



AMP PLAYBOOK – SECTION 1: FAQs

CONFIRMATION EMAIL

Q: I have my 'Account Confirmation Email', what should I do?

- 1) Click the 'click here to confirm your account' link
- 2) Enter and confirm your password
- 3) Login to AMP to: 1) Update Membership 2) View/Update Your Forms (*personal profile, school, sports, classes, etc.*) 3) Register for the Conference and LTI 4) Communicate with fellow ADs

NO CONFIRMATION EMAIL

Q: I have not received my 'Account Confirmation Email', what should I do?

- 1) Go to <https://ncada.finalforms-amp.com/>
- 2) Click LOGIN under the 'Member' icon (*whether you are a member or not*)
- 3) Enter your email address and click SUBMIT
 - a) If you get an error message stating the email address does not exist, try again to confirm you typed the email address correctly, then click SUBMIT.
 - b) If the error message persists, this means that there may be a different email address on file for your AMP account. **Contact an Association Leader to update your email address.**
- 4) Upon a successful SUBMIT (*or update by Leader*), check your email for an 'Account Confirmation Instructions' email from the AMP Mailman. Click the link, enter your password then access your account.

FORGOT PASSWORD

Q: I know my email, but I forgot my password and need to reset it, what should I do?

- 1) Go to <https://ncada.finalforms-amp.com/>
- 2) Click LOGIN under the 'Member' icon (*whether you are a member or not*)
- 3) Click FORGOT PASSWORD
- 4) Enter your email address and click SUBMIT
- 5) Check your inbox for a 'Forgot Password' email from the 'AMP Mailman'. Follow password reset instructions.

NEW ATHLETIC DIRECTOR

Q: I'm a new AD and I do not have an AMP account, what should I do?

- 1) Go to <https://www.ncada.net>
- 2) Complete the 'Interested in Joining' process
- 3) Await contact from an NCADA Representative to confirm your new AMP account
- 4) Once confirmed, follow the above instructions titled 'Confirmation Email'

CONTACT SUPPORT

Q: I've tried everything, how do I contact AMP support?

- 1) Click <https://ncada.finalforms-amp.com/>
- 2) Click 'Use Support'