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How do I edit my profile or change my username/password?

① Click on “My Profile” at the top of the page which takes you to your account.

② From the drop down menu on the Welcome, select “Account + Settings”.

③ From here you can edit any of your contact information including your username and password.

How do I update my profile image?

① Select “My Profile” from the main navigation at the top.
② Hover over the placeholder image and an “Edit” option will appear

③ Select a file from your computer or device
④ The selected image will automatically be re-sized to fit

**How can I search for members? Do you have a directory?**

① Either select “Member Directory” from the Membership dropdown from the navigation menu bar

② or, if you are already in the ISPA Community Link, click on “Directory” at the top of the page

③ Enter your search criteria. To see a list of all members, do not enter any criteria and click “search”
How do I access the congress delegate list and delegate profiles?

① Select “Groups” from the main navigation at the top of your profile page.

② Either use the “Group Quick Links” and select “Group Directory”,

③ or click into the group title and then select “Directory” from the Features menu.

NOTE: If you don’t see the “Groups” option, you need to sign into your sub-account - Primary, Affiliate or Employee account.
How do I contact congress delegates for meetings?

① From the Group Directory, select the person you’d like to contact and click on their name.

② If their email address or other contact information is not visible as part of their profile, you can send a message through the member Message Center.

NOTE: Non-members and Employee members must be accepted as a “connection” BEFORE you are able to message someone. Organization Accounts do not have messaging capabilities.
How can I be notified if someone messages me?

① Either, from the Message Center, select “Preferences”

![Screenshot](image1)

or, from the “Information & Settings” tab, select “Preferences”.

![Screenshot](image2)

② Under the category “Messaging”, select or toggle “on” the “Email me when new messages arrive” description.

![Screenshot](image3)

What is a “Connection”?

A “connection” is a permission from another member to see their profile and their feed activity – i.e., anything they post, like, or share; similar to “friending” or “following” someone on Facebook and Twitter. The person you would like to connect to must accept your connection request.

- **For Non-Members and Employee Account holders**, connections are required for viewing a profile and/or sending a message to an ISPA member.
- **For Primary and Affiliate Account holders**, connections are not required messaging an ISPA member or non-member, but are required for viewing their activity on your “feed” (similar to seeing activity of your Facebook friends on your Facebook feed).
- Connections are not available for Organization Master Accounts – all connections should happen through the sub accounts – (Primary/Affiliate)
How do I know if someone wants to connect with me?

① From the “Information & Settings” tab, select “Preferences”.

② Under the Category “Connections” select or toggle on “Email me when I receive a connection invite”.

③ Alternatively, any time you have a connection request pending, it will appear in your notifications and next to the connections menu item.

How do I make a connection request?

① You must be signed in to your Primary, Affiliate, Student, Employee, or Non-member account. You cannot make a connection request if you are signed in to your Organization Account.

② Click on “Connections” in the main navigation at the top of the page.

③ Available connections will be listed in the right column.
④ Click on the “Connect” icon to send a request.

You can write a personalized message to this connection.

Write something...

Send  Cancel

⑤ You can also Connect to someone if you are viewing their profile.

More answered questions are available online