



# HELP/FAQ'S

Refer to the FAQs below for tips on using the AAPN Member Portal. If you need assistance, please contact Sue Strickland at [sue@aapnetwork.net](mailto:sue@aapnetwork.net) or 404.843.3171

## GENERAL

- [What is my username/password?](#)
- [How do I update my contact information?](#)
- [How do I edit my \*\*Organization's\*\* information?](#)
- [How can I tell if I've already registered for an AAPN event?](#)
- [Do have any outstanding Invoices --- have I paid them?](#)

## SEARCH COMPANIES/CONTACTS/CONNECTIONS

- [How do I find other members?](#)

## COMMUNITIES/DISCUSSIONS

- [What are communities?](#)

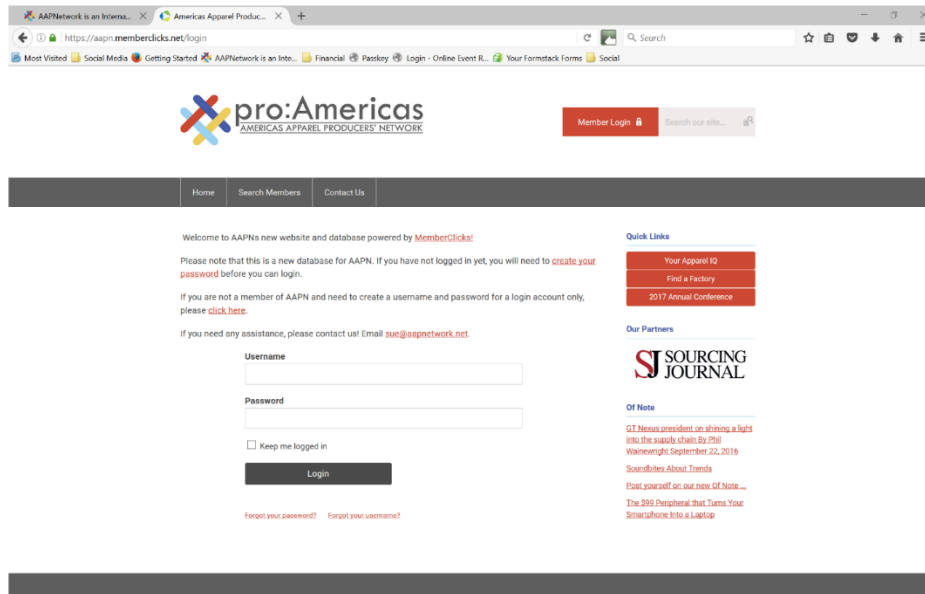
## RESOURCES

- [AAPN Message Archive](#)
- [What is "Of Note ...." On the Member Landing Page?](#)

If you can't find the help you need in the information below, please contact Sue Strickland at [sue@aapnetwork.net](mailto:sue@aapnetwork.net) or 404 843 3171.

**Q: What is my username/password?**

**A:** [Click here for the Member Login page](#). Your username is the email address that AAPN uses to communicate with you. To create a password follow the directions on this page.



**Q: How do I update my contact information?**

**A:** From Member Landing Page (see screen capture below), click **“Update your profile”** or click on the **“My Profile”** tab. You may have to scroll down the screen (see 2<sup>nd</sup> screen capture below) to an **“Edit”** button for editing your contact information. Note, you may also upload a photo of yourself here or change your password.

**Q: How do I edit my *Organization’s* information?**

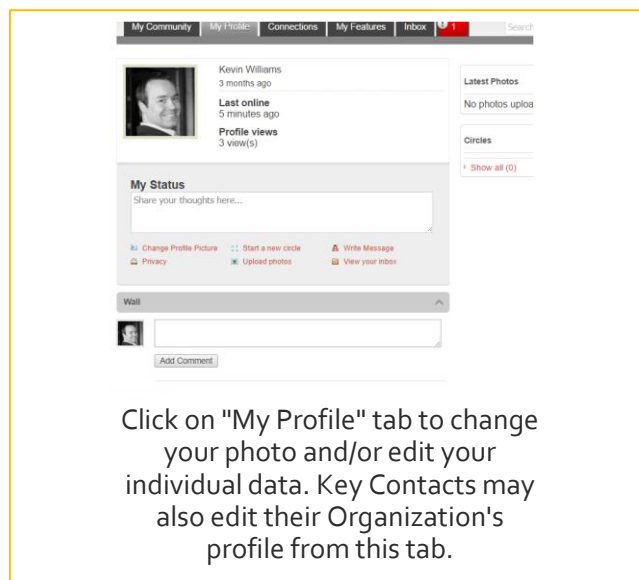
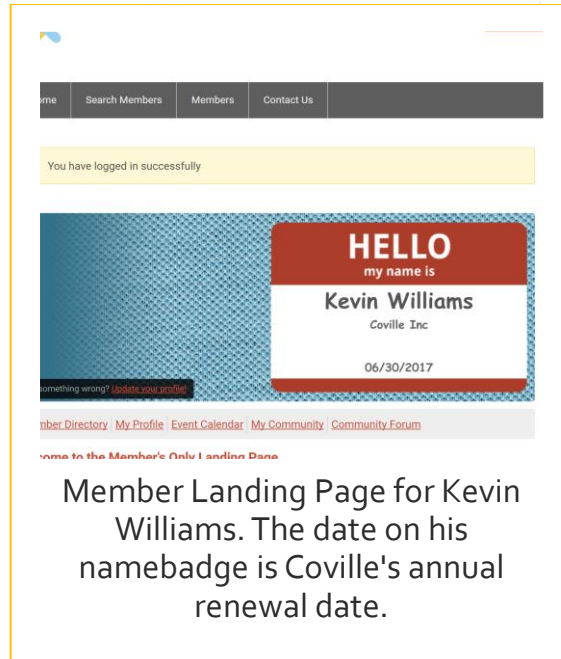
**A:** Each Corporate Member has one or two Key Contacts. These are AAPN’s primary contacts for membership. Key Contacts have the ability to edit Company information. There is an additional link in their **“My Profile”** tab that says **“My Organization”**.

**Q: How can I tell if I’ve already registered for an AAPN event?**

**A:** Meeting Registration Forms are recorded in your profile as follows: Member Landing Page > My Profile > Submissions (in drop down menu)

**Q: Do I have any outstanding Invoices --- have I paid them?**

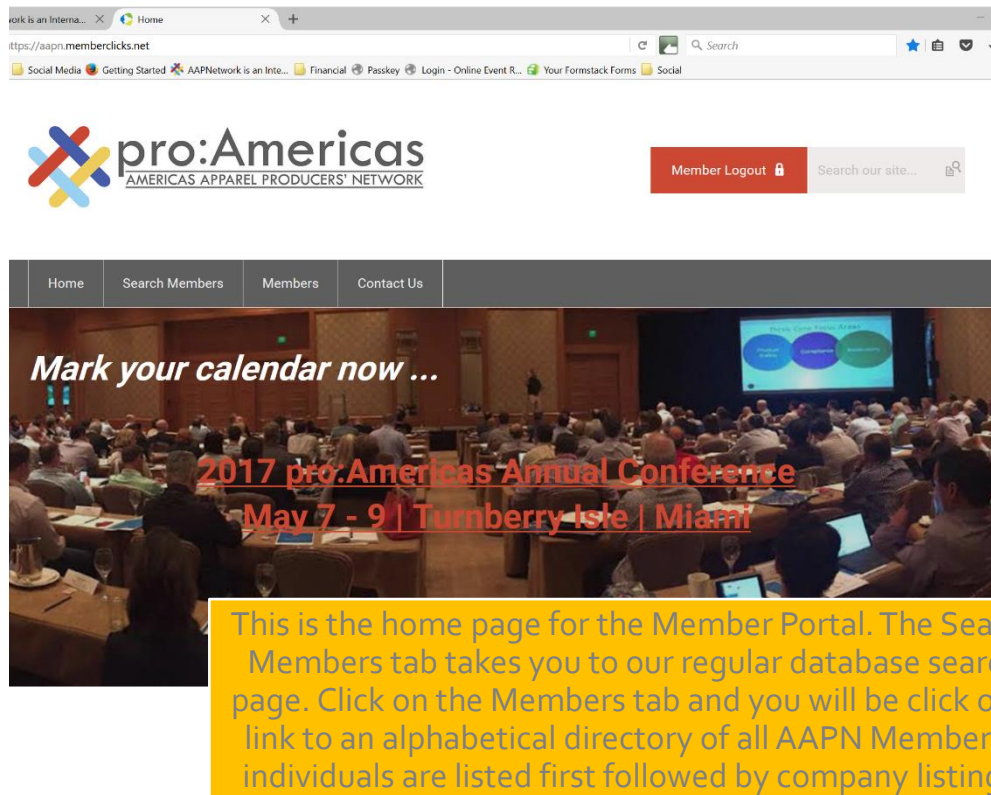
**A:** Invoices are archived online and marked “open” or “paid”. Here’s how to find them: Member Landing Page > My Profile > Invoices (in drop down menu)



## SEARCH COMPANIES/CONTACTS/CONNECTIONS | [TOP](#)

Q: *How do I find other members?*

A: We still have our free, online searchable database but there is another option available for Members Only. See the screen capture below for directions to an alphabetical list of Members. You may also search our database directly from the **"My Profile"** page



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**2017 pro:Americas Annual Conference**  
**May 7 - 9 | Turnberry Isle | Miami**

This is the home page for the Member Portal. The Search Members tab takes you to our regular database search page. Click on the Members tab and you will be click on a link to an alphabetical directory of all AAPN Members - individuals are listed first followed by company listings.

## COMMUNITIES/DISCUSSION | [TOP](#)

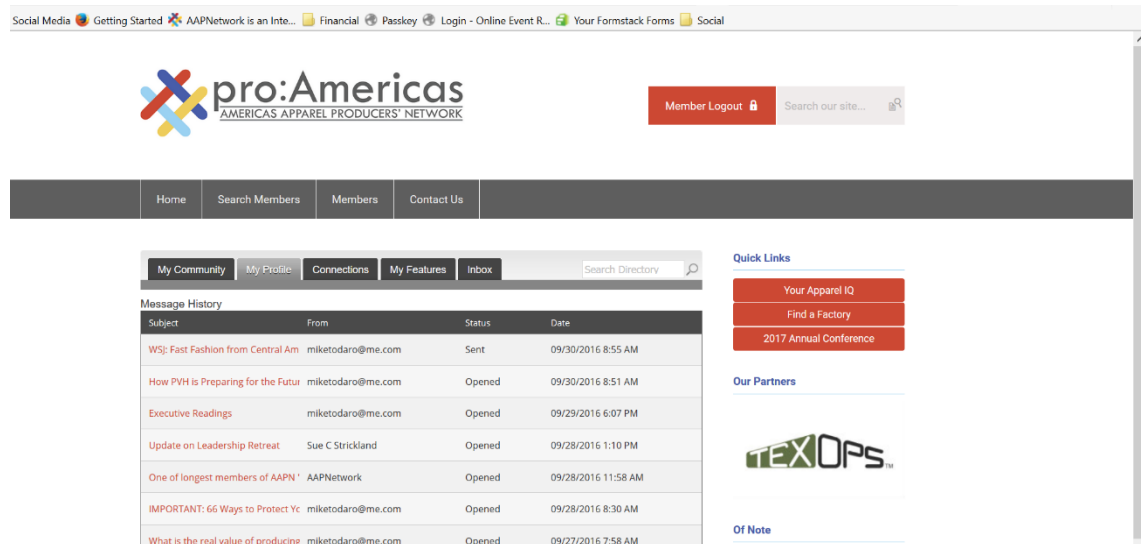
Q: *What are Communities?*

A: Communities allow you to participate in discussions and share resources with other members. We will be creating come discussion groups soon.

RESOURCES | [TOP](#)

- **AAPN Message Archive**

All email messages sent to AAPN members are archived in the Member Portal as follows:  
Member Landing Page > My Profile > Message History (in drop down menu)



Q: What is "Of Note ...." On the Member Landing Page?

A: "Of Note ...." Is a Member Blog. Send us your Guest Posts and we'll publish it right away. Comments from Members are encourage.

