



Online Registration - FAQ's

How do I renew my Individual membership?

Visit www.americanvaulting.net and select the appropriate option:

- Welcome New Users
- Returning Users
- Forgot your Password

If it is your first time logging into the new system, select "Forgot your Password" and reset it. You will need the following information to set up your password:

- First Name (exactly as listed in previous AVA database)
- Last Name (exactly as listed in previous AVA database)
- Email address (same address as listed in previous AVA database)

Once logged in, click on [Renew your American Vaulting Association Membership](#)

- Contact info@americanvaulting.org if you need further assistance.

How do I renew my child's Individual membership?

Visit www.americanvaulting.net and select the appropriate option.

IF your child is a member and you are not, log into the site by selecting the appropriate option:

- Welcome New Users
- Returning Users
- Forgot your Password

If it is your first time logging into the new system, select "Forgot your Password" and reset it. You will need the following information to set up your password:

- First Name (exactly as listed in previous AVA database)
- Last Name (exactly as listed in previous AVA database)
- Email address (same address as listed in previous AVA database)

Once logged in, click on [Renew your American Vaulting Association Membership](#)

- Contact info@americanvaulting.org if you need further assistance.

How do I renew my Family's membership?

Visit www.americanvaulting.net and select the appropriate option:

- Welcome New Users
- Returning Users
- Forgot your Password

If it is your first time logging into the new system, select "Forgot your Password" and reset it. You will need the following information to set up your password:

- First Name (exactly as listed in previous AVA database)
- Last Name (exactly as listed in previous AVA database)
- Email address (same address as listed in previous AVA database)

Once logged in, click on [Renew your American Vaulting Association Membership](#)

- Contact info@americanvaulting.org if you need further assistance.

How do I change Clubs?

- Complete the Change Club form (<https://americanvaulting.org/members/forms/>) and return to the National Office (info@americanvaulting.org)

How do I renew my Club and/or Business?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

If it is your first time logging into the new system, select “Forgot your Password” and reset it. You will need the following information to set up your password:

- *First Name (exactly as listed in previous AVA database)*
- *Last Name (exactly as listed in previous AVA database)*
- *Email address (same address as listed in previous AVA database)*

Once logged in, click on [Renew your American Vaulting Association Membership](#)

- Follow the membership renewal walkthrough by clicking NEXT on the following three pages.

- You may renew your all individual and club memberships at the same time.
- The Club renewal field can be found on the bottom half of the page, below “your name” and other members of your household.
- Click the dropdown menu under your club name and select “AVA Club Membership”
- Click NEXT to continue the walkthrough process.
- ***If your club is not shown here***, and you are the primary contact for an existing club that has had an AVA membership in the past, please contact Craig Coburn (info@americanvaulting.org) for assistance..

How do I Create a New Club add it to my Household?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

Once logged in, click on [Renew your American Vaulting Association Membership](#)

- Follow the membership renewal walkthrough by clicking NEXT.
- Under Clubs and Business Members at this Household, click ***Add a New Club or Business Member***
- On the following page, select the Membership type (Club), enter a Name for the club, and enter the name of the person who is to be the primary contact for the club.
- Click Create New Organization

How do I reset my login password?

Go to —> <https://americanvaulting.net/LoginHelp>

You will need the following information to set up your password:

- *First Name (exactly as listed in previous AVA database)*
- *Last Name (exactly as listed in previous AVA database)*
- *Email address (same address as listed in previous AVA database)*
- Create a New password
- Click “Send Reset”

Click the link in the email you receive and follow the steps.
Contact info@americanvaulting.org if you need further assistance.

How do I print my membership card?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

Once logged in

- Click **Your Account**
- Click **Print/View Membership Card**

How do I Transfer an existing Club to my profile?

Please send a request to info@americanvaulting.org and we will assist.

How do I look up the membership status of the vaulters in my Club?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

Once logged in

- Click **Your Account**
- Click **Membership Verification**
- Click **Filter by Club** or **by Name**

How do I Add and Update Horses in my profile?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

If it is your first time logging into the new system, select "Forgot your Password" and reset it. You will need the following information to set up your password:

- *First Name (exactly as listed in previous AVA database)*
- *Last Name (exactly as listed in previous AVA database)*
- *Email address (same address as listed in previous AVA database)*

Once logged in

- Click **Your Account**
- Click **Household Horses**

On the Household Horses page, you can Add New horses or Edit the horses already associated with your household.

- If your horse was listed on our previous system, that information should be carried over to our new system. If it is not, please contact Craig Coburn (info@americanvaulting.org) so that he can fix that.

How do I Log In To The AVA Website?

Visit www.americanvaulting.net and select the appropriate option:

- *Welcome New Users*
- *Returning Users*
- *Forgot your Password*

If it is your first time logging into the new system, select “Forgot your Password” and reset it. You will need the following information to set up your password:

- *First Name (exactly as listed in previous AVA database)*
- *Last Name (exactly as listed in previous AVA database)*
- *Email address (same address as listed in previous AVA database)*

Once logged in

- Click **AVA Website** at top of page
- Click **Log In** in upper right hand of homepage and you will automatically be logged into the site.

Contact info@americanvaulting.org if you need further assistance.