

A number of NENA members have experienced difficulty signing into the website to renew memberships and update information. Some members have notified their provincial presidents or NENA Board members that they are not receiving email messages from NENA. Occasionally this is a problem with the website and we respond quickly to try to provide assistance. This is a reminder of some of things members need to know based on observations by our website technical gurus.

First, the computer is designed to know you by the name you used when you joined. Your login format is simply one of the following:

1. FIRSTNAME LASTNAME (with space between names) or
2. FIRSTNAME MIDDLENAME LASTNAME (with spaces between names) if the middle name was used in registering with NENA.
3. Our password reset link is very effective provided the name that is entered matches the name provided when you registered and is given using the FIRSTNAME LASTNAME format.
4. If you membership renewal is long overdue, the website may not recognize you, but if you try to create a new NENA membership, you may be told that your user name is already taken. Please send an email to [communications@NENA.ca](mailto:communications@NENA.ca) and someone will see that you receive a temporary password so that you can renew your membership.

Second, some browsers do not like NENA. If you are unable to sign in on one computer (often hospital computers) please try a different computer.

Third, depending on the spam filters and security settings on your computer, NENA emails may be treated the same way that your notifications for winning the Nigerian lottery are treated (or should be treated) and are automatically relegated to a spam folder or junk mail folder. Hospital and business email systems are notorious for

this. One member of the NENA executive found all NENA emails in her spam folder—it happens to all of us. If you are stumped, please don't hesitate to contact NENA for assistance.

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