



Convention Management System (CMS)

**PRESIDENTS' MEETING
CWA Staff Registration
User Guide**

March 2024

Table of Contents

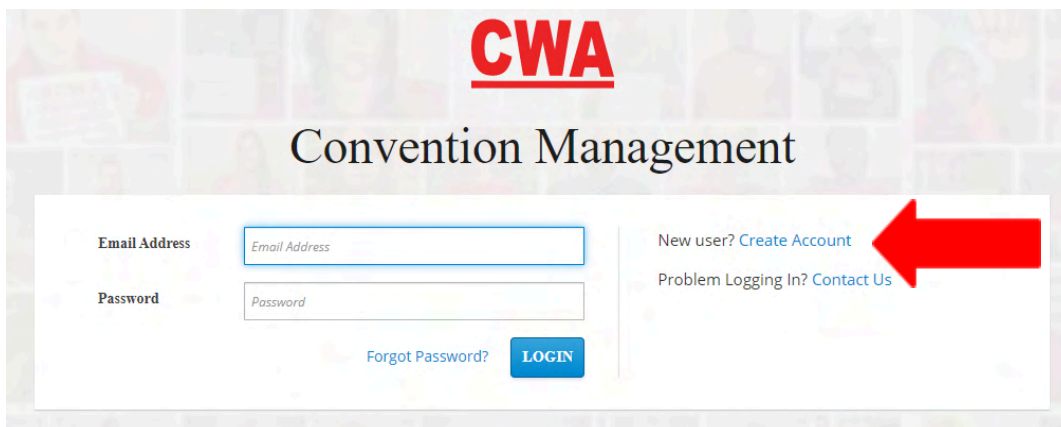
Existing CMS User Account.....	3
Verify your email address.....	4
Navigation Menu.....	6
CWA Staff Registration.....	7
Badge Information.....	9
Registration Details.....	12
Registration Confirmation Email – Pending.....	13
Registration Confirmation Email – Confirmed.....	13
Logout of the CMS.....	14
Registration Changes.....	15
Edit registration.....	15
Unregister.....	16
Registration Status Change Email – Unregistered.....	18
Undo Delete.....	19
Registration Status Change Email – Registered.....	21
CWA Staff Registration – Denied.....	21
CMS User Account Changes.....	22
Change your CMS User Password.....	23
Forgot Password?.....	25
Need Help?.....	28
CWA Credentials.....	28

Existing CMS User Account

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

Create a CMS User Account

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



The screenshot shows the CWA Convention Management login page. At the top is the CWA logo. Below it is the title "Convention Management". The main content area contains a login form with two input fields: "Email Address" and "Password". Below these fields is a "LOGIN" button and a link for "Forgot Password?". To the right of the form, there are two links: "New user? Create Account" and "Problem Logging In? Contact Us". A red arrow points to the "New user? Create Account" link.

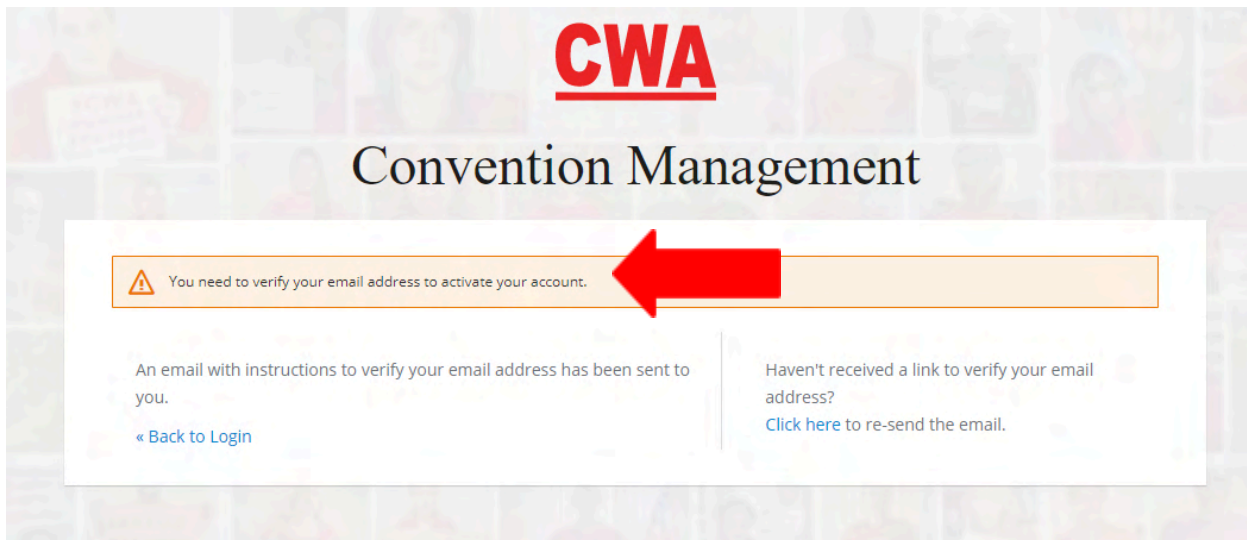
2. Enter the following information:
 - First name / Last name
 - Email address
 - Create a password / Confirm your passwordThen, click “**Create Account**”



The screenshot shows the CWA Convention Management account creation page. At the top is the CWA logo. Below it is the title "Convention Management". The main content area contains a form with five input fields: "First name", "Last name", "Email Address", "Password", and "Confirm password". Below the form is a "Back to Login" link and a "CREATE ACCOUNT" button. A red arrow points to the "CREATE ACCOUNT" button.

Verify your Email Address

3. After clicking 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.

Verify email

From: **donotreply@cwa-union.org**, To: **cwastaff**, Date **2021-06-02 23:51:59**

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

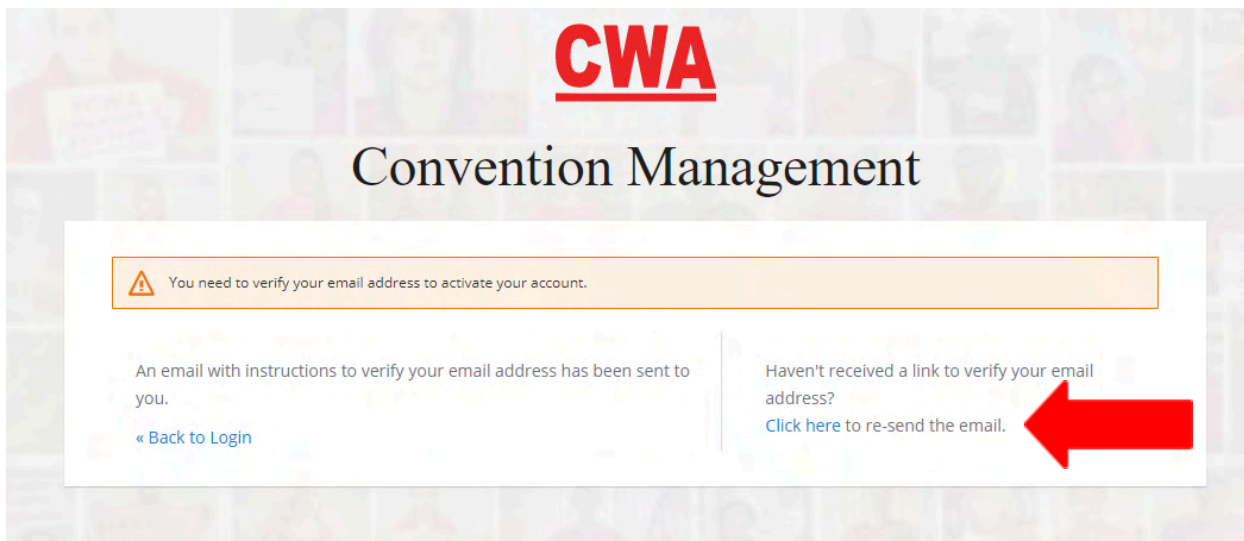


This link will expire within 1 day.

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

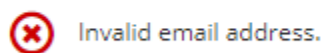
Note

If you do not see an email address verification email, please check your spam folder or you can “[Click here](#)” to resend 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.

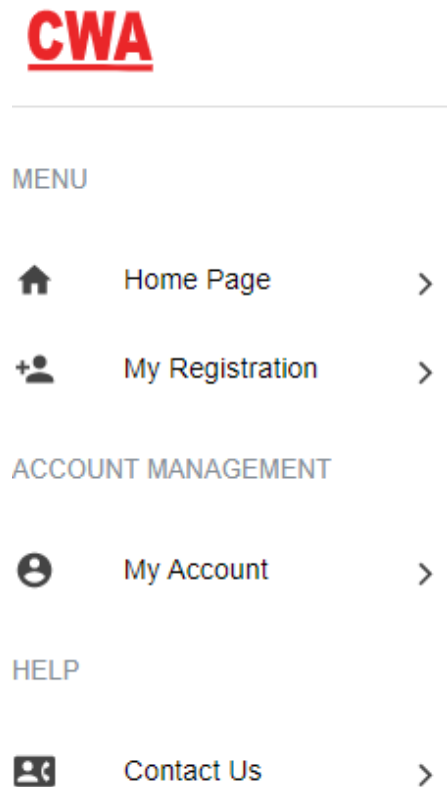


If you entered the wrong email address, for example, there was a typo; you will not receive an email to verify your account. You will need to create a new account with the correct email address.

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

Navigation Menu

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



Home Page / My Registration

View information about your meeting registration.

My Account

Allows you to 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.

CWA Staff Registration

1. Once you click on “**Link to e-mail address verification,**” you are redirected to the CMS to get started.

To register for the Presidents' Meeting as **CWA Staff**, when the screen below appears, 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.

2. Then, you can click on the meeting you would like to register for, to register for - in this case, choose **2024 Presidents' Meeting**.

Convention Select

Please select a convention to view

ACTIVE INACTIVE

2024 CWA District 3 Mtg - Louisville, KY

2024 Presidents Meeting

3. The system will default to the *My Registration* page where you will enter your information in all of the required fields:

- First name
- Middle name (optional)
- Last name
- Email address (where registration confirmation will be sent)
- Primary phone number
- Mobile number
- Text message alert – Please click “**Yes**” if you would like to **OPT-IN** to receive meeting updates and other union-related news from CWA
- Choose credential type:
 - **CWA Staff** – Staffing role at Presidents' Meeting
 - **Office** – pick your office from the drop down menu
- Badge nickname, country, state, city

The screenshot shows the 'My Registration' page in the CWA Convention System. The page title is '2024 Presidents Meeting' and the user is logged in as 'CWA STAFF'. The registration form includes the following fields and sections:

- First Name***: CWA
- Middle Name**: (empty)
- Last Name***: STAFF
- Email Address***: CWASTAFF@sharklasers.com
- Primary Phone Number***: (555) 555-5555
- 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.
- Credential type**: A dropdown menu with 'CWA Staff' selected.
- Office***: A dropdown menu with 'Office*' selected.
- Badge Information**:
 - Badge Nickname***: CWA Staff
 - Badge Country***: United States
 - Badge State/Region***: DC
 - Badge City***: Washington

Annotations with red arrows point to the following elements:

- 'CWA Staff (your) name' points to the user name 'CWA STAFF' in the top right.
- 'Text message - Opt-in' points to the checked 'Text Message Alert' checkbox.
- 'Credential type' points to the 'CWA Staff' selection in the credential type dropdown.
- 'Select your office' points to the 'Office*' selection in the office dropdown.
- A large red arrow points to the 'REGISTER' button at the bottom left.

Badge Information

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.

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.

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

REGISTER

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

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*
Credential Type is required

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>
--	---------------------------------	---	--

For example:

- Choose credential type: **CWA Staff**
- Office: **CWA Headquarters**

The screenshot shows the 'My Registration' page with a 'CONNECT TO APTIFY' button in the top right. The form includes fields for First Name (CWA), Middle Name, Last Name (STAFF), Email Address (CWASTAFF@sharklasers.com), and Mobile Number ((555) 555-5555). There is a 'Text Message Alert' section with a checked checkbox for receiving updates. The 'Credential Type' dropdown is open, showing a list of options with 'CWA Headquarters' highlighted. The 'Badge Information' section includes fields for Badge Nickname (CWA Staff), Badge Country (United States), and Badge City (Washington). A 'REGISTER' button is at the bottom left.

Note

If you did not OPT-IN to receive text message updates, after you click “**Register**,” you will see the following notification.

The dialog box is titled 'Are you sure?' and contains the text: '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 right, 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.

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 submit your meeting registration, you can see all of your personal registration details by clicking on “Home Page” or “My Registration.”

The screenshot displays the 'Registration Details' page for a CWA staff member. The page is titled '2022 Presidents Meeting' and includes a navigation menu on the left with 'My Registration' highlighted by a red arrow. The main content area is divided into several sections: 'Personal Details' (Name: CWA STAFF, Email: CWASTAFF@sharklasers.com, Primary Phone: (555) 555-5555, Mobile Phone: (555) 555-5555), 'Text Message Alert' (checked), 'Credential Type' (Type: CWA Staff, Are you the Chairperson: No, Alternate: N/A, Bargaining Units: N/A), 'Registration Details' (Registration Status: Pending, highlighted by a red arrow), 'Badge Information' (Badge #: 780016, Nickname: CWA Staff, Country: United States, State/Region: DC, City: Washington, Type: CWA Staff, Office: CWA Headquarters), and 'Registration Issues' (table with columns: ISSUE TITLE, STATUS, DATE OPENED, DATE CLOSED; message: Sorry, no matching records found). Buttons for 'EDIT REGISTRATION' and 'CONNECT TO APTRY' are visible in the top right.

IMPORTANT

All CWA staff who have a staffing role at the CWA Presidents' Meeting must individually register through our Convention Management System (CMS). The registration status will default to '**Pending**' until the staff member is approved by a meeting administrator at CWA headquarters.

Once approved, the CWA staff registration is officially complete and a Presidents' Meeting registration status confirmation will be sent to the email address provided in the registration form.

Registration Confirmation Email – Pending

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

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

Registration Status Update


Hi CWA STAFF,

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

Event: *2024 Presidents Meeting*

Attendee Name: *CWA STAFF -*

Credential Type: *CWA Staff*

Registration status: ***Registration Pending*** 

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 Confirmation Email – Confirmed

Once your CWA Staff meeting registration is approved by a meeting administrator, you will receive an updated registration status email with the following information:

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

Registration Status Update


Hi CWA STAFF,

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

Event: *2024 Presidents Meeting*

Attendee Name: *CWA STAFF -*

Credential Type: *CWA Staff*

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

CWA Convention System

2024 Presidents Meeting

CWA STAFF



Registration Details

Home / My Registration / 648

UNREGISTER

EDIT REGISTRATION

CONNECT TO APTIFY

CWA Convention System

2024 Presidents Meeting

Change Con
Logout



Registration Details

Home / My Registration / 648

UNREGISTER

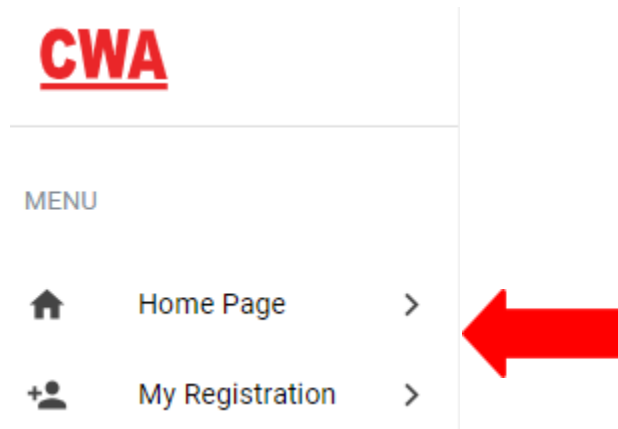
EDIT REGISTRATION

CONNECT TO APTIFY

Registration Changes

Edit Registration

1. If you need to make any edits to your meeting registration, click on the following link or type the URL in your browser - cms.cwa-union.org and log into the CMS.
2. You can view your registration details by clicking on the *Home* or *My Registration* buttons in your left navigation menu.



3. Then click “**Edit registration**” in the upper right-hand corner.

Registration Details

[Home](#) / [My Registration](#) / 648

UNREGISTER

EDIT REGISTRATION

CONNECT TO APTIFY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: Registered

Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

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

Sorry, no matching records found

4. The system defaults to the registration page where you can make changes to any field necessary. When you finish making updates to your registration click “**Update**” to save the changes.

Registration CONNECT TO APTIFY

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

First Name* CWA Middle Name Last Name* STAFF

Email Address* CWASTAFF@sharklasers.com 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* CWA Staff Office* CWA Headquarters

All CWA staff who have a staffing role at the CWA convention must individually register through our convention registration system. The registration status will default to "pending" until the staff member is approved by a convention administrator. Once approved, the CWA staff registration is officially complete and a convention registration status confirmation will be sent to the email address provided above.

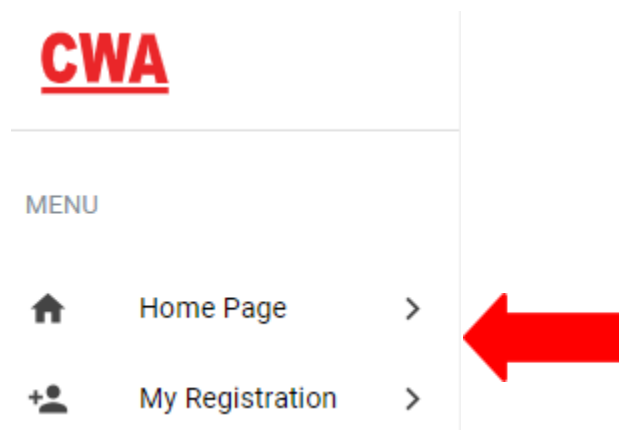
Badge Information

Badge Nickname* CWA Staff Badge Country* United States Badge State/Region* DC Badge City* Washington

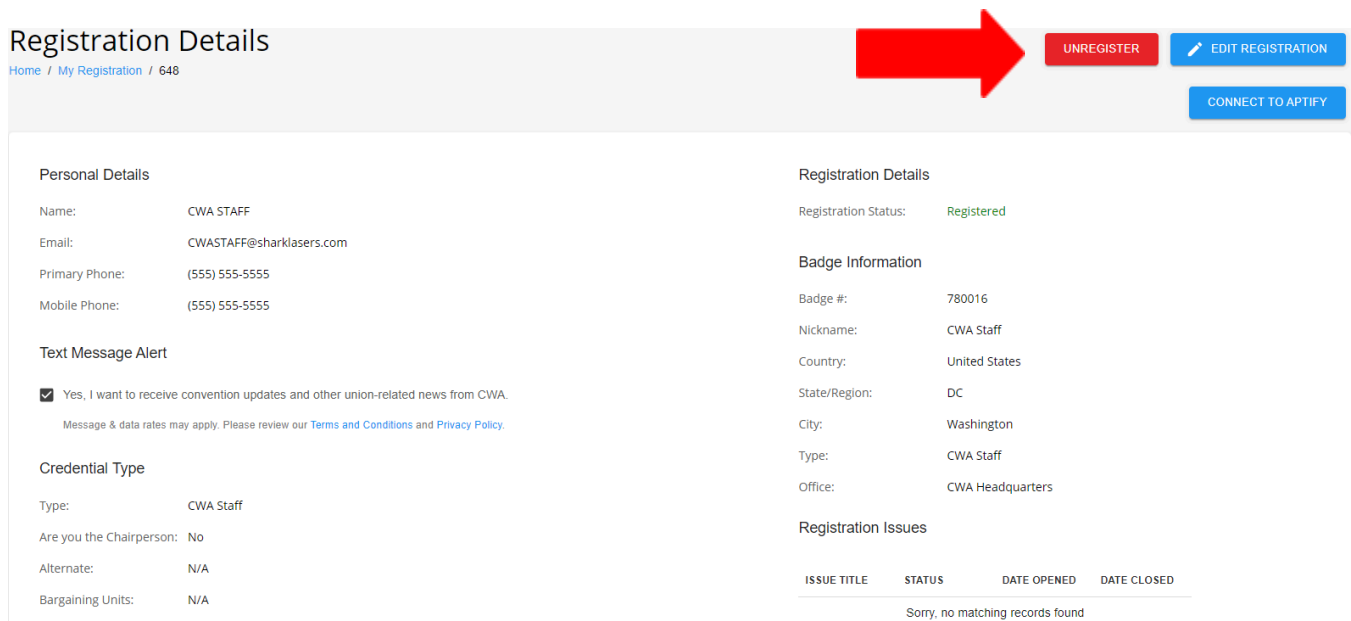
UPDATE 

Unregister

1. If something changes and you need to unregister because you will no longer be attending the Presidents' Meeting, click on the following link or type the URL in your browser - cms.cwa-union.org and log into the CMS.
2. You can view your registration details by clicking on the *Home* or *My Registration* buttons in your left navigation menu.



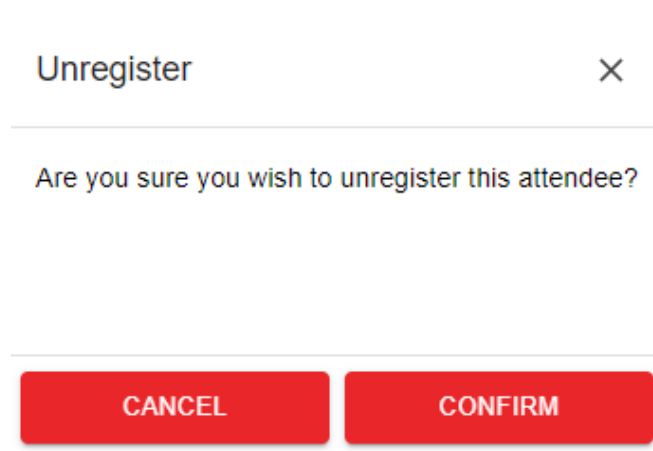
3. Then click “**Unregister**” in the upper right-hand corner.



The screenshot shows the 'Registration Details' page. At the top right, there are three buttons: 'UNREGISTER' (highlighted with a red arrow), 'EDIT REGISTRATION', and 'CONNECT TO APTIFY'. The page content is divided into two columns. The left column contains 'Personal Details' (Name: CWA STAFF, Email: CWASTAFF@sharklasers.com, Primary Phone: (555) 555-5555, Mobile Phone: (555) 555-5555), 'Text Message Alert' (checked), and 'Credential Type' (Type: CWA Staff, Are you the Chairperson: No, Alternate: N/A, Bargaining Units: N/A). The right column contains 'Registration Details' (Registration Status: Registered), 'Badge Information' (Badge #: 780016, Nickname: CWA Staff, Country: United States, State/Region: DC, City: Washington, Type: CWA Staff, Office: CWA Headquarters), and 'Registration Issues' (a table with columns for ISSUE TITLE, STATUS, DATE OPENED, and DATE CLOSED, containing the message 'Sorry, no matching records found').

4. 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 is titled 'Unregister' and contains the question '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**.”

The *Registration Details* page will show your registration status has changed to **'Unregistered.'**

Registration Details

[Home](#) / [My Registration](#) / 648

Deleted records cannot be edited

UNDO DELETE

CONNECT TO APTIFY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: **Unregistered**

Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

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

Registration Status Change Email – Unregistered

After you unregister, you will receive a registration status change email with a new **'Unregistered'** registration status.

Registration Status Update

Hi CWA STAFF,

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

Event: **2024 Presidents Meeting**
Attendee Name: **CWA STAFF -**
Credential Type: **CWA Staff**
Registration status: **Unregistered**

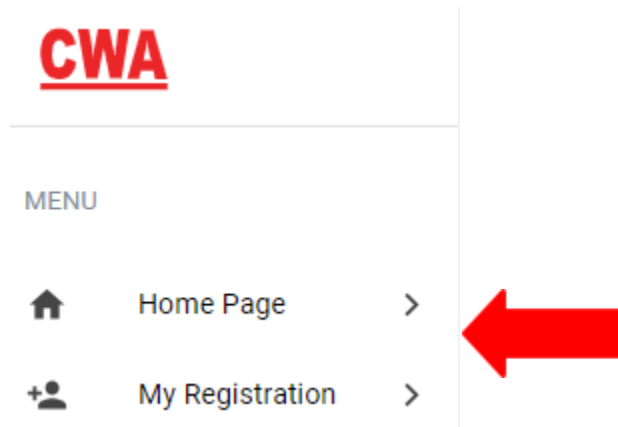
You can view your registration by logging into the convention system [here](#).

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 Presidents' Meeting in error, click on the following link or type the URL in your browser - cms.cwa-union.org and log into the CMS.
2. You can view your registration details by clicking on the *Home* or *My Registration* buttons in your left navigation menu.



3. Then click “Undo delete” in the upper right-hand corner.

Registration Details

[Home](#) / [My Registration](#) / 648

Deleted records cannot be edited

[UNDO DELETE](#)

[CONNECT TO APTIFY](#)

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: Unregistered

Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

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

Sorry, no matching records found

The *Registration Details* page will show your registration status has changed from **'Unregistered'** (see screenshot above) to **'Pending.'**

Registration Details

[Home / My Registration / 648](#) EDIT REGISTRATION CONNECT TO APTIFY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: **Pending** 

Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

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

Note

Since CWA Staff registrations require meeting administrator approval, the CWA Staff registration status will go back to **'Pending.'** Once approved again, the CWA staff registration is officially restored, the status will change to **'Registered'** and a Presidents' Meeting registration status confirmation will be sent to the email address provided.

Registration Details

[Home / My Registration / 648](#) UNREGISTER EDIT REGISTRATION CONNECT TO APTIFY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: **Registered** 

Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

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.

Registration Status Update

Hi CWA STAFF,

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

Event **2024 Presidents Meeting**

Attendee Name: **CWA STAFF -**

Credential Type: **CWA Staff**

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

CWA Staff Registration – Denied

If your CWA Staff registration is denied by the meeting administrator, when you log into the CMS and view your *Registration Details* page, you will see your registration status has changed from ‘Pending’ to ‘Registration Denied.’

Registration Details

[Home](#) / [My Registration](#) / 648

[EDIT REGISTRATION](#)

[CONNECT TO APTIFY](#)

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklasers.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: CWA Staff
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: N/A

Registration Details

Registration Status: **Registration Denied**



Badge Information

Badge #: 780016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

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

Sorry, no matching records found

When your status changes from 'Pending' back to '**Registration Denied**,' you will receive a registration status change email with a new '**Denied**' registration status.

Registration Status Update


Hi CWA STAFF,

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

Event: *2024 Presidents Meeting*

Attendee Name: *CWA STAFF -*

Credential Type: *CWA Staff*

Registration status: *Denied* 

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 or type the URL in your browser - cms.cwa-union.org and log into the CMS.
2. On the left-hand side Navigation Menu, click on "**My account**."

MENU


 Home Page >

 My Registration >

ACCOUNT MANAGEMENT

 My Account 

HELP

 Contact Us >

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.**"

Account >

Password

Authenticator

Edit Account * Required fields

Email * cwastaff@sharklasers.com

First name * CWA

Last name * STAFF

Cancel Save

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.

Account

Password

Authenticator

Change Password All fields required

Password

New Password

Confirmation

Save

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.

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

Account

Back to CMS System Sign Out

Change Password All fields required

Password

New Password

Confirmation

Save

Forgot Password?

1. If you forgot your password and you need to reset your password, click on the following link or type the URL 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](#)

2. 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

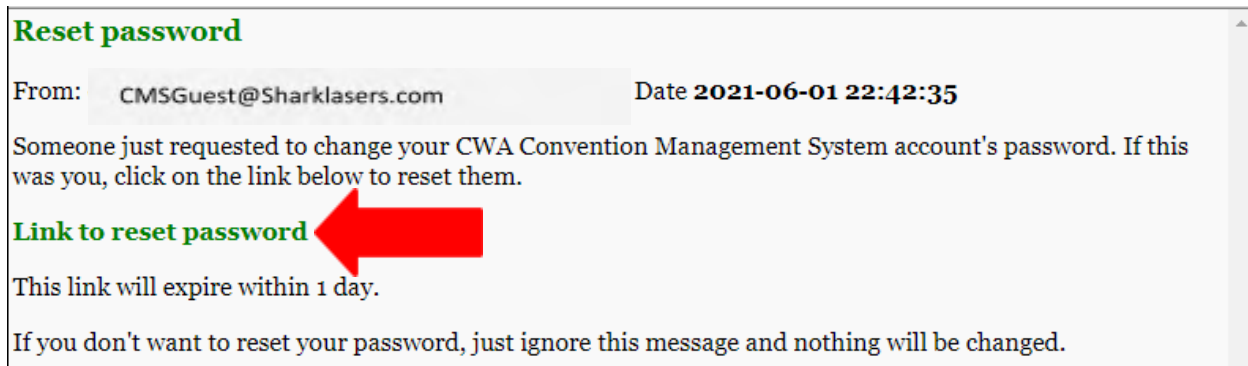
Email Address

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

[GET NEW PASSWORD](#)

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

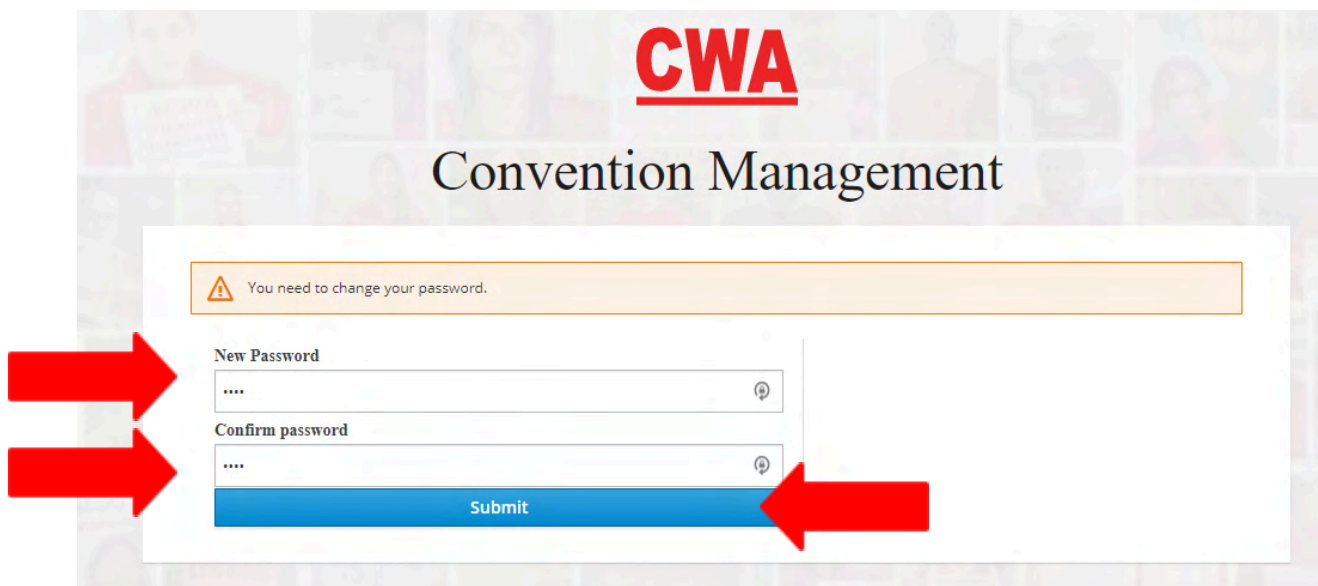
3. Check your email inbox, you should have received an email to reset your password, click on “**Link to reset your password**” link.



Note

The link will expire within 1 day.

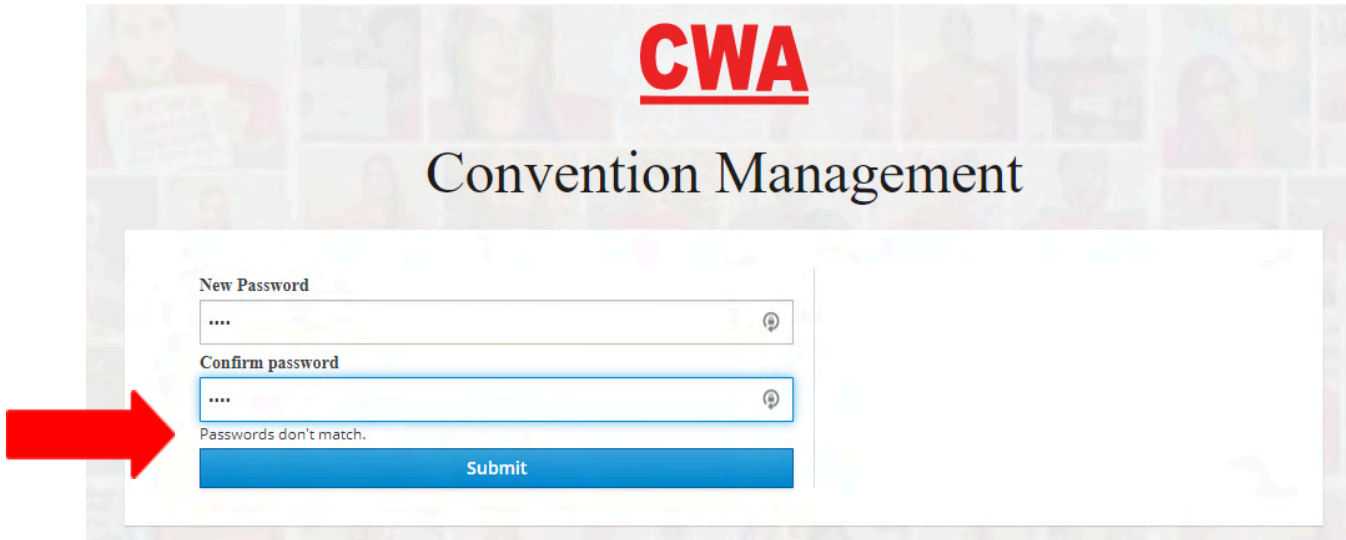
4. When you click on “**Link to reset your password**,” you will be redirected to a page where you will be prompted to create a “**New password**” and “**Confirm password**.” Then click “**Submit**.”



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

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.



Need Help?

CWA Credentials

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