

Adding and Deleting Individual Members to your MFTA Account:

In order to be added to your organization's MFTA account and to receive login credentials for making an appointment, please follow the instructions below:

1. Your organization has a designated Primary, which is the Principal, head of your agency, or head of the organization. In addition, you have designated Account Managers, who are authorized to add new contacts to your organization's MFTA account. Please reach out to these people and request that they follow this link to login: <https://www.mfta.org/user/login>
 - a. If you are a school: your principal's Login Information will be their designated Department of Education email address.
If they don't remember their password, please use the password reset button.
2. When logged in, your Primary or Account Manager just has to click "Authorized Contacts" to view the organization's current contact list, and select "Add New Contact" at the bottom of the page. There are different statuses, but most full time employees should be added as a **Representative**.
3. If there isn't a designated **Account Manager**, the Primary should and can add one, two or three if your school or organization is large. This will ideally be an executive assistant, department head, or manager. The Primary will select "Account Manager" for this person (or people) in the User Group option.
4. If you have questions about the different statuses, then please reference the list below.
5. If the Account Manager or the Primary continues to have issues with accessing their MFTA account, please have the principal call us at (718) 729-2150.

Statuses for MFTA Individual Member Accounts:

PRIMARY: “Primary” status is the individual with the most responsibility and highest position in the organization or department. Principals, Heads of Schools, Department Heads, or Directors should all be “Primary” status. Primaries or their primary predecessors have signed the contract with MFTA to start the organization’s recipient account. They can also add and delete employees, manage “appointment guests”, and edit the overall account details. They can shop for and take any items in the warehouse.

ACCOUNT MANAGER: If you are an “Account Manager” status, that means you can also add and delete employees in your organization’s MFTA Account. “Account Managers” should be employees with a lot of access to other employees, such as an administrative assistant, manager of a department, assistant principal, and parent coordinator.

There should be at least one “Account Manager” in every MFTA Account, and more than one if your organization is larger. The AMs will be able to add teachers as well as make appointments for “Appointment Guests”. They have access to both consumable (regular items) and durable items (specialty items).

- *If you’re an “Account Manager” making an appointment for an “Appointment Guest”, please use the notes section when making an appointment! You *can* make exceptions, like this appointment guest can bring two people with them, but it HAS to be written in the notes section.*

REPRESENTATIVES: Full time employees, teachers, or regular employees should be “Representatives”. This is the most common status. They can make their own shopping appointments, and bring up to two people on the day of shopping. They can take both consumable (regular items) and durable items (specialty items).

APPOINTMENT GUEST: Part time employees, PTA, parents, interns, or school volunteers as “Appointment Guests”. They have the most restrictions. An “Account Manager” has to make an appointment for them, they can only take consumable items, and they cannot bring an additional person with them to their shopping appointment.