

MSP Signer Portal FAQs

General Information

What is the link for the MSP Signer Portal?

<https://mspsignerportal.mspairport.com/pwvweb/portal/>

Where can I find training information for the MSP Signer Portal?

The training videos and user guides can be found <https://www.mymspconnect.com/employee-toolbox/badging/authorized-signers>

I never received the registration email.

Please send an email to: MSPSignerPortal@mspmac.org

I can't register. I get an error that my email isn't recognized.

Please be sure to use your primary email. If you picked up a new or renewed badge within the last 24 hours, you may have to wait 24 hours for the program to update with your new badge information.

Please try registering again after 24 hours. If you continue to have problems, please send an email to: MSPSignerPortal@mspmac.org

I never received a verification code.

Verification codes are sent via email and text. Some companies and individuals have security features that block the email with the verification codes and/or an application link. The texting option works much better. Please check your "junk" mail file to see if the verification code was placed in that file. If you did not receive verification through email or text, please send an email to:

MSPSignerPortal@mspmac.org

We are a small company with two Authorized Signers. Do we both need to have a login for the MSP Signer Portal?

Yes, because an Authorized Signer is not able to send and approve their own application, each Authorized Signer will need to have their own access to the online badge application.



I can't login.

Let's verify a few things.

- Are you using the correct website? <https://mspsignerportal.mspairport.com/pwvweb/portal/>
- Do you have internet service?
- Are you using Google Chrome as your browser? Other browsers do not work well.
- Are you using your primary email as your username?
- Do you have an active badge?
- Are you an Authorized Badge Signer?
- Have you cleared your cache?

If you have verified the above and it is still not working, please send an email to:
MSPSignerPortal@mspmac.org

How do I clear my computer's cache?

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools  Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

I can't see the website; the screen is white.

Please verify you are using Google Chrome as your browser as other browsers do not work well with this program.

I forgot my password. What do I do?

We are not able to retrieve passwords. You will need to reset your password. On the main login screen, enter your username and select "Need Help". On the next screen, select "Forgot Password" and you will just follow the steps to select a new password.

My password expired. How do I reset it?

On the main login screen, enter your username and select "Need Help". On the next screen, select "Forgot Password" and you will just follow the steps to select a new password.

Online Application Information

Can I still use a paper application?

All companies are strongly urged to use the MSP Signer Portal online application. If there are extenuating circumstances that require you to use a paper application, please contact MSPSignerPortal@mspmac.org

How does the online application work?

- Applicant completes with the Signer or is sent an online application
- Applicant completes the online application and clicks Submit
- The application returns to the Signer for the Signer to review
- The Signer and the Applicant meet to verify the Applicant has 2 forms of acceptable ID
- Once the application is accurately completed, the Signer electronically signs the application and clicks Submit
- The Applicant schedules an appointment with the Badging Office
- At the appointment, the Applicant brings the same 2 forms of acceptable ID and shows the IDs to the Badging Specialist
- The Badging Specialist reviews the Applicant application and 2 forms of ID.

- The Applicant is issued a new badge

How do I get an online application?

Please contact your company's Authorized Signer to begin the process.

Which option is better for Applicant – email or text?

Some companies and individuals have security features that block the email with the application link. The texting option works much better, and the application can be completed on any phone with internet.

I am a Signer, but I can't see the plus sign + to start a new application.

The plus sign + is located in the Manage Applicant tab above the list of employee names. Please verify you are using Google Chrome as your browser as other browsers do not work well with this program.

I completed an application but when I click on "Save & Send Application" I get an error message that says, "Please fill the mandatory fields."

Please go back and use the tab button to ensure you have completed each field.

What is the difference between Signer: New Badge and Applicant: New Badge?

Signer: New Badge will be used when the Applicant is working along with the Signer to complete an online application. Applicant: New Badge will be used when the Signer wants to send the Applicant an application to be filled out on their own.

I have filled out an online application, do I still need to go to the Badging Office?

Yes, all applicants will need to complete an online application, show their two IDs to their Authorized Badge Signer, schedule an appointment with the Badging Office at <https://www.mymsspconnect.com/badging/appointmentsjoin-queue> and attend their appointment with their two IDs.

I am a Signer. Do I need to meet with my employee to see their IDs or can they just send a picture?

At this time all Applicants are required to show their 2 forms of ID in person to his or her Signer before the Signer can submit the application.

I completed the online application. What should I bring to my Badging appointment?

Please bring the two IDs, from the [list of acceptable IDs](#), that you showed to your company Authorized Signer to review.

I am an Authorized Signer; can I submit my own application?

No, you will need another Authorized Signer from your company to initiate the process, review your IDs and submit the application after review.

I sent an online application to an Applicant, but they never received it.

Please resend the application and select texting as the form of communication. Some companies and individuals have security features that block the email with the application link. The texting option works much better, and the application can be completed on any phone with internet.

How long does an Applicant have access to the application once an Authorized Signer has sent the application to them?

The application remains active for 3 days.

My employee did not complete the application within 3 days. What do I do now?

An Authorized Signer will need to delete the expired application, after which they can re-send the application to the employee.

I am a Signer. How long do I have to submit an Applicant's application?

While the applicant only has 3 days to complete the application, the Signer has 30 days from the time the application was submitted by the Applicant to meet with the applicant and complete the application. However, it is best to submit in a timely manner so that the Applicant's badge does not expire.

How long do I have to wait after my application has been submitted before I can pick up my badge?

First time badge holders will be notified by their company when they have cleared the background check and are able to pick up their badge. For badge renewals, there is no waiting period. The applicant will want to schedule an appointment with the Badging Office and bring two forms of ID to the appointment.

I have changed my name. What do I do?

Please contact your company Authorized Signer. They will be able to send you an application to change your badge.

I am a Signer and I have an employee that changed their name. What do I do?

Please send the online application Signer: Badge Change to the employee. Once the employee has updated the information, review the information along with two forms of ID and submit the application. The employee will want to have a scheduled badge appointment to pick up his or her badge.