



## Member Frequently Asked Questions (FAQ)

### 1. What is WSSCC and what does it do?

WSSCC is at the heart of the global movement to improve sanitation and hygiene, so that all people can enjoy healthy and productive lives. Established in 1990, WSSCC is the only United Nations body devoted solely to the sanitation needs of the most vulnerable and marginalized people.

In collaboration with our members in 150 countries, WSSCC advocates for the billions of people worldwide who lack access to good sanitation, shares solutions that empower communities, and operates the Global Sanitation Fund, which since 2008 has committed over \$109 million to transform lives in developing countries.

To learn more about our work please click [here](#).

### 2. Where does WSSCC work?

WSSCC currently works in 17 countries: Bangladesh, Benin, Cambodia, Ethiopia, India, Kenya, Madagascar, Malawi, Nepal, Niger, Nigeria, Pakistan, Tanzania, Togo, Senegal, Uganda, Zimbabwe

### 3. Who are WSSCC members?

WSSCC individual members are professionals working to make water, sanitation and hygiene global priorities or individuals interested in staying informed about WSSCC's work and contribution to the sector. These are individuals who may be working in, or representing, civil society, local and national governments, academia, the development sector, and UN agencies among others.

Currently, WSSCC organizational members are those with whom we partner in-country such as GSF Executing Agencies and Sub-grantees. WSSCC will also soon be expanding its organizational membership to include other organizations that are active in the WASH sector or related sectors with intersecting objectives such as corporate entities.

### 4. What are the types of WSSCC membership available?

There are two types of membership categories available: individual and organizational. At the moment however, WSSCC is only accepting online applications for individual membership. WSSCC is currently examining the possibility of introducing a registration process with a separate set of requirements for organizational membership.

Please check back periodically on the membership section of our website for updates.

### 5. Where can I register as an individual WSSCC member?

To register as a new WSSCC member, please visit our website and click on "Join as member" to access the individual registration form or [click here](#). Membership is free and registration is quick and easy.

## **6. How long does it take for my online registration to be approved?**

The Secretariat aims to process applications in approximately three weeks. If additional information or clarification is required, the process may take a little longer. If you recently submitted a membership registration and would like to know the status, you can e-mail us at [members@wsscc.org](mailto:members@wsscc.org)

## **7. Can my membership registration be rejected?**

WSSCC reserves the right to disapprove membership registrations if the Secretariat deems that an inadequate explanation for joining has been provided or the individual motive is not aligned with the objectives of WSSCC. WSSCC may contact you to request a clarification or additional information.

## **8. What are the benefits of being a WSSCC member?**

WSSCC membership is free of charge and allows you to enjoy the following benefits:

- Capacity-building through automatic access the Community of Practice (CoP) administered by the WSSCC;
- Exercise influence over WSSCC's agenda and governance by nominating and standing for election in WSSCC's Steering Committee;
- Delivery of a regular newsletter full of updates on key achievements and sector information that is relevant to you such as publications, news, blogs and reports;
- Empowerment of yourself and/or your organization through collaboration with our National Coordinators and other members in our community who have common objectives and are tackling similar challenges;
- Access to the online Members' Community, where you can search and connect with peers at the local, national and global levels;
- The opportunity to increase the visibility of your work and raise your profile by sharing your experience and knowledge with the membership community;
- Participation in active discussions on prominent issues using discussion boards on the online Members' Community;
- Exposure to innovative approaches and best practices in sanitation and hygiene programming.

## **9. How do I connect with other WSSCC members?**

Once you become a member, you are granted access to the WSSCC SharePoint Members Community. The Members' Community is an online directory, listing all members, where you can connect and collaborate. Through the directory function you can filter to find members in your region or country and send private messages or e-mail one another.

## **10. Do I need to renew my membership at some point?**

Although the validity of your membership is not limited to a specific duration, WSSCC requests that you periodically update your online member profile and keep your contact details current. We may contact you from time to time to remind you to do so.

## **11. How do I update the email address associated with my membership profile if I have recently changed it?**

Members can write directly to the Secretariat to request that their email address be updated. Please provide the email address previously used and indicate your first and last name. Once the email has been updated, the Secretariat will notify you and send you a new invitation to the Members' Community which you can accept and login using your updated e-mail address.

Write to us at [members@wsscc.org](mailto:members@wsscc.org) to request an email address update.

## **12. Why and how should I convert my email address (i.e. Gmail, Yahoo, etc.) to a Microsoft account in order to login to the Members' Community?**

Since the Members' Community uses a SharePoint-based platform it can only be accessed using the login credentials of a Microsoft account. For this reason, after accepting the invitation to the Members' Community, you can sign in using your existing Microsoft e-mail (i.e. Live, Hotmail, Outlook) and password or by creating a new Microsoft ID.

If you are creating a Microsoft ID to login to the Members' Community, you may find it easier to remember your login details if you select an existing account name and password for an inbox you regularly use.

For example, if your everyday e-mail address is [peter178@yahoo.com](mailto:peter178@yahoo.com), when completing the steps to create a Microsoft account, you can enter "peter178" as the first part of your Microsoft account name and select one of the available endings such as @hotmail.com or click "use your favourite e-mail" to keep the @yahoo portion of your ID. This way, to login, you can use the exact same username ([peter178@yahoo.com](mailto:peter178@yahoo.com)) and password of your day-to-day personal e-mail account.

Using the user ID from another e-mail account for your WSSCC Microsoft account does not affect your existing personal e-mail address in any way. It simply enables you to use this same e-mail and password (if desired) when logging in to the Members' Community.

## **13. How do I update the contact details of my member profile?**

Your profile can be updated through the Members' Community. If you are logging in to the Members' Community for the first time, please follow these [instructions](#) which were recently shared with all members.

After logging in to the Members' Community, please click "Edit my contact details" to review your registration details and add any additional information.

## **14. Who are the WSSCC National Coordinators (NCs)?**

WSSCC collaborates with 16 NCs who work within WASH coalitions in their home countries, leading WSSCC's work, serving as coalition heads and spokespersons, and advocating on WASH issues. NCs are engaged in national and local level networking, knowledge management, advocacy and communications activities, and facilitate and implement Global Sanitation Fund (GSF) programme activities. Members are encouraged to get acquainted and stay in contact with their NCs and to share information on the activities that they are undertaking in the sector.



More information about our current NCs can be found [here](#).

## **15. What kind of role does a member play if he/she is elected to the WSSCC Steering Committee?**

Steering Committee members have a core set of responsibilities. These include, for example:

- deciding the policies and strategies of WSSCC
- ensuring the financial viability of WSSCC
- monitoring the performance of WSSCC
- appointing the Chair
- playing an active role in selecting the Executive Director
- managing the governance processes
- representing the interests of WSSCC's members and stakeholders
- being morally accountable to WSSCC's donors

In addition to the above, all Steering Committee members are individually responsible for representing the WSSCC at meetings at the request of the Chair and representing the views of the constituents who elected or selected him/her to the Steering Committee as well as to report to them regularly and thoroughly.

**Do you have any other questions about WSSCC membership that are not answered here? E-mail us at [members@wsscc.org](mailto:members@wsscc.org)**