



**MARINE EDUCATION  
& RESEARCH SOCIETY**

## **MERS Humpback Whale Sponsorship Hub FAQ**

[Forgot your password? – Resetting your password](#)

[How do I renew my sponsorship?](#)

## Forgot your password? – Resetting your password

1. Go to [www.mersociety.org/hub](http://www.mersociety.org/hub).
2. Click the *Log in* button and then *Forgot password*.

### MERS Humpback Whale Sponsorship Hub


Welcome to the sponsor-exclusive *MERS Humpback Whale Sponsorship Hub*!

Log in below to explore the Hub, where you have access to:

- **Your sponsored whale(s) page(s)**, which includes their biography, many photos and updates.
- **Extras page**, which includes Humpback Whale vocals recorded off northern Vancouver Island.

Stay tuned for additional features and exclusive live sessions with MERS researchers!

If you wish to be a Humpback Whale Sponsor, [purchase your sponsorship here!](#)



Log in

Remember me [Forgot password](#)

3. Enter your email and click *Submit*.

### Reset Password Request

Your email

4. Password reset instructions will be emailed. If you do not receive our email within a few minutes, please check your junk/spam folders and double-check the email address entered.
5. Follow the instructions in the email to reset your password.

## How do I renew my sponsorship?

Please check the renewal date of your sponsorship.

If the renewal date has passed, please purchase a new sponsorship [here](#).

If the renewal date has not passed, please renew your sponsorship by following the instructions below.

1. Go to [www.mersociety.org/hub](http://www.mersociety.org/hub).
2. Log in to your Sponsorship Account using the blue *Log in* button.
  - If you forgot your password, [click here](#) for instructions on resetting your password.

### MERS Humpback Whale Sponsorship Hub


Welcome to the sponsor-exclusive *MERS Humpback Whale Sponsorship Hub!*

Log in below to explore the Hub, where you have access to:

- **Your sponsored whale(s) page(s)**, which includes their biography, many photos and updates.
- **Extras page**, which includes Humpback Whale vocals recorded off northern Vancouver Island.

Stay tuned for additional features and exclusive live sessions with MERS researchers!

*If you wish to be a Humpback Whale Sponsor, [purchase your sponsorship here!](#)*



Log in

Remember me [Forgot password](#)

Log in

3. Click on the blue button that is now labelled with your name and click *View Profile*.

## MERS Humpback Whale Sponsorship Hub

Welcome to the sponsor-exclusive *MERS Humpback Whale Sponsorship Hub*!

Log in below to explore the Hub, where you have access to:

- **Your sponsored whale(s) page(s)**, which includes their biography, many photos and updates.
- **Extras page**, which includes Humpback Whale vocals recorded off northern Vancouver Island.

Stay tuned for additional features and exclusive live sessions with MERS researchers!

If you wish to be a Humpback Whale Sponsor, [purchase your sponsorship here!](#)

Jane Doe

[View profile](#) [Change password](#) [Log out](#)

4. You will see your sponsorship details and a *Renew* button. Click the *Renew* button.

[Edit profile](#)

[Profile](#) [Privacy](#) [Email subscriptions](#) [My event registrations](#) [Invoices and payments](#) [Donations](#)

### Sponsorship details

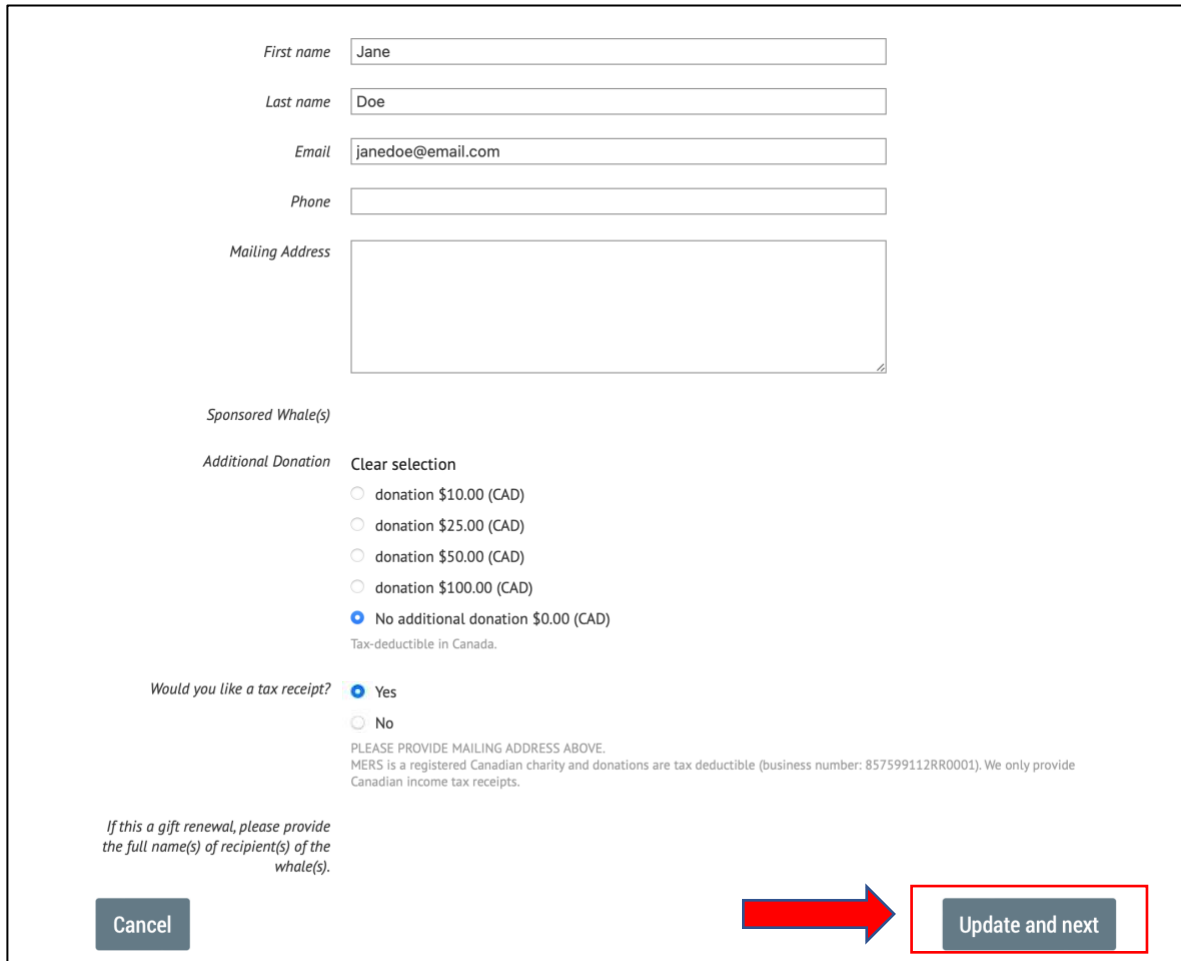
|                           |  |
|---------------------------|--|
| <b>Sponsorship</b>        | <b>Humpback Whale Sponsorship (includes 1 sponsorship) - Self-sponsored / Gifter - \$50.00 (CAD)</b><br>Subscription period: 1 year<br>No automatically recurring payments |
| <b>Sponsorship status</b> | <b>Active</b>  |
| <b>Sponsor since</b>      | 23 Feb 2022  |
| <b>Renewal due on</b>     | 23 Feb 2023  |

[Renew to 23 Feb 2024](#)

|                   |          |
|-------------------|----------|
| <b>User ID</b>    | 63374810 |
| <b>First name</b> | Jane     |
| <b>Last name</b>  | Doe      |

5. Update your profile as needed and then click *Update and next* at the bottom of the page.

- As a reminder, if you require a tax receipt for your sponsorship renewal, please enter your mailing address.



First name

Last name

Email

Phone

Mailing Address

Sponsored Whale(s)

Additional Donation

donation \$10.00 (CAD)

donation \$25.00 (CAD)

donation \$50.00 (CAD)

donation \$100.00 (CAD)

No additional donation \$0.00 (CAD)


Tax-deductible in Canada.

Would you like a tax receipt?  Yes

No

PLEASE PROVIDE MAILING ADDRESS ABOVE.  
MERS is a registered Canadian charity and donations are tax deductible (business number: 857599112RR0001). We only provide Canadian income tax receipts.

If this a gift renewal, please provide the full name(s) of recipient(s) of the whale(s).



6. To complete payment of your sponsorship renewal, click one of the following options:

- *Invoice me*: This option is for payment via **e-transfer**. If you select this option, send an e-transfer to [mersociety@gmail.com](mailto:mersociety@gmail.com). We will renew your sponsorship once we receive the e-transfer.
- *Pay online*: This option is for payment via credit card through Wild Apricot's secure payment processing system. Your sponsorship will renew as soon as the credit card payment has cleared. If renewing for a giftee, the renewal will be completed in a few days.

***If you have any questions or concerns about renewing your sponsorship,  
please email us at [sponsorship@mersociety.org](mailto:sponsorship@mersociety.org).***

***Thank you!***