MTS PD DAY
ONLINE REGISTRATION
Frequently Asked Questions

THE MANITOBA TEACHERS' SOCIETY

SAGE
Special Area Groups of Educators

LOGGING IN

I am an MTS member and trying to log in to MyProfile, but I can't remember my MTS number (or username). How do I get it?

To retrieve your number (or username), click on the "Forgot your MTS Number" link online. An email will be sent to you directly. Ensure that you check your SPAM or JUNK mail folder. Staff can be contacted through the SAGE Helpline at (204) 831-3063 if further assistance is required. (*https://memberlink.mbteach.org/*)

I am not a member of The Manitoba Teachers' Society. Can I still register for an event?

Yes. There is a useful guide to help people register. Please see How To Register on the website. (*https://www.mbteach.org/mtscms/wp-content/uploads/2025/08/MTS-HowToRegister_2025.pdf*)

I have been on the MTS member site before, but I can't remember my password or username. How do I access my account?

You may have registered in a previous version of the MTS registration system. Try to sign up again. If it tells you that you have already signed up, there are two links on the right side of the login page that you can use. One you can use if you forgot your MTS number or username and the other if you forgot your password. If you still are unable to access your account, call the SAGE Help Line at 204-831-3063.

I have tried to sign in MyProfile twice (or more) now and it just won't work. What do I do?

You may have created more than one profile and now it can't properly identify you Contact staff through the SAGE Help Line so that they can merge your profiles together.

PAYMENT

I do not have a PayPal account. Can I still pay my registration fee without an account?

Yes. PayPal accepts payments without an account. Simply enter your credit card information into the secure online payment form provided in the event.

I don't have a credit card. How can I pay for the registration fee?

PayPal accepts more than one form or payment (including Visa debit card). When you have a PayPal account, you may even be able to pay using your bank account. If you do online banking, it usually just takes a few minutes to link your bank account to your PayPal account. To start, just go to the PayPal website and click 'Sign Up' at the top of the page.

PayPal is not accepting my credit card information. Why?

PayPal's process for accepting credit card payments is rigorous. This helps prevent people from paying for things with stolen or unauthorized cards. The screening process is complex and, on rare occasions, it will impact valid cards. If you know your card is valid but your payment still doesn't go through, we suggest that you try one of the following:

1. Try again later; or
2. You can only pay with a credit card through PayPal for a limited number of times before they no longer accept it. However, you still have the option of signing up for a PayPal account with your card or paying with a different credit card; or
3. Your credit card may already be associated with an existing PayPal account. If this is the case, pay for your registration using your PayPal account instead; or
4. Clear your browser's cache and cookies; or
5. Try a different browser or a different device.

When I tried to pay the registration fee, the payment page timed out. Now I can't find any way to pay. Where can I pay?

You will find the 'Pay Now' link on the right side of the event on the Events listing page under your 'Registered Events'.

I have registered for the event, but it didn't ask me to pay. Where do I pay?

Go to the Events listing page of MyProfile. If the event is not listed in your 'Registered Events' list at the top of the page, you have not finished the registration process. Please try again. If the event is there, the 'Pay Now' link should be on the right side of the event. If not, maybe a firewall is preventing you from seeing the link.

I can't find my receipt.

PayPal sends an automatic email to the email address associated with your registration when you pay. Check your junk/spam email on the date that you paid your registration. You will also receive an email from MemberLink with payment information.

CANCELLATION

I cancelled my registration by accident and when I try to re-register, the event is no longer in the list. How do I register?

Your cancelled registration is put into a pending state.

It will need to be removed or reversed by a member of the SAGE Executive or by MTS staff before you can see that event again. If you are unable to contact a member of the SAGE Executive, call the SAGE Help Line at 204-831-3063.