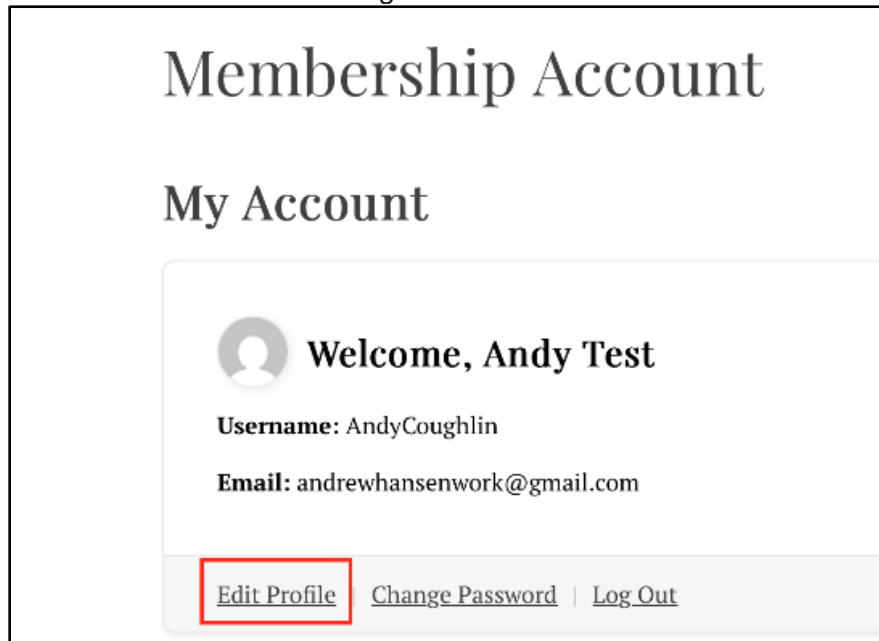


How to Make/Request Changes as a Member:

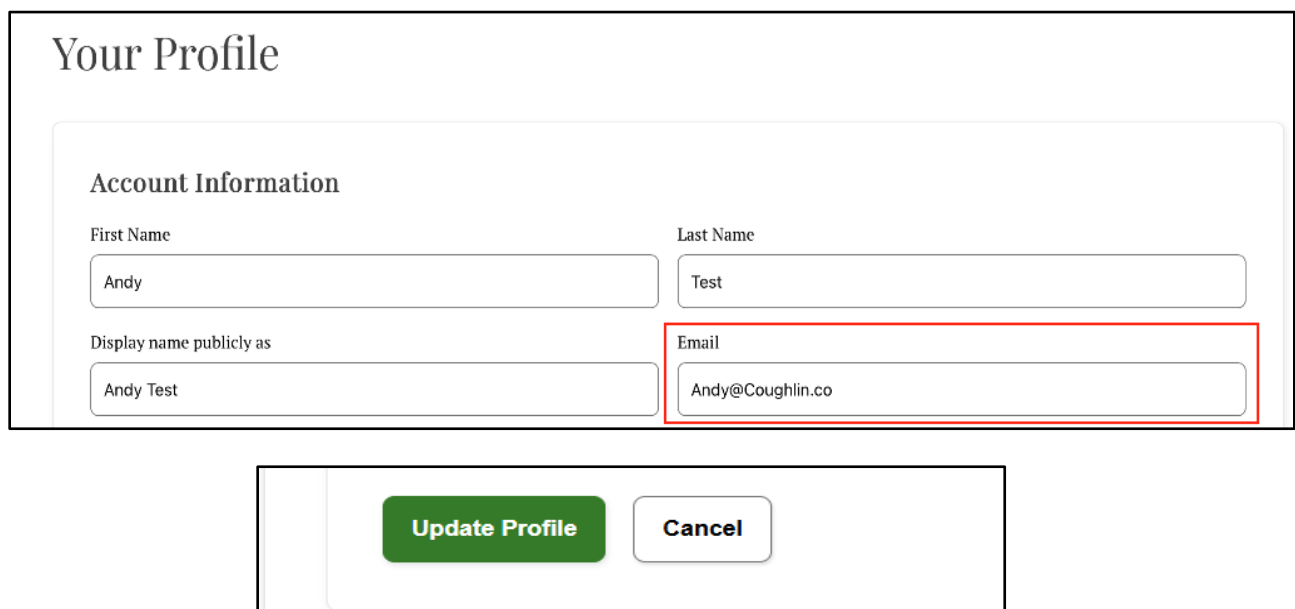
Email Change:

- In order to change the email that is attached to your member profile, you **MUST** be signed in.
- Once you sign in you are redirected to your member profile page. You have to click **Edit Profile** to make changes. See below.



The screenshot shows a web interface for a 'Membership Account'. Under the heading 'My Account', there is a user profile for 'Andy Test' with a placeholder icon. Below the name, it lists 'Username: AndyCoughlin' and 'Email: andrewhansenwork@gmail.com'. At the bottom of the profile section, there are three links: 'Edit Profile' (highlighted with a red box), 'Change Password', and 'Log Out'.

- From there you will see the screen below (this is also where updates such as an address change can be made). You will change the email that you wish to be connected to.
- **You MUST click the green 'Update Profile' button at the bottom of the page to save your changes.**



The screenshot shows the 'Your Profile' page. Under the heading 'Account Information', there are four input fields: 'First Name' (containing 'Andy'), 'Last Name' (containing 'Test'), 'Display name publicly as' (containing 'Andy Test'), and 'Email' (containing 'Andy@Coughlin.co', highlighted with a red box). At the bottom of the page, there are two buttons: a green 'Update Profile' button and a white 'Cancel' button.

Wrong or Unknown Email: If you are not able to login and would like to change the email attached to your member profile, **you must contact JCNYS to make that change.** Please email leadership@jcnys.org for help. See the screen shot below.

Log In

Username or Email Address

Password [Show Password](#)

☐ Remember Me

Log In

[Lost Password?](#)

IF YOUR LOGIN ATTEMPT FAILS OR YOU HAVE FORGOTTEN YOUR EMAIL
PLEASE CONTACT MEMBERSHIP@JCNYS.ORG

Password Change:

- If a password was forgotten or needs to be changed, you have to go to the login screen (see below) and click 'Lost Password?'.
• Follow the instructions and provide the email attached to your member profile to receive your password change link.
• Once this process has finished, you can immediately sign in with the new password.

Welcome to JCNYS.org

Username or Email Address

Password [Show Password](#)

☐ Remember Me

Log In

[Lost Password?](#)

If you are able to view your member profile on one browser, but not another, odds are it's caching issue (or your browser is outdated). The following are some helpful instructions on how to clear your browser cache:

1. Clear your browser cache

Press the following key combinations and then check the boxes to clear cached files and cookies.

- **Firefox:** Ctrl + ⌘ Shift + Del
- **Edge:** Ctrl + ⌘ Shift + Del
- **Chrome:** Ctrl + ⌘ Shift + Del
- **Safari:** ⌘ Opt + ⌘ Cmd + E to instantly clear all caches

2. Try loading the site/page in a New Private Window

- **Firefox:** Ctrl + ⌘ Shift + P
- **Edge:** Ctrl + ⌘ Shift + N
- **Chrome:** Ctrl + ⌘ Shift + N
- **Safari:** from the File menu, select "New Private Window"

3. Try a different browser

Below are links to the official download sites for some of the major browsers:

- Download [FireFox](#)
- Download [Edge](#)
- Download [Chrome](#)
- Download [Vivaldi](#)