

1. [I can't find the option for renewal of my subscription in the shopping cart. How can I renew the subscription?](#)

You won't see the option for renewal in the shopping cart. However, once you set up the Member ID and if your subscription is still active you will see the option to renew on the personal administration page. You will also get reminder email(s) which include a link for renewal. You can also contact us (1-888-674-8937 or [info@mpi.net](mailto:info@mpi.net)) and we will send the link for your renewal.

2. [How and where do I become a member and access the Personal Administration Page?](#)

Please click the Member Login button on the landing (home) page. There is the form called "Create Member Account". After you finish the form, you will access your Personal Administration Page.

3. [Is there a charge to become a member?](#)

No, it is free and it is easy to set up it.

4. [What happens if I forget my Password?](#)

There is the link for "Forgot password?" within the "Member Login" on the landing pages. Just click on this link.

5. [Can I edit my Member ID and Password](#)

No, you can't edit it currently. However if you would like to change your member ID and password, please contact us at 1-888-674-8937.

6. [Can I login with my old username and password?](#)

Yes, you can still login with your original username and password, it is the right side of the form after you click the "Member Login" on the (home) landing page. This will only be available to you for a period of time. Please create your Member Login as soon as you can.

7. [Can I still renew my Manuals?](#)

Yes, you will see the "Time to Renew?" – [click here](#) button on the personal administration page. This will take you directly to the link for renewal of your manual.

8. [My manual has expired. Can I renew it?](#)

Yes, you can contact us via phone # at 1-888-674-8937 or email [info@mpi.net](mailto:info@mpi.net) for renewal. We will send the renewal link to you.

## 9. What are the benefits of the new Member Login?

1. No waiting for a member ID and password to be sent to you.
2. You will be creating your own “easy-to-remember” member ID and password.
3. This will make it easier for you to move through the MPI store and checkout much faster and easier.
4. You will be able to store and edit billing and shipping addresses easily.
5. You will only need **one** member ID and password for **all** your MPI products.
6. You will be able to view and track your history of purchases and expiry dates.
7. There will be a one click, **fast** process to re-order products when necessary through your administration page.
8. You will be able to access all your products through your **personal administration page** **\_OR** directly at the appropriate website URL (e.g. [www.specifypaint.com](http://www.specifypaint.com)).
9. Forgot your password? – NO waiting! – there is a fast and easy password retrieval process.