2010 Profiles FAQs

1. Where can I find the prices/rates and registration options?

A: Registration Options including prices can be found online at www.aacc.nche.edu/study-in-america/InternationalProfile

2. When am I registered?

A: You are officially registered when your “Checkout” is complete. You will immediately receive an email to confirm your registration. An invoice will also be contained in the email.

3. Am I registered when I click on an option or place it in my registration cart?

A: No. You must go through and complete the “Checkout” process to register. You will immediately receive an email to confirm your registration.
4. I participated last year, do I need to resubmit my same profile information all over again this year?
   A: Yes and No. After you receive an email confirming that you are registered, send an email to Wayne Wheeler, wwheeler@aacc.nche.edu, requesting that he cut and paste your college’s profile information from last year into the submission form for you to review, update, and/or edit. Wayne will notify you when your information has been cut and pasted. You should then login to the submission form and review/update/edit your college’s information within the required time period for submission.

5. When do I get access to my last year’s profile? I want to review, edit, and/or update the information in it.
   A: In general, after you receive an email confirming that you are registered, send an email to Wayne Wheeler, wwheeler@aacc.nche.edu, requesting that he cut and paste your college’s profile information from last year into the submission form for you to review, update, and/or edit. Wayne will notify you when your information has been cut and pasted. You should then login to the submission form and review/update/edit your college’s information within the required time period for submission.

   If you made a 2-yr commitment last year, do not register again online this year. Contact Wayne Wheeler, wwheeler@aacc.nche.edu, to confirm your commitment and request an invoice if you have a balance due. Wayne will then cut and paste your college’s profile information from last year into the submission form. He will notify you when your college’s profile information is available for you to review, update, and/or edit. You should then login to the submission form and review/update/edit your college’s information within the required time period for submission.

6. During registration, I was asked if I am I a “New User” or a “Returning User” in 2010. What do I do?
   A: If you are unsure or do not remember your User ID and Password, provide the information requested for a new user. If you are already in AACC’s database, it will immediately send you an email from jmills@aacc.nche.edu containing your User ID and Password. Then log back in as a Return User using the User ID and Password provided in the email to complete registration and “Checkout.” If you are not in the database, you will be asked to enter your contact information before you can proceed with registration and checkout.

7. I entered my email address for a “New User” and received the following message:
   "AACC has a member record created with this primary email. An email has been sent containing the login and password for this account. Please log in as a Return User by entering the credentials listed in the email or proceed with an alternative email address."
   What do I do?
A: Follow the instructions provided. You will immediately receive an email from jmills@aacc.nche.edu containing your User ID and Password. Log back in as a Return User using the User ID and Password provided in the email to complete registration/"Checkout."

8. I received an email from jmills@aacc.nche.edu with my User ID and Password information. Now what do I do?
A: Log back in as a Return User using the User ID and Password provided in the email to complete registration/"Checkout."

9. What is the distribution for the Profiles publication?
A: Profiles delivers the facts about your college to tens of thousands of prospective students around the world. AACC distributes about 15,000 copies of Profiles via a trusted and reliable network of over 450 EducationUSA advising centers in more than 170 countries, U.S. embassies and consulates, and select high schools worldwide. We target distribution (send more copies) to the regions of the world from where international students attending community colleges originate. EducationUSA alone educates millions of international students about U.S. higher education opportunities each year.

10. Will the educational centers in Asia receive copies of Profiles?
A: Yes, nearly 15,000 copies of the printed Profiles will be circulated worldwide. Copies will be sent to more than 450 EducationUSA advising and to U.S. embassies and consulates, Fulbright offices and select high schools around the world. Top regions and growing markets from which community colleges receive international students will, of course, receive more copies.

11. Do I have to pay separately in order to be included on the website?
A: No. Although we do have a web-only registration option this year, the Print & Online Package registration option allows you to place your college’s profile in the print publication and on the Web site for one low price.

12. If I purchase the web-only option will I be included in the printed publication?
A: No. To be included in the print publication, you will have to register for the Print & Online Package registration option. However, space is limited in the printed publication and is only made available on a first-come first-served basis.

13. I'm confused by the whole new registration process this year. How do I navigate through it to purchase/register for Profiles?
1) Go to the URL you’ve been provided: www.aacc.nche.edu/study-in-america/InternationalProfile
2) Choose one of the Print & Online Package options, or click on the link below for the Web-Only registration option (and choose one of the options listed there)
3) To choose one of the options click on the one of the links: “Click here to purchase”

4) The screen will change and you will see a box on the right entitled “Product Detail.” Scroll down and check the box next to the option you wish to purchase/register for. Then click the “Add to Cart” button.

5) Your screen will automatically update so that the box on the left (Shopping Cart) will show that an item has been added and provide you with a dollar amount. Now, click on the “check out” button.

6) You are now in your shopping cart. Check the items and total dollar amount that are listed. If you’ve added extra items by mistake, now is the time to Remove them from your cart before checking out.

7) Once the total items in your cart is accurate, click the “Checkout” button at the bottom.

8) You will then be asked to login in order to complete your purchase. If you have never seen this screen before, enter your email address under the “New User” option and click the “Validate” button. Then, fill out the contact information requested on the next screen and proceed to checkout.

9) If you are not asked to provide contact information, but instead, you receive the following message

   AACC has a member record created with this primary email. An email has been sent containing the login and password for this account. Please log in as a Return User by entering the credentials listed in the email or proceed with an alternative email address.

   you will immediately receive an email from jmills@aacc.nche.edu containing your User Name and Password. Use the User Name and Password provided to login as a “Returning User” and proceed to checkout.

10) Now, you are at the final screen for checkout. You will see a box that says to “Confirm Payment Information and Complete Checkout Information Below.” After doing so, choose your method of payment:

11) If paying by credit card, provide your billing information at the bottom of the screen and click the “Process My Order” button.

12) If paying by Purchase Order, click the box under “Bill Me Later” (check for PO option) and provide your PO number where indicated. Then, click the “Process My Order” button.

13) If paying by Check without a Purchase Order (PO), click the box under “Bill Me Later” (check for PO option) and enter today’s date where the PO number is requested. Then, click the “Process My Order” button.

14) You will immediately receive an email confirmation and invoice form wwheeler@aacc.nche.edu that also contains instructions on how to submit your college’s profile information. NOTE: You should add the submission deadline to your electronic calendar. Do not expect repeated notices from AACC to remind you to submit your information before the deadline.
14. Do I have to pay with a credit card?
   No. You have the option of either paying by purchase order, check (without a purchase order), or credit card.

15. Can I pay with a Check or Purchase Order?
   A: Yes. If paying by Purchase Order, click the box under “Bill Me Later” (check for PO option) and provide your PO number where indicated. If paying by Check without a Purchase Order (PO), click the box under “Bill Me Later” (check for PO option) and enter today’s date where the PO number is requested. Then, click the “Process My Order” button.

16. I want to purchase the 2-yr option. Can I pay for both years now?
   A: Yes. After registering/checkout, send Wayne Wheeler an email requesting that he send you a revised invoice to pay for both years up front.