FPC Community FAQs

What is the FPC Community?

The Community is a member-centric, web-based platform designed to enhance the communication between the FPC and its members, foster networking and collaboration among members, and offer faster payments education content to FPC members in support of their professional development.

How do I access Community?

Go to **https://usfpc.smallworldlabs.com** or access the Community from the "Members Area" located on the FPC website https://fasterpaymentscouncil.org/. We recommend you bookmark Community as a favorite destination on your computer. Visit Community frequently to stay current with FPC updates, education, and events.

What is the Learning Management System (LMS)?

The LMS is an education platform connected to the FPC Community. In conjunction with FPC member organization **Identifee,** the FPC is proud to offer members educational content designed to support your professional development within the faster payments industry. Your suggestions on topics for future education packages are welcome! Send your ideas to memberservices@fasterpaymentscouncil.org.

What should I do if I have any issues with Community or need to update my email?

Contact the FPC staff at memberservices@fasterpaymentscouncil.org.

I see a message in a pink bar: "Unable to retrieve user data". What should I do?

This will sometimes occur if you log in and out of Community multiple times within a short period of time. Ignore this message and proceed with your login.

If I select "Yes" to an event question "Are you going?" does that mean I'm registered?

The short answer is No. You must select the event, go to the REGISTRATION link, and complete the full registration form. The question "Are you going?" is gauging member interest in the event and will not register you for the event.

When I try to open some of the resource links in the drop-down navigation menu, I get a screen telling me to Sign Up or Login Now. What should I do?

The resource you are trying to open is on the FPC website, and you must be logged into the Members Area of the website to access these resource pages. The FPC website is different from the FPC Community platform. If you need a login or password reset for the FPC website, contact memberservices@fasterpaymentscouncil.org.

I'm on a committee/work group but don't see my name listed there. What should I do?

Contact the FPC staff at memberservices@fasterpaymentscouncil.org.

Do I have to upload my picture to Community?

No, pictures are not required, but it's a great way to get to know and network with your colleagues.

We look forward to seeing you in the FPC Community!