



Convention Management System (CMS)

**Guest Registration
User Guide**

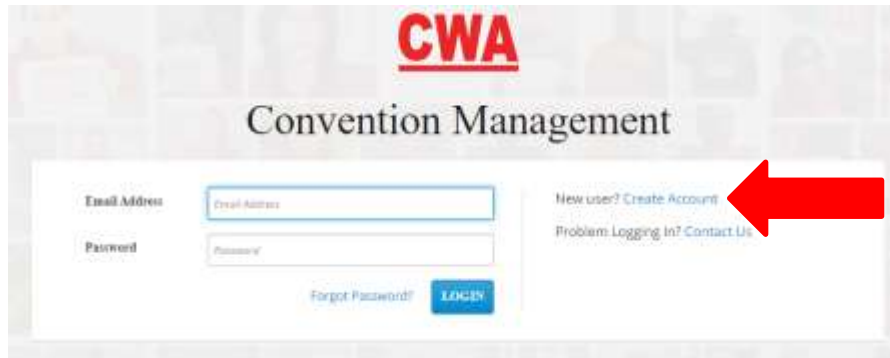
March 2023

Table of Contents

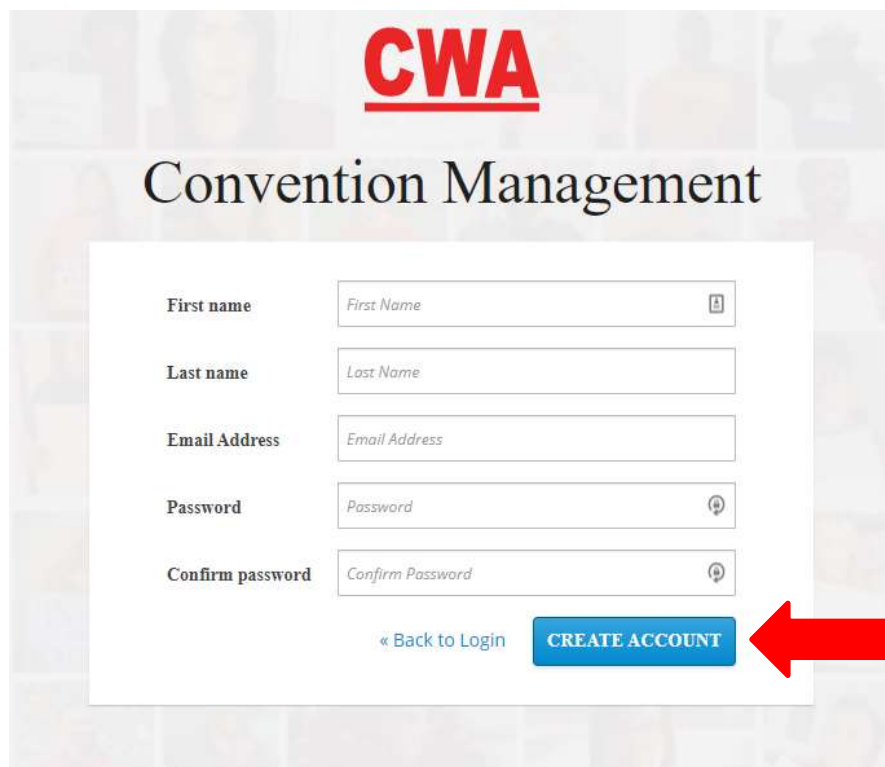
Create a CMS User Account	3
Verify your email address.....	4
Navigation Menu	6
Home Page / My Registration	6
My Account.....	6
Contact us.....	6
Guest Registration	7
Badge Information	9
Registration Details	12
Registration Confirmation Email	12
Logout of the CMS	13
Registration Changes	14
Edit registration	14
Unregister	15
Registration Status Change Email- Unregistered	16
Undo Delete.....	17
Registration Status Change Email- Registered	18
CMS User Account Changes	19
Change your CMS User Password.....	20
Forgot Password?	21
Need Help?	24
CWA Credentials	24

Create a CMS User Account

1. To create a new Convention Management System (CMS) user account, click on this link or type it in your browser: cms.cwa-union.org. Then click “create account.”

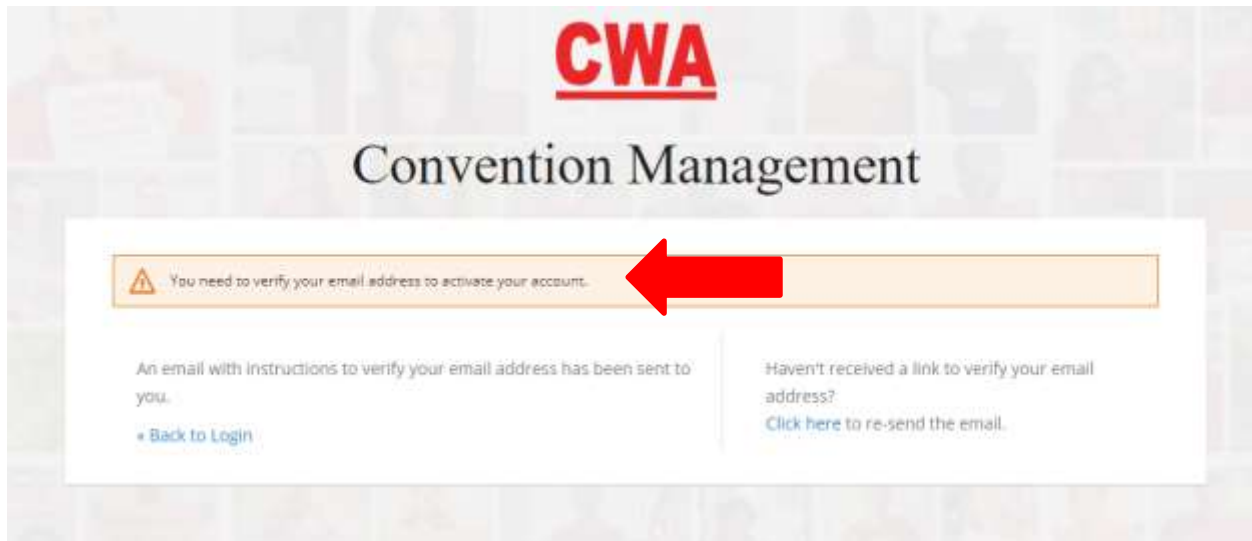


2. Enter the following information:
 - First name / Last name
 - Email address
 - Create a password / Confirm your passwordThen, click “create account”



Verify your email address

3. Once you click on “create account” you will need to verify your email address to activate your new CMS user account.



4. Check your email inbox, you should receive a message with a link to verify your email address. Click on “Link to e-mail address verification.”

Notes:

The link will expire within 1 day.

If you do not see an email address verification email, please check your spam folder.

Someone has created a CWA Convention Management System account with this email address. If this was you, click the link below to verify your email address

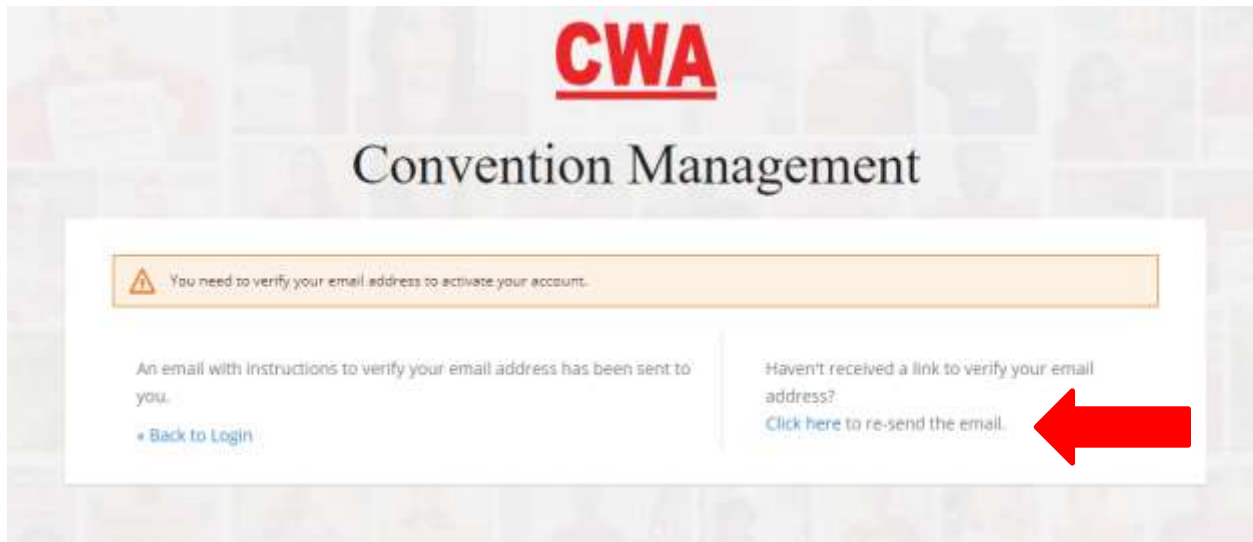
Link to e-mail address verification



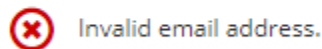
This link will expire within 1 day.

If you didn't create this account, just ignore this message.

Note: If you do not see an email address verification email, please check your spam folder or you can “[click here](#)” to re-send the email.



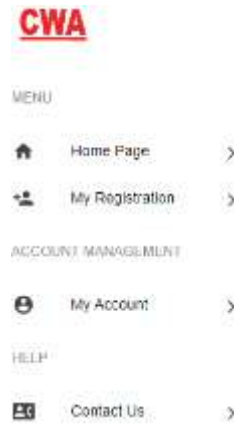
Note: If an invalid email address configuration is entered, you will see the message below, please enter the correct email address to proceed.



If you entered the wrong email address, for example, there was a typo; you will not receive an email to verify your account. You will need to create a new account with the correct email address.

Navigation Menu

The left navigation menu will help you navigate through the CMS:



Home Page / My Registration

View information pertaining to your meeting registration.

My Account

Edit CMS user account information, such as email, first name, last name and password.

Contact us

Contact information (phone and email address) for any questions or concerns related to the meeting you are attending.

Guest Registration

1. After creating your CMS user account and click on “link to e-mail address verification,” you will be redirected to the CMS to get started.

To register for Convention as a GUEST, click on “skip this step.”

Get Started

1

Link CWA ID

2

Verify

3

Select Convention

In order to register as a delegate or alternate, or to register other people for convention as a local officer, enter your CWA ID on the next step. If you skip this step, you will still be able to register as Staff, a Guest, or a Vendor.

ENTER CWA ID

SKIP THIS STEP

2. Then, you will be prompted with selecting the active meeting you will be attending.

Convention Select

×

Please select a convention to view

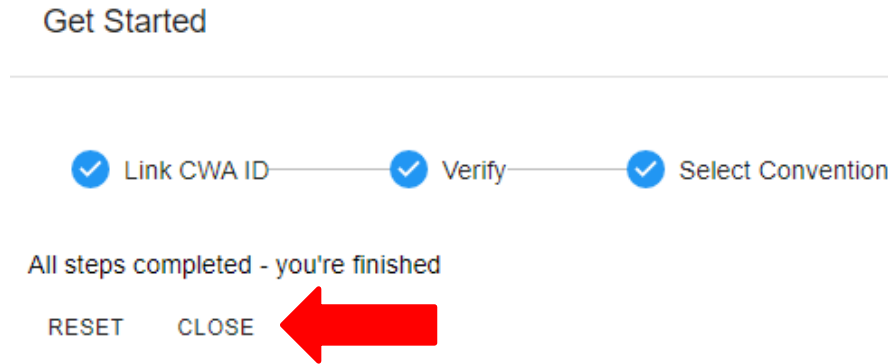
ACTIVE

INACTIVE

2022 Presidents Meeting

2023 - Convention - St Louis (July 2023)

3. After you select the meeting you would like to register for, please click “close.”



***Note:** If you would like to choose a different meeting, please click “reset.”*

4. To register for the meeting you selected, please fill out the following information:
- First name
 - Middle name (optional)
 - Last name
 - Email address (where registration confirmation will be sent)
 - Primary phone number
 - Mobile number
 - Text message alert – Click “Yes” to **OPT-IN** to receive meeting updates and other union-related news from CWA
 - Choose credential type:
 - **Guest** – Convention guest
 - **Enter Guest of or Organization name**
 - **Local Number**
 - Badge nickname, country, state, city

The screenshot shows the 'My Registration' page in the CWA Convention System. At the top, there are two boxes: 'Meeting name' and 'Guest (your) name', with red arrows pointing to the 'Convention Year' and 'CWA Guest' dropdowns respectively. On the left, a box labeled 'Check - Yes' has a red arrow pointing to the 'Text Message Alert' checkbox. Below it, a box labeled 'Credential type' has a red arrow pointing to the 'Credential Type' dropdown menu, which is currently set to 'Guest'.

Badge Information

Please fill out the *badge information* section with the specifics you would like to print on your Convention badge:

Badge nickname: Type your first name or name you would like to see on your badge.

Note: *The nickname must be a first name only because the badge has a size limit.*

Badge country: Choose the country you reside in, the system defaults to United States.

Badge state/region: Choose the state or region you would like to print on your badge. Click the down arrow and a state or region menu will populate based on the country you choose.

Badge city: Type the name of the city you would like to print on your badge.

The screenshot shows the 'Badge Information' section of the registration form. It contains four input fields: 'Badge Nickname or First Name*', 'Badge Country*' (a dropdown menu currently showing 'United States'), 'Badge State/Region*' (a dropdown menu), and 'Badge City*'. The 'Badge Country*' dropdown is currently set to 'United States'.

- When you finish entering all of your personal details, please click **“register”** to save the information and complete your Convention registration.



Notes

*All of the fields in the My Registration page are required, if you click **“register”** without entering all of the information, the system will highlight the missing fields highlighted in red.*

*Please enter information in all the required fields and click **“register”** to proceed.*

First Name*

JOHN

Mobile Number*

Last Name*

Smith

Email Address*

Primary Phone Number*

Mobile Number*

Text Message Alert

☐ Yes, I want to receive convention updates and other union-related news from CWA.
 [Message & Auto replies may apply. Please review our Terms and Conditions and Privacy Policy.](#)

Credential Type

Credential Type*

Badge Information

Badge Nickname*

Badge Country*

United States

Badge State/Region*

Badge City*

REGISTER

For example:

- Choose credential type: **Guest**
- Enter Guest of or Organization name: ***Guest of Local President***
- Local Number: **1000**

CWA Convention System

Convention Testing 2021 - Test 3

CMS: GUEST

My Registration

Home / My Registration

CONNECT TO API

First Name: CWS

Last Name: GUEST

Email Address: CWSGuest@shankers.com

Phone Number: (555) 555-5555

Local Number: (555) 555-5555

Text Message Alert

☐ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our [Terms and Conditions](#) and [Privacy Policy](#).

Credential Type

Credential Type: Guest

Guest of or Organization Name: Guest of Local President

Local Number: 1000

Badge Information

Badge Holder Name: [Empty]

Registration: United States

Badge State/Region: [Empty]

Badge City: [Empty]

REGISTER

Note: If you did not OPT-IN to receive text message updates, after you click “register,” you will see the following notification:

Are you sure?

You haven't opted in to receiving text message alerts. This option allows CWA to contact you with convention updates and other union-related updates.

GO BACK CONFIRM

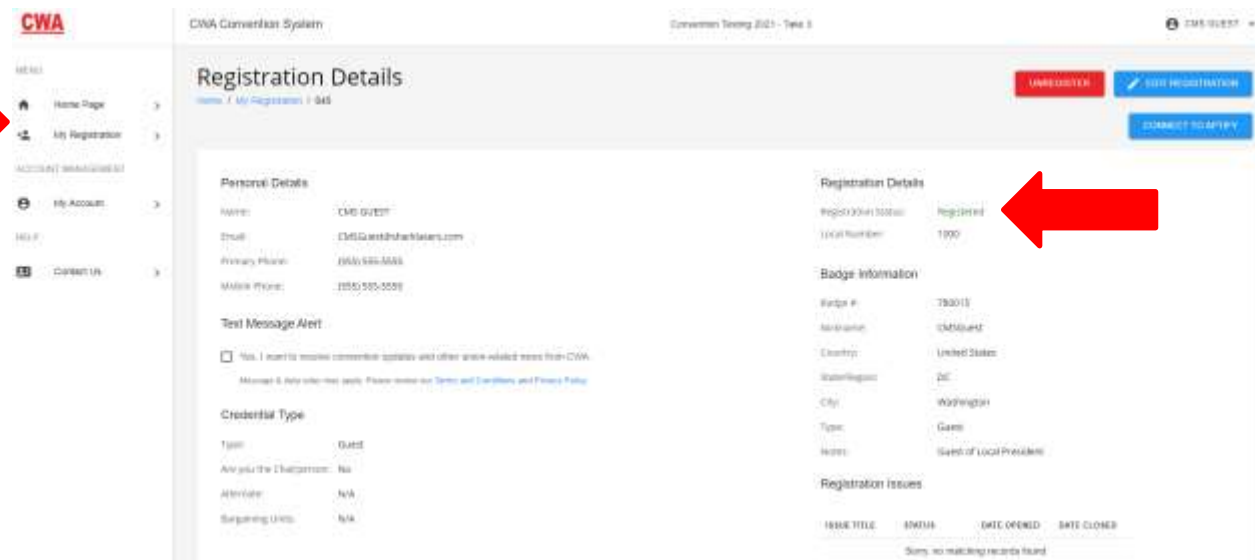
Click “**go back**” to OPT-IN to receive text message updates from CWA or “**confirm**” to OPT-OUT and proceed.

Text Message Alert

- ☒ Yes, I want to receive convention updates and other union-related news from CWA.
- Message & data rates may apply. Please review our [Terms and Conditions](#) and [Privacy Policy](#).

Registration Details

Once you are registered for the meeting, you can see all of your meeting registration details by clicking on “Home Page” or “My Registration.”



CWA Convention System Convention 2021 - Year 3 CMS GUEST

Registration Details

UNREGISTERED EDIT REGISTRATION CONFIRM TO APPLY

Personal Details

Name: CMS GUEST
Email: CMSGuest@cwaunion.org
Primary Phone: (866) 686-6666
Mobile Phone: (855) 555-5555

Text Message Alert

☐ Yes, I want to receive convention updates and other special related news from CWA.
Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.

Credential Type

Type: Guest
Assign the Credential: No
Alternate: N/A
Sponsoring Unit: N/A

Registration Details

Registration Status: Registered
Credit Number: 1000

Badge Information

Badge #: 780013
Name: CMSGuest
Country: United States
State/Region: DC
City: Washington
Type: Guest
Notes: Guest of Local President

Registration Issues

Issue Title	Status	Date Opened	Date Closed
Sorry, no matching records found.			

Registration Confirmation Email

You should receive a *registration confirmation email* with the following information:

- Event name
- Attendee name
- Credential Type
- Registration status: **Confirmed**

From: donotreply@cwa-union.org, To: CMSGuest, Date 2021-06-01 22:26:00

Registration Status Update

Hi CMS GUEST,

This email is to notify you that the status of your convention registration has changed.

Event: **Convention 2021 – New Orleans**

Attendee Name: **CMS GUEST - 1000**

Credential Type: **Guest**

Registration status: **Confirmed**

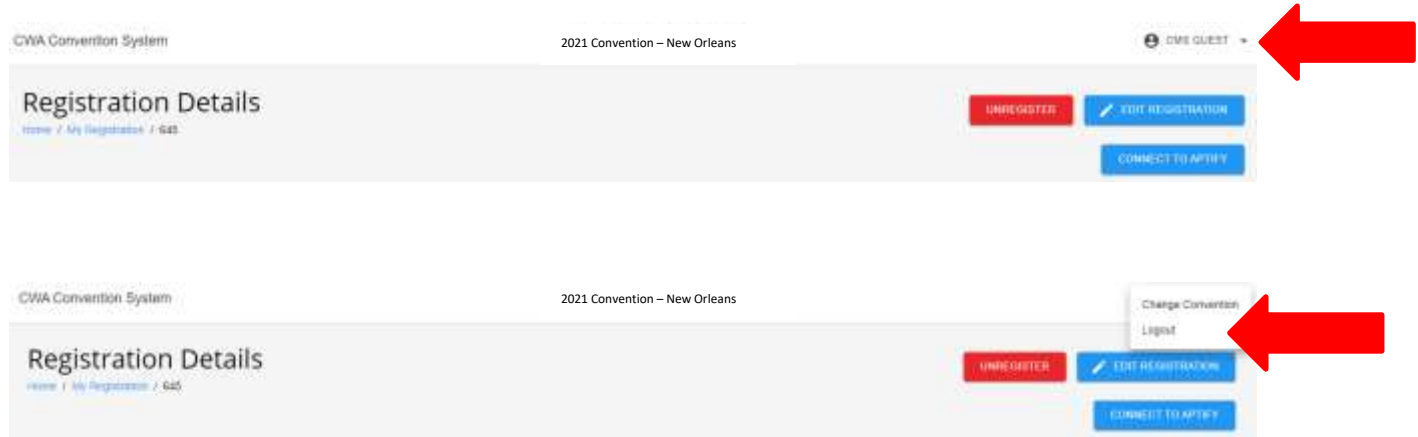
You can view your registration by logging into the convention system [here](#).

Please contact us at cwacredentials@cwa-union.org if you have any additional questions.

In Unity,
CWA Convention Management System

Logout of the CMS

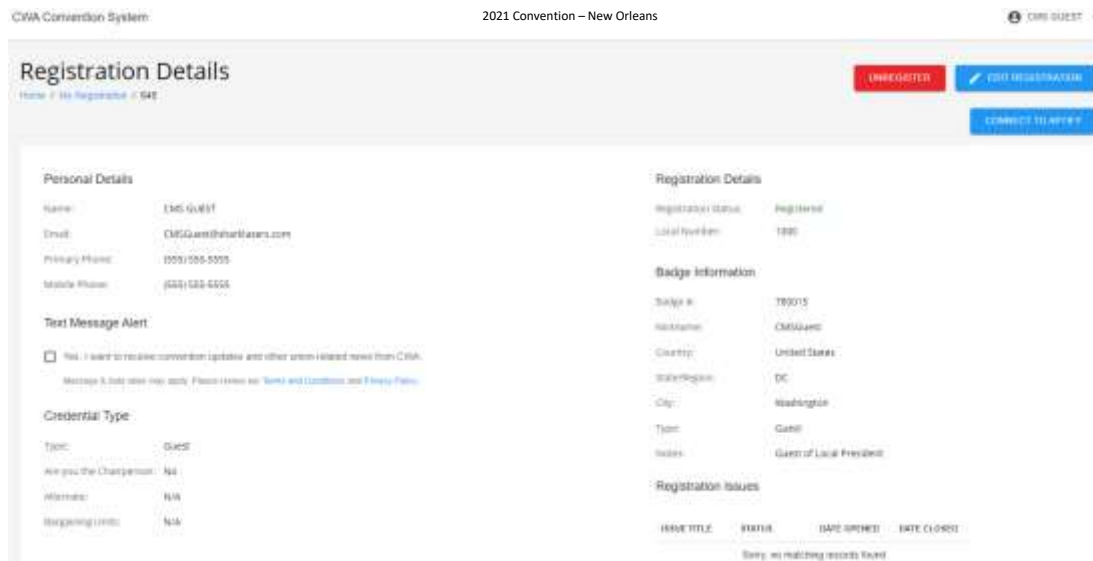
To logout of the CMS, click the down arrow in the upper right hand-corner (next to your name) and choose “logout.”



Registration Changes

Edit registration

1. If you need to make any edits to your meeting registration, click on the following link cms.cwa-union.org and log into the CMS.
2. You can view your registration details in the *Home* or *My Registration* page; click “**edit registration**” in the upper right-hand corner.



CWA Convention System 2021 Convention – New Orleans CMS GUEST

Registration Details

Home / My Registration / Edit

UNREGISTER **EDIT REGISTRATION**

CONNECT TO APP

Personal Details

Name: CMS GUEST
Email: CMSGuest@sharklakers.com
Primary Phone: (303) 555-5555
Mobile Phone: (303) 555-5555

Text Message Alert

☐ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.

Credential Type

Type: Guest
Are you the Chairperson: No
Alternate: N/A
Organizing Unit: N/A

Registration Details

Registration Status: Registered
Local Number: 1000

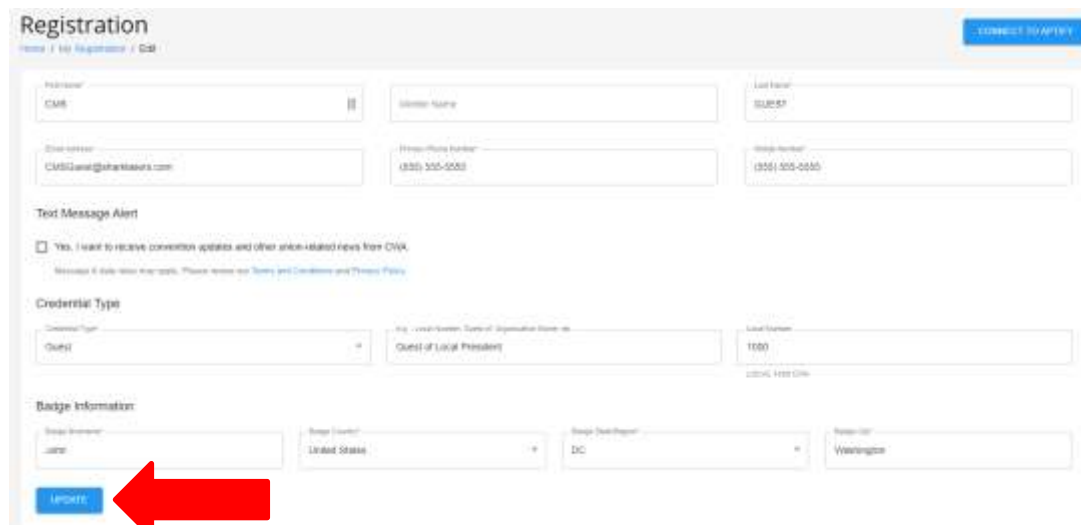
Badge Information

Badge ID: TB0015
Nickname: CMSGUEST
Country: United States
State/Region: DC
City: Washington
Type: Guest
Notes: Guest of Local President

Registration Issues

NAME TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found.			

3. The system will redirect you to the registration page, where you can edit any field necessary. When you finish making changes to your registration, click “**update**” to save the changes.



Registration

Home / My Registration / Edit

CONNECT TO APP

First Name: CMS Last Name: GUEST

First Name: Guest Name

Email Address: CMSGuest@sharklakers.com Phone (Home Number): (303) 555-5555 Mobile Number: (303) 555-5555

Text Message Alert

☐ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.

Credential Type

Credential Type: Guest Org.: Local Number: Type of Registration: Guest of Local President Local Number: 1000
LOCAL 1000 CWA

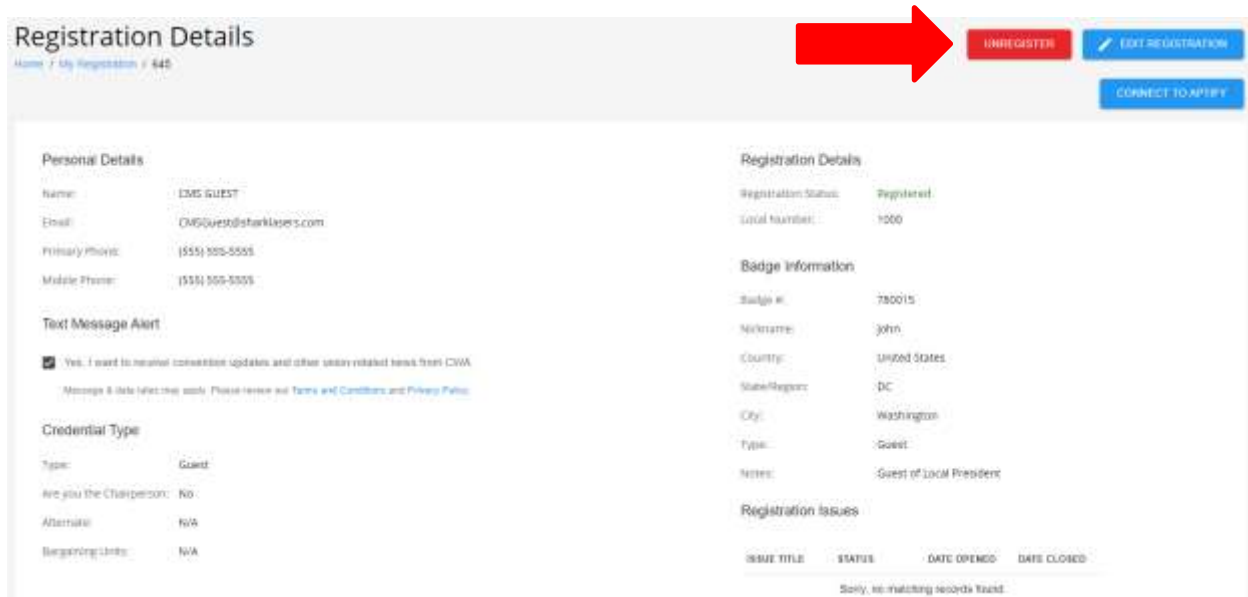
Badge Information

Badge Number: 1000 Badge Country: United States Badge State/Region: DC Badge City: Washington

UPDATE

Unregister

1. If something changes and you need to unregister because you will no longer be attending the Convention, click on the following link cms.cwa-union.org and log into the CMS.
2. You can view your registration details in the *Home* or *My Registration* page, click “unregister” in the upper right-hand corner.



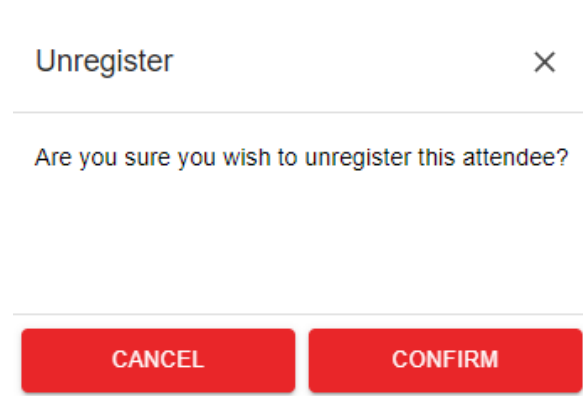
The screenshot shows the 'Registration Details' page. A red arrow points to the 'UNREGISTER' button in the top right corner. The page contains the following sections:

- Personal Details:**
 - Name: CMS GUEST
 - Email: CMSGuest@starklapers.com
 - Primary Phone: (555) 555-5555
 - Mobile Phone: (555) 555-5555
- Text Message Alert:**
 - ☒ Yes, I want to receive convention updates and other union-related news from CWA.
 - Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.
- Credential Type:**
 - Type: Guest
 - Are you the Chairperson: No
 - Alternate: N/A
 - Beginning Date: N/A
- Registration Details:**
 - Registration Status: Registered
 - Local Number: 1000
- Badge Information:**
 - Badge #: 730015
 - Surname: John
 - Country: United States
 - State/Region: DC
 - City: Washington
 - Type: Guest
 - Notes: Guest of Local President
- Registration Issues:**

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found.			

1. The system will prompt the question “Are you sure you wish to unregister this attendee?”

If you do not wish to unregister, click “cancel,” and you will navigate back to the *Registration Details* page.



The dialog box has a title bar that says 'Unregister' with a close button (X). The main text asks: 'Are you sure you wish to unregister this attendee?'. At the bottom, there are two red buttons: 'CANCEL' and 'CONFIRM'.

If you would like to unregister, click “**confirm**,” and you will navigate back to the *Registration Details* page, where you can see your registration status has changed to ‘**Unregistered**.’

Registration Details

[Home](#) / [My Registration](#) / 645

Deleted records cannot be edited [UNDO DELETE](#)

[CONNECT TO API TRY](#)

Personal Details

Name: CMS GUEST

Email: CMSGuest@hanklausers.com

Primary Phone: (555) 555-5555

Mobile Phone: (555) 555-5555

Text Message Alert

☒ Yes, I want to receive convention updates and other union-related news from CWA.

Message & data rates may apply. Please see our [Terms and Conditions](#) and [Privacy Policy](#).

Credential Type

Type: Guest

Are you the Chairperson: NO

Alternate: N/A

Bargaining Unit: N/A

Registration Details

Registration Status: **Unregistered**

Local Number: 1000

Badge Information

Badge #: 780015

Nickname: John

Country: United States

State/Region: DC

City: Washington

Type: Guest

Notes: Guest of Local President

Registration Issues

ID#	TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found.				

Registration Status Change Email- Unregistered

When you unregister, you will receive a registration status change email with a new ‘**Unregistered**’ registration status.

From: donotreply@cwa-union.org, To: CMSGuest, Date 2021-06-02 22:35:50

Registration Status Update

Hi CMS GUEST,

This email is to notify you that the status of your convention registration has changed.

Event: **Convention 2021 – New Orleans**

Attendee Name: CMS GUEST - 1000

Credential Type: Guest

Registration status: **Unregistered**

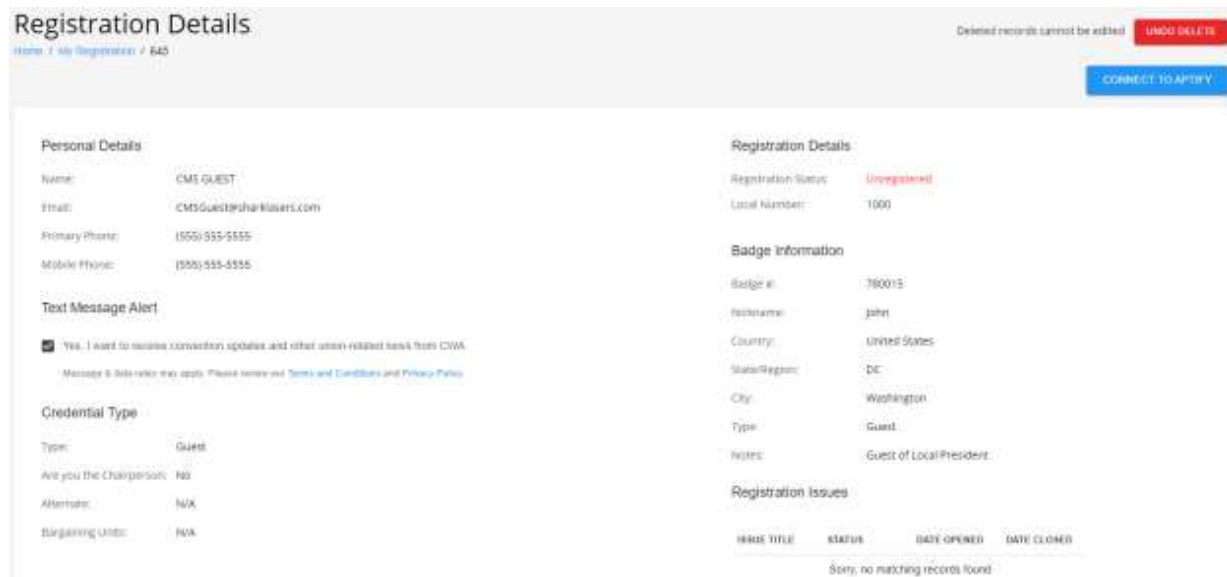
You can view your registration by logging into the convention system [here](#).

Please contact us at cwacredentials@cwa-union.org if you have any additional questions.

In Unity,
CWA Convention Management System

Undo Delete

1. If you made a mistake and you unregistered from the Convention in error, click on the following link cms.cwa-union.org and log into the CMS.
2. You can view your registration details in the *Home* or *My Registration* page, click “undo delete” in the upper right-hand corner.



Registration Details

Home / My Registration / 645

Deleted records cannot be edited **UNDO DELETE**

CONNECT TO APPLY

Personal Details

Name: CMS GUEST
Email: CMSGuest@sharklaw.com
Primary Phone: (555) 555-5555
Mobile Phone: (555) 555-5555

Text Message Alert

☒ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.

Credential Type

Type: Guest
Are you the Chairperson: No
Alternate: N/A
Bargaining Unit: N/A

Registration Details

Registration Status: **Unregistered**
Local Number: 1000

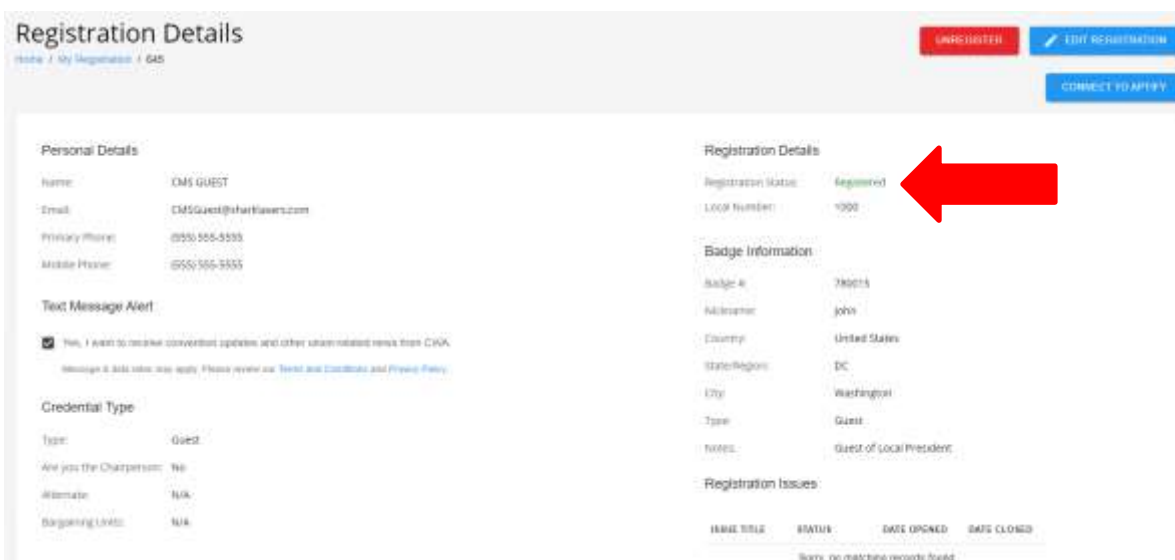
Badge Information

Badge #: 780015
Lastname: John
Country: United States
State/Region: DC
City: Washington
Type: Guest
Notes: Guest of Local President

Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found.			

The system will navigate back to the *Registration Details* page, where you can see your registration status has changed to from ‘Unregistered’ (see above) to ‘Registered.’



Registration Details

Home / My Registration / 645

UNREGISTERED **EDIT REGISTRATION**

CONNECT TO APPLY

Personal Details

Name: CMS GUEST
Email: CMSGuest@sharklaw.com
Primary Phone: (555) 555-5555
Mobile Phone: (555) 555-5555

Text Message Alert

☒ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.

Credential Type

Type: Guest
Are you the Chairperson: No
Alternate: N/A
Bargaining Unit: N/A

Registration Details

Registration Status: **Registered**

Badge Information

Badge #: 780015
Lastname: John
Country: United States
State/Region: DC
City: Washington
Type: Guest
Notes: Guest of Local President

Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found.			

Registration Status Change Email- Registered

When your status changes from 'Unregistered' back to '**Registered**,' you will receive a registration status change email with a new '**Confirmed**' registration status.

From: donotreply@cwa-union.org, To: CMSGuest, Date 2021-06-02 22:55:59

Registration Status Update

Hi CMS GUEST,

This email is to notify you that the status of your convention registration has changed.

Event: **Convention 2021 – New Orleans**

Attendee Name: CMS GUEST - 1000

Credential Type: Guest

Registration status: **Confirmed**

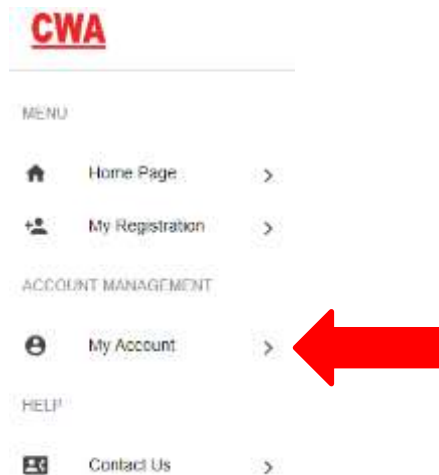
You can view your registration by logging into the convention system [here](#).

Please contact us at cwacredentials@cwa-union.org if you have any additional questions.

In Unity,
CWA Convention Management System

CMS User Account Changes

1. If you would like to make changes to your CMS user account, please click on the following link cms.cwa-union.org and log into the CMS.
2. On the left-hand side Navigation Menu, click on “my account.”



3. You will be redirected to the ‘Edit Account’ page, where you can make changes to your CMS user account:
 - Email address
 - First name
 - Last name
4. Once you make the necessary changes, click “save.”

A screenshot of the 'Edit Account' form. The form is titled 'Edit Account' and has a sidebar on the left with links for 'Account', 'Password', and 'Authenticator'. The main form area contains three input fields: 'Email' (with the value 'cmsguest@sharkiasers.com'), 'First name' (with the value 'CMS'), and 'Last name' (with the value 'GUEST'). At the bottom right of the form are two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

Note: If you do not want to save the changes, click “cancel.”

Change your CMS User Password

1. If you would like to make changes to your CMS user password, click “password” on the left-hand side menu.
2. Enter the following information:
 - Current password
 - New password
 - Confirmation: Re-enter your new password
3. Once you make the necessary edits, click “save” to capture the changes.

The screenshot shows the 'Change Password' form. On the left, a sidebar menu has 'Account', 'Password', and 'Authenticator' options. A red arrow points to 'Password'. The main form area is titled 'Change Password' and includes three input fields: 'Password', 'New Password', and 'Confirmation'. Each field has a small eye icon for toggling visibility. A blue 'Save' button is located at the bottom right of the form, with a red arrow pointing to it. The text 'All fields required' is visible in the top right corner of the form area.

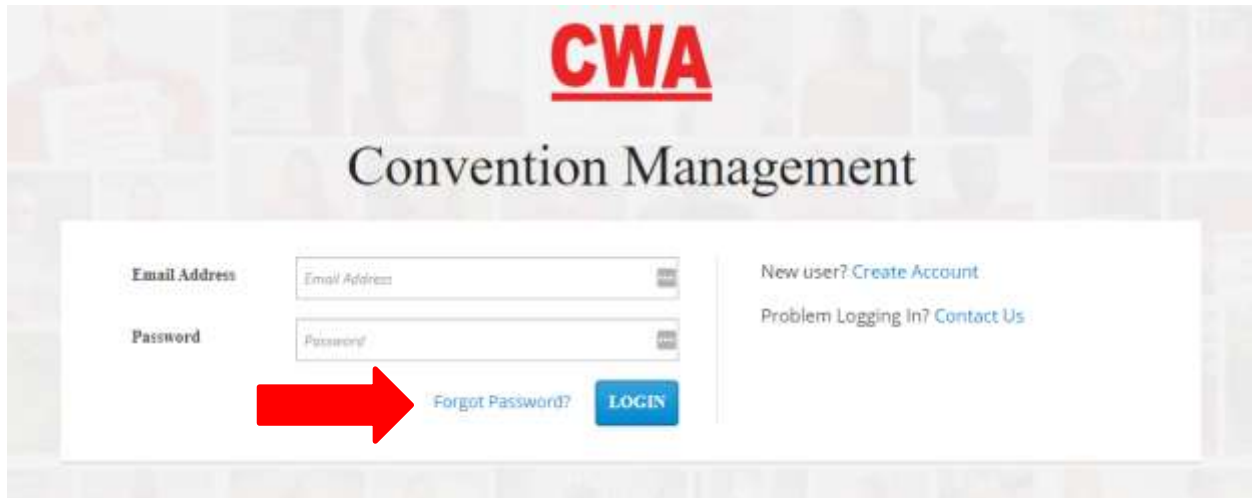
***Note:** If you change your mind and you do not want to change your CMS user password, click “**Back to CMS System**” in the upper right-hand corner to return to the Home/My Registration page.*

When you finish making all of the changes to your CMS user account, click “**sign out**” in the upper right-hand corner to logout of the system.

This screenshot shows the same 'Change Password' form as above, but with a different focus. A red arrow points to the 'Sign Out' button located in the top right corner of the page, next to the 'Back to CMS System' link. The sidebar menu and the form fields remain the same.

Forgot Password?

If you forgot your password and you need to reset your password, click or type the following link in your browser cms.cwa-union.org, then click on “forgot password?”



CWA
Convention Management

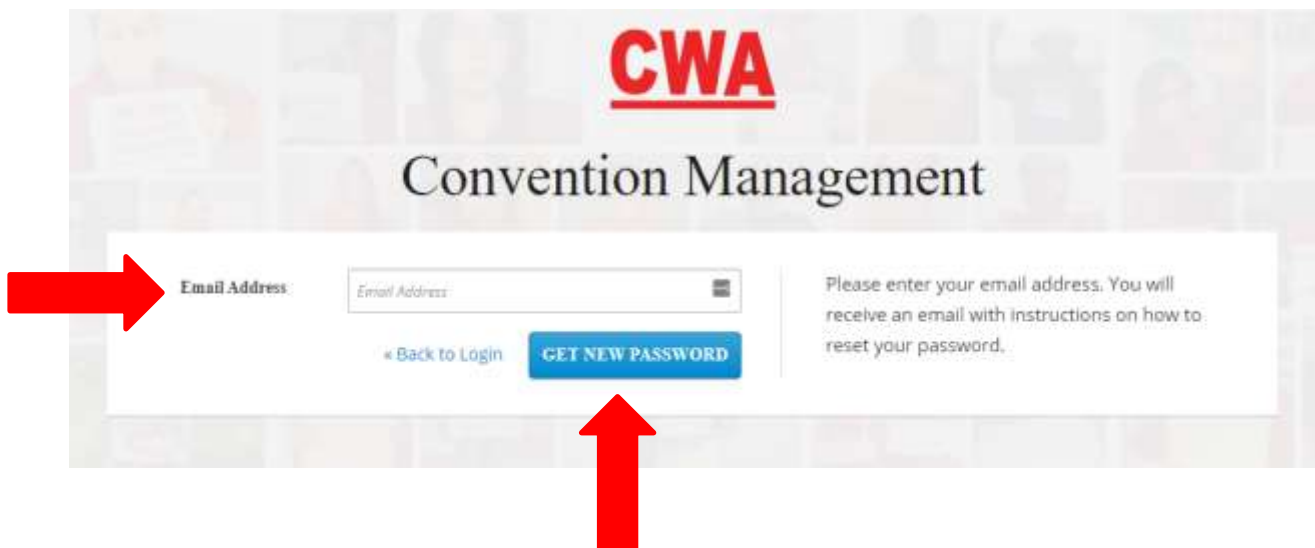
Email Address:

Password:

New user? [Create Account](#)
Problem Logging In? [Contact Us](#)

[Forgot Password?](#) [LOGIN](#)

You will be redirected to the screen below, where you can enter the email address used to create the CMS account and click on “get new password.”



CWA
Convention Management

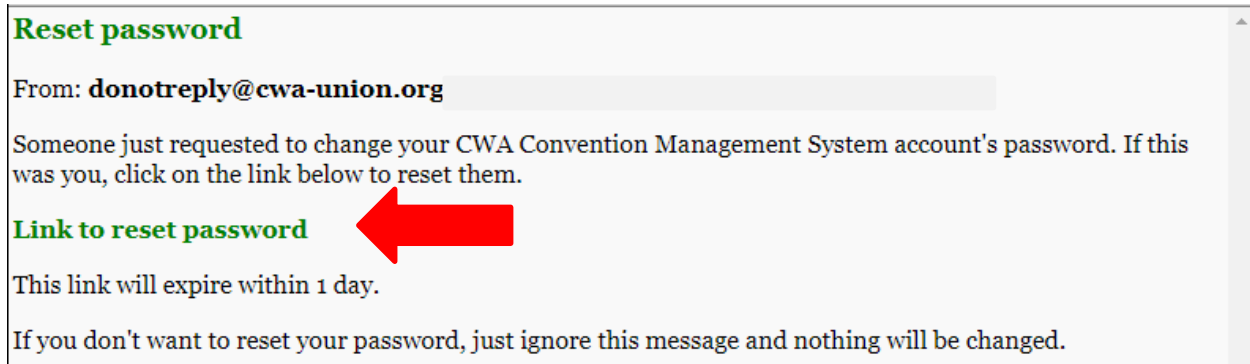
Email Address:

Please enter your email address. You will receive an email with instructions on how to reset your password.

[Back to Login](#) [GET NEW PASSWORD](#)

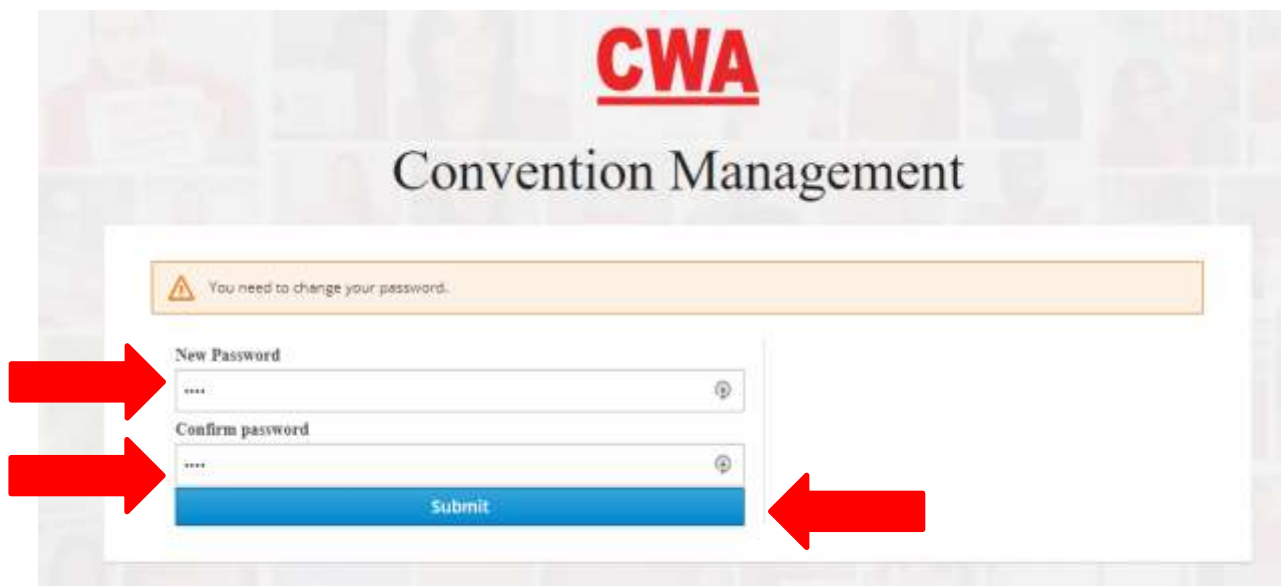
If you entered a valid email address, you should receive an email shortly.

Check your email inbox, you should have received an email to reset your password, click on “link to reset your password” link.



Note: The link will expire within 1 day.

When you click on “link to reset your password,” you will be redirected to a page where you will be prompted to create a “new password” and “confirm password.” Then click “submit.”



***Note:** If the 'new password' and the 'confirm password' do not match, you will receive the following error message and be prompted to enter the passwords again.*



The screenshot shows the CWA Convention Management interface. At the top, the CWA logo is displayed in red, followed by the text "Convention Management". Below this is a form with two password input fields: "New Password" and "Confirm password". Both fields contain masked text (dots). A red arrow points to the "Confirm password" field. Below the fields, an error message states "Passwords don't match." in red text. At the bottom of the form is a blue "Submit" button.

After you click “**submit**,” you will be redirected into the CMS.

Need Help?

CWA Credentials

If you have any additional questions or need help navigating the CMS, please contact CWACredentials@cwa-union.org.