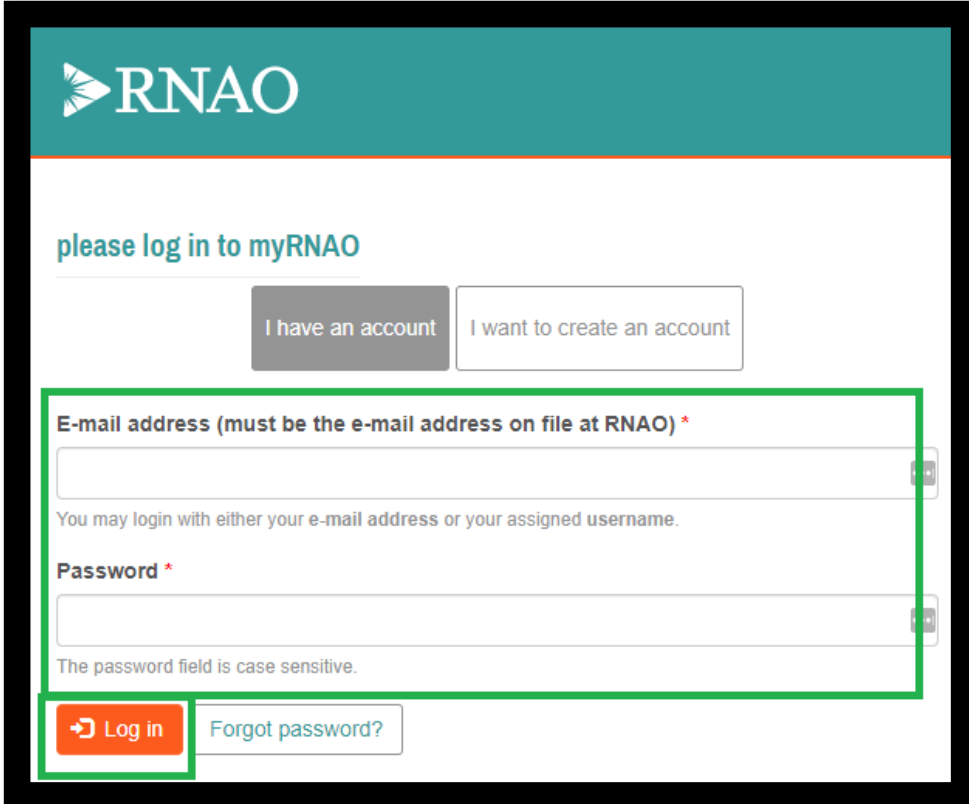


FAQ: PERSONAL INFORMATION MODIFICATIONS

- a. Name, Address, Phone number
 - b. Email address
 - c. ONA/CUPE number
- Go to myRNAO.ca
 - Enter your login details
 - Click **Log in**
 - If you have forgotten your password, use the **Forgot password** function to reset it



The screenshot shows the myRNAO login interface. At the top left is the RNAO logo. Below it, the text "please log in to myRNAO" is displayed. There are two buttons: "I have an account" (dark grey) and "I want to create an account" (white with a grey border). Below these is a green-bordered box containing the login form. The form has two main sections: "E-mail address (must be the e-mail address on file at RNAO) *" with an empty input field, and "Password *" with an empty input field. A note below the email field says "You may login with either your e-mail address or your assigned username." and a note below the password field says "The password field is case sensitive." At the bottom of the green box are two buttons: "Log in" (orange with a right arrow) and "Forgot password?" (white with a grey border).

- a) To change your *name, address, or phone number*:
- click **Edit** in the **Mailing Address** box.

The screenshot shows a user profile page for a member named "membername". At the top, there are navigation tabs: "View", "Change Password", "CiviCRM Contact Match", "Edit", "Email Preferences", and "Recruitment". Below the tabs, the user's name "membername" is displayed in orange. Underneath, the text "First Last (email address)" is shown in orange, followed by "RNAO".

There are two main content areas. The left area is titled "Join RNAO" and contains the text "Still not a member? Nows the time." and a red "Join RNAO!" button. The right area is titled "Mailing Address" and is highlighted with a green box. It displays the following information: "First Last", "158 Pearl Street", "Toronto, Ontario M5H 1L3", "Canada", and "Phone: 416-599-1925". A red "Edit" button is located at the bottom of this section and is also highlighted with a green box.

- Fill in your **Mailing Address** details and click **Save**.

The screenshot shows the "Mailing Address" form. The title "Mailing Address" is in the top left corner. The form contains the following fields:

- First Name * (text input)
- Last Name * (text input)
- Street Address * (text input)
- City * (text input)
- Postal Code * (text input)
- Country * (dropdown menu, currently set to "Canada")
- Province * (dropdown menu, currently set to "Ontario")
- Phone (text input)

Below the "Last Name" field, there is a note: "First and last name will be shared with other visitors to the site." At the bottom left of the form, there is a "Save" button highlighted with a green box.

- b) To change your email address:
- click the **edit** tab in the top row of the page

The screenshot shows a user profile page for a member named "membername". At the top, there is a navigation bar with several tabs: "View", "Change Password", "CiviCRM Contact Match", "Edit", "Email Preferences", and "Recruitment". The "Edit" tab is highlighted with a green box. Below the navigation bar, the profile information is displayed under the heading "First Last (email address)". The profile includes a "Join RNAO" section with a "Join RNAO!" button and a "Mailing Address" section with an "Edit" button. The mailing address is listed as "158 Pearl Street, Toronto, Ontario M5H 1L3, Canada" with a phone number "416-599-1925".

- enter your new **E-mail address** and click **Save** at the bottom of the page

The screenshot shows a user profile page with several fields for editing. The "E-mail address" field is highlighted with a green box. The fields include "Username", "Current password", "E-mail address", "Roles", and "EMAIL SETTINGS". The "E-mail address" field is required, as indicated by the red asterisk. Below the field, there is a note: "A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not m...". The "Roles" section has a checkbox for "unverified". The "EMAIL SETTINGS" section has a checkbox for "Plaintext email only" with a note: "Check this option if you do not wish to receive email messages with graphics and styles."

- c) To edit or add your ONA or CUPE #:
- click **Edit** in the **Membership Details** box

membername

View Change Password CiviCRM Contact Match Edit Email Preferences Recruitment

First Last (email address)
RNAO

Membership Details

Membership Status: Active
LAP: *Not Subscribed*
Expiry Date: Oct 31, 2019
RNAO Number:
CNO Number:
CUPE Number:
ONA Number:

Edit

Mailing Address

First Last
158 Pearl Street
Toronto, Ontario M5H 1L3
Canada

Phone: 416-599-1925

Edit

- enter your **CUPE** or **ONA #** and click **Save**

Account Details

RNAO Number

CNO Number *

CUPE Number

ONA Number

Save