

CWA



Convention Management System (CMS)

Presidents' Meeting

Local User Guide

March 2024

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Overview

Everyone who will attend the Presidents' meeting needs to do it through the Convention Management System (CMS), which will ease the registration process, and allow all attendees to create their own personal accounts and register online.

When local officers log into the CMS, and link their CWA ID, they will have the ability to do the following:

1. View their local's summary details
 - Local name, number, officers
 - Number of delegates to which the local is entitled
 - Local voting strength
 - Issues that affect a local and/or individual members
 - Registered participants
 - Proxy information
2. Register as a delegate or an alternate
3. Register guests
4. Manage registrations for your local (register, unregister, edit)
5. View your bargaining units
6. Assign voting strength to each delegate
7. Designate a chairperson
8. View, download, and print credentials
9. Assign a proxy (if eligible)
10. Manage local and/or individual issues that would prevent delegates from being seated at the Presidents' Meeting

If you need to make changes to your registration or someone's registration from your local, the CMS will automatically create system notifications via email to let users know the status of their registration each time it is updated in the system.

Let's get started!

IMPORTANT

CWA ID

Before you sign up for a new Convention Management System (CMS) user account, please make sure you have your CWA ID (Aptify ID).

If you don't know your CWA ID, you can log into Aptify and look up your CWA ID. Instructions on how to look up your CWA in Aptify are in the next page.

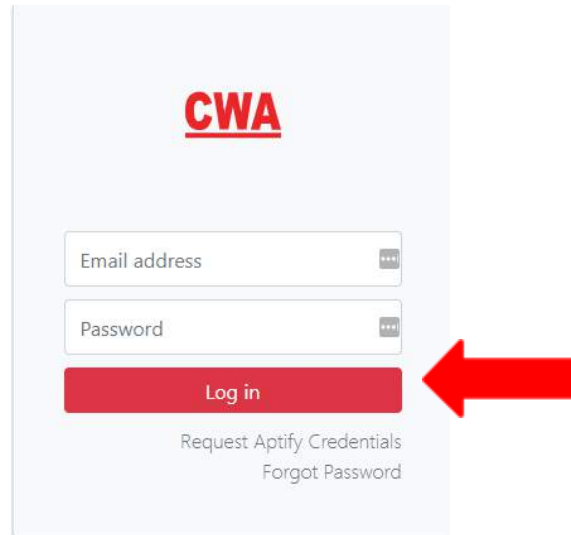
After you set up a CMS user account, and you log into the system, you will be prompted to **"enter your CWA ID."** By linking your ID, the CMS will identify you as a member of your local and grant you the appropriate permission level.

Local Officers have the maximum level of access, and the CMS will allow them to view all the information pertaining to their specific local.

Local Officers can register themselves for the Presidents' meeting, and they have the option to also register other people from their local. Please see the *"Register Additional People in your Local"* section.

Look up CWA ID in Aptify

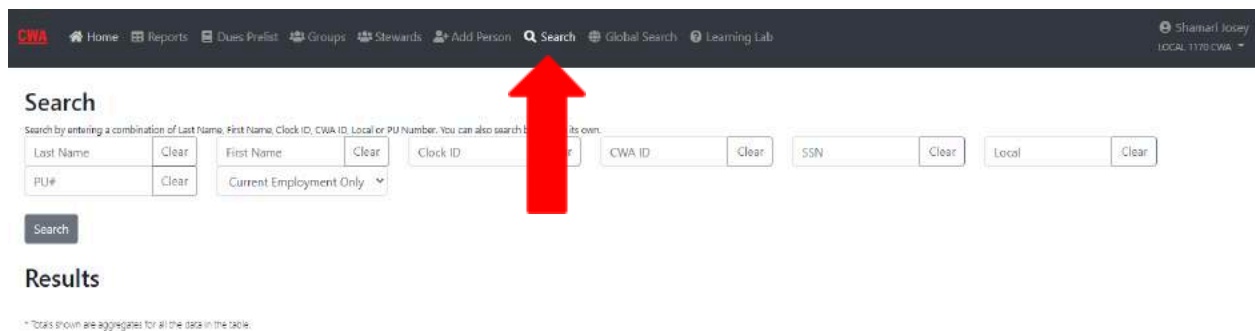
1. Log into Aptify - portal-cwa.aptify.com. Enter your email address and password and click “Log in.”



Note

If you need to request an Aptify account, please fill out the New Aptify Account Request form <https://cwaunion.aidaform.com/new-aptify-user-account-request>.

2. Click on “**Search**” located at the top in the toolbar.



3. To perform a search you are required to enter search criteria in 2 fields.

For example, your first name and last name. Then, click “**Search.**”

Search
Search by entering a combination of Last Name, First Name, Clock ID, CWA ID, Local or PU Number. You can also search by SSN on its own.

Last Name: Clear First Name: Clear Clock ID: Clear CWA ID: Clear SSN: Clear Local: Clear

PU#: Clear Current Employment Only:

Search

Results

* Totals shown are aggregated for all the data in the table.

You will notice “**Results**” will populate at the bottom of the page, the CWA ID, also known as the Aptify ID is located in the first Column. That’s the ID you will need to register for the Presidents' meeting.

Search
Search by entering a combination of Last Name, First Name, Clock ID, CWA ID, SSN, Local or PU Number

Smith Clear First Name: Clear Clock ID: Clear CWA ID: Clear SSN: Clear Local: Clear

PU#: Clear Current Employment Only:

Search

Results

Export to Excel Clear Sorting Clear Filters Clear Grouping Auto Resize Columns Email Get Email IDs Get Labels Select Record

CWA ID	Last Name	First Name	Email	Status Type	Status	Main Status	Local Number	PU Number	PU Name	Clock ID	HQ City	HQ State	District	Sector	Current Employment
9999999	Smith	David		Member	Active	Active	1170	123456	FRONTIER CITIZENS ROCHESTER NY	555555	WEST HENRIETTA	NY	District 1	Traditional CWA	Y

Existing CMS User Account

If you attended the last CWA Convention or the Presidents' Meeting and you already have a CMS user account, you do **not** need to create a new one, just go to <https://cms.cwa-union.org> and log in with your existing credentials.

Create a New CMS User Account

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



The screenshot shows the CWA Convention Management login page. At the top center is the CWA logo. Below it is the title "Convention Management". The login form contains two input fields: "Email Address" and "Password". To the right of the form are two links: "New user? Create Account" and "Problem Logging In? Contact Us". At the bottom of the form are two buttons: "Forgot Password?" and "LOGIN".

2. Fill out your:
 - First name / Last name
 - Email address
 - Create a password / Confirm your password

Then click “**Create account.**”

CWA

Convention Management

First name

Last name

Email Address

Password

Confirm password

[« Back to Login](#) [CREATE ACCOUNT](#)

Verify your Email Address

3. After you click “**Create account**” you will need to verify your email address to activate your new CMS user account.

CWA

Convention Management

⚠ You need to verify your email address to activate your account.

An email with instructions to verify your email address has been sent to you.
[« Back to Login](#)

Haven't received a link to verify your email address?
[Click here](#) to re-send the email.

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

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](#)



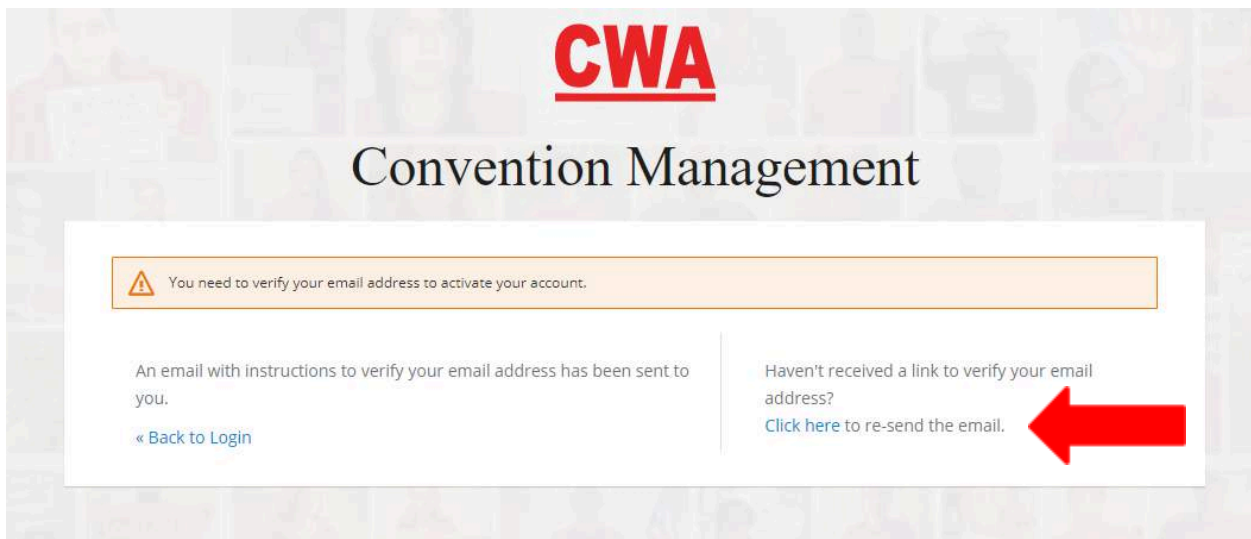
This link will expire within 1 day.

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


Note

The link will expire within 1 day.

If you do not see an email address verification email, please check your spam folder or you can “**Click here**” to resend the email.



CWA
Convention Management

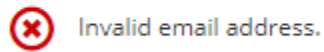
 You need to verify your email address to activate your account.

An email with instructions to verify your email address has been sent to you.
[« Back to Login](#)

Haven't received a link to verify your email address?
[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.

If you have any issues and/or questions, please email CWACredentials@cwa-union.org.

Forgot your Password

1. If you forgot your password and you need to reset your password, go to <https://cms.cwa-union.org> and click “**Forgot password?**”



CWA

Convention Management

Email Address

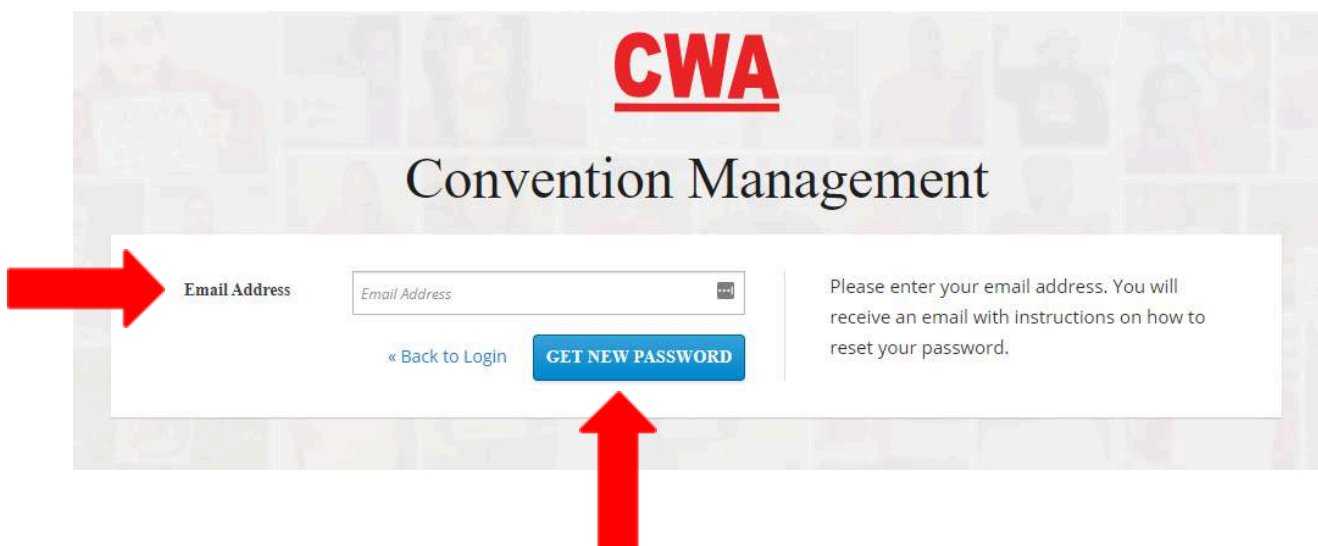
Password

New user? [Create Account](#)

Problem Logging In? [Contact Us](#)

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

2. You will be redirected to the screen below, where you can enter your email address and click “**Get new password.**”



CWA

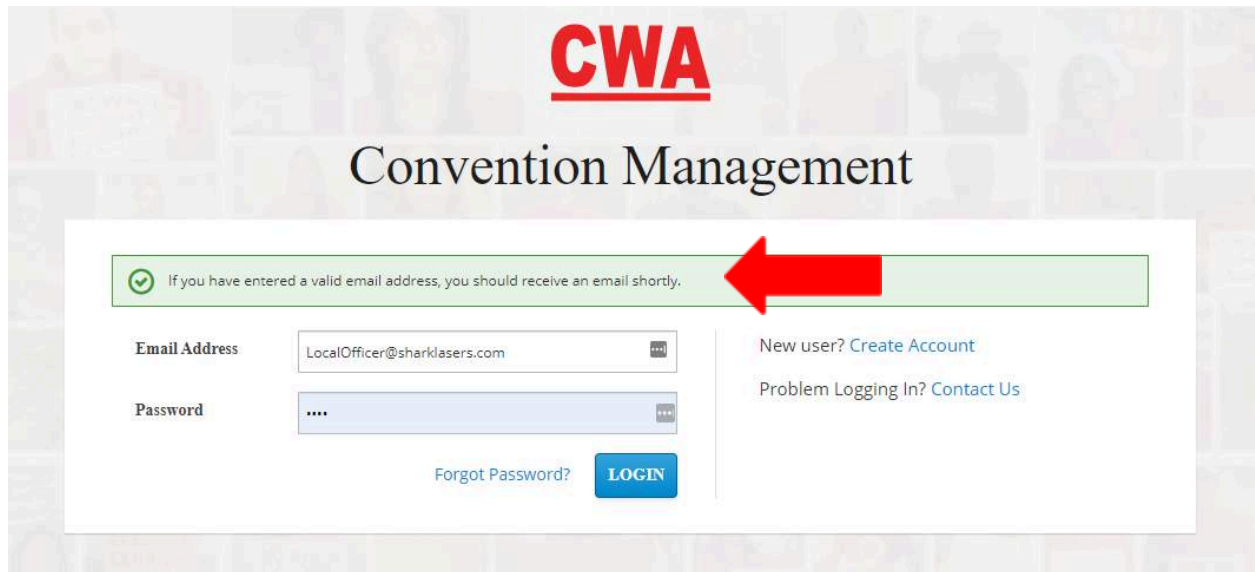
Convention Management

Email Address

« Back to Login [GET NEW PASSWORD](#)

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

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



3. Check your email inbox, you should receive an email to reset your password, please click "**Link to reset your password.**"

Reset password Inbox x

CWA Union <donotreply@cwa-union.org>
to me ▾

Someone just requested to change your CWA Convention Management System account's password. If this was you, click on the link below to reset them.

[Link to reset password](#)

This link will expire within 1 day.

If you don't want to reset your password, just ignore this message and nothing will be changed.

Note

The link will expire within 1 day.

4. After you click “**Link to reset your password,**” the CMS will redirect you to a page to where you will be prompted to create a “*new password*” and “*confirm password*.” Then click “**Submit.**”

The screenshot shows the CWA Convention Management interface. At the top, the CWA logo is displayed. Below it, the text "Convention Management" is centered. A warning message in a yellow box states: "You need to change your password." Below the warning, there are two input fields: "New Password" and "Confirm password". Both fields contain four asterisks and have a password icon on the right. A blue "Submit" button is located below the "Confirm password" field. Three red arrows are overlaid on the image: two point to the "New Password" and "Confirm password" input fields, and one points to the "Submit" button.

Note

After you click “**Submit,**” the CMS will automatically log you into the system.

Meeting Registration


1. After you create your new CMS user account and click “**Link to e-mail address verification,**” you will be automatically logged into the CMS to get started.

If you would like to register as a delegate or alternate for your local, or you need to assign a proxy, click “**Enter CWA ID**” and enter your Aptify ID.

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.



*****IMPORTANT*****

If you click “**Skip this step**” instead of clicking “**Enter CWA ID,**” you will only be able to register as CWA staff, a guest, or a vendor.

2. After you enter your CWA (Aptify) ID in the CWA ID field, click “**Search.**”

Get Started

1 Link CWA ID — 2 Verify — 3 Select Convention

CWA ID

12345

SEARCH

GO BACK

3. Then verify the local displayed matches your CWA membership. If the information matches, please click on “**Yes, this is my local.**”

Get Started

✓ Link CWA ID — 2 Verify — 3 Select Convention

Verify Local:

Please verify that the local displayed matches your CWA membership

TNG-CWA Local 1234 WASHINGTON-BALTIMORE

YES, THIS IS MY LOCAL

NO, SOMETHING IS WRONG

Note

If the local name/number displayed does not match your local, please click “**No, something is wrong**” to re-enter your CWA (Aptify) ID.

Get Started

1 Link CWA ID — 2 Verify — 3 Select Convention

Verify Local:

Please verify that the local displayed matches your CWA membership

TNG-CWA Local 1234 WASHINGTON-BALTIMORE

YES, THIS IS MY LOCAL

NO, SOMETHING IS WRONG



When you click “**No, something is wrong,**” the CMS will reroute you to the previous screen where you can click “**Enter CWA ID**” to re-enter your CWA (Aptify) ID.

Get Started

1 Link CWA ID — 2 Verify — 3 Select Convention

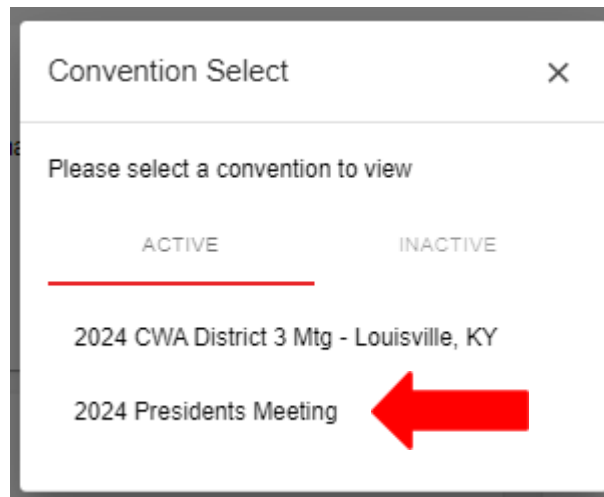
In order to register as a delegate or alternate, or to register other people for convention as a local officer, enter your CWA ID on the next step. If you skip this step, you will still be able to register as Staff, a Guest, or a Vendor.

ENTER CWA ID

SKIP THIS STEP



4. When you click **“Yes, this is my local”** the system will show you a list of active meetings. Click on the meeting you would like to register for, in this instance the meeting you want to choose is **2024 Presidents' Meeting**.



5. If you entered the correct CWA ID and you chose the correct meeting you would like to register for, all the steps are completed and you are finished, please click **“Close.”**

Get Started

✓ Link CWA ID ——— ✓ Verify ——— ✓ Select Convention

All steps completed - you're finished

RESET CLOSE



Note

If you would like to re-enter your CWA ID (Aptify ID), please click **“Reset.”**

Register for the Presidents' Meeting

If you followed the instructions above and linked your CWA ID your basic information should pre-populate automatically in the *My Registration page*.

Click on “**My Registration**” on the left hand side navigation and fill out the following information:

- First name / Middle name / Last name
- Email address / Primary phone number / Mobile number
- Text message alert – Please click “**Yes**” to OPT-IN to get President Meeting updates and other union-related news from CWA
- There are 5 credential types:
 - **Delegate** – Local delegate
 - **Alternate** – Local alternate
 - **Guest** – Meeting guest
 - **Vendor** – Meeting vendor
 - **CWA Staff** – Headquarters, district, local personnel staffing the meeting
- Badge nickname, country, state, city

IMPORTANT

If you linked your 'CWA ID' (Aptify ID) your name and personal information should automatically appear in the "My Registration" page. If you are registering someone else, **DO NOT** change the name in the "My Registration" page. See "Register Attendees from your Local" section in this document and follow instructions.

CWA Convention System Convention Testing 2021 - Take 3 LOCAL OFFICER ▼

My Registration

Home / My Registration

12345 DISTRICT # District 2-13 LOCAL NUMBER 32035

First Name* Local Middle Name Last Name* Officer

Email Address* LocalOfficer@cwa.org Primary Phone Number* (555) 555-5555 Mobile 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* Delegate
Alternate
Guest
Vendor
CWA Staff

Badge State/Region* Badge City*

REGISTER

Register as a Delegate

If you followed the instructions above and linked your CWA ID, you should see your CWA ID, District # and Local # in the upper right hand corner; and your basic personal information should populate automatically in the *My Registration* page.



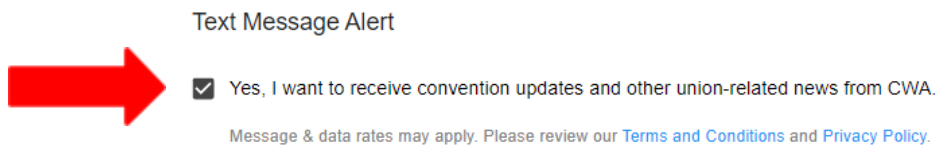
Personal Registration Details

1. Please verify your personal information is correct, or make the necessary edits you would like to reflect in your Presidents' Meeting registration details.



Text Message Alert

2. When registering for the Presidents' Meeting you will have the option to 'OPT-IN' to receive text message alerts regarding the Presidents' Meeting and union-related updates.



Credential Type

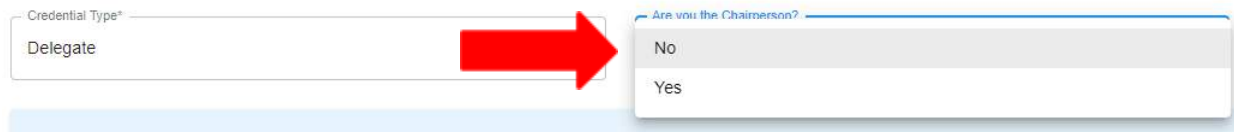
3. Choose the credential type "Delegate" from the dropdown menu.



Are You a Chairperson?

- When registering as a **Delegate** you will notice a new field will pop up where you can specify if you are a chairperson of the local, the system defaults to 'No.' If you are the chairperson of the local, click the **down-arrow** in the 'Are you a chairperson?' field and choose "Yes."


Credential Type



The screenshot shows a form with two dropdown menus. The first is labeled 'Credential Type*' and has 'Delegate' selected. A red arrow points to the second dropdown menu, 'Are you the Chairperson?', which is open and shows 'No' and 'Yes' as options.

Choose an Alternate

If you are a delegate who needs to choose an alternate you can do so by clicking the **down-arrow** in the 'Choose alternate' field. But remember they must already be registered in order to select them.



The screenshot shows the registration form with three dropdown menus: 'Credential Type*' (set to 'Delegate'), 'Are you the Chairperson?' (set to 'No'), and 'Choose Alternate'. A red arrow points to the 'Choose Alternate' dropdown menu.

Anyone who has registered as an alternate in your local will show up in the pull down menu, and you can choose one person.

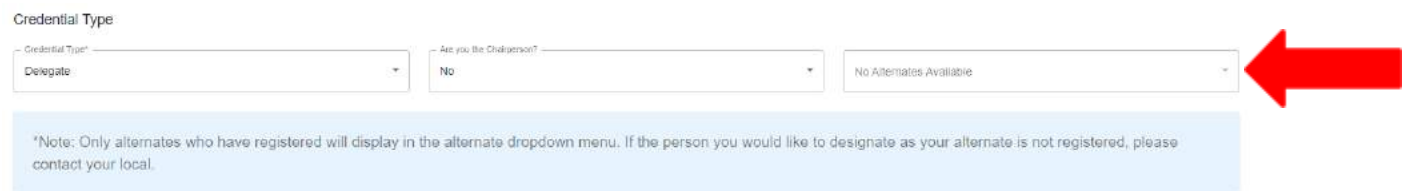
For example, for this local, a delegate can choose Fatima Hussein as an alternate.



The screenshot shows the registration form with the 'Choose Alternate' dropdown menu open and 'Fatima Hussein' selected. A red arrow points to this dropdown menu.

Note

If no one from your local has registered as an alternate, then the alternate field, would say 'No alternate available.'



The screenshot shows the registration form with the 'Choose Alternate' dropdown menu open and 'No Alternates Available' selected. A red arrow points to this dropdown menu. Below the form is a light blue box containing the following text: '*Note: Only alternates who have registered will display in the alternate dropdown menu. If the person you would like to designate as your alternate is not registered, please contact your local.'

Bargaining Units Designation

- Since you linked your CWA ID, when registering as a **Delegate** for the Presidents' Meeting, your *bargaining units designation* will populate automatically and display the most current Aptify data specific to your local. Please validate and confirm the information is correct. But generally, you do not have to make changes to this.

Bargaining Units Designation

TNG & Canada

Chairperson

Delegate

Neither

Yes, I am a Chairperson

If you choose “**Yes**” because you are a chairperson, you will notice the bargaining units designation will automatically default to ‘*Chairperson.*’

Credential Type

Credential Type
Delegate

Are you the Chairperson?
Yes



*Note: Only alternates who have registered will display in the alternate dropdown menu. If the person you would like to designate as your alternate is not registered, please contact your local.

Bargaining Units Designation

TNG & Canada

Chairperson

Delegate

Neither



No, I am Not a Chairperson

If you choose “**No**” because you are not a *chairperson*, you will notice the bargaining units designation will automatically default to ‘*Delegate.*’

Credential Type

Credential Type
Delegate

Are you the Chairperson?
No



*Note: Only alternates who have registered will display in the alternate dropdown menu. If the person you would like to designate as your alternate is not registered, please contact your local.

Bargaining Units Designation

TNG & Canada

Chairperson

Delegate

Neither



Neither

In your *bargaining units designation* section, you may also select 'Neither.'

Bargaining Units Designation

TNG & Canada

Chairperson

Delegate

Neither



Badge Information

6. Please fill out the '*Badge information*' section with the specifics you would like to print on your Presidents' Meeting badge:

Badge nickname: Type the 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 the United States, but you can choose other countries by clicking the **down-arrow**.

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.

Note

Generally, the city and state on the Presidents' Meeting badge reflects the geographic location of the member's local. However, the person registering may choose the city and state they prefer to see printed.

Badge Information

<input type="text" value="Dave"/>	<input type="text" value="United States"/>	<input type="text" value="DC"/>	<input type="text" value="Washington"/>
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Complete Registration Process

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

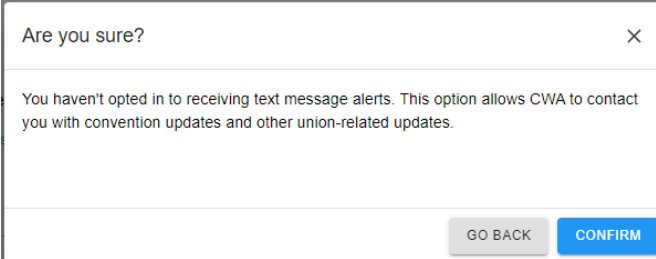


Notes

- 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	Middle Name	Last Name* Smith	
Email Address* <small>Email is required</small>	Primary Phone Number* <small>Primary Phone is required</small>	Mobile Number* <small>Mobile Number is required</small>	
Text Message Alert			
<input type="checkbox"/> Yes, I want to receive convention updates and other union-related news from CWA. <small>Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.</small>			
Credential Type			
Credential Type* <small>Credential Type is required</small>			
Badge Information			
Badge Nickname* <small>Badge Nickname is required</small>	Badge Country* United States	Badge State/Region* <small>Badge State is required</small>	Badge City* <small>Badge City is required</small>
REGISTER			

If you did not click the text message alert option to OPT-IN, after you click “Register” you will see a message asking you ‘Are you sure?’



Are you sure? X

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.

Presidents' Meeting Registration Confirmation Email – Confirmed

Once you submit your registration, check your email inbox, you should receive a registration confirmation email with the following information:

- *Event name:* **Meeting name**
- *Attendee name:* **Your name and CWA Local #**
- *Credential Type:* **Delegate**
- *Registration status:* **Confirmed**

Hi David Smith,

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

Event: **2024 Presidents Meeting**
Attendee Name: **David Smith - 32035**
Credential Type: **Delegate**
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

Note

If you do not see a registration confirmation email, please check your spam folder, or log back into the CMS to view your registration details.

Register as an Alternate

If you followed the instructions above and linked your CWA ID, you should see your CWA ID, District # and Local # in the upper right hand corner; and your basic personal information should populate automatically in the *My Registration* page.

CWA Convention System 2022 President Meeting LOCAL OFFICERTEST

My Registration

CWA ID	DISTRICT #	LOCAL NUMBER
12345678	District 2-13	32035

Personal Registration Details

1. Please verify your personal information is correct, or make the necessary edits you would like to reflect in your Presidents' Meeting registration details.




First Name* Joseph	Middle Name	Last Name* Smith
Email Address* Alternate@test.com	Primary Phone Number* (555) 555-5555	Mobile Number* (555) 555-5555

Text Message Alert

2. When registering for the Presidents' Meeting you will have the option to 'OPT-IN' to receive text message alerts regarding Presidents' Meeting and union-related updates.

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

3. Choose the credential type "Alternate" from the dropdown menu.



Credential Type

Credential Type*
Alternate


Choose a Delegate

4. After you choose the credential type *Alternate*, a new field called *Choose Delegate(s)* will appear.

Credential Type

Credential Type*
Alternate

Choose Delegate(s)



Click the **down-arrow** in the *Choose Delegate(s)* field, and a list of *delegates* from your local, who registered for the Presidents' Meeting will display in the pull down menu.


Credential Type

Credential Type*
Alternate

Choose Delegate(s)

David Dejesus

Badge Information




To choose a *Delegate*, click on any of the names that populate in the menu.

Choose Delegate(s)

David Dejesus

David Dejesus



Badge Information

5. Please fill out the *badge information* section with the specifics you would like to print on your Presidents' Meeting badge:

Badge nickname: Type the 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 the United States, but you can choose other countries by clicking the **down-arrow**.

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.

Note

Generally, the city and state on the Presidents' Meeting badge reflects the geographic location of the member's local. However, the person registering may choose the city and state they prefer to see printed.

Badge Information

Badge Nickname* Joe	Badge Country* United States	Badge State/Region* DC	Badge City* Washington
------------------------	---------------------------------	---------------------------	---------------------------

Complete Registration Process

6. When you finish entering all of your personal details, please click "**Register**" to save the information and complete your Presidents' Meeting 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.

The screenshot shows a registration form with several fields highlighted in red to indicate they are required. The fields are: First Name (containing 'John'), Middle Name, Last Name (containing 'Smith'), Email Address*, Primary Phone Number*, Mobile Number*, Credential Type*, Badge Nickname*, Badge Country* (containing 'United States'), Badge State/Region*, and Badge City*. A 'REGISTER' button is visible at the bottom left. Below the form, there is a checkbox for 'Text Message Alert' with the text 'Yes, I want to receive convention updates and other union-related news from CWA.' and a link to 'Terms and Conditions and Privacy Policy'.

If you did not click the text message alert option to OPT-IN, after you click “**Register**,” you will see a message pop up asking you ‘*Are you sure?*’

The screenshot shows a confirmation dialog box titled 'Are you sure?' with a close button (X) in the top right corner. The text inside the dialog reads: '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.' At the bottom of the dialog, there are two buttons: 'GO BACK' and 'CONFIRM'.

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

Presidents' Meeting Registration Confirmation Email – Confirmed

Once you submit your registration, check your email inbox, you should receive a registration confirmation email with the following information:

- *Event name:* **Meeting name**
- *Attendee name:* **Your name and CWA Local #**
- *Credential Type:* **Alternate**
- *Registration status:* **Confirmed**

Hi Joe Smith,

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

Event: **2024 Presidents Meeting**
Attendee Name: **Joe Smith - 32035**
Credential Type: **Alternate**
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

Registration Details - Delegate

After you click “**Register**,” you can view all of ‘My Registration’ details in the *Registration Details page*.

- Personal Details
 - Name / Email / Phone (primary/mobile)
- Credential Type
 - Delegate
 - Chairperson
 - Alternate
 - Bargaining units
- Local Bargaining Units
 - Bargaining Units / Vote share / Designation
- Registration Status
- Badge Information
 - Badge # / Nickname / Country / State / City / Type
- Registration Issues
 - Issue title / Status / Date opened / Date closed

*****IMPORTANT*****

Registering on the CMS does not in itself guarantee that any individual or their local is in good standing and able to be seated at the Presidents' Meeting or any other official meeting.

It is therefore critical that Local officers check the REGISTRATION ISSUES section and resolve any items listed there **prior** to arriving at the event.

Since most issues of good standing are resolved **prior** to the Presidents' Meeting, the CMS will allow registration to proceed and a credential to be issued – however, unresolved issues will still prevent a delegate from being seated by the Credentials Committee.

To resolve any local and/or individual issues, please contact CWACredentials@cwa-union.org.

For example, a delegate registration details would look like this:

Registration Details

Home / My Registration / 718

[EDIT REGISTRATION](#) [DOWNLOAD CREDENTIALS](#)

[UNREGISTER](#) **12345** DISTRICT # District 2-13 LOCAL NUMBER 32035


Personal Details

Name: David Smith
Email: LocalOfficerTest1@shankiasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 566-7989

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: Delegate 
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
Vote Share	1800	Delegate

Registration Details

Registration Status: Registered

Badge Information

Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate

Registration Issues

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

Registration Details - Alternate

After you click “**Register**,” you can view all of ‘My Registration’ details in the *Registration Details page*.

- Personal Details
 - Name / Email / Phone (primary/mobile)
- Credential Type
 - Alternate
 - Chairperson - No
 - Alternate – N/A
 - Bargaining units – N/A
- Registration Status
- Badge Information
 - Badge # / Nickname / Country / State / City / Type
- Registration Issues
 - Issue title / Status / Date opened / Date closed

IMPORTANT

Registering on the CMS does not in itself guarantee that any individual or their local is in good standing and able to be seated at the Presidents' Meeting or any other official meeting.

It is therefore critical that Local officers check the REGISTRATION ISSUES section and resolve any items listed there **prior** to arriving at the event.

Since most issues of good standing are resolved **prior** to the Presidents' Meeting, the CMS will allow registration to proceed and a credential to be issued – however, unresolved issues will still prevent a delegate from being seated by the Credentials Committee.

To resolve any local and/or individual issues, please contact CWACredentials@cwa-union.org.

For example, an alternate registration details would look like this:

Registration Details

[Home / My Registration / 727](#)

[EDIT REGISTRATION](#) [DOWNLOAD CREDENTIALS](#)

[UNREGISTER](#) CWA ID: 1120188 DISTRICT #: District 2-13 LOCAL NUMBER: 32035

Personal Details

Name: Joe Smith
Email: Joe@Alternate.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: Alternate
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details


Registration Status: Registered

Badge Information

Badge #: 260067
Nickname: Joe
Country: United States
State/Region: DC
City: Washington
Type: Alternate

Registration Issues

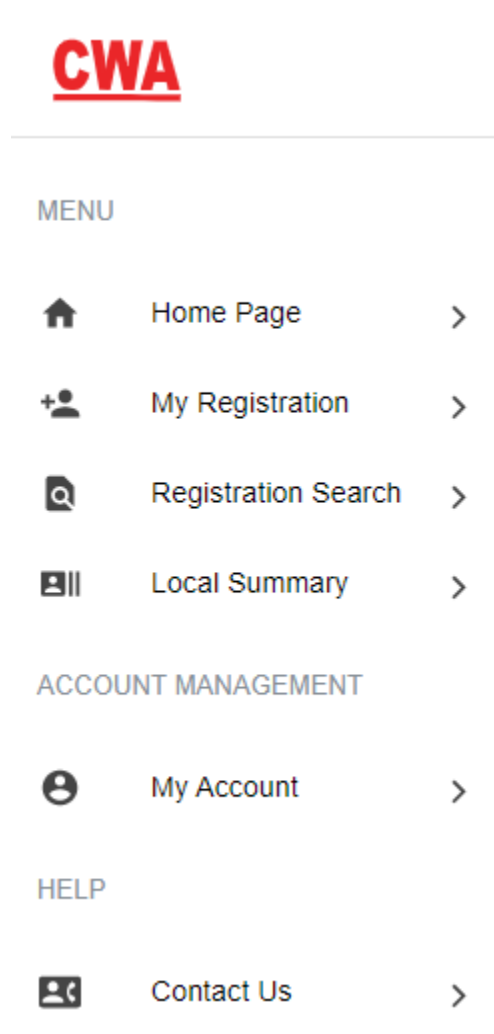
ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
Sorry, no matching records found			



Navigation Menu

The left navigation menu will help local officers navigate through the CMS and includes the modules below, and we will explain each one in the following pages.

- Home
- My Registration
- Registration Search
- Local Summary
- My Account
- Contact Us



Home Page/Local Summary

The *Home Page* and *Local Summary* pages include information pertaining to your local for the current Presidents' Meeting, such as:

- Local name and number
- Local Officers
- Delegate entitlement
- Local average votes (Local voting strength)
- Local and/or individual issues
- Registered participants
- Proxy information
- Bargaining units

My Registration

After you log into the system and choose a meeting and you register, you can click “**My Registration**” to register yourself for a meeting or review your meeting registration.

Registration Search

View and search all members who belong to your local. Locals can also register other members of the delegation from here.

Local Summary

View information pertaining to your local for each particular meeting.

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.

Local Summary

The *Local Summary* page includes all the pertaining information for your local in connection with the meeting you selected:

- Local name and number
- Names of local officers (President, Vice President, Secretary-Treasurer, Secretary or Treasurer)
- Delegate entitlement and count
- Local average (voting strength)
- Local issues (if there are any) – Individual and/or Local issues
- Download credentials
- Registered delegates / alternates/ guests / unregistered records
- Bargaining units

Note

All of the data in the CMS is synced with our Aptify membership system on a nightly basis, and reflects the most current data.

Local name / Local number / Local Officers / Delegate Entitlement and Count / Local Average

The screenshot shows the 'Local Summary' page for 'TNG-CWA Local' and '-WASHINGTON-BALTIMORE'. It displays local officers (President: John Doe, Secretary: Jane Doe, Treasurer: John Smith), delegate entitlement (6), delegate count (2), alternate count (0), and local average (234). A table of local issues is also shown with columns for Issue Title, Status, Name, Date Opened, and Date Closed.

ISSUE TITLE	STATUS	NAME	DATE OPENED	DATE CLOSED
BargainingUnitNoChair	Resolved		June 30, 2021, 6:25 PM	June 30, 2021, 10:30 PM
LocalDelinquent	Unresolved		June 30, 2021, 6:25 PM	
LocalNoChair	Resolved		June 30, 2021, 6:25 PM	June 30, 2021, 10:30 PM

Local and/or individual issues summary includes the date the issues were open and close, as well as the status Resolved/Unresolved

Registration Issues

To increase transparency and efficiency, the *Local Summary* page, includes a **Local Issues** section, where individual members and locals can easily identify if there are any concerns, disputes, or problems that have pending solutions, and must be resolved or granted an exception **prior** to the start of the Presidents' Meeting. If you have any local and/or individual issues, please email CWACredentials@cwa-union.org to determine next steps.

No Issues – Good Standing

When a member does **not** have any issues, the member's personal registration details will show a registration status as 'registered' and the *Registration Issues* section will be blank.

Registration Details

Registration Status: Registered



Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
-------------	--------	-------------	-------------



Sorry, no matching records found



If you see this in your personal registration details, it means you are in good standing and there are no individual issue(s) associated with your CWA membership record. Everything is in order and no action is required.

Individual Issues - Member

An *individual issue* refers to any problem that may be blocking a member from being able to come to the Presidents' Meeting, check-in at registration, and pick up the appropriate badge credentials.

*****IMPORTANT*****

A member's individual registration issue(s) must be resolved **prior** to the start of the Presidents' Meeting. The CMS **will allow** CWA members to complete the online Presidents' Meeting registration with the understanding that members must proactively work with the CWA Credentials Committee to **resolve the issue(s) prior to Presidents' Meeting check-in on site.**

There may be cases when CWA Credentials Committee grants a member's individual registration issue(s) an exception to allow them to attend the Presidents' Meeting, check-in, pick up their badge, and participate in the Presidents' Meeting proceedings.

Unresolved Individual Registration Issue

When a member has an individual issue associated with the CWA membership record, the member's personal registration details will show a registration status as 'Registered,' **but** the *Registration Issues* section will list the issue(s) that **must be resolved prior** to the Presidents' Meeting.

For example, a member who has an 'Inactive' status registers as a delegate for the Presidents' Meeting, the member's personal registration details will show the status as 'Registered,' but the *Registration Issues* section indicates there is an issue titled **MemberNot Active**, with an **Unresolved** status, and the issue was opened on 6/25/21.

*****IMPORTANT*****

The member should email CWACredentials@cwa-union.org to remediate the issue **prior** to the start of the Presidents' Meeting.

Registration Details

Registration Status: Registered



Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
MemberNotActive	Unresolved	June 25, 2021, 11:19 AM	



Resolved Individual Registration Issue

When a member's individual registration issue is resolved, the CMS will update the issue's status automatically.

For example, a member registered, but there is a MemberNotActive issue in their Presidents' Meeting registration details. The member reached out to CWACredentials@cwa-union.org, and the issue was resolved.

So the next time the member logs into the CMS, the personal registration status will still show as 'Registered,' and the *Registration Issues* section will indicate the issue titled **MemberNot Active**, now has a **Resolved** status, and the issue was closed on 7/12/21. No further action is required.

Registration Details

Registration Status: Registered



Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
MemberNotActive	Resolved	June 25, 2021, 11:19 AM	July 12, 2021, 7:05 PM

Individual Issue Exception

At times, the CWA Credentials Committee may determine a member's individual registration issue warrants an exception, once the exception is captured in the CMS, the issue's status will update automatically.

For example, a member registered, but there is a MemberNotActive issue in their Presidents' Meeting registration details. The member reached out to CWACredentials@cwa-union.org, and an exception was issued to unblock the registration.

So the next time the member logs into the CMS, the personal registration status will still show as 'Registered,' and the *Registration Issues* section will indicate the issue titled **MemberNot Active**, now has an **Exception** status. No further action is required.

Registration Details

Registration Status: Registered

Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
MemberNotActive	Exception	June 25, 2021, 12:12 PM	

Note

In summary, to check-in and participate in the Presidents' Meeting, a member who has an individual registration issue(s) must be granted an exception and/or the issue(s) must be resolved **prior** to the start of the Presidents' Meeting.

Local Issues

A *local issue* refers to any problem that may be blocking a local from being in good standing by the time the Presidents' Meeting starts.

IMPORTANT

A local's registration issue(s) must be resolved **prior** to the start of the Presidents' Meeting. The CMS **will allow** members of the local to complete the online Presidents' Meeting registration with the understanding that the local must proactively work with the CWA Credentials Committee to **resolve the issue(s) prior to Presidents' Meeting check-in on site.**

There may be cases when CWA Credentials Committee grants a local's registration issue(s) an exception to allow the local's members to attend the Presidents' Meeting, check-in, pick up their badge, and participate in the Presidents' Meeting proceedings.

CWA interprets any of the following as a local/member registration issue:

Issues	Significance
LocalNotActive	Local is not active
LocalDelinquent	Local is delinquent
MemberNotActive	Member is not active
LocalNoOfficers	Local has no active officer assignments
LocalNoPresident	Local has no active president assignments
LocalNoSecretary	Local has no active secretary assignments
LocalNoChair	Local has no assigned chair
BargainingUnitNoChair	Bargaining unit has no assigned chair
BargainingUnitNoDelegate	Bargaining unit has no assigned delegate
LocalCarryingTooManyProxies	Local is carrying too many proxies
DelegateOrAlternateRegisteredForProxiedLocal	Local proxied has registered delegate or alternate
Other	Manually added issues
LateRegistration	Attendee registered after credential cutoff date
LocalCarryingTooManyDelegates	Local has registered too many delegates
Alternates exceed Delegates	Local has registered too many alternates

Note

Local issues are automatically initiated by the CMS based on the most current Aptify data, except for the 'Other-manual' type, which is manually added for a specific reason by CWA headquarters.

Local and individual member issues are detailed in the *Local Summary page*, in the upper right-hand corner in the *Local Issues* section.

Local officers are able to view both local and individual member registration issues. The *Local Issues* section will list the following:

- Issue title
- Issue status – *Unresolved / Resolved / Exception*
- Member name – individual issues only
- Date issues was opened
- Date issue was closed

Local Issues

ISSUE TITLE	STATUS	NAME	DATE OPENED	DATE CLOSED
LocalDelinquent	Unresolved	Both Local issues	June 18, 2021, 1:46 PM	
LocalNoPresident	Resolved		June 18, 2021, 1:46 PM	July 7, 2021, 2:21 PM
MemberNotActive	Unresolved	John Smith	July 1, 2021, 11:48 AM	



Member issue

Note

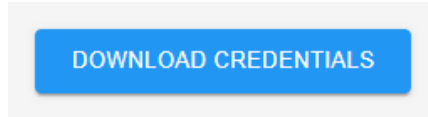
You can differentiate a local issue from an individual issue because a member's individual registration issue will have the person's name listed under the Name column, see above – John Smith.

*** IMPORTANT REMINDER***

Local and individual issues must be resolved and/or granted an exception **prior** to the start of the Presidents' Meeting.

Download Local Credentials

As a local officer, you can download and/or print all of your local's Credentials by clicking the "Download credentials" button.



Registered Members

You can click on the *delegate*, *alternate*, *guest*, and *unregistered* tabs to view pertaining Presidents' Meeting registration information for each of those credential types. As well as proxy, total votes, individual issues and badge information.

Delegate tab - Anyone who registered as a delegate would be listed in this tab.



Default sort: Chair / Last Name / First Name										
BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
John	777777		Yes	John	Doe	Nanjemoy	MD	117		780007

Alternate tab - Anyone who registered as an alternate would be listed in this tab.



Default sort: Chair / Last Name / First Name										
BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
Jane	555555		No	Jane	Johnson	Nanjemoy	MD	117		780008

Guest tab - Anyone who registered as a guest and associated with the local would be listed in this tab.



Default sort: Chair / Last Name / First Name										
BADGE NICKNAME	CWA ID	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #		
Sorry, no matching records found										

Unregistered tab - Anyone who registered and then unregistered would be listed in this tab.



Default sort: Chair / Last Name / First Name										
BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
Sue	999999		No	Susan	Hernandez	Nanjemoy	MD			781255

Bargaining Units

The bargaining units section will only reflect information for people who have already registered for the Presidents' Meeting. It is based upon setup and dues processing.

Bargaining units' information is sorted by Chair / Last Name / First Name

Bargaining Units Default sort: Chair / Last Name / First Name

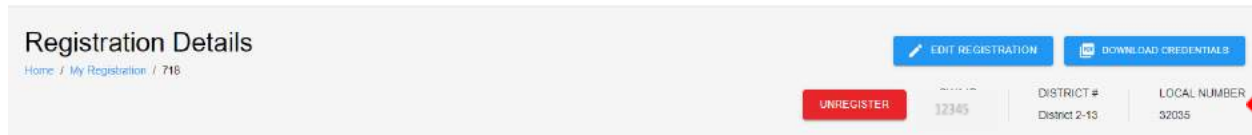
CWA ID	FIRST NAME	LAST NAME	STATUS	PROXY	VOTE SHARE	TIME CANADA
777777	John	Doe	Not Checked In	—	117	117
555555	Jane	Johnson	Not Checked In	—	117	117
LOCAL TOTALS					234	234

Meeting Checked-in Status

Vote share and BU allocation

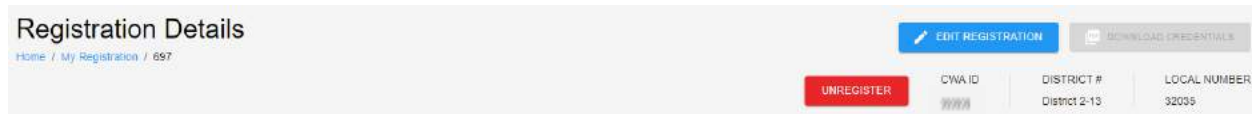
Download Individual Credentials

If you registered as a *Delegate*, you can download your credentials from the *Registration Details* page, click **“Download credentials”** in the upper right-hand corner.



Note

If someone registers as an alternate, they will not have the option to ‘download credentials,’ the button will be disabled.



After clicking **“Download credentials,”** the system will generate a PDF document in a new window, which will include the following information:

- Date / Meeting name / City / State / Date
- Your name / Denote – chairperson and/or delegate with an “X”
- CWA Local # / Vote share # / Local Officers / Bargaining units

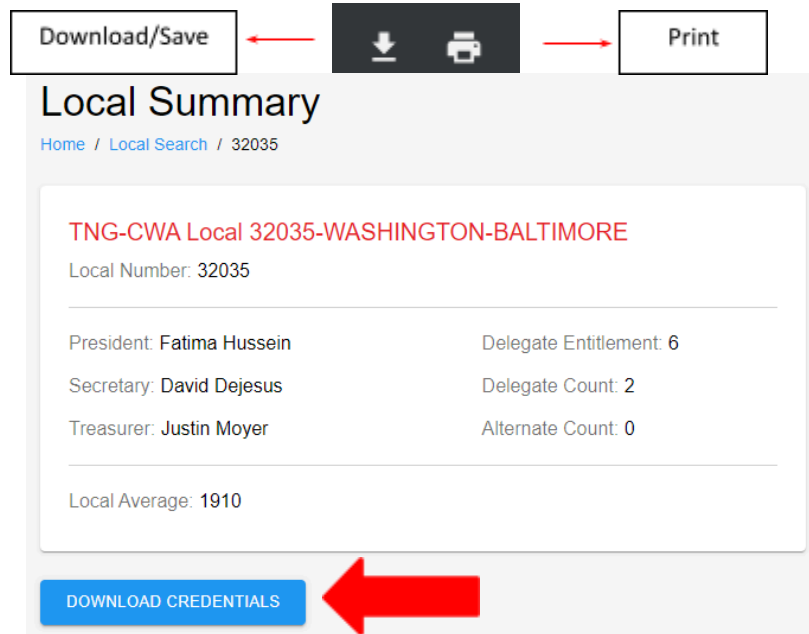


Note

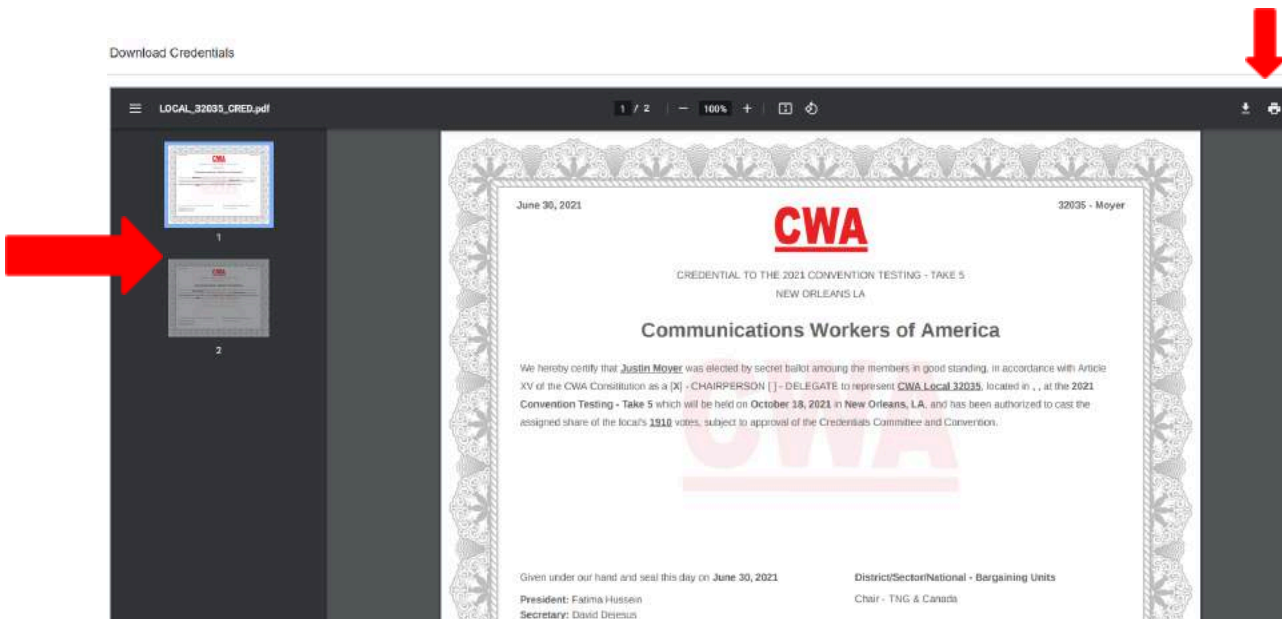
You may download/save or print your Presidents' Meeting credentials by clicking the icons on the upper right-hand corner of the PDF document.

Download/Print Local Credentials

If you would like to download all Presidents' Meeting credentials for your local, go to the *Local Summary page*, and click on “**Download credentials.**”

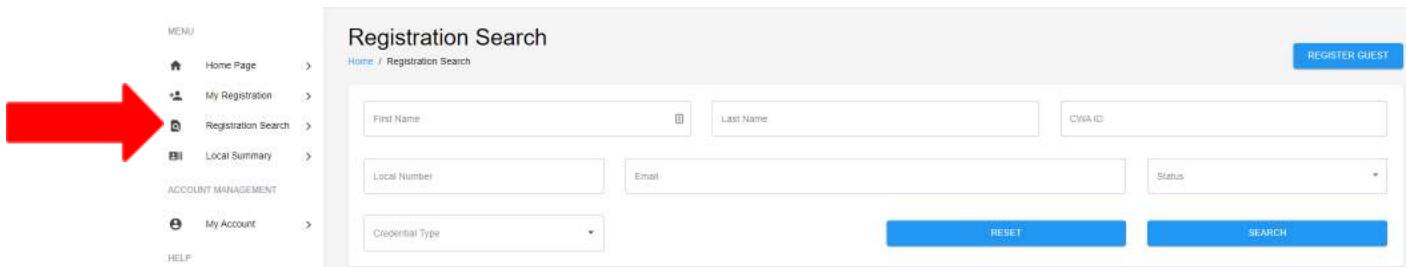


After clicking “**Download credentials,**” the system will generate a PDF document in a new window with **all of the Presidents' Meeting credentials for your local.** Both delegates and alternates have the ability to download/print credentials for their local. You may download or print credentials by clicking on the icons in the upper right-hand corner.



Local Registration Search

As a local officer, when you log into the current Presidents' Meeting in the CMS you can click on '**Registration search**' in the left navigation menu, and view, search, and filter through any records pertaining to your local.



The screenshot displays the 'Registration Search' page. On the left, a navigation menu is visible with a red arrow pointing to the 'Registration Search' option. The main content area features a search form with the following fields: First Name, Last Name, CWA ID, Local Number, Email, Status (a pull-down menu), and Credential Type (a pull-down menu). At the bottom right of the form are 'RESET' and 'SEARCH' buttons. A 'REGISTER GUEST' button is located in the top right corner of the page.

Specific Records Search

If you would like to search for specific member records, you may enter any of the following:

- First name - *free text*
- Last name - *free text*
- CWA ID - *digits only*
- Local # - *digits only*
- Email address - *free text*
- Member Status – *pull down menu (multiple choices)*
 - Active / Inactive
- Credential type - *pull down menu (multiple choices)*
 - Delegate / Alternate / Guest / Vendor / CWA Staff / Other

Type text and/or digits into any of the fields above, or pick a choice from the pull down menus, and click “**Search**” to display results.

The screenshot shows the 'Registration Search' interface. On the left is a navigation menu with items like 'Home Page', 'My Registration', 'Registration Search', 'Local Summary', 'ACCOUNT MANAGEMENT', 'My Account', and 'HELP'. The main form has several input fields: 'First Name', 'Last Name', 'CWA ID', 'Local Number', 'Email', and 'Status' (a dropdown menu). There is also a 'Credential Type' dropdown. At the bottom of the form are two blue buttons: 'RESET' and 'SEARCH'. A large red arrow points to the 'SEARCH' button.

Note

You can click “**Reset**” to clear all fields.

View Local Membership Registration Statuses

The *Registration Search page*, will display a comprehensive summary report of everyone in your local, which includes the following information:

- CWA ID / First Last / Last Name / Local # (your local # only)
- Credential type – If the member registered for the meeting, you can see the type of credential
- Registration Status
- Member Status
- Email address

The screenshot shows a table with the following columns: CWA ID, First Name, Last Name, Local Number, Credential Type, Registration Status, Status, and Email. The table contains 12 rows of data. At the bottom right of the table is a 'Rows per page' dropdown menu with options for 10, 15, and 100. A red arrow points to this dropdown menu.

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
[REDACTED]	David	Smith	32035	Delegate	Registration Confirmed	Member - Active - Active	LocalOfficerTest1@sharielasers.com
[REDACTED]	Susan	[REDACTED]	32035		Not Registered	Non Member - Inactive - Withdrawal	
[REDACTED]	Hiba	[REDACTED]	32035		Not Registered	Agency Fee Payer - Inactive - Dropped	
[REDACTED]	Martha	[REDACTED]	32035		Not Registered	Member - Inactive - Retired	
[REDACTED]	Mark allen	[REDACTED]	32035		Not Registered	Non Member - Inactive - Withdrawal	
[REDACTED]	Brett	[REDACTED]	32035		Not Registered	Non Member - Inactive - Withdrawal	
[REDACTED]	Hassan	[REDACTED]	32035		Not Registered	Non Member - Inactive - Withdrawal	
[REDACTED]	Armando	[REDACTED]	32035		Not Registered	Member - Active - Active	
[REDACTED]	Denis	[REDACTED]	32035		Not Registered	Non Member - Inactive - Withdrawal	
[REDACTED]	Clare	[REDACTED]	32035		Not Registered	Agency Fee Payer - Inactive - Left Employment	

Note

You can click on “**Rows per page**” and choose 10, 15 or 100 to display more records per page.

Sort Registration Search Results

You may click on any column header (listed below) in the registration search results to sort the summary report by that particular field.

- CWA ID / First Last / Last Name / Local # (your local # only)
- Credential type – If the member registered for the meeting, you can see the type of credential
- Registration Status
- Member Status
- Email address

For example, if the system is showing the summary report below, and you would like to sort by last name, you click on the column header “**Last Name.**”

Original results:



CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status ↑	Email
████	████	Cherig	32035		Not Registered	Agency Fee Payer - Active - Active	
████	████	Mai	32035		Not Registered	Agency Fee Payer - Active - Active	
████	████	Khili	32035		Not Registered	Agency Fee Payer - Inactive - Deceased	
████	████	Abdelleh	32035		Not Registered	Agency Fee Payer - Inactive - Dropped	

Results sorted by last name:

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status ↑	Status	Email
████	████	Abbasien	32035		Not Registered	Non Member - Inactive - Withdrawal	
████	████	Abdalloh	32035		Not Registered	Agency Fee Payer - Inactive - Dropped	
████	████	Abebe	32035		Not Registered	Member - Inactive - Retrad	
████	████	Abel	32035		Not Registered	Non Member - Inactive - Withdrawal	

Search Results Column Headers

If you would like to tailor the summary report column headers, click on the **three-vertical bars icon**, right above the header row, *see red arrow below*.



CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
--------	------------	-----------	--------------	-----------------	---------------------	--------	-------

When you click on the *columns icon*, a menu will pop-up with a list of all the column headers. All of the columns are included (checked-off) by default. You may choose as many or as few columns as you wish to see in your report and, and the columns will shift accordingly.

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
[Redacted]	Justin	[Redacted]	32035	Delegate	Registration Confirmed	Member - Active - Active	[Redacted]
[Redacted]	David	[Redacted]	32035	Delegate	Registration Confirmed	Member - Active - Active	[Redacted]
[Redacted]	Susan	[Redacted]	32035		Not Registered	Non Member - Inactive - Withdrawal	[Redacted]
[Redacted]	Hiba	[Redacted]	32035		Not Registered	Agency Fee Payer - Inactive - Dropped	[Redacted]
[Redacted]	Martha	[Redacted]	32035		Not Registered	Member - Inactive - Retired	[Redacted]

- CWA ID
- First Name
- Last Name
- Local Number
- Credential Type
- Registration Status
- Status
- Email

Customize Column Headers

To customize the column headers in your summary report, you can choose the ones you want to exclude in your summary report, click on the names you would like to omit. You will notice the checkmark will disappear, and the report will reflect the changes immediately.

*For example, if you do not want to see the **Local number** and **Email** columns, you can click on the blue checkmark, and the checkbox will turn white.*

Notice how the report on the left has fewer columns.

CWA ID	First Name	Last Name	Credential Type	Registration Status	Status
[Redacted]	Justin	[Redacted]	Delegate	Registration Confirmed	Member - Active - Active
[Redacted]	David	[Redacted]	Delegate	Registration Confirmed	Member - Active - Active
[Redacted]	Susan	[Redacted]		Not Registered	Non Member - Inactive - Withdrawal
[Redacted]	Hiba	[Redacted]		Not Registered	Agency Fee Payer - Inactive - Dropped
[Redacted]	Martha	[Redacted]		Not Registered	Member - Inactive - Retired

- CWA ID
- First Name
- Last Name
- Local Number
- Credential Type
- Registration Status
- Status
- Email

Filter Registration Search Results

If you would like to filter your local's summary report table, click on the **upside down triangle icon** right above the column headers, *see red arrow below*. ☰



A new window will pop-up, and you can type free text into any field:

- First name
- Last name
- CWA ID
- Local #
- Email address
- Member Status – type *Active or Inactive*
- Credential type – type any of the following:
 - Delegate
 - Alternate
 - Guest
 - Vendor
 - CWA Staff
 - Other

A screenshot of a filter pop-up window titled "FILTERS" with a "RESET" button and a close "X" icon. The window contains eight text input fields arranged in a 4x2 grid: CWA ID, First Name, Last Name, Local Number, Credential Type, Registration Status, Status, and Email. A red arrow points to the "RESET" button.

Note

You can click **“Reset”** to clear all fields.

For example, you would like to filter for all the members named 'David' in your local.

Original results:

CWA ID	First Name	Last Name	Local Number	Cred
████	Cherry	ron	32035	
████	Hong	████	32035	
████	Sarong	████	32035	
████	Hiba	████	32035	
████	Juan	████	32035	
████	David	████	32035	

FILTERS RESET X

CWA ID	First Name
Last Name	Local Number
Credential Type	Registration Status
Status	Email

Type 'David' in the *First Name field*, and the list on the left will automatically show you the results with your filter specifications. The words you are filtering by, will also show up right above the column headers.

Results filtered by members with first name 'David':

David

CWA ID	First Name	Last Name	Local Number	Credential Type
████	David	████	32035	
████	David	████	32035	Delegata
████	David	████	32035	
████	David	████	32035	
████	David	████	32035	

FIRST NAME: David

CWA ID	Local Number
Last Name	Registration Status
Credential Type	Registration Status
Status	Email

Close Filter Pop-Up Box

When you are done entering your filters, and you would like to get back to your *Registration Search* results, click the "X" in the upper right-hand corner to close the filter pop-up box.

FILTERS RESET X

CWA ID	First Name
	david

Note

The search results with the filter criteria you entered will not clear when you close the filter pop-up box.

For example, if you want to search all the members in your local with an ACTIVE status, so you can see who registered for the Presidents' Meeting – click the **down-arrow** in the Status field, and choose **ACTIVE**, then click “**Search.**”

Result: The registration search shows several pages of members with an ACTIVE status, but only 1 member – David Smith has registered for the Presidents' Meeting.

Registration Search

Home / Registration Search REGISTER GUEST

First Name: [] Last Name: [] CWA ID: []

Local Number: [] Email: [] Status: Active

Credential Type: []

RESET SEARCH

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
[]	David	[]	32035	Delegate	Registration Confirmed	Member - Active - Active	LocalOfficeTest1@shantlakers.com
[]	Mhraj	[]	32035		Not Registered	Member - Active - Active	
[]	Ken	[]	32035		Not Registered	Member - Active - Active	ken-yatta@verizon.net
[]	Adits	[]	32035		Not Registered	Member - Active - Active	
[]	Armando	[]	32035		Not Registered	Member - Active - Active	
[]	Joel	[]	32035		Not Registered	Member - Active - Active	joelsohn@aol.com

Clear Search Fields

If you made a mistake or would like to clear all search fields to search for something else, click “**Reset.**”

MENU

- Home Page
- My Registration
- Registration Search
- Local Summary

ACCOUNT MANAGEMENT

- My Account

HELP

Registration Search

Home / Registration Search REGISTER GUEST

First Name: [] Last Name: [] CWA ID: []

Local Number: [] Email: [] Status: []

Credential Type: []

RESET SEARCH

Register People From Your Local

CMS users who have the Local Officer permission/role have the ability to register multiple people from their local from the *Registration Search* page. There are a couple of ways for local officers to register people from their own CMS user account.

Searching for Members to Register

To find the people in your local who have not registered yet, you can follow the search steps in the *Registration Search* section above.

Individual Member Search and Registration

If you are looking for one specific member, you can search for that person individually by entering their first/last names, email or CWA ID and then click “**Search.**”

For example, if I want to find a member named Andrew Smith with an active member status, enter that information in the search fields.

The screenshot shows a search form with the following fields and values: First Name: andrew, Last Name: Smith, CWA ID: (empty), Local Number: (empty), Email: (empty), Status: Active, and Credential Type: (dropdown menu). There are blue buttons for 'RESET' and 'SEARCH'. Red arrows point to the First Name field, the Status dropdown, and the SEARCH button.

Then click “**Search,**” and the search results will appear in the lower section of the *Registration Search* page.

The screenshot shows the search results table with the following data:

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
[Redacted]	Andrew	Smith	32035		Not Registered	Not Member - Active - Active	


A red arrow points to the first cell of the table (CWA ID).

IMPORTANT

In the example above, please note that the search results populated an active result, but Andrew Smith is a non-member, which would make him ineligible to participate in the Presidents' Meeting.

If Andrew Smith is in fact a member, please make sure you update his status in Aptify, and the CMS will automatically reflect the change the next day. If you go ahead and register Andrew Smith as a non-member, the CMS will allow it, but an individual registration issue will be generated – which needs to be remediated **prior** to the start of the Presidents' Meeting.


Choose the row for Andrew Smith, and click it with your mouse.



CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
[REDACTED]	Andrew	Smith	32035		Not Registered	Non Member - Active - Active	

Rows per page: 10 1-1 of 1

The system will open a brand new registration page with Andrew Smith populated in the first name and last name fields.



Registration form fields:

- First Name*: Andrew
- Middle Name
- 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 & data rates 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

Enter the rest of the information in the registration page, choose the appropriate credential type, and click “**Register**” to complete the process.

The registration form includes the following sections and fields:

- Personal Information:** First Name (Andrew), Middle Name, Last Name (Smith), Email Address (andrew@test.com), Primary Phone Number ((555) 555-5555), and Mobile Number ((555) 555-5555).
- Text Message Alert:** A checkbox labeled "Yes, I want to receive convention updates and other union-related news from CWA." is checked. Below it is a link: "Message & data rates may apply. Please review our [Terms and Conditions](#) and [Privacy Policy](#)."
- Credential Type:** A dropdown menu set to "Alternate" and a "Choose Delegate(s)" dropdown menu with "David DeJesus" selected.
- Badge Information:** Badge Nickname (Andy), Badge Country (United States), Badge State/Region (DC), and Badge City (Washington).
- Register Button:** A blue button labeled "REGISTER".

Red arrows point to the Email Address field, the Credential Type dropdown, the Badge Nickname field, and the REGISTER button.

You will notice that now Andrew Smith is registered and his registration status changed to ‘*Registration confirmed.*’ If you want to register additional members, repeat the same process.

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
████	Andrew	Smith	32035	Alternate	Registration Confirmed	Non Member - Active - Active	andrew@test.com

A red arrow points to the CWA ID column in the table.

As mentioned above, since Andrew Smith’s status is *non-member-active-active*, when you look at his registration details – you will notice the Presidents’ Meeting registration status is ‘Registered’ and CMS created an individual registration issue.

The individual issues needs to be resolved or the CWA Credentials committee will need to issue an exception **prior** to the Presidents' Meeting, so Andrew Smith will be allowed to check-in and receive a badge.

Personal Details Name: Andrew Smith Email: andrew@test.com Primary Phone: (555) 555-5555 Mobile Phone: (555) 555-5555	Registration Details Registration Status: Registered								
Text Message Alert <input checked="" type="checkbox"/> Yes, I want to receive convention updates and other union-related news from CWA. <small>Message & data rates may apply. Please review our Terms and Conditions and Privacy Policy.</small>	Badge Information Badge #: 260059 Nickname: Andy Country: United States State/Region: DC City: Washington Type: Alternate								
Credential Type Type: Alternate Are you the Chairperson: No Alternate: N/A Bargaining Units: N/A	Registration Issues <table border="1"><thead><tr><th>ISSUE TITLE</th><th>STATUS</th><th>DATE OPENED</th><th>DATE CLOSED</th></tr></thead><tbody><tr><td>MemberNotActive</td><td>Unresolved</td><td>July 15, 2021, 12:38 AM</td><td></td></tr></tbody></table>	ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED	MemberNotActive	Unresolved	July 15, 2021, 12:38 AM	
ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED						
MemberNotActive	Unresolved	July 15, 2021, 12:38 AM							

Multiple Member Search and Registration

To search for multiple members, choose your search criteria and follow the steps in the 'Filter Registration Results' section.

For example, you can search for members with a 'Not registered' registration status, then repeat the process detailed for an individual member registration for each one.

Registration Search REGISTER GUEST

Home / Registration Search

First Name	Last Name	CWA ID
Local Number	Email	Status: Active
Credential Type	RESET	SEARCH

CWA ID	First Name	Last Name	Local Number	Credential Type	Registration Status	Status	Email
████	David	████	32035	Delegate	Not Registered	Member - Active - Active	████████████████████
████	Mihiraj	████	32035		Not Registered	Member - Active - Active	████████████████████
████	Ken	████	32035		Not Registered	Member - Active - Active	████████████████████
████	Adila	████	32035		Not Registered	Member - Active - Active	████████████████████
████	Armando	████	32035		Not Registered	Member - Active - Active	████████████████████
████	Jeel	████	32035		Not Registered	Member - Active - Active	████████████████████

Note

A local officer does not have to register everyone in their local, each person can register individually by creating their own CMS account.

Proxy voting

The following instructions are intended to provide guidance to locals composed of less than 200 members concerning proxy voting procedures and requirements in accordance with the CWA Constitution, ARTICLE XXIV:

"There shall be no voting by proxy, except that a local composed of less than 200 members may assign its vote to a delegate from another local attending the Convention. No local shall be allowed to vote more than one such assignment."

Elections for a delegate who will carry another local's proxy must be conducted in accordance with federal law, including a secret ballot vote.

Assign a Proxy

If you need to choose a proxy for your local, you **do not need to complete the registration process**.

1. Create a CMS user account and make sure you link your CWA (Aptify) ID to your profile, so your local information will be associated appropriately. (*Follow instructions each of those sections above*)
2. From the *Local Summary page*, if your local is eligible, you should see an **"Assign proxy"** button, click on it.



ASSIGN PROXY

3. A window will pop-up, enter the local number you would like to choose as a proxy, and click “Continue.”

The screenshot shows a window titled "Assign Proxy" with a close button (X) in the top right. A progress bar at the top has three steps: 1 (Local Number), 2 (Select Delegate), and 3 (Finish!). Step 1 is active. Below the progress bar, there is a text input field labeled "Local Number" containing the value "1000". Below the input field, the text "LOCAL 1000 CWA" is displayed. A blue button labeled "CONTINUE" is located at the bottom right. A red arrow points to the "CONTINUE" button from the right, and another red arrow points to the input field from the left.

4. If the local you entered belongs to your district and/or your sector, you should see the screen below, click the **down-arrow** in the ‘Select a delegate’ field.

The screenshot shows the "Assign Proxy" window with step 2 (Select Delegate) active. The progress bar shows step 1 as completed with a checkmark. Below the progress bar, the text "Please select a proxy to attend in place of a local delegate." is displayed. A note follows: "Note: Only delegates who have registered will display in the drop down menu to select from. If the person you would like to designate is not registered, please let their local delegation know." Below the note, the text "Choose Delegate for LOCAL 1000 CWA" is shown. A dropdown menu is open, showing the text "Select a Delegate" and a small downward-pointing arrow on the right side. A red arrow points to this arrow icon. A grey "SUBMIT" button is located at the bottom right.

Note

Only delegates who have registered for the Presidents' Meeting will display in the drop down menu to select from. If the person you would like to designate is not registered, please contact the local directly, so they can make sure a delegate registers. If the local you wanted to designate is going to proxy someone to attend in their place, please choose a different local.

5. Choose a delegate from the list, and click “**Submit.**”

The screenshot shows a web form titled "Assign Proxy" with a close button (X) in the top right corner. A progress bar at the top indicates three steps: "Local Number" (step 1, completed with a checkmark), "Select Delegate" (step 2, currently active), and "Finish!" (step 3). Below the progress bar, the text reads "Please select a proxy to attend in place of a local delegate." A blue-highlighted note states: "Note: Only delegates who have registered will display in the drop down menu to select from. If the person you would like to designate is not registered, please let their local delegation know." Below this, the text says "Choose Delegate for LOCAL 1000 CWA". A dropdown menu is open, showing "Select a Delegate" and "Amy Lafferty". A blue "SUBMIT" button is located to the right of the dropdown. Two large red arrows point to the dropdown menu and the "SUBMIT" button.

Then, you will see a ‘Success’ confirmation screen, and the CMS will automatically send an email to the delegate you assigned a proxy. To exit out of this screen, click the “**X.**”

If you have any questions, concerns, or need further assistance, please email CWACredentials@cwa-union.org.

The screenshot shows a confirmation screen titled "Assign Proxy" with a close button (X) in the top right corner. A progress bar at the top indicates three steps: "Local Number" (step 1, completed with a checkmark), "Select Delegate" (step 2, completed with a checkmark), and "Finish!" (step 3, currently active). Below the progress bar, the text reads "Success!". A paragraph of text follows: "An email has been sent to notify the delegate you assigned a proxy to. If you have any questions or concerns, please contact us at CWACredentials@CWA-union.org for more help." A large red arrow points to the close button (X) in the top right corner.

Once the local accepts the proxy and CWA Credential approves, the proxy will be recorded in the Delegate's personal registration details and it will be reflected in the Local Summary's page.

In the example above, CWA Local 51018 chose delegate Amy Lafferty from CWA Local 1000 as their proxy. The proxy delegation is reflected in local 1000's 'Local Summary' page. Delegate Amy Lafferty will also receive an email regarding the proxy request and the proxy designation will be added to her personal Presidents' Meeting registration details.

DELEGATE											ALTERNATE	GUEST	DELETED
Default sort: Chair / Last Name / First Name													
BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #			
Amy LaF	[REDACTED]	51018	Yes	Amy	Lafferty	Lexington	Ri	905		260009			

Note

If the local you entered to be your proxy is not in your district and/or your sector, you will see an error message that says 'Local not eligible.' Please make sure you enter a new local number that meets the proxy requirement and click **Continue.**

Assign Proxy



1

Local Number

2

Select Delegate

3

Finish!

Local Number

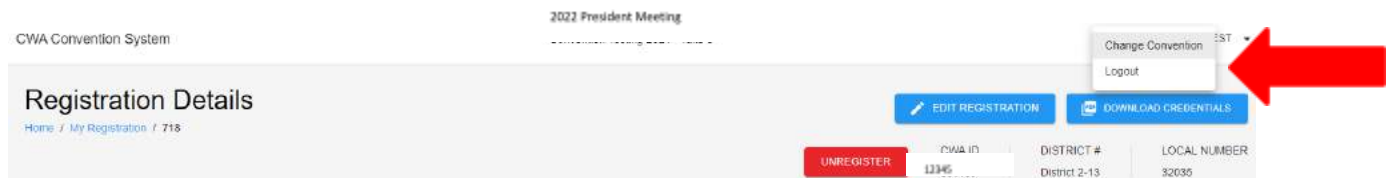
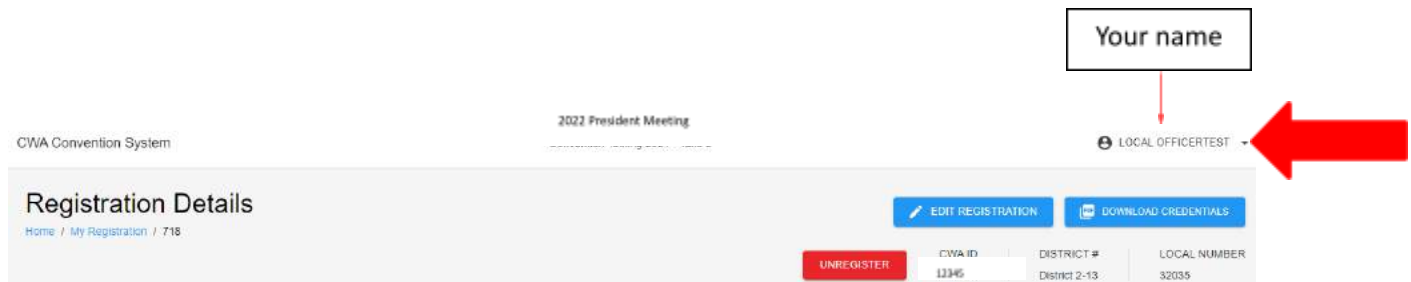
51018

Local not eligible

CONTINUE

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 changes to your meeting registration, click on the following link or type it in your browser - <https://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.



Registration Details

Home / My Registration / 718

[UNREGISTER](#) [EDIT REGISTRATION](#) [DOWNLOAD CREDENTIALS](#)

CWA ID#	DISTRICT #	LOCAL NUMBER
12345	District 2-13	32035

Personal Details

Name: David Smith
Email: Local01mcertest1@shandasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 556-7969

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: Delegate
Are you the Chalperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
Vote Share	1200	Delegate

Registration Details

Registration Status: Registered

Badge Information

Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate

Registration Issues

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

- 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.

CWA Convention System 2022 President Meeting LOCAL OFFICERTEST

First Name* David	Middle Name	Last Name* Smith
Email Address* LocalOfficerTest1@sharkslasers.com	Primary Phone Number* (202) 123-4567	Mobile Number* (202) 568-7989

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* Delegate	Are you the Chairperson* No	No Alternates Available
------------------------------	--------------------------------	-------------------------

*Note: Only alternates who have registered will display in the alternate dropdown menu. If the person you would like to designate as your alternate is not registered, please contact your local.

Bargaining Units Designation
TNG & Canada Chairperson **Delegate** Neither

Badge Information

Badge Nickname* Dave	Badge Country* United States	Badge State/Region* DC	Badge City* Washington
-------------------------	---------------------------------	---------------------------	---------------------------

UPDATE 

Unregister

1. If you need to unregister, click on the following link or type the URL in your browser - <https://cms.cwa-union.org> and log into the CMS.
2. Go to the *Home* or *My Registration* page, and click “Unregister” in the upper right-hand corner.

Registration Details

Home / My Registration / 718

EDIT REGISTRATION DOWNLOAD CREDENTIALS

UNREGISTER CWA ID 12345 DISTRICT # DISTRICT 2-13 LOCAL NUMBER 32035

Personal Details

Name: David Smith
Email: LocalCmcerTest11@sharklasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 568-7969

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: Delegate
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
Vote Share	1800	Delegate

Registration Details

Registration Status: Registered

Badge Information

Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate

Registration Issues

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

3. The system will ask you “Are you sure you wish to unregister this attendee?”

Note

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

Unregister X

Are you sure you wish to unregister this attendee?

CANCEL 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*.’

The screenshot shows the 'Registration Details' page for David Smith. The registration status is 'Unregistered', highlighted with a red arrow. Other details include badge number 780019, nickname Dave, and credential type Delegate.

DATA FIELD	VALUE	DESIGNATION
NAME	David Smith	
EMAIL	LocalOfficerTest1@shankasiers.com	
PRIMARY PHONE	(202) 123-4567	
MOBILE PHONE	(202) 568-7989	
REGISTRATION STATUS	Unregistered	
BADGE #	780019	
NICKNAME	Dave	
COUNTRY	United States	
STATE/REGION	DC	
CITY	Washington	
TYPE	Delegate	

Registration Status Change Email – Unregistered

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

Hi David Smith,

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

Event: **2024 President Meeting**

Attendee Name: **David Smith - 32035**

Credential Type: **Delegate**

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 did not mean to unregister from the meeting, click on the following link or type the URL in your browser - <https://cms.cwa-union.org> and log into the CMS.
2. Go to the *Home* or *My Registration* page, and click “Undo delete” in the upper right-hand corner.

Registration Details

Home / My Registration / 718

Deleted records cannot be edited **UNDO DELETE**

12345 DISTRICT # 32035
District 2-13 LOCAL NUMBER

Personal Details

Name: David Smith
Email: LocalOfficerTest1@sharklasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 568-7989

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: Delegate
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
------------	-------	-------------

Registration Details

Registration Status: **Unregistered**

Badge Information

Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate

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 from ‘unregistered’ (see above) to ‘Registered.’

Registration Details

Registration Status: **Registered**

Badge Information

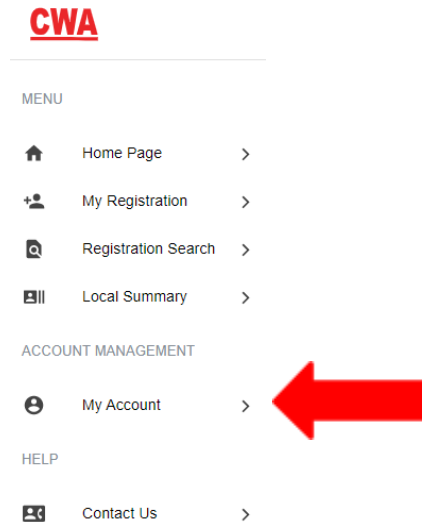
Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate

Registration Issues

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

CMS User Account Changes


1. If you would like to make changes to your CMS user account, please click on the following link or type the URL in your browser - <https://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.**”

Edit Account * Required fields

Email *	<input type="text" value="LocalOfficer@test.com"/>
First name *	<input type="text" value="David"/>
Last name *	<input type="text" value="Smith"/>



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 a web interface for changing a password. On the left, a sidebar menu has 'Account' at the top, 'Password' in the middle (highlighted with a red arrow), and 'Authenticator' at the bottom. The main content area is titled 'Change Password' and includes the text 'All fields required'. It contains three input fields: 'Password', 'New Password', and 'Confirmation', each with a password icon on the right. A blue 'Save' button is located at the bottom right of the form, with a red arrow pointing to it.

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 is similar to the previous one but shows the top right corner of the page. It includes the 'Back to CMS System' link and the 'Sign Out' link, with a red arrow pointing to the 'Sign Out' link.

Need Help?

CWA Credentials

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

District Dues Specialists

You can also contact your District's Dues Specialist or Coordinator, you may view a complete list with contact information by going to the following link:

<https://cwa-union.org/sites/default/files/duescoordinators.pdf>