Manage Your Profile

Log in to your profile. If you need assistance logging in, please review the [How to Log in Tutorial](#) or contact customerservice@iaei.org.

Click the gray rectangle in the upper right corner with your profile photo/placeholder icon and profile name to reveal a drop-down box.

Click “Account + Settings.”

Manage many profile settings from this screen.
Manage Your Profile

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Updating Your Address, ETC.
Log in to your account. If you need assistance logging in, please review the How to Log in Tutorial or contact customerservice@iaei.org.

Navigate to “Account + Settings.”
Manage Your Profile

PRO TIP* Your profile contains fields for a “Personal” and “Professional” physical mailing address. Personal is generally your home address while professional is your place of work. The International Office (IO) sends all physical mail to the “Preferred Contact.” “Preferred Contact” is indicated by the check in the check box. A blank box indicates that address is for informational purposes only and may display on your member profile. In the photos below, “Professional” is set at the “Preferred Contact” and the member will receive physical mail at that address.
### Professional Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td></td>
</tr>
<tr>
<td>Your Title</td>
<td></td>
</tr>
<tr>
<td>Your Profession</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td>(Start with: “http://”)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>901 Waterfall Way</td>
</tr>
<tr>
<td>Address Cont.</td>
<td>Suite 502</td>
</tr>
<tr>
<td>City/Town</td>
<td>Richardson</td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>State</td>
<td>Texas</td>
</tr>
<tr>
<td>Postal Code</td>
<td>75080</td>
</tr>
<tr>
<td>Phone</td>
<td>972 235 1455 x33</td>
</tr>
<tr>
<td>Fax</td>
<td>972 235 6858</td>
</tr>
</tbody>
</table>

- **Set as Preferred Contact**

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**Additional Information**

- **Save Changes**
- **Cancel**
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To update your address, click your cursor in the box of the field you would like to update. Type the address in the appropriate fields, select the preferred contact if you would like to receive physical mail at the address and press save at the bottom of the screen.

PRO TIP* If you close the tab or navigate away from the page without pressing save, no changes will be made, and your profile will remain the same.
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PRO TIP* If you have not yet accepted the terms of use concerning auto-renewals, you will not be able to save changes to your profile. Click and drag to use the buttons on the right side of the text box to expand the box if needed to read the entire message before accepting the terms of use.
Terms of Use

Dues payments made with a credit card will automatically be set up for automatic membership renewal. You can opt-out by contacting Customer Service via email at customerservice@iaei.org or calling (800) 786-4234

I Accept the Terms of Use

Save Changes  Cancel
Manage Your Profile

Manage Email Preferences
Log in to your account. If you need assistance logging in, please review the How to Log in Tutorial or contact customerservice@iaei.org.

Navigate to “Account + Settings.”

From the profile tab, click “Manage Email Preferences.”

PRO TIP* The email address listed under “Account Information” is the default email to which the IO sends all digital correspondences including: The Current, bi-weekly updates, receipts and other email campaigns.
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A pop up will appear on the screen. If the boxes are checked, you should receive emails from the IO, if they are unchecked you will not receive emails from the IO. In the example below, jhall@iaei.org is set up to receive emails from the IO.

Check or uncheck the boxes to change the preference and press save when complete. If you make a change and close out of the pop up without saving, no changes will be made, and the preferences will revert to the previous setting.

PRO TIP* If a member has unsubscribed from IO emails, it is against federal law for a staff member to opt them back into emails without consent. The member must update their email preferences or submit a request to the IO to process the change.

PRO TIP* Many email services, especially services used by government agencies ending in .gov or .us, filter out IO emails to a spam or junk folder. Be sure to mark customerservice@iaei.org as a safe sender. Every email service varies. If you need assistance with marking customer service as a safe sender, reach out to your email provider or IT department for assistance.

If the member still does not receive our emails, contact the IO to have a staff member verify if your email previously bounced and is on the suppression list in the member software. Please note that if your email
Manage Your Profile

service has filed a complaint against customerservice@iaei.org, the staff member will not be able to remove you from the complaint list. The member will need to provide a different email address if they would like to receive emails from the IO.
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Manage Auto-bill

PRO TIP* At this time cancelling the open auto renewal transaction does not permanently opt members out of auto renewal. If members choose not to participate in auto renewal, they will need to opt out every time dues are processed. Members can opt out by checking the box on their renewal invoice, calling the IO, emailing customerservice@iaei.org or by cancelling it themselves following the below instructions.

Log in to your account. If you need assistance logging in, please review the How to Log in Tutorial or contact customerservice@iaei.org.

Navigate to “Invoices.”

PRO TIP* If you are already viewing your profile, click the “Payments & History” tab on the left-hand side.
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Click the “Membership” tab at the top of the body of the screen. If you have an open auto renewal notice it will be displayed in the body of the screen. The example below has an open auto renewal transaction waiting to be processed on the day the membership expires. Press the white X in the red circle to cancel the open auto bill transaction.

If you would like to keep auto renewal open and need to update the payment information, press the middle icon shaped like a debit card.
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The current card information set up to process will automatically generate. That information was deleted for this example’s purpose. To update the payment information, place and click your cursor in the field and type in the information in the provided fields. Fields marked with a red asterisk are required to create changes.
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Once you fill out all required fields, click “Submit Updated Information.” If you close the tab or navigate away from the page without pressing submit, no changes will be made, and the payment information will remain the same.

### Billing Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City/Town</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>State</td>
<td>Texas</td>
</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
</tbody>
</table>

- Update the Personal Information section of my profile with the address and organization information entered above.

Submit Updated Information
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PRO TIP* When the membership software processes any transaction including dues and store orders, receipts are automatically sent to the email address listed under “Account Information.” If you need the receipt sent to a different email address, update the email address before processing the transaction.

PRO TIP* The system instantly sends the receipt when the transaction is processed. If you do not receive the receipt within 24 hours, check the spam folder.

If you still cannot locate the receipt, contact the IO to have a staff member to verify if your email previously bounced and is on the suppression list in the member software. The staff member will also be able to resend the receipt at that time. Please note that if your email service has filed a complaint against customerservice@iaei.org, the staff member will not be able to remove you from the complaint list. You must provide a different email address if you would like to receive emails from the IO.
Manage Your Profile

**Privacy**

Log in to your account. If you need assistance logging in, please review the [How to Log in Tutorial](mailto:customerservice@iaei.org) or contact customerservice@iaei.org

Navigate to “Account + Settings.”

Most fields in your account can be displayed or hidden from members. Some fields cannot be publicly displayed. A red padlock to the left of a field indicates that field is private and not visible to anyone regardless of membership status. The red outline of a person to the left of a field indicates the field is visible to members. In the below example, “Address” will not display to members viewing the profile. “Address Cont.” will be displayed to members viewing the profile.

To change the privacy level, click the icon and select “Members Only (Visible Only to Members)” or “Private (Not Visible in Profile)”
Manage Your Profile

Once all the fields are set to the desired privacy setting, scroll down to the bottom of the page and press “Save Changes.” If you change settings without pressing save, the setting will revert to their previous state when you navigate away from the page.

Save Changes  Cancel