

FAQs

Q. What is the purpose of The Globe Insiders community?

A. The purpose of the community is to provide an efficient way of gathering high-quality input from an engaged, representative group of readers and non-readers to help drive business decisions at all levels—operational to strategic on a variety of topics for both The Globe and Mail, and for our marketing/advertising customers. We'll engage the community through surveys, polls, forums or discussion boards to get their feedback on topics ranging from our Globe and Mail content, your user experience with The Globe, your insights and opinions as a consumer, to feedback about advertising.

Q. Why was I invited?

A. You received an invitation to join **The Globe Insiders** because we value your influential opinions and want to have a more regular conversation with you.

Q. How will the company use the survey results?

A. The Globe Insiders will use aggregated survey results to better inform business decisions for The Globe, and to inform marketing decisions for our advertising customers. Think of it as giving our most influential readers a seat at the table.

Q. Will I get to see the results of the different surveys?

A. Not at this time. However, we are working towards launching a Member Hub so that we can periodically share some of the survey results with you.

Q. Will anyone ever see my individual results?

A. Your answers to surveys and polls are aggregated with other members' responses who have completed the same survey. Where you answer open-ended questions, we might share your answers without associating your name to the answer. If we would like to use your answers in any marketing campaigns and associate you with the comment (e.g. first name, last initial, occupation), we will ask for your permission first.

Q. How often will I be contacted?

A. We will email you 1-3 times per month to invite you to participate in activities that match your profile and interests.

Q. My password is not working when I return to the portal page.

A. If you have been re-directed to the member portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the member portal page by default should you wish to update or change any of your account information. If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the community. Check your e-mail for this confirmation and follow the steps to complete your entrance into the community. When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.

Q. I can't remember my password.

A. If you cannot remember your password, simply click on the "Forgot password" button on the member login page and enter your email address into the required field to have it e-mailed to yourself. If you continue to experience problems you can click on the [Technical Support](#) link below and ask for assistance.

Q. I can't login, I get an "e-mail does not exist" message when I try to login.

A. If you did not complete the Profile questionnaire in the Sign-up process and click the link in your confirmation e-mail, you are not fully registered in the community. If you have completed these steps and still cannot login, try closing the portal page and returning in a few minutes. Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

Q. I didn't receive the confirmation e-mail.

A. Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book. If you do not find it in your Junk Mail, you can click on the "Submit my issue to the support team below", and ask for assistance.

Q. I would like to unsubscribe.

A. Two options to unsubscribe can be found at the bottom of any of our email communications.

1. You are currently subscribed to The Globe Insiders. To unsubscribe please [click here](#)
2. To unsubscribe from all communication from The Globe and Mail [click here](#)

An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm. If you still experience any issues, please email us at optout@globeandmail.com

Q. I would like to update my e-mail address.

A. You may change your e-mail address anytime by simply logging into the community and clicking "change e-mail" under the "User Profile Information" section.

Q. How do I log back into The Globe Insiders community?

A. If you wish to log back in to the **site**, save the login page URL: <https://www.theglobeinsiders.com/> in the favorites tab of your browser or in a place where it is easily retrievable. When on the login page, you will need your login details: the email and password that you set most recently (or when signing up as a member).

Q. How do I update my profile?

A. Simply log in to The Globe Insiders and select 'My Profile' in the top right corner of the home page.

Q. Who is Alida?

A. The Globe works with Alida to create and manage this interactive member community. You can learn more about Alida on their website, www.alida.com

Q. What if I have technical problems?

A. For technical issues, please contact support@globeinsiders.com. Or you can access via the home page 'Technical Support' link on the bottom of the page.