

REDBIRD LIFE

Frequently Asked Questions

REGISTRATION

- Why is my RSO not in the system to re-register?
 - This is a new system and therefore your RSO must register as a new organization. Then in the future your RSO will be on the re-register list.
 - OR
 - It may not be time for your RSO to re-register within the Redbird Life system. If it is not time to re-register and you need to update your RSO's information, you can do so by having the RSO president go to the "manage" button on the RSO profile.
- How do I edit my current RSO registration form?

To update the denied registration:

 - Log in to Redbird Life.
 - In the upper right corner – click on your initials; then submissions.
 - Then click Organization Registrations across the top.
 - Click the eye icon, then click the individual sections you need to update.
 - When complete, click submit for approval.
- I get an error message when trying to move past my organization profile section. How do I continue with my registration?
 - Try entering only the required information. Then slowly add in the different links to see which piece of information the system has a problem with. It may be how they are entering their Twitter or Instagram information.
- I get an error message when trying to move past the profile picture section of the registration. How do I continue with my registration?
 - Make sure your profile picture size is less than 10MB.

RSO PROFILE INFORMATION

- How do I edit my RSO roster/officers?
 - Log into Redbird Life at redbirdlife.ilstu.edu.
 - Go to RSO's page.
 - You should have a button in the upper right corner that says "MANAGE ORGANIZATION"; click it.
 - Then on the upper left side there is a button consisting of 3 stacked lines next to RSO's name; click it.
 - A side bar menu will appear; click Roster.
 - Then you will be able to manage your RSO's roster, officers, and primary contact.
- Why isn't my officer/advisor role letting me accept the invitation?
 - You need to accept being a member first, then the officer/advisor role will become available to click.
- Why is my RSO not showing up in the portal?
 - RSO may not be approved in Redbird Life yet. Just because a registration form is submitted, it does NOT mean they are approved.
 - RSO may be frozen due to not paying financial obligations, not attending an RSO orientation, etc.