



Professional Association of Therapeutic
Horsemanship International

*Ensuring excellence and changing lives
through equine-assisted activities and therapies*

Frequently asked questions about the new PATH Intl. database and online member portal

Updated May 2019

- 1. I received the email on April 15 and set my password as directed, but when I log into www.pathintl.org, it says invalid user name or password.**

Unfortunately, at this time the login from the PATH Intl. homepage is not connected to the new system to verify your user name and password. PATH Intl. staff is working to resolve this issue!

Here is a link you can use to log into your membership account. Your user name is your email address, and the password is what you set up if you got the link to set your password for the new member portal.

https://fontevacustomer-15cf09b5446.force.com/CPBase_custom_login?site=a0df4000001bHtxAAE

If you forgot your password for this login, click the “forgot password link” from this page, and you will get an email to reset it. After you reset it, that password will work to log in from the link above.

- 2. When I log in with my email address and password on the PATH Intl. homepage and click on “My Account,” it asks me to log in again, and it is not recognizing the same user name and password I just used to log in.**

The PATH Intl. homepage is recognizing the user name and password you had in place prior to the new database launch. This log in will allow you access to the “My PATH Intl. Membership” page, but to get to your account you need to use the new password you created by clicking on the link provided to you in a welcome email from PATH Intl. that was sent on April 15. If you didn’t receive or can’t find that email, or didn’t set your password and need it sent again, please email Karen Province at kprovince@pathintl.org. PATH Intl. staff is working to resolve this issue.

- 3. I just joined as a new member and set the password for my account, but I am unable to access the “My PATH Intl. Membership” page. My user name and password are not being recognized.**

Unfortunately, at this time the login from the PATH Intl. homepage is not connected to the new database portal, therefore your login from the PATH Intl. homepage is not recognizing your membership to unlock the Members Only pages. If you wish to download the standards manual, you can log in to your membership account [here](#), and get the free copy of the digital version of the standards manual from the online store. You will then find the PDF copy of the standards manual on the “My Downloads” page of your account. The online member directory can also be accessed from your member portal when you are logged in – just click the “Directories” link at the top of the page. If you need something else from the Members Only page, such as PATH Intl. logos, please email Karen Province at kprovince@pathintl.org with your request.

4. I am logged in to my profile and I want to renew my membership. How do I do this?

From your profile page, on the left-hand side you will see a link called “Subscriptions.” This page is where you will see your individual membership, and if you are the primary contact at your center, you will also see your center membership here. Click the green box to renew, which will add the dues order to your cart. You can then click “view cart” to go to your cart and check out.

5. I just purchased a registered instructor application, why can't I access the online courses?

Once your application has been approved by the PATH Intl. certification staff, they will sign you up for the online courses and send an email with the login information to the course site.

6. I uploaded my First Aid and CPR Certificate or equine management checklist and the requirement task is not marked complete.

PATH Intl. certification staff will review the documentation uploaded and mark the requirement task complete when approved.

7. I am logged into my profile and my membership shows expired but I know I renewed. What should I do?

Some renewal information and other updated information didn't transfer to the new system correctly. Please email Karen Province at kprovince@pathintl.org to get your membership record updated correctly.

8. I just purchased a downloadable item from the online store. Where do I access the file?

From your profile page, click on “My Downloads” on the left hand side of the page. There you will see a list of all your purchased items. Click the name of the file and it will open for you. If you are having trouble finding the “My Downloads” link on your profile page, or if the downloadable file doesn't open or start playing immediately, please try switching your browser to Google Chrome, the most compatible web browser for the portal.

9. Not all features of the member portal are working for me?

Internet Explorer and Macintosh Safari are not compatible browsers with the member portal. The member portal functions best in Google Chrome.

10. Where can I find receipts for all of my past transactions?

PATH Intl. did capture all purchase history on your account for the past three years; however you will only see receipts posted after April 15, 2019 on your account. You will see your receipts on the “My Transactions” page of your portal. If you need a copy of a receipt that is not displaying in your portal, email Karen Province at kprovince@pathintl.org with your request and a copy can be sent to you.

11. Where can I see the certifications I hold or the status of my certification process?

Click on the “Credentials” tab at the top of your profile page and then click on “Certifications.” There you will see your certifications and status.

12. I am a certified instructor renewing my membership and certification. Can I submit my compliance form and CEU's online?

Yes! You must be logged in to your member portal to submit your compliance form online. From your member profile page, select "PATH Intl. Compliance Form." The top part of the form is where you select the certifications you are renewing, confirm your membership, confirm that you have current CPR and First Aid certification, agree to the PATH Intl. Code of Ethics and sign the form. To submit CEUs, click on the "Add Entry" button to log each separate line item of CEUs. When all CEU items have been entered, click on the "Submit" button. Your form will be submitted to the certification dept. for review and you will be contacted if there are any questions or missing items.

13. I am the executive director or primary contact at a PATH Intl. Member Center. Can I update my center information online?

Yes! If you are an authorized individual with center account access, you can click on the "Center Profile" tab on the top right side of your profile page. If you need to change the name, address, or phone number of your center, click the "Center Contact" link from the drop down menu. If you are entering your center renewal booklet, compliance information, credentialed professional and/or medical professional report or updating your services provided, click on "Center Personnel and Statistics" from the drop down. Follow all the prompts and click submit at the end when you are finished with your updates.