# The Adviser's Manual Roster

If you have an **AM360 roster manager** notation in your NAFSA record, you can access your organization's **AM360 roster** to purchase, renew, or manage AM 360 licenses for multiple individuals.

Image of an AM360 Roster Page

Roster managers do not need to be an Adviser's Manual subscriber or NAFSA member. All that's needed is a NAFSA web account and an AM360 roster manager notation placed in their record by NAFSA staff.

If you need to be designated or have someone designated as your institution's AM360 roster manager, please contact the Adviser's Manual Staff via the webform on the NAFSA site, or email us directly at nafsamanual@nafsa.org.

To access the roster
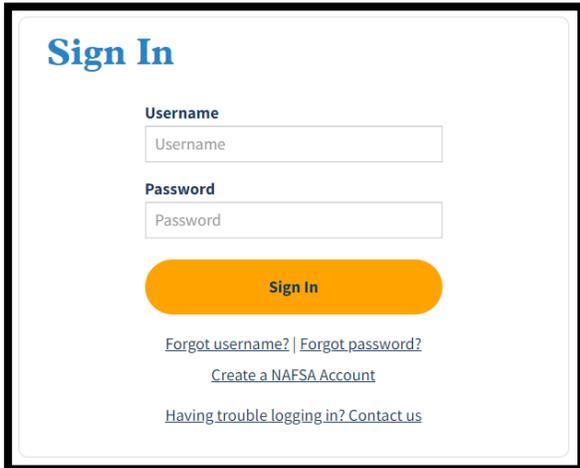
First, log in to the NAFSA site at www.nafsa.org, using your regular NAFSA username and password.

You can then open your organization's AM360 roster. To do that, either:

- Go directly to the roster page at https://nafsa.atsservices.net/am360/default.aspx, **or**

- Click on the Purchase, renew, or manage AM 360 licenses for multiple individuals as a designated roster manager link on the AM360 home page at www.nafsa.org/am.

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Welcome Amtester Amtesterman - Test Organization

Instructions	Search Contact	Add To Cart

Purchase	Amount	Name		Organization	Paid Thru
		Amtester Amtesterman	Transfer	Test Organization	12/31/2099
☐	$435.00	Amtester Amtesterman, Esq.		Test Organization	
☐	$435.00	Amtester Amtesterman, II		Test Organization	
☐	$435.00	Test Test lsg		Test Organization	

Search Contact   Add To Cart

The roster has 3 aspects:

1) **Purchasing** through the roster,

2) **Transferring** licenses, and

3) **License information** (Subscriber name and institution and subscription expiration date)

Purchase/Renew a License

To renew existing licenses or purchase new licenses, check the box in the purchase column next to the name of each person for whom you're purchasing (including your own name if purchasing or renewing a license for yourself), and press the 'Add to Cart' button at the top or bottom of the page. The member or non-member price for each license is determined by the NAFSA membership status of the individual to whom the specific license will be assigned. Current licenses are billed for renewal 90 days before the license expiration date and will have a checkbox next to the subscriber name and an amount in the "Amount" column.

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☐	$435.00	Test Test lsg		Test Organization	

	Search Contact	Add To Cart

If pricing is not in accord with what you think it should be, or if you would like to renew a license out of cycle, please contact the Adviser's Manual Staff.

If you see a series of Red Xs over the purchase checkboxes for the individuals you wish to purchase for, please contact the Adviser's Manual Staff. We can get this error corrected for you. Transferring an AM360 subscription from or to those individuals will work, but we'll need to remove the condition relating to the red X for you want to purchase or renew a license on their behalf.

Transfer a License

To transfer a license to another person, select the blue 'Transfer' button and then select the green 'Transfer Here' button next to the name of the person you wish to transfer the license to. If you wish to cancel, click the red 'Cancel Transfer' button. You will be asked to confirm the transfer and the transfer will be immediate, allowing the transferee to access the Adviser's Manual through the term of the original license.

Purchase	Amount	Name		Organization	Paid Thru
		Amtester Amtesterman	Transfer	Test Organization	12/31/2099
☐	$435.00	Amtester Amtesterman, Esq.		Test Organization	
☐	$435.00	Amtester Amtesterman, II		Test Organization	
☐	$435.00	Test Test lsg		Test Organization	

Purchase	Amount	Name		Organization	Paid Thru
		Amtester Amtesterman	Cancel Transfer	Test Organization	12/31/2099
☐	$435.00	Amtester Amtesterman, II	Transfer Here	Test Organization	
☐	$435.00	Amtester Amtesterman, Esq.	Transfer Here	Test Organization	
☐	$435.00	Test Test lsg	Transfer Here	Test Organization	

> Transfer the Adviser's Manual License for this Contact?
>
> This will transfer the Adviser's Manual License from **Amtester Amtesterman** to **Amtester Amtesterman, Esq.**.
>
> Cancel   Transfer

Frequently Asked Questions

My organization has a new staff member. Why aren't they showing up on my roster?

If you do not see a staff member on your roster who should be, please contact the Adviser's Manual Staff to have that name added. However, before contacting NAFSA, determine:

Has your new staff member ever had a NAFSA account in the past?

To appear on your roster, your staff member must have a NAFSA web account that contains your institution's ORG ID.

If your new staff member has never had a NAFSA account, creating a profile is easy and takes only a few minutes! Advise them to visit the Create Your NAFSA Account page.

If your new staff member has had a NAFSA account in the past, please ask them to not create a new account. First, just have them log in to their account and update it with their new information. If they no longer have access to their prior account or email, please ask them to submit a request to the NAFSA Technology Solutions Team to update their NAFSA record with their new information (new email address, institution, and position). This will help avoid duplicate accounts, which can complicate accessing NAFSA products and services.

Once your new staff person creates their NAFSA account (if they haven't had a prior account) or updates their prior account, contact the Adviser's Manual Staff and we can ensure that the record contains all the data needed for it to appear on your roster.

I see people on the roster that I do not know or personally manage. Can they be removed?

The roster works in terms of organizational families—so long as a person is a part of your organization and has a NAFSA ID, even if they are with a different department/office or managed by a different person, they will show up on the roster and can't be removed.

I see people on the roster that no longer work here. Can they be removed?

If you see a name on the roster of a person that no longer works at your organization, please contact the Adviser's Manual Staff to have the name removed.

How long does a subscriber have access to the NAFSA AM360?

Adviser's Manual 360 licenses are valid until the end of the month, one year from the date of purchase. So, if you buy a license on December 5, 2024, that license would be valid until December 31, 2025. If you renew a license before it expires the license will be renewed for one year beyond its current expiration date. Note: The expiration date shown in the My Info zone within the Manual reflects the subscription paid thru date. Subscriptions are billed and invoiced based on that date. There is, however, courtesy 60-day grace period following the subscription paid-thru date during which the user will continue to have access to the Manual, which should leave plenty of time for your renewal payment to be processed!

How can I contact the NAFSA AM360 staff with questions or requests for assistance?

For any questions or requests for assistance, please contact the Adviser's Manual Staff via the webform on the NAFSA site, or email us directly at nafsamanual@nafsa.org. We'd be happy to help!

More FAQs

Find more AM360 FAQs at:

https://www.nafsa.org/regulatory-information/advisers-manual-360-license-faqs