



**IRIS**

**Manual**

# IRIS Manual - Member

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## Before starting

### What is IRIS?

IRIS is a membership database. IRIS is the Salesforce Customer Relationship Management (CRM) tool implemented for the Secretariat, which helps to manage the ICOM members from their application to the payment of their membership, by way of their affiliation to an International Committee and their IRIS account.

### What is an ICOM account?

An ICOM account, also called an IRIS account, is the combination of the contact email registered in IRIS of an ICOM member and his/her password.

This ICOM account (or IRIS account) allows to log onto IRIS and ICOM website.

### What is an International Committee Manager?

An International Committee Manager is the person designated by the Chair of the International Committee to log onto IRIS and export the lists of members affiliated to the Committee.

An International Committee can have just one Manager.

### What is a National Committee Manager?

A National Committee Manager is the person designated by the Chair of the National Committee to log onto IRIS and manage the memberships of the members who joined or wish to join the Committee.

A National Committee can have just one Manager.

### What is an Institutional Manager?

An Institutional Manager is the person in contact with the National Committee or the ICOM Secretariat for questions concerning IRIS.

An Institution can have just one Manager.

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### What is an Institutional Representative?

An Institutional Representative is a person designated by an Institutional Member to represent it on National Committees and International Committees, as well as at the General Conference and General Assembly. This person need not be an Individual Members of ICOM. Institutional Members can designate three (3) Representatives.

# ICOM Network

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## I am a Member

### I do not have an ICOM account

#### *How to get one?*

- First, you need to have a valid contact email.
- This email has to be registered in IRIS. To check that point, you go to the IRIS or the ICOM website login page and click on the **Forgot Your Password** link in order to see if you receive or not the email containing the link to change your password.
- If you do not receive the email, please check your spam. If you see no IRIS notification, check with your National Committee if your contact email has been registered in IRIS and your **IRIS Client Portal** has been created.

### I have an ICOM account

#### *Get started*

#### *What for?*

- To log onto on **IRIS**, at the URL: **<https://icom-museum.force.com/login>**, and, depending on the functionalities activated by your National Committee, to:
  - If you are an individual member
    - Update your email,
    - Change your username,
    - Update your address and personal information,
    - Become affiliated to an International Committee or change it,
    - Pay your membership online (if the service has been activated for your National Committee) or indicate to your National Committee your intention to pay your membership.
  - If you are an institutional member
    - Update the email contact of your Institution,
    - Change the username of the ICOM account of your Institution,
    - Indicate the representatives of your Institution and the International Committee where your Institution wants to be represented,

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- Pay your membership online (if the service has been activated for your National Committee) or indicate to your National Committee your intention to pay the membership of your Institution.
- To log onto on the **ICOM website** at the URL: **https://icom.museum/en/**

### What is my username?

- By default, your username is your contact email registered in IRIS.

### How to reset my password?

- To reset your password via email you have to click on the **Forgot Your Password** link on the IRIS or the ICOM website's login page. You will receive an email in your email box inviting you to change your password. This email will be sent to the email box registered in IRIS as your contact email.
- You can also reset your password on **IRIS**:
  - Log onto **IRIS**: **https://icom-museum.force.com**
  - Click on the cogs,



- Click on the **Security Settings** button,

My Settings ✕

- Location Settings**  
Date, time, and language
- Email Settings**  
Personal and group notifications
- Security Settings**  
User name, password and security
- Approved Connections**  
Apps authorized to access this account

Close

- Enter your current and new password and click on the **Save** button

Security Settings ✕

User Name: sonia.agudo@icom.museum [Change User Name](#)

Current Password:

New Password:  Strength indicator

Verify New Password:

Your password was last changed or reset on 24/06/2020 10:31

Save Cancel

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## How to log onto IRIS?

- Go to IRIS login page: <https://icom-museum.force.com>,
- Enter your ICOM username and password.

## How to log onto ICOM website?

- Go to ICOM website: <https://icom.museum/en/>
- Click on the **Log in** link
- Enter your ICOM username and password

## How to pay my membership?

### I have a National Committee

- As online payment is accessible only for the members whose National Committee has activated this functionality, you should contact your National Committee to know how to pay your membership.
- For those who can log onto IRIS to indicate their payment method or pay online, you need to:
  - o Log onto **IRIS**: <https://icom-museum.force.com>,
  - o Click on the **Pending payments** tab,

#### My memberships and payments

Memberships (1)	Pending payments (1)	Confirmed payments (0)
National Committee ICOM	Membership year 2 020	Amount Membership status Planned

- o Click on the **Proceed to payment** link,

#### My memberships and payments

Memberships (1)	Pending payments (1)	Confirmed payments (0)
Revenue number	Amount including VAT	Status Planned
	Payment mode	<a href="#">Proceed to payment</a> <a href="#">Download an invoice</a>

- o Choose your payment method and click on the **Validate** button,



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**Payment management**

**Payment to plan**

Amount including VAT  
Bank organization  
Payment reference

**Payment details :**

Service Name	Membership: Start date	Membership: End date	Member category	Amount
ICOM Adhesion	01/01/2020	31/12/2020	Still working	
Administrative fees	01/01/2020	31/12/2020	Still working	

**Your payment method**

--Please choose a payment method-- v

Validate

## I do not have a National Committee

- The Membership Department of the Secretariat has activated an online payment solution for all ICOM members who do not have a National Committee. Therefore, you can use this service to pay your membership by card. For this purpose, follow the following steps:
  - o Log onto **IRIS**: <https://icom-museum.force.com>,
  - o Click on the **Pending payments** tab,

### My memberships and payments

National Committee	Membership year	Amount	Membership status
ICOM	2 020		Planned

- o Click on the **Proceed to payment** link,

### My memberships and payments

Revenue number	Amount including VAT	Status	Payment mode		
		Planned		<a href="#">Proceed to payment</a>	<a href="#">Download an invoice</a>

- o Choose your payment method and click on the **Validate** button,

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**Payment management**

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**Payment to plan**

Amount including VAT

Bank organization

Payment reference

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**Payment details :**

Service Name	Membership: Start date	Membership: End date	Member category	Amount
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Administrative fees	01/01/2020	31/12/2020	Still working	

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**Your payment method**

--Please choose a payment method-- ▾

## *How to receive ICOM newsletters?*

- Your contact email registered in IRIS must be valid, since this email is extracted by the Communication Service to generate their emailing lists.