
| Michigan Pharmacy Foundation |
| About |
| Contribute |
| Events |
| Grants and Scholarships |
| Initiatives |
| Michigan Pharmacy PAC |
| Pharmacy Services Inc. |
| PSI Insurance Agency |
| Well Street Care Management |
| Our Awards |
| Our Executive Fellowship |
| Our Leadership and Governance |
| House of Delegates |
| Resolutions |
| Submit Delegates |
| MPA Executive Board |
| Nominations and Elections |
| Make a Nomination |
| Our Staff |
| What We Do |

News & Publications

What information can I find in this section?

- Information about MPA advertising opportunities, including print/electronic communications, Web site and classifieds
- Classified listings (job opportunities posted through MPA)
- Information about the annual Economic Survey and the most recent copy of survey results
- Information for the media
- Pharmacy news articles
- Photo gallery of images from MPA events and initiatives
- Publication archives of MPA member communications and newsletters, article guidelines for all MPA and practice section/affiliated chapter publications, and an electronic form that allows you to contribute an article for potential publication
- Information about MPA's social media presence



Calendar

What information can I find in this section?

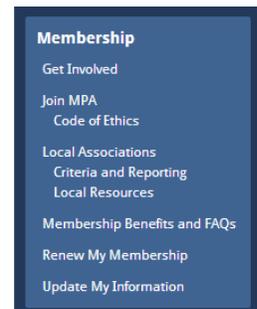
- Information about upcoming events
- Registration for MPA events, including continuing education programs



Membership

What information can I find in this section?

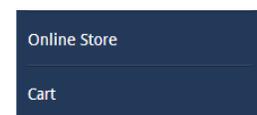
- Ideas and contacts for how to get involved as a member
- New member application to join the Association as well as the Code of Ethics that members agree to abide by
- Local association officer listing
- Resources for local association officers, including criteria and reporting requirements for locals to remain in compliance, grant opportunities and resources for recruiting members
- Complete listing of MPA member benefits and frequently asked questions about membership
- Membership renewal application
- Account management and application to update your information



Online Store

What information can I find in this section?

- MPA products for purchase, including pharmacy technician training materials, law resources, and pharmacy fashion and accessories
- MPA and practice section/affiliated chapter-branded merchandise



Primary Navigation

Advocacy

What information can I find in this section?

- The Advocacy Action Center, which allows members to respond to key legislative issues/bills that could impact pharmacy. E-mail/letter templates are pre-loaded for use and customization, and your legislator's contact information automatically fills in as long as you are logged in as a MPA member.
- An Advocacy User Profile that displays your legislator's contact information if you are logged in as a MPA member. This allows you to call your legislator or create your own letter/e-mail if you chose not to use the Advocacy Action Center.
- Resources to assist with advocating for professional pharmacy issues, including talking points to educate elected officials and tools to assist with contacting your legislator and setting up a meeting or pharmacy visit.
- An advocacy report that allows you to electronically share your advocacy efforts with MPA so that we can assist with follow-up and keep record of outreach.
- Information about the Michigan Pharmacy Political Action Council (PAC) and Federal Pharmacy PAC, including how the organization actively seeks to promote good government and public health, what the MPA legislative team is able to accomplish as a result of generous contributions, and annual events organized by PAC
- Information about MPA's legislative priorities at the state and federal level
- Information about MPA's Pharmacy Advocacy Response Team and how members can become involved

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| Advocacy Action Center |
| Advocacy User Profile |
| Advocate for Pharmacy Advocacy Report |
| Michigan Pharmacy PAC About Contribute Events |
| Our Priorities and Talking Points |
| Pharmacy Advocacy Response Team |

Practice Sections

What information can I find in this section?

- Information specific to each of MPA's practice sections and affiliated chapters
- Information for MSHP Committee members and meeting materials for members of the MSHP Board of Directors
- Information for pharmacy technician members, including certification resources and quick links, and technician-specific social media sites
- Information for student pharmacist members, including a toolkit to help them transition from student members to new practitioner members

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| Consultant and Specialty Pharmacists of Michigan |
| Michigan Society of Community Pharmacists |
| Michigan Society of Health- System Pharmacists MSHP Board of Directors MSHP Committees Ambulatory Care Pharmacy Practice Educational Affairs Informatics and Technology Membership Organizational Affairs Professional & Legal Affairs Public Affairs Publications Residency |
| Michigan Society of Pharmacy Technicians |
| Student Michigan Pharmacists Association |

What information can I find in this section?

- Information on the role of pharmacists in emergency preparedness efforts and how pharmacy professionals can register as a volunteer to respond in the event of a crisis
- Immunization resources, including education and training, documentation and procedures, billing and coverage, and seasonal flu tools
- Medicare information and resources relevant to pharmacy professionals
- Resources for P4 student pharmacists and residents, including a complete listing of Michigan residency programs
- A toolkit for facilities interested in starting a residency program or expanding their current program
- Educational materials to help patients manage conditions, and manage, take and use their medications
- Annual health observances relevant to pharmacy professionals
- Michigan Pharmacy Week information and resources to help plan events
- That's My Pharmacist campaign resources for pharmacy professionals
- The Patient Safety Resource Center, designed to provide both patients and pharmacy professionals with valuable resources and to empower them with information that will improve safety on both sides of the pharmacist-patient relationship
- Pharmacists as Providers, a resource created by the Michigan Society of Health-System Pharmacists and MPA Public Affairs Committee designed to educate other health care professionals, legislators and the public on areas in which pharmacists provide direct patient care.
- Pharmacy practice frequently asked questions that address common questions about controlled substances, electronic prescribing and more
- Pharmacy practice guidance resources, focused on federal rules and regulations, medication adherence, pharmacy audits, pseudoephedrine and more
- Information on the Pharmacy Practice Model Initiative of Michigan, including how the national recommendations from the American Society of Health-System Pharmacists to shape the future of health-system pharmacy practice are being applied in the state
- Pharmacy technician licensure resources and information
- Point-of-care testing information and training opportunities

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| Emergency Preparedness |
| Immunizations |
| Medicare Information |
| Michigan Residency Programs |
| Patient Education Library |
| Health Observances |
| Michigan Pharmacy Week |
| That's My Pharmacist Campaign |
| Patient Safety Resource Center |
| Professional Resources |
| Pharmacists as Providers |
| Pharmacists as Providers: For Health Care Providers |
| Pharmacy Practice FAQs |
| Pharmacy Practice Guidance |
| Pharmacy Practice Model Initiative of Michigan |
| Pharmacy Technician Licensure |
| Point-of-Care Testing |

Education & Events

What information can I find in this section?

- Information on the MPA Annual Convention & Exposition, Michigan's largest event for pharmacy professionals and the largest single-state pharmacy convention in the country
 - Directions and parking details for the event
 - Exhibitor information, including a map of the Exhibit Hall and the prospectus for potential exhibitors
 - Schedule of programming for the event
 - Sponsorship opportunities
- CE requirements for pharmacists and pharmacy technicians
- Information about MPA's joint providership program to assist organizations with the CE accreditation process and information for those interested in speaking at MPA CE events
- Information on all MPA exhibiting and sponsorship opportunities
- Posttests for live continuing education programs (*new features coming soon*)
- Online continuing education programs, including home study video presentations and articles (*new features coming soon*)
- Information about Pharmacy Tech Prep Online, a Michigan Board of Pharmacy-approved training program for pharmacy technicians who are preparing for the Pharmacy Technician Certification Exam administered by the Pharmacy Technician Certification Board

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| Annual Convention |
| Directions and Parking |
| Exhibitor Information |
| Exhibit Hall Map |
| Exhibitor Prospectus |
| Schedule and Programming |
| Sponsorship Opportunities |
| CE Requirements |
| Events Calendar |
| <i>Features upcoming continuing education events</i> |
| Exhibits and Sponsorship |
| Joint Providership and Speaker Information |
| Live Programming Posttests |
| Online CE Programs |
| Pharmacy Tech Prep Online |
| Pharmacy Tech Prep Online: Program Content |

Committees

What information can I find in this section?

- Information on MPA Committees
- Electronic Committee interest form for those interested in serving on an Association Committee



For Patients

What information can I find in this section?

- Medication disposal resources for patients, including details on MPA's annual Medication Disposal Event @ the Capitol and other programs and events available in the state
- Electronic form for patients to report a situation in which a pharmacist, in their opinion, has behaved unethically
- The Patient Safety Resource Center, designed to provide both patients and pharmacy professionals with valuable resources and to empower them with information that will improve safety on both sides of the pharmacist-patient relationship
- Pharmacists as Providers, a resource created by the Michigan Society of Health-System Pharmacists and MPA Public Affairs Committee designed to educate other health care professionals, legislators and the public on areas in which pharmacists provide direct patient care.
- Pharmacy career opportunities and information on scholarship opportunities for student pharmacists
- That's My Pharmacist campaign resources for patients
- Information on what pharmacists do and the valuable role they play in patient care

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| Medication Disposal |
| Patient Complaints |
| Patient Safety Resource Center |
| Patient Resources |
| Pharmacists as Providers |
| Pharmacists as Providers: For Patients |
| Pharmacy Careers |
| That's My Pharmacist Campaign |

Contact

What information can I find in this section?

- Information on MPA office hours, holiday closings and contact details, including phone numbers, fax numbers and mailing address
- Electronic form to send a question or provide feedback to MPA



Also Available

At the bottom of the site, you can also access the following pages:

- Anti-Trust Statement
- Sitemap
- Privacy Statement

Frequently Asked Questions

How do I register as a Web site user?

Please complete the following steps to register as a user on the site and verify your registration.

1. Click on 'User Login' in the top right corner in the Utility Navigation (see screenshot below), or visit www.MichiganPharmacists.org/login



2. Click on the 'Register' button



Please login to the Michigan Pharmacists Association (MPA) Web site below. Logging into our Web site will provide you with access to content exclusive to registered users and members of the Association.

Account Login

Email Address:

Password:

Remember Login



3. Provide your First Name, Last Name, E-mail Address and Password. Fields marked with a red asterisk are required. **Please note that if you are a current member of MPA, it is crucial that you use your primary e-mail address (this is the e-mail address that you receive MPA communications to such as MPA E-news and practice section newsletters).** If you are unsure of what e-mail address we have listed as your primary e-mail in your member record, please contact us at (517) 484-1466. **After you fill in fields, click on 'Register.'**

NEED HELP?
If you need assistance with logging into the Web site or registering as a user, please click on the 'Contact Us' link below or call our office at (517) 484-1466.
[CONTACT US](#)

MPA User Registration

Note: User registration as well as membership status is verified on this Web site. Once you provide the account information below and submit the form, you will receive an e-mail with a link that you must click on to verify your account. All required fields below are marked with a red asterisk. Please note that registration may take a few seconds. Once you click on the 'Register' button, please wait until the system responds. All fields marked with a red asterisk are required.

First Name: *

Last Name: *

Email Address: *

Member Id

Password: *

Confirm Password: *

[Register](#)

4. **After you complete and submit the registration form, you will receive an e-mail with a link to click on to verify your registration.** A message will appear on the Web site screen stating that you are using an unverified account until you click on the e-mail link to complete the verification process.
5. **Once you verify your user account, you will be logged into the Web site.**

How do I retrieve my password if I forgot it, or reset my password?

The site allows you to reset your password if you forgot it. Please complete the following steps to reset your password.

1. Click on 'User Login' in the top right corner in the Utility Navigation (see screenshot below), or visit www.MichiganPharmacists.org/login



2. Click on the 'Reset Password' button



Please login to the Michigan Pharmacists Association (MPA) Web site below. Logging into our Web site will provide you with access to content exclusive to registered users and members of the Association.

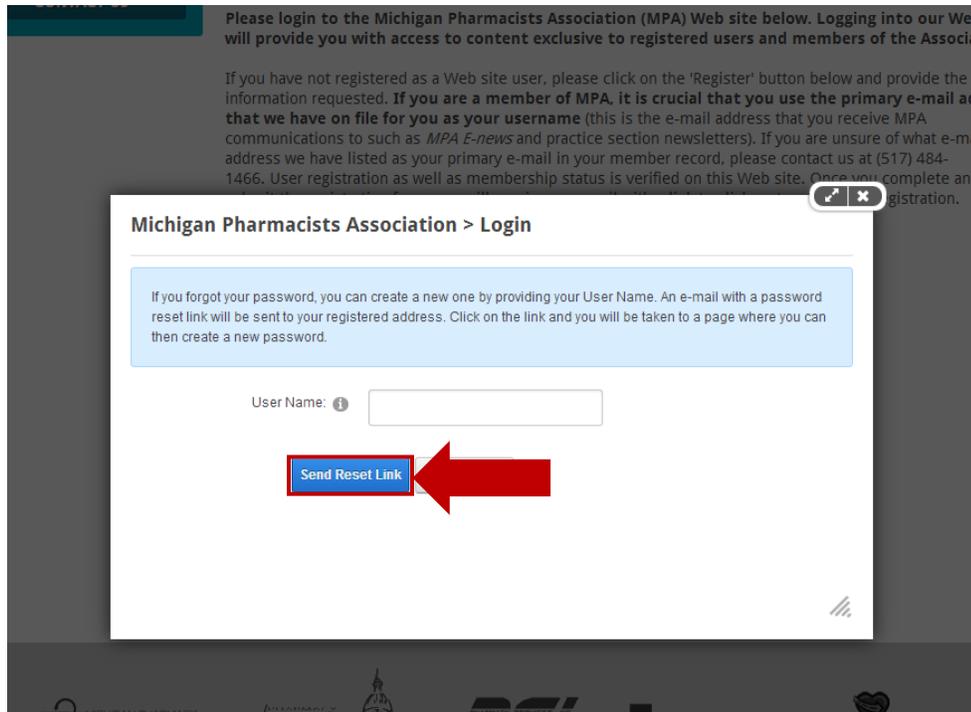
Account Login

Email Address:

Password:

Remember Login

3. Type your username (your primary e-mail address on file with MPA) in the field provided, and then click on 'Send Reset Link.'



4. After you submit the reset request form, you will receive an e-mail with a link to click on to reset your password.

Why can't I reset my password?

With some member accounts, MPA is seeing an issue where users are unable to reset their password. This generally happens to those users who were pre-loaded to the Web site, mainly MPA members, when they try to login for the first time. If you are having trouble resetting your password when prompted to (this typically occurs after you click on the link sent to your e-mail), please contact our office at (517) 484-1466; e-mail MPA@MichiganPharmacists.org; or fill out a contact form at www.MichiganPharmacists.org/contact. We would be happy to manually set your new password for you!

Why can't I update my primary e-mail address?

Your e-mail address serves many functions on the new Web site. It serves as your username and connects directly to your contact record in MPA's membership database, Microsoft Customer Information Manager. It's critical that this information stay consistent between the Web site as your username and in your contact record. The easiest way to ensure this consistency is to inform MPA of any change to your primary e-mail. We can ensure that your information is up-to-date and that your new e-mail is applied as your username on the Web site. Contact our office at (517) 484-1466; e-mail MPA@MichiganPharmacists.org; or fill out a contact form at www.MichiganPharmacists.org/contact. We'll be sure to get your information updated as quickly as possible.

How do I access members-only content?

MPA members have access to valuable resources that help them stay informed and gain a professional edge. To view a list of members-only areas of the site, visit www.MichiganPharmacists.org/membership. **These pages automatically appear in the site navigation when you are logged in as a MPA member!** Members-only pages are also listed below.

- Advocacy Action Center and Advocacy User Profile
- Advocacy Resources (MPA priorities and talking points)
- Economic Survey
- Get Involved (membership involvement opportunities)
- House of Delegates (resolutions and form to submit delegate representative names)
- Immunizations
- Local Associations (criteria and reporting information and local resources for officers)
- Medicare Information
- MPA Staff Listing with Direct Contact Information
- Nominations and Elections (form to make a Board nomination)
- Patient Education Library (patient education resources, health observances and Michigan Pharmacy Week resources)
- Patient Safety Resource Center: Professional Resources
- Pharmacy News
- Pharmacy Practice Frequently Asked Questions
- Pharmacy Practice Guidance
- Publications

Why can't I access members-only content even though I am logged in and my membership is current?

If you are unable to access members-only pages and your membership is current, several different things could have happened. The most common scenario is that you registered as a Web site user under a different e-mail address than what MPA has on file as your primary e-mail. It is critical that your username and the primary e-mail address that MPA has listed in your contact record match. If you mistakenly register as a Web site user under a different e-mail address, the Web site is unable to connect/speak to the correct contact record that reflects your current membership status. If you are unable to access members-only pages, please contact our office at (517) 484-1466; e-mail MPA@MichiganPharmacists.org; or fill out a contact form at www.MichiganPharmacists.org/contact. We'll assist you with investigating and correcting the issue.

How do I register for an event?

MPA launched new event registration features in November 2014. To find upcoming events that offer registration, including continuing education programs, hover over "Education & Events" and click on "Events Calendar," or click directly on one of the events listed under "Events Calendar" in the dropdown. To register, click on the blue "Register" button on that event page after it loads (in the right sidebar). The Web site will walk you through four easy steps (formatted like the membership renewal form), including registration, any applicable sessions, payment information and a review of your registration prior to submission. If you ever misplace the receipt for your event registration(s), simply visit the event page and click on "View Registration," which replaces the blue "Register" button once you have successfully registered for that event.

How do I purchase online store products?

To purchase products from the MPA Online Store, click on “Online Store” in the Utility Navigation at the top right side of the site. Please make sure that you are logged in to take advantage of any applicable member-discounted pricing on products. In addition, be sure to click on the link provided to browse through MPA, practice section and affiliated chapter-branded merchandise available as of July 2015. You can also utilize our printable order form for publication purchases, which is available at www.MichiganPharmacists.org/onlinestore, or call our office at (517) 484-1466 to purchase a product over the phone.

How do I complete continuing education home study programs online while MPA is still working on completing new features of the Web site?

To watch a recorded video presentation or read through a home study article, and then complete the posttest and evaluation, you will be automatically linked to the old MPA Web site while we continue to work on new features of our site. **You must use your old username and password to take advantage of member discounted pricing when transferred to the old site.** Your username will be your member ID number and your password will be your member ID number followed by your last name with the first letter capitalized (if you customized your login information, however, this standard format will not apply).

Who to Contact

Due to the significant changes in Web site architecture, the workflows for data coming in through forms and other updates, we know that there may be some hiccups. If you see a problem or think something should be edited or enhanced, let us know by e-mailing MPA Director of Communications Leah Ball at Leah@MichiganPharmacists.org. We will do our best to meet your expectations. In addition, please utilize the following contacts for other questions or concerns:

- **General Questions or Login Issues** – (517) 484-1466 or MPA@MichiganPharmacists.org, or complete the contact form at www.MichiganPharmacists.org/contact
- **Membership Questions (Joining, Renewing or Benefits)** – Mike Wolf, director of membership, (517) 377-0231 or Mike@MichiganPharmacists.org
- **Site Functionality Problems or Content Edits** – Leah Ball, director of communications, (517) 377-0232 or Leah@MichiganPharmacists.org