

## Frequently Asked Questions

### **What is my user name?**

Your user name is your membership number.

### **What is my password?**

The temporary password is “start” (without the quotes). Once in, you should immediately create your own password.

### **The name of my kingdom is superimposed over the device. Why?**

The appearance of the website is best when viewed with the latest versions of Internet Explorer, Firefox, Chrome and Safari. The site can be viewed with earlier browsers, but the fonts may change, causing some kingdom names to be superimposed over their devices.

### **What differences are there between the e-newsletter and paper versions?**

None. Only the method of delivery is different.

### **What if I only want to receive my newsletter electronically, but my membership is not due for renewal until later?**

You can complete an online form at [www.sca.org](http://www.sca.org) that will allow you to discontinue receiving the paper copies of your newsletter(s), no matter when your membership is due for renewal. No refunds or discounts for either production or postage costs will be forthcoming if you choose this option, but we do thank you profusely for helping the SCA run more efficiently!

### **What are the “supplements”?**

Kingdom chroniclers may opt to create PDF supplements of articles, artwork, etc. They may create these monthly, or quarterly, or as desired. All official business (event announcements, letters from officers, position openings, changes in kingdom law, etc.) may not be included in the supplements – they must remain in the newsletter itself.

### **Will the e-newsletter be archived online?**

Yes, beginning with the March, 2012, issue. (No earlier issues can be archived on the website.) Initially, we are looking at archiving the issues and supplements for 12 months.

### **Will e-newsletters constitute proof of membership?**

No, as the membership information does not appear on e-newsletters, they cannot constitute proof of membership. If you have lost your membership card, you can receive a replacement from Member Services by sending them a letter (P.O. Box 360789, Milpitas, CA 95036-0789), fax (408-263-0641) or e-mail ([membership@sca.org](mailto:membership@sca.org)). Be sure to include your legal name and address. If you purchased your membership online, you can print a proof of membership letter (directions are available at <http://www.sca.org/members/memberfaq.html#noltr>).

**Can the e-newsletter be updated between issues?**

No. The e-newsletter and paper versions need to remain the same all members have access to the same content.

**Will I receive e-mail notification that the e-newsletter is ready?**

Yes, Sustaining and International members will receive an e-mail notification when the newsletters are available online.

**Are the newsletters accessible on my mobile device?**

While the website is accessible by smartphones and tablets (mobile devices with browser software), it will not be optimized for smartphone/tablet browsers at this time.

**Can I access other publications (such as Board Minutes) through this website if I did not subscribe to them?**

Kingdom newsletters, approved Board Meeting Minutes, an excerpt from Tournaments Illuminated, the Inter-Kingdom Directory, and Kingdom Supplements are available on the e-newsletter website.

**I still have more questions, comments or concerns. Who do I contact?**

If you have problems with the site, please e-mail [enews-contact@sca.org](mailto:enews-contact@sca.org). Please e-mail any questions about e-newsletters to the Publications Manager at [pubmanager@sca.org](mailto:pubmanager@sca.org).

If you have comments or concerns about e-newsletters, you may contact the Board of Directors at [comments@sca.org](mailto:comments@sca.org) or your Ombudsman (check the Inter-Kingdom Directory on this site for contact information).