

Frequently Asked Questions

AMS Upgrade & Website Redesign | July 15–27, 2026

General Questions

Q: Why are you upgrading the AMS and redesigning the website?

We're investing in significant enhancements to better serve our members. The AMS upgrade will improve system performance, functionality, and member experience with enhanced features and improved reliability. The website redesign will provide a modernized, user-friendly experience with streamlined navigation and improved content organization. These upgrades cannot be performed while the systems are in use.

Q: What are the important dates I should know?

- **Now through July 14:** Complete any in-progress event registrations or membership renewals
- **July 15 to July 27:** Member portal temporarily unavailable
- **July 28:** New website and upgraded member portal go live

Q: What will I not be able to do from July 15 to July 27?

During this period, the following functions will be temporarily unavailable:

- Registering for events
- Renew your membership online
- Make payments
- Logging in to your member account
- Submit applications
- Access transactional functions
- Updating your profile
- Accessing the online community
- Donating to the trust fund
- Signing up for mentor match
- Browsing Find a Surgeon.

What You Need to Do Before the Blackout

- Complete any pending membership renewals or dues payments before July 15
- Complete any in-progress event registrations before July 15. Note that early registration for the ACA closes July 12.
- Download or screenshot any invoices or records you may need during the upgrade
- Confirm your contact information is current (you won't be able to update it until July 28th)
- If you plan to renew after July 1st suspension, mark your calendar for July 28th–August 15th
- Have your member ID ready for any communications during this period
- Contact Member Services now if you have questions or need clarification on your status

Q: Can I still access the ACOS website during the upgrade period?

Yes. The ACOS website will remain accessible so you can view information, read about membership benefits, and learn about ACOS programs and services. However, you won't be able to perform any functions that require logging in (such as accessing your member portal) or making transactions (such as renewals, payments, applications, or conference registration) during the July 15–27 upgrade period. A notice on the homepage will inform you of the temporary limitations.

Q: When will the upgraded systems be back online?

Full system restoration with the upgraded AMS and redesigned website is expected by July 28, 2026. We'll send a confirmation email to all members as soon as the systems are back online.

Q: What improvements can I expect when the new system launches?

You can look forward to a modernized website with a cleaner design, simplified navigation, and a much-improved mobile experience. Your member account will offer expanded self-service options, including easier invoice downloads and profile management. Pages will also load faster than before. These upgrades are just the beginning. ACOS will continue building on this new foundation to bring you even more tools and resources in the future.

Membership & Renewals

Q: I was suspended on July 1st because I hadn't renewed. What happens now?

If you were suspended on July 1st due to non-payment, you have until August 15, 2026 (our grace period) to reinstate your membership. During the July 15–27 upgrade period, you cannot submit a renewal. Please wait until July 28th or later to complete your renewal.

Q: Can I renew during the July 15–27 blackout?

No. The online renewal system will not be accessible during the AMS upgrade period. Any payment submission attempts will not be processed. We recommend waiting until July 28th to complete your renewal to ensure it's processed once systems are active.

Q: What if I renew after July 28th? Will I still be considered active?

Yes. Members who were suspended on July 1st and renew by August 15, 2026, will have their membership reactivated.

Q: What happens after August 15, 2026?

Members who were suspended on July 1st and have not renewed by August 15, 2026 will be terminated from membership. To be reinstated after this date, you will be required to submit a full membership application and go through review and approval by the ACOS Membership Committee.

Q: Can I mail a check payment between July 15–28?

Yes. You can mail check payments during the upgrade period (July 15–27 and beyond). We will log all check payments received and process them for posting once systems are back online on July

28th. Please include your member ID on your check to ensure proper posting. Important: Do not send credit card information through the mail.

Q: What if I sent payment by mail before July 15th?

All checks and payments received before July 15th will be processed. Any payments received afterwards will be held for processing as soon as the system is back online (by July 28th). Please include your member ID on your check to ensure proper posting.

New Member Applications

Q: Can I join as a Member, International Member, or Associate Member?

Members, International Members, and Associate Members cannot join online. You must complete the appropriate application PDF and submit it with all required supporting documentation. During the July 15–27 upgrade period, you can still submit your completed application PDF by mail. Applications received during the outage will be processed once the system is restored on July 28th. Contact Member Services at membership@facos.org or 800-888-1312 to request or [download the application form](#).

Q: How do I submit my Member, International Member, or Associate Member application?

Complete the required application PDF with all supporting documentation and mail it to ACOS. You can find the application forms [here](#) or contact Member Services at membership@facos.org or 800-888-1312 or download one before July 15th if available. Submit your completed application and all required materials by mail. During the July 15–27 upgrade period, applications received will be logged and processed as soon as systems are back online on July 28th.

Q: When will my application be reviewed if I submit it during the outage?

Applications submitted during the July 15–27 blackout will be queued for processing once the system is restored on July 28th. Processing timelines depend on the application type (Student, Resident, Member, International Member, or Associate Member). Member Services will contact you with updates on your application status.

Q: Where do I find the membership application forms?

Membership application forms are available on the ACOS website at <https://facos.org/join>. You can download the appropriate application (Member, International Member, or Associate Member) before July 15th, or contact membership@facos.org or 800-888-1312 to request one.

Students

Q: Can I join as a Student during the July 15– August 7 upgrade?

Prospective Student member application is available exclusively online. Due to scheduled system enhancements, the application portal will be temporarily unavailable from **July 15 through August 7**. We are using this time to improve the student application experience, and the updated system is expected to launch shortly after this period. Prospective student members are encouraged to wait

until the new application is available before applying. If you have questions, please contact Member Services at membership@facos.org or **800-888-1312**.

Q: Will mentorship programs continue?

Mentor Match will be temporarily unavailable during the July 15–27 AMS upgrade period and back online on July 28. If you have an urgent mentorship need during this time, please contact marketing@facos.org for assistance.

Q: Will MSS (Medical Student Section) leadership or committee activities be affected?

No, MSS leadership or committee activities will not be affected. Meetings and responsibilities will continue as scheduled throughout the upgrade period.

Residents

Q: Can I join as a Resident during the July 15–27 upgrade?

Prospective Resident member application is available exclusively online. Due to scheduled system enhancements, the application portal will be temporarily unavailable from **July 15 through July 27**. We are using this time to improve the resident new member application experience, and the updated system is expected to launch shortly after this period. Prospective resident members are encouraged to wait until the new application is available before applying. If you have questions, please contact Member Services at membership@facos.org or **800-888-1312**.

Q: Can I still apply for Resident scholarships and programs?

Yes, the upgrade does not impact resident scholarships and programs. If you have questions about a specific scholarship or program during the transition, please contact membership@facos.org or call 800-888-1312.

Q: Will my Resident membership status be preserved?

Yes. Membership records are being migrated and will be available in the upgraded system.

ACA 2026 Conference & Continuing Education

Q: When and where is the 2026 Ceremonial Conclave?

The 2026 Ceremonial Conclave will be held on Friday, October 2, 2026, in New Orleans, Louisiana, during the Annual Clinical Assembly (September 30–October 4, 2026). The ceremony recognizes new members, fellows (FACOS), and distinguished fellows (DFACOS) before their colleagues.

Q: Can my family and friends attend the Conclave ceremony?

Yes. Your family and friends are warmly invited to attend the Ceremonial Conclave swearing-in ceremony. We encourage you to plan for their lodging and travel alongside your own.

Q: Is there a reception after the Conclave ceremony?

Yes. Following the Ceremonial Conclave ceremony, you are invited to the President's Reception—a celebration of all who were recognized at the Conclave, including fellows, distinguished fellows, award winners, new members, alongside ACOS leadership and staff. Your family and friends are also welcome to attend—tickets can be purchased through contacting membership@facos.org or 800-888-1312. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: I'm being recognized at the Conclave—what do I need to do to prepare?

You will receive a separate communication with full logistical details, including ceremony specifics, response form, guest information, registration, lodging, and travel. If you have not yet received this communication or have urgent questions about your recognition, contact membership@facos.org or 800-888-1312. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: Where should I book my hotel in New Orleans?

Lodging is available at the Hyatt Regency New Orleans with a group rate reserved for ACOS members and ACA attendees. Book your room at the ACOS group rate through the dedicated group booking link. Group rates are based on availability and may be subject to cutoff dates. For the most current information and booking link, visit the 2026 Annual Clinical Assembly page at www.facos.org/aca. Contact membership@facos.org or 800-888-1312 if you need assistance with lodging questions.

Q: When should I book my hotel?

We encourage you to book your lodging at the Hyatt Regency New Orleans as soon as possible to secure availability at the ACOS group rate. Group rates are typically available until the hotel block fills or the group rate cutoff date is reached. Check the 2026 Annual Clinical Assembly page at www.facos.org/aca for current availability and deadlines.

Q: Can I register for the Annual Clinical Assembly during the July 15–27 upgrade period?

ACA registration requires logging into the online system. During the July 15–27 AMS upgrade period, online functions like these will be unavailable.

Q: When does early registration close for the ACA?

Early registration for the 2026 Annual Clinical Assembly closes on July 12, 2026. For current registration options, visit the 2026 Annual Clinical Assembly page at www.facos.org/aca or contact meetings@facos.org.

Q: Will I earn CME credits at the Annual Clinical Assembly?

Yes. The Annual Clinical Assembly is accredited for CME credits. Attendance at ACA sessions allows you to earn the continuing medical education credits you need. For specific CME details, credit hours, and accreditation information, visit the 2026 Annual Clinical Assembly page at www.facos.org/aca or contact the Meetings department at meetings@facos.org.

Q: What is the member registration rate for the ACA?

To participate in the Ceremonial Conclave and receive the member registration rate for the Annual Clinical Assembly, your ACOS membership should be current and in good standing. Member pricing

for ACA events is contingent on FY2026/27 dues being paid by June 30, 2026. For current pricing and registration details, visit the 2026 Annual Clinical Assembly page at www.facos.org/aca or contact meetings@facos.org.

Q: I'm interested in attending the ACA but am not being recognized—can I still attend?

Yes. The Annual Clinical Assembly welcomes all ACOS members and interested professionals. To attend the ACA and President's Reception, you may register online outside of July 15-27. For information about attendance, lodging, and registration, visit the 2026 Annual Clinical Assembly page at www.facos.org/aca or contact meetings@facos.org or membership@facos.org for assistance.

Q: Where can I find more information about the ACA?

For comprehensive information about the 2026 Annual Clinical Assembly, including registration, CME details, hotel information, and the Ceremonial Conclave, visit: www.facos.org/aca. You can also contact meetings@facos.org (for ACA/registration questions) or membership@facos.org (for Conclave ceremony questions) at 800-888-1312. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: Can I access my CE credits or transcripts during the upgrade?

CE credits and transcripts are managed by the AOA, not ACOS. The AMS upgrade does not affect AOA CE tracking. For assistance locating your CE records or transcripts, contact meetings@facos.org or call 800-888-1312. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: Will CE requirements or deadlines be affected by the system upgrade?

The ACOS system upgrade does not affect AOA CE tracking or requirements. Your CE credits and deadlines are managed independently by the AOA. If you have questions about your specific CE requirements or renewal deadlines, contact the AOA directly or reach out to meetings@facos.org for assistance.

Q: How do I track my CE hours for board certification renewal?

CE credit tracking and board certification renewal requirements are managed by the AOA, not ACOS. For questions about your CE hours or board certification requirements, contact the AOA directly or reach out to meetings@facos.org and we can assist you. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: Can I obtain historical CE reporting through ACOS for board certification renewal?

No. ACOS does not track or manage CE credits—those are maintained by the AOA. If you need historical CE reporting for board certification renewal, please contact the AOA directly. You may also reach out to meetings@facos.org for assistance in identifying the appropriate AOA contacts. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Board & Committee Leaders

Q: Will committee meetings continue during the upgrade?

Yes, committee meetings will continue during the upgrade. If you need materials or information to prepare for a meeting during the blackout period, please contact info@facos.org in advance and staff will do their best to assist you.

Q: Will elections be impacted?

No, discipline and Governor elections will not be impacted during the upgrade. If you have questions about an upcoming election during the transition period, please contact info@facos.org or call 800-888-1312.

Q: What happens if I cannot access information needed for a Board, committee, or leadership responsibility?

Contact info@facos.org or call 800-888-1312. We will do our best to assist you. Hours: Monday–Friday, 8:30 AM–4:30 PM EDT.

Q: Who should leaders contact if they need urgent member information during the upgrade?

Leaders should contact vsheridan@facos.org with urgent needs.

Q: Will committee rosters, leadership rosters, and contact lists be available?

We expect to have access to committee rosters, leadership rosters, and contact lists during the upgrade. If you need a roster or contact list and are having difficulty accessing it, please reach out to info@facos.org and we will provide what you need.

Account Information & Payment Processing

Q: Will my login credentials change?

No. Your existing username and password will continue to work once the portal is back online on July 28. If you need to reset your password, call us at 800-888-1312, Monday through Friday from 8:30 a.m. to 4:30 p.m. EDT.

Q: Can I view my member account or payment history during the outage?

No. Member portals and account information will be unavailable during the July 15–27 AMS upgrade period. You will be able to access all historical data and payment records once the system is restored on July 28th.

Q: Can I update my contact information or profile during the outage?

No. Member records cannot be modified during the system maintenance. Any profile updates, address changes, email changes, or other record modifications must wait until July 28th or later when the system is fully restored.

Q: Can I make a payment during the outage?

The online payment system will not be operational during the July 15–27 blackout. You can mail a check payment, and we will log it for processing once systems are back online. Do not send credit card information through the mail. Please submit all other payment methods after July 28th.

Q: What if I have an urgent billing question during the outage?

Please email info@facos.org with details of your question, and we will respond after the system is back online. For urgent matters, you may call 800-888-1312 from Monday–Friday, 8:30 AM–4:30 PM ET.

Online Community and Mentor Match

Q: Will I be able to access the Online Communities during the upgrade?

No. Access to the Online Communities is tied to your ACOS member portal login, which will be temporarily unavailable from July 15–27. During this time, you will not be able to:

- View or create discussion posts
- Reply to discussions
- Browse the member directory
- Access Mentor Match
- Update your profile
- Use other Online Community features

Q: How will the upgrade affect my Mentor Match relationships?

Existing mentoring relationships can continue as usual through email, phone, or other communication methods outside the platform. However, Mentor Match within the Online Communities will be unavailable during the upgrade. New mentors and mentees will not be able to enroll, mentoring requests cannot be submitted or accepted, and in-platform messaging will be unavailable.

Q: Will my discussion posts, messages, and community history be lost?

No. Your discussion history, community memberships, Mentor Match information, and profile data will carry over to the upgraded system.

Q: Do I need to create a new account or reset my password?

No. Your existing login credentials and profile information will transfer automatically. Once the new system launches, you can log in using your existing credentials.

Q: When will Online Communities be available again?

Online Communities are expected to be available again when the new website and member system launch on July 28.

Q: Can I join a community or update my community notifications during the outage?

No. Community membership changes, notification settings, and other account preferences will be temporarily unavailable until the upgrade is complete.

Q: Will I still receive Daily Digest emails during the outage?

No. Because the Online Communities platform will be unavailable, Daily Digest and other community notification emails will be paused until the system is back online.

Q: Who should I contact if I have questions?

If you have questions before, during, or after the upgrade regarding the Online Communities, please contact marketing@facos.org.

Getting Help

Q: How do I contact Member Services during or after the outage?

You can reach us at: Email: membership@facos.org | Phone: 800-888-1312. During the outage (July 15–27), you can still send emails. We will respond to all inquiries after the system is restored on July 28th.

Q: Will I receive a confirmation when the system is back online?

Yes. We will send a system restoration notification to all members with details on how to access the renewed platform and any next steps for renewal or account updates.

Action Items Before July 15, 2026

- Complete any pending membership renewals or dues payments before July 15
- Complete any in-progress event registrations before July 15. Note that early registration for the ACA closes July 12.
- Download or screenshot any invoices or records you may need during the upgrade
- Confirm your contact information is current (you won't be able to update it until July 28th)
- If you plan to renew after July 1st suspension, mark your calendar for July 28th–August 15th
- Have your member ID ready for any communications during this period
- Contact Member Services now if you have questions or need clarification on your status

We're excited to launch the upgraded AMS and redesigned website on July 28th. These enhancements will provide improved functionality, a modernized user experience, and better tools for managing your membership. Thank you for your patience.

Questions? We're Here to Help

info@facos.org | 800-888-1312
Monday–Friday, 8:30 AM–4:30 PM EDT