



# ISN Membership System – Quick Start Guide

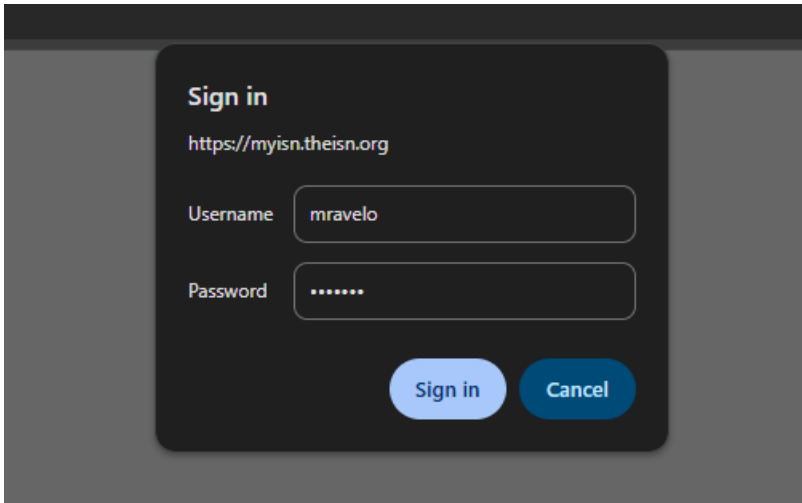
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## 1. Logging in

- Please use the username and password you received by email.
- If you have not received login details or experience any difficulties signing in, contact us at [membership@theisn.org](mailto:membership@theisn.org).
- Go to: <https://myisn.theisn.org>



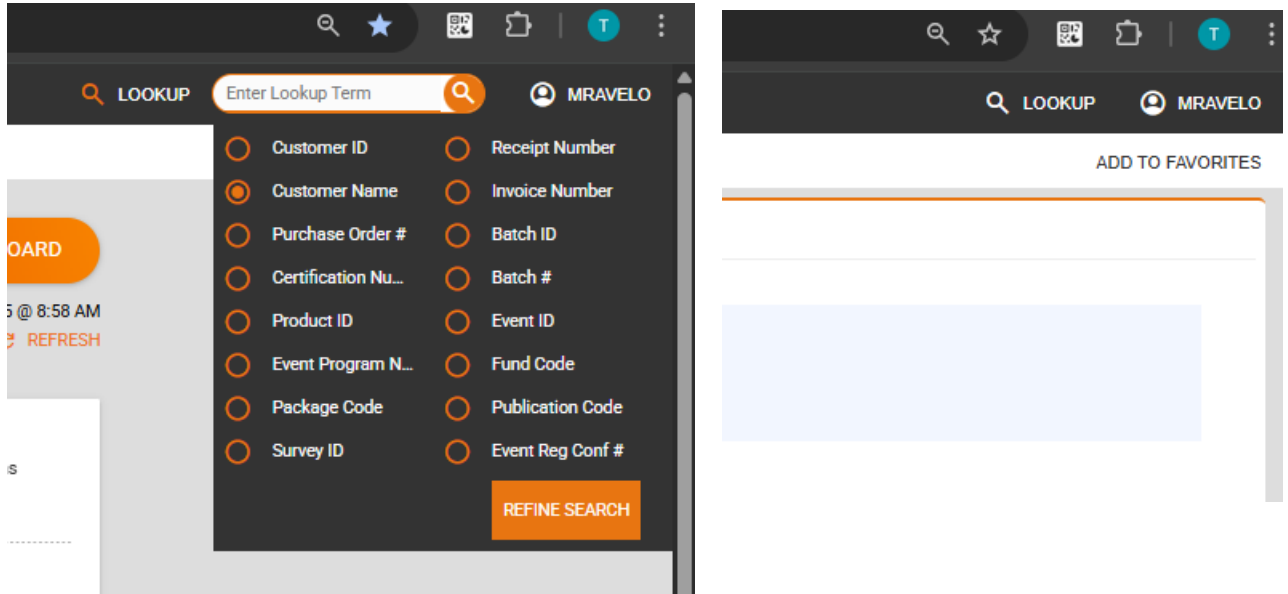
## 2. First View – Dashboard

- After logging in, your Dashboard will appear.
- At first, the graphs may look empty — they will be populated as soon as the system is in active use.
- Menus and options are personalized per user.
  - Currently, most users have basic access.
  - Additional access will be granted after more training.



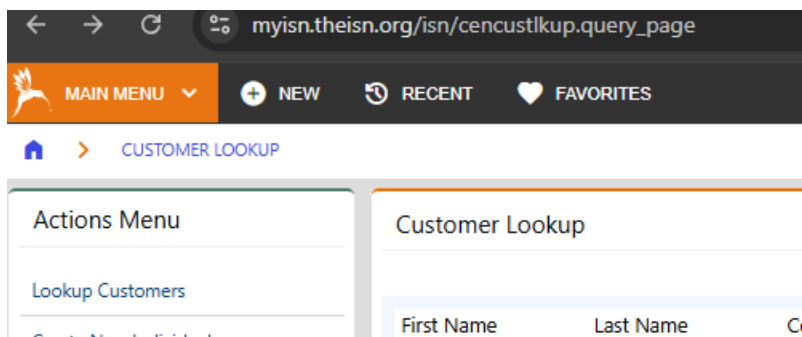
### 3. Setting up Customer Lookup in Favorites

1. On the top right menu, click “Lookup”.
2. Select “Customer Name”, then below click “Refine Search.”
3. In the new window, on the upper right, click “Add to Favorites.”



### 4. Accessing Favorites

1. Return to the Dashboard by clicking the house icon in the top-left menu.
2. In the top banner, click the heart icon (Favorites).
3. Select “Customer Lookup.”
  - You are now in the search tool.



### 5. Using the Search Tool

- You can search by first name, last name, email, etc.
- For more filters, click “More Options.”

Customer Lookup

First Name      Last Name      Company Name      Email      City

                   [Search](#)    [More Options](#)

[Close Form](#)    [Clear Form](#)    [Search](#)

Search Options    Export to Excel

Cust ID	Type	Name	Country	Email	Dynamic Images	Dynamic Overview
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## 6. Identifying Membership Status

- In the search results, look at the Dynamic Images section:
  - A logo of two doctors indicates that the person is a current member.
- For the most accurate information, open the member's profile.

Customer Lookup

First Name      Last Name      Company Name      Email      City

test                    [Search](#)    [More Options](#)

[Close Form](#)    [Clear Form](#)    [Search](#)

Search Options    Export to Excel

Cust ID	Type	Name	Country	Email	Dynamic Images	Dynamic Overview
<a href="#">272530</a>	I	test 5	Rwanda	20200914test5@gmail.com		
<a href="#">272526</a>	I	Test 2 test	Belgium	20200914test2@gmail.com		
<a href="#">10011413</a>	I	Test DO NOT UPDATE Trainee	Brazil	testtrainmem@testemail.com		
<a href="#">10011411</a>	I	Test DO NOT UPDATE Student	Benin	teststudmem@testemail.com		
<a href="#">272536</a>	I	test 10	Canada	test1020200914@gmail.com		
<a href="#">272537</a>	I	test 11	Canada	test1120200914@gmail.com		
<a href="#">282471</a>	I	test 13	Samoa	test1320220714@gmail.com		
<a href="#">272531</a>	I	test 6	Nepal	20200914test6@gmail.com		
<a href="#">272533</a>	I	test 8	India	test820200914@outlook.com		
<a href="#">272535</a>	I	test 9	Canada	test920200914@mail.com		
<a href="#">275500</a>	I	Testy Again		mchristopher@membersuite.c...		

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## 7. Viewing Member Details

- Click on "Cust ID" to see the full member overview.
- Click on the membership logo to view a summary of the member's status.

## 8. Switching Views

- On the left side menu, select “Switch View” → “Membership.”
- This shows you an overview of the member’s information and history.

✓ You are now ready to use the ISN Membership System for searching and reviewing members.

