Convention Management System (CMS)

Guest Registration User Guide

March 2023

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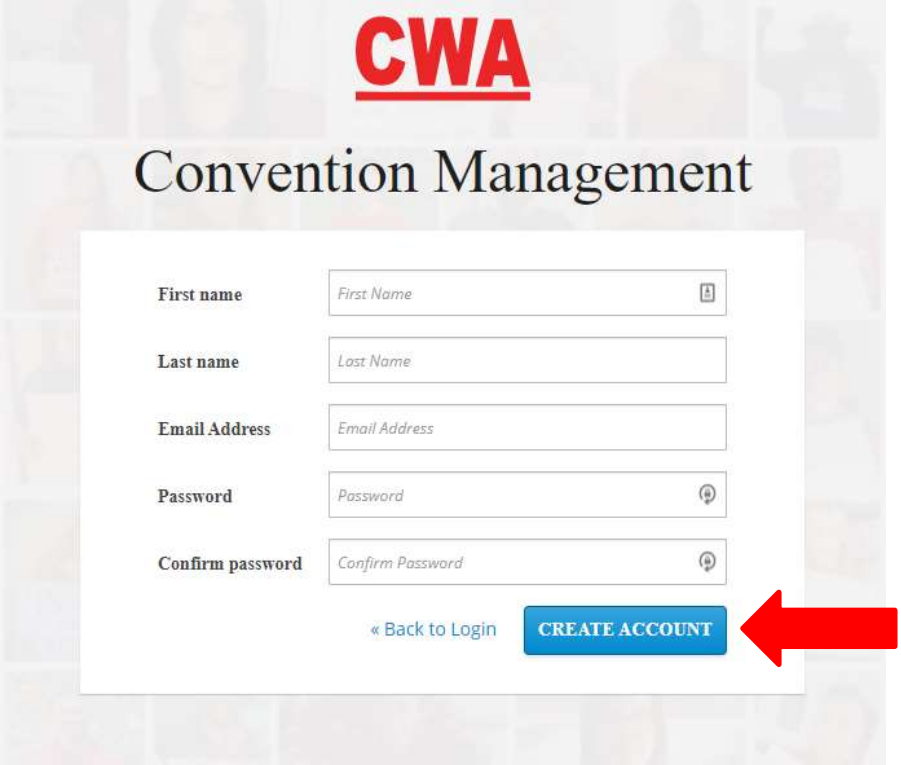
Create a CMS User Account

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

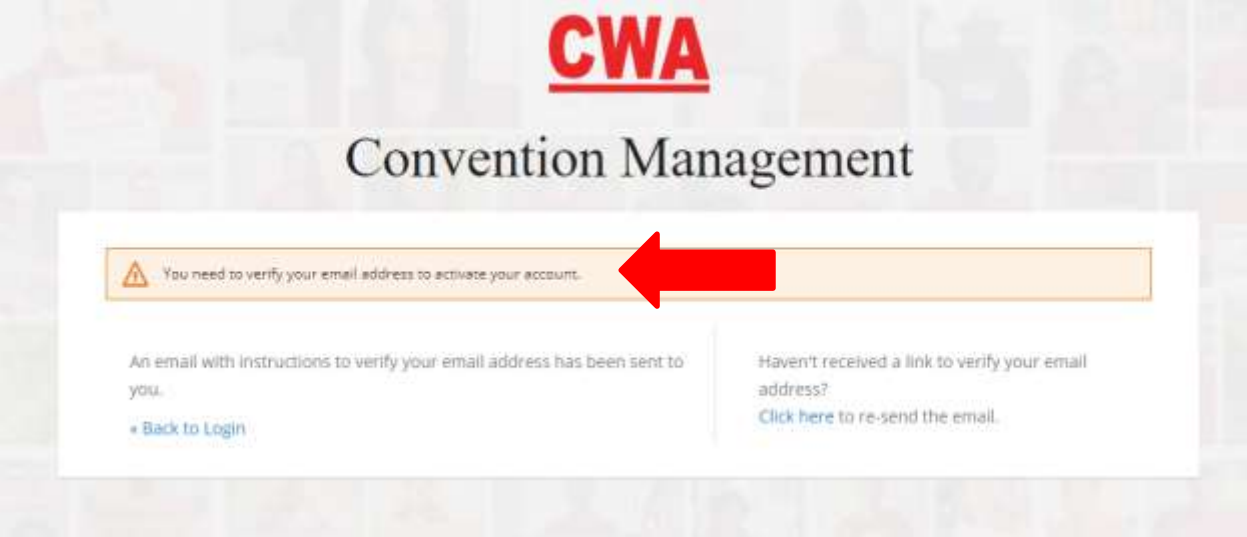
2. Enter the following information:
   - First name / Last name
   - Email address
   - Create a password / Confirm your password

   Then, click "**create account**"



Verify your email address

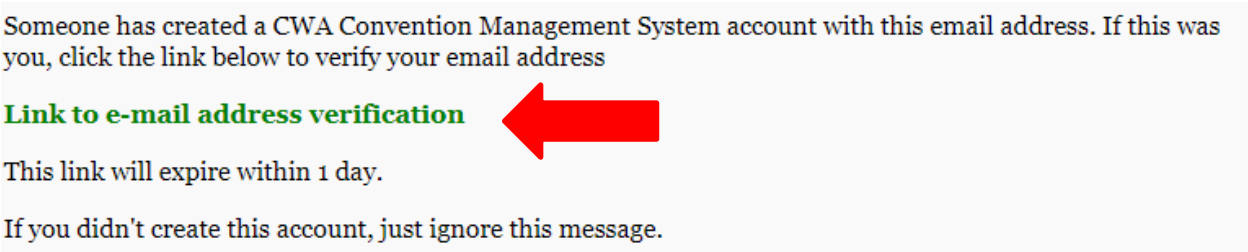
3. Once you click on "**create account**" you will need to verify your email address to activate your new CMS user account.



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

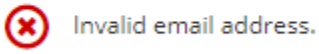
Notes:
The link will expire within 1 day.

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



***Note**: If you do not see an email address verification email, please check your spam folder or you can "**click here**" to re-send the email.*

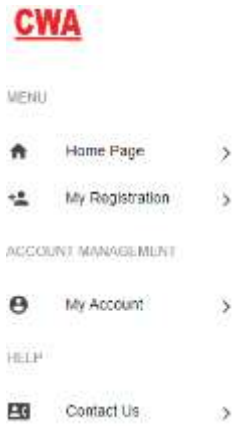
***Note**: If an invalid email address configuration is entered, you will see the message below, please enter the correct email address to proceed.*



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

Navigation Menu

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



Home Page / My Registration

View information pertaining to your meeting registration.

My Account

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

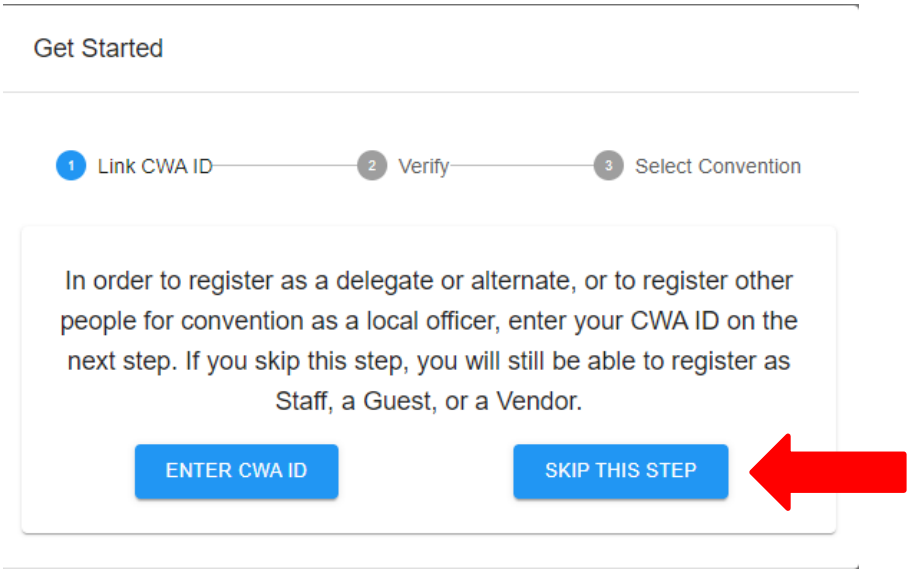
Contact us

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

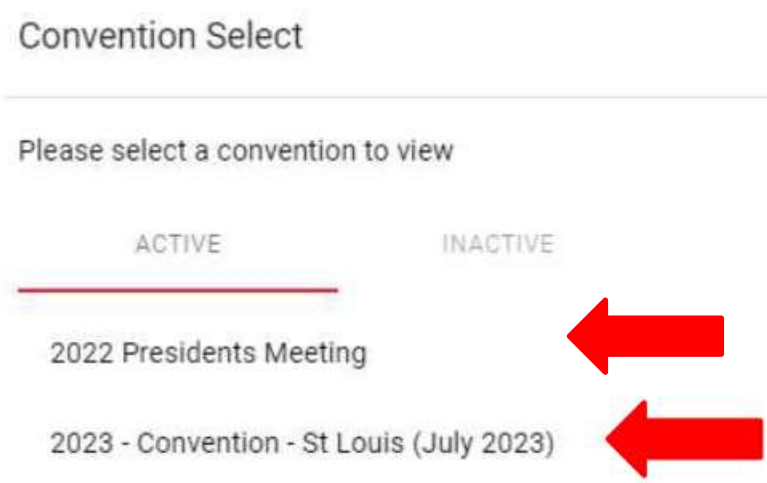
Guest Registration

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

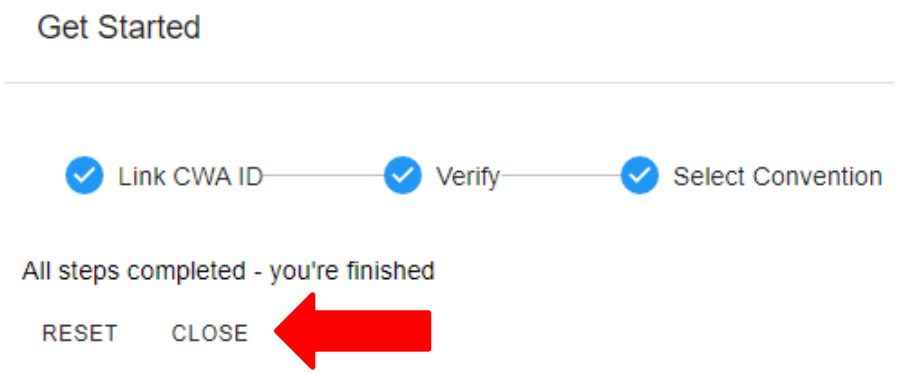
To register for Convention as a **GUEST**, click on "**skip this step**."



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

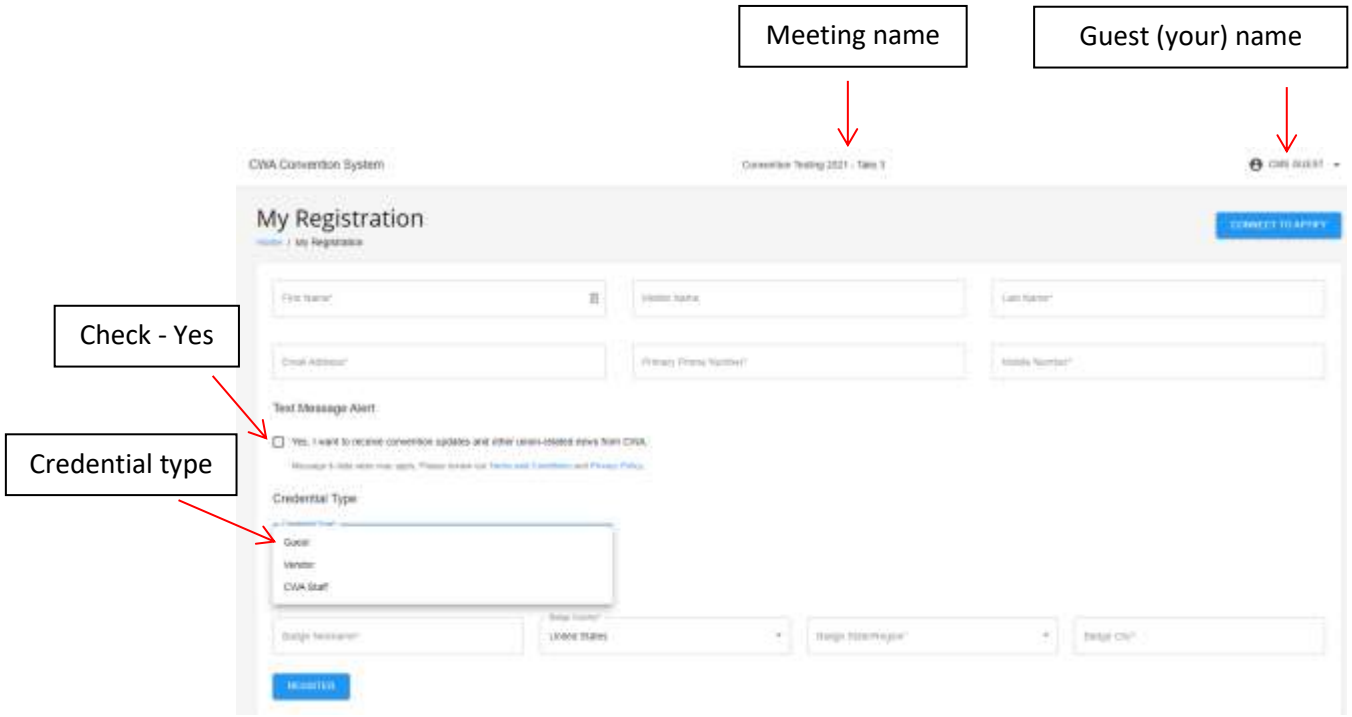


3. After you select the meeting you would like to register for, please click "**close**."



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

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



Badge Information

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

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

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

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

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

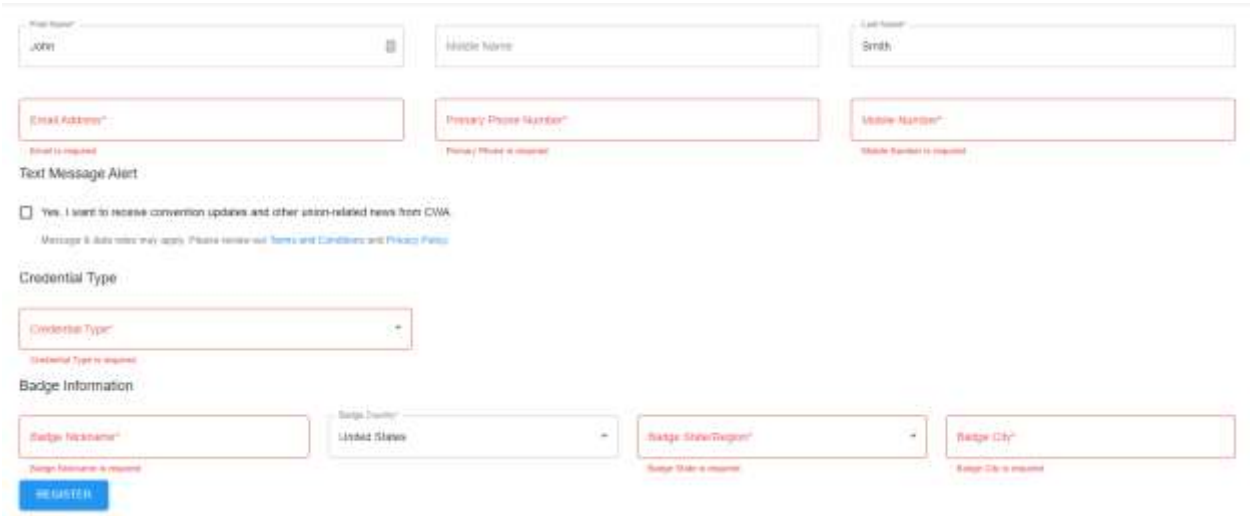
Badge city: Type the name of the city you would like to print on your badge.

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

Notes

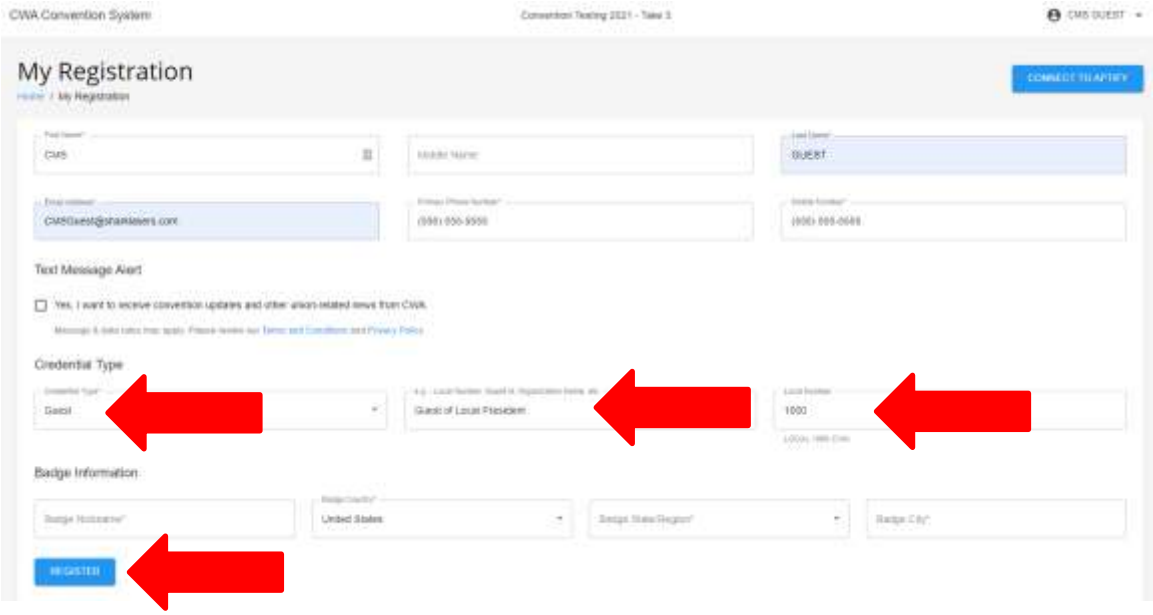
*All of the fields in the My Registration page are required, if you click "**register**" without entering all of the information, the system will highlight the missing fields highlighted in red.*

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

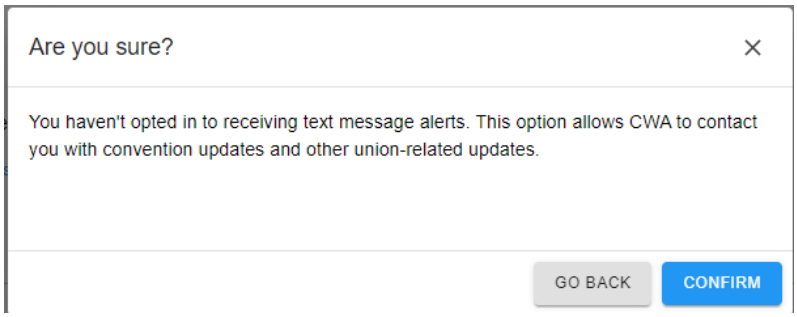


For example:

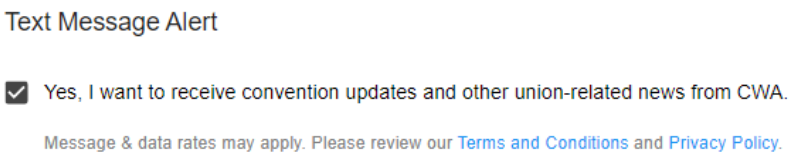
- Choose credential type: **Guest**
- Enter Guest of or Organization name: ***Guest of Local President***
- Local Number: ***1000***



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

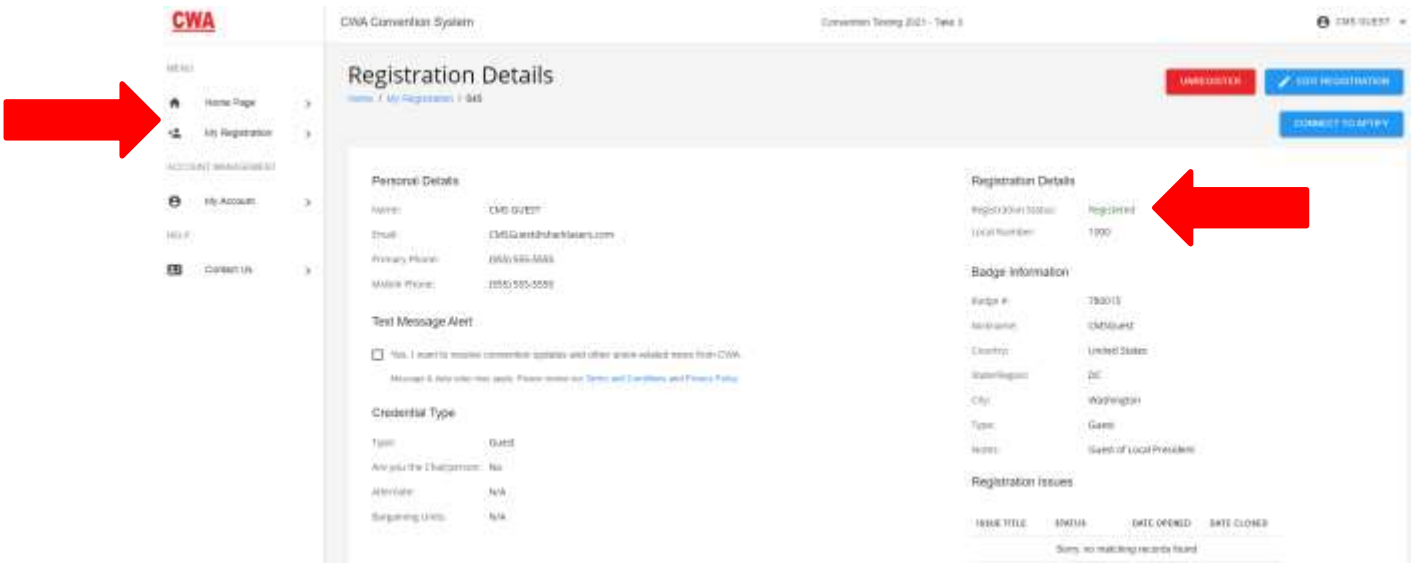


*Click "**go back**" to OPT-IN to receive text message updates from CWA or "**confirm**" to OPT-OUT and proceed.*



Registration Details

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



Registration Confirmation Email

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

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

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

Registration Status Update

Hi CMS GUEST,

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

Event: ***Convention 2021 – New Orleans***
Attendee Name: ***CMS GUEST - 1000***
Credential Type: ***Guest***
Registration status: ***Confirmed***

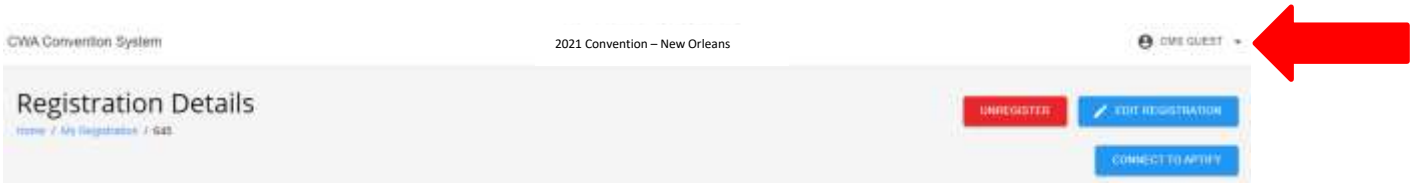
You can view your registration by logging into the convention system **here**.

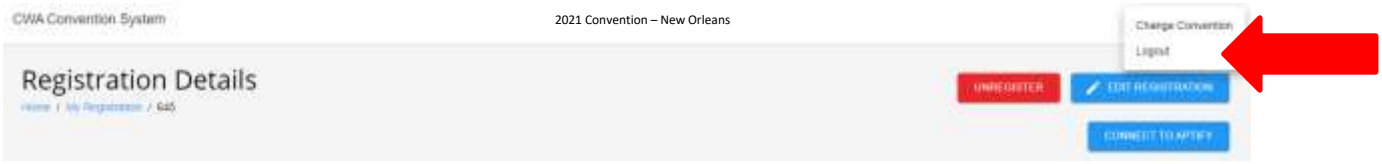
Please contact us at **cwacredentials@cwa-union.org** if you have any additional questions.

In Unity,
CWA Convention Management System

Logout of the CMS

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



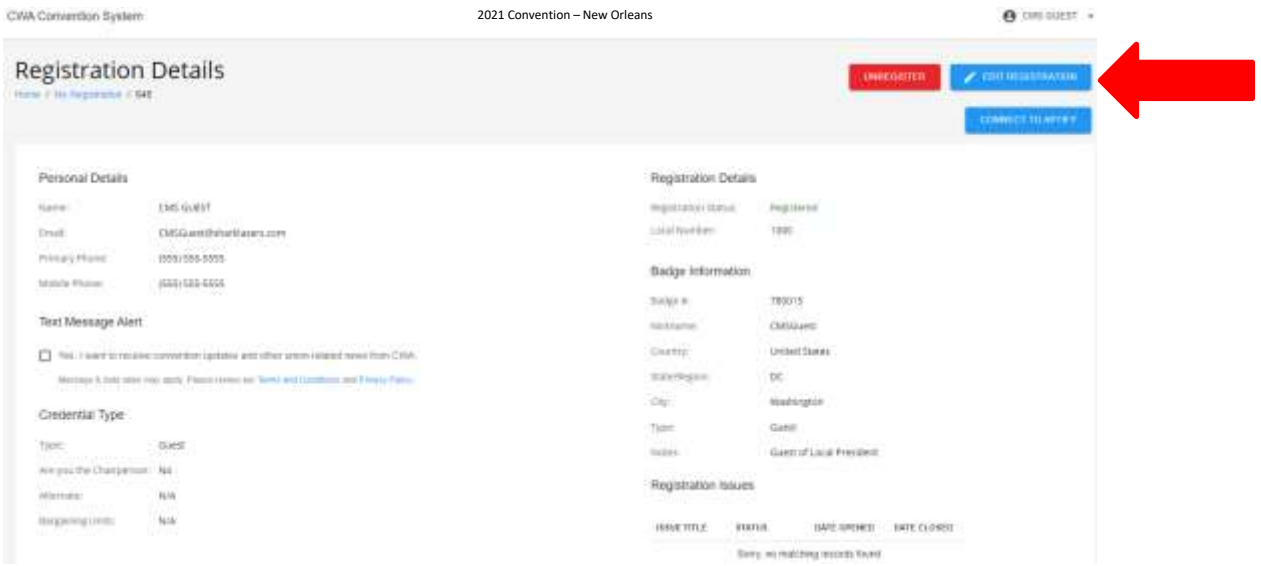


Registration Changes

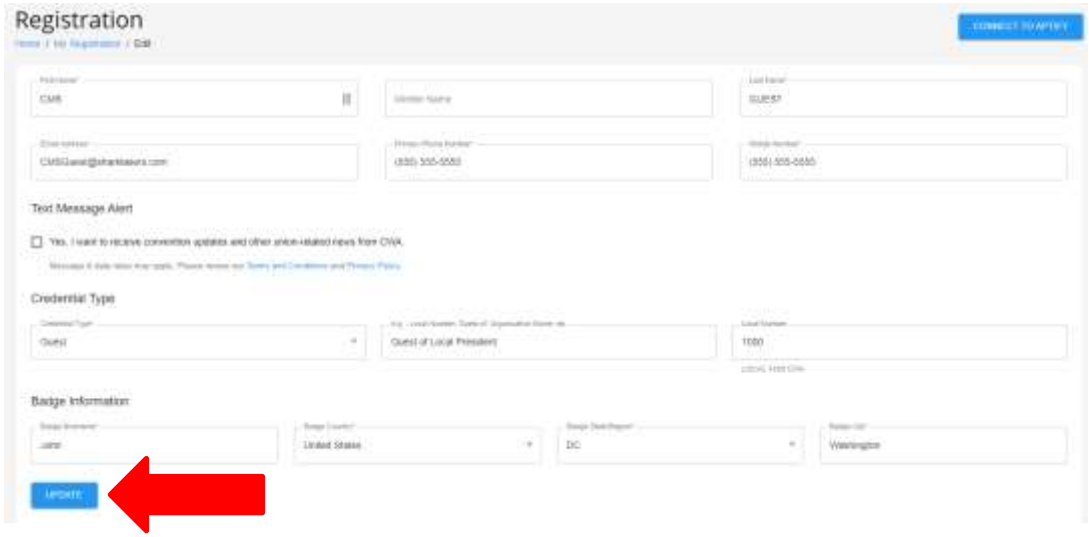
Edit registration

1. If you need to make any edits to your meeting registration, click on the following link cms.cwa-union.org and log into the CMS.

2. You can view your registration details in the *Home* or *My Registration* page; click "**edit registration**" in the upper right-hand corner.



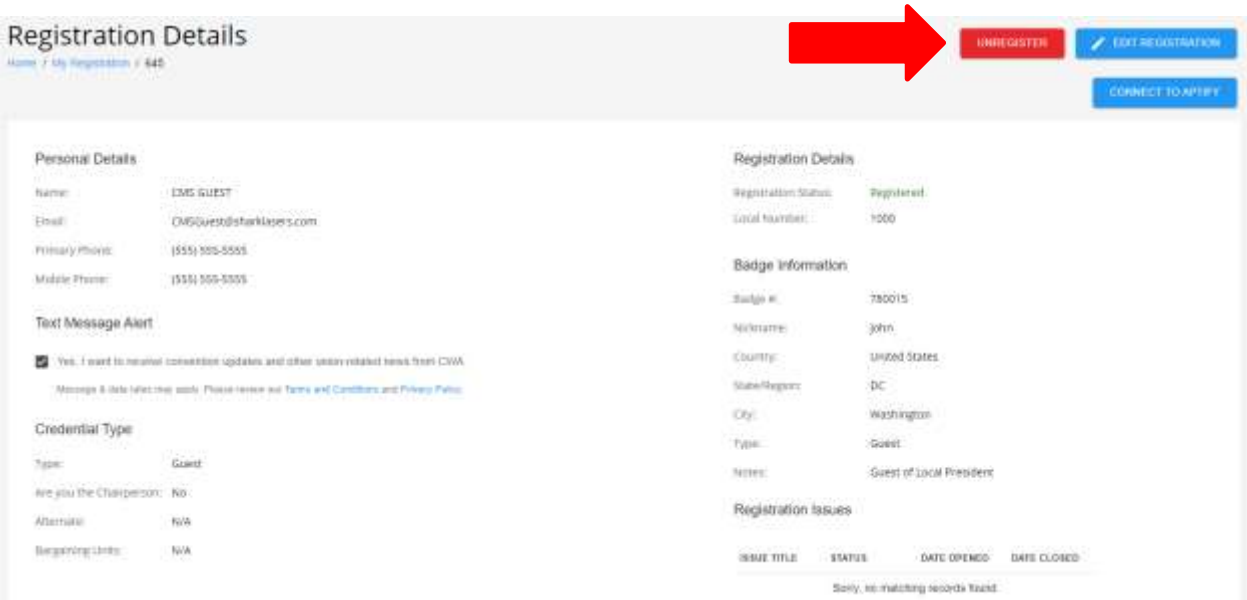
3. The system will redirect you to the registration page, where you can edit any field necessary. When you finish making changes to your registration, click "**update**" to save the changes.



Unregister

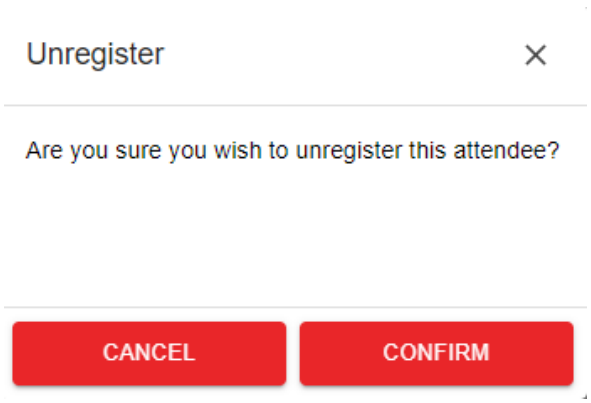
1. If something changes and you need to unregister because you will no longer be attending the Convention, click on the following link cms.cwa-union.org and log into the CMS.

2. You can view your registration details in the *Home* or *My Registration* page, click "**unregister**" in the upper right-hand corner.

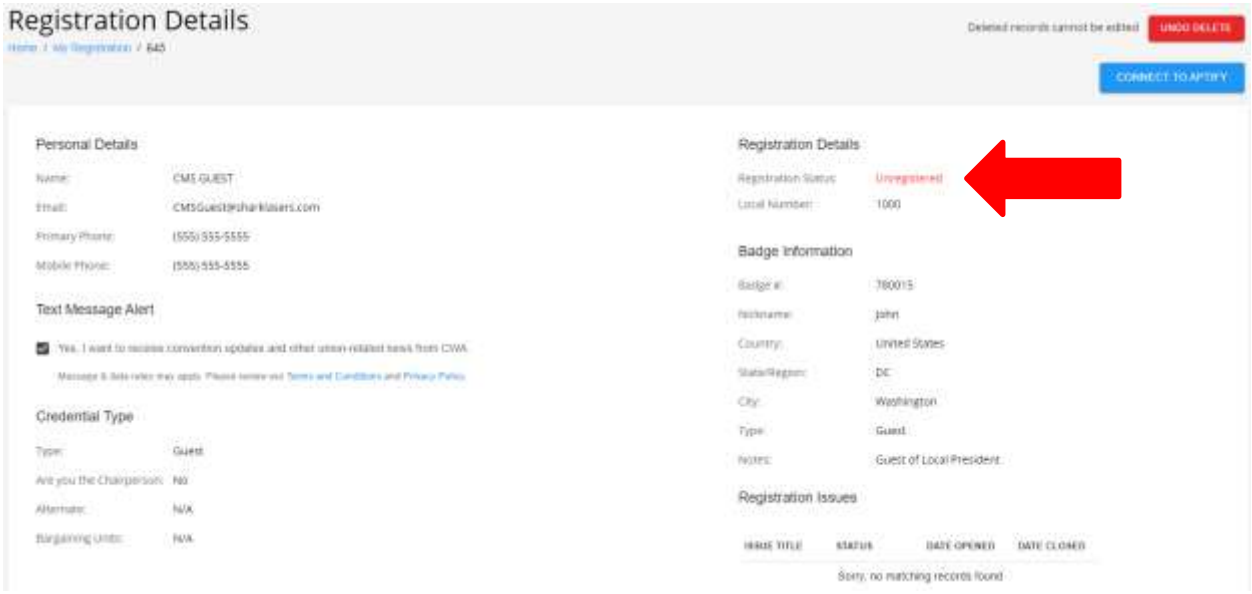


1. The system will prompt the question "*Are you sure you wish to unregister this attendee*?"

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



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



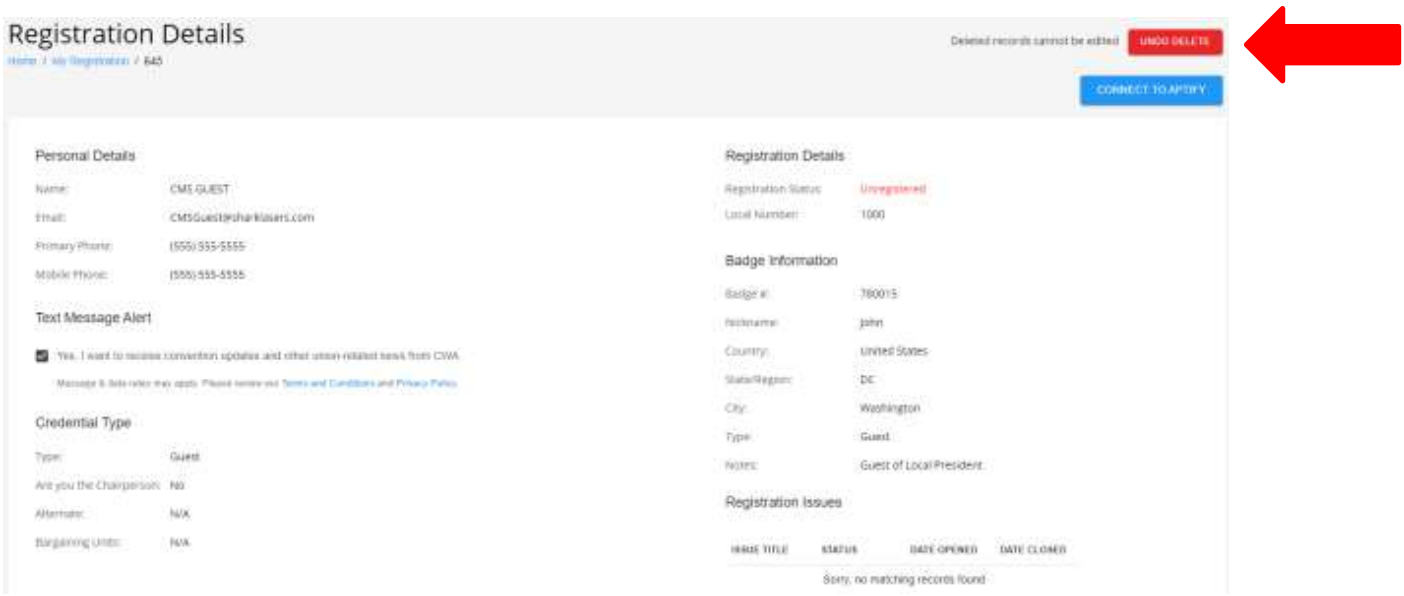
Registration Status Change Email- Unregistered

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

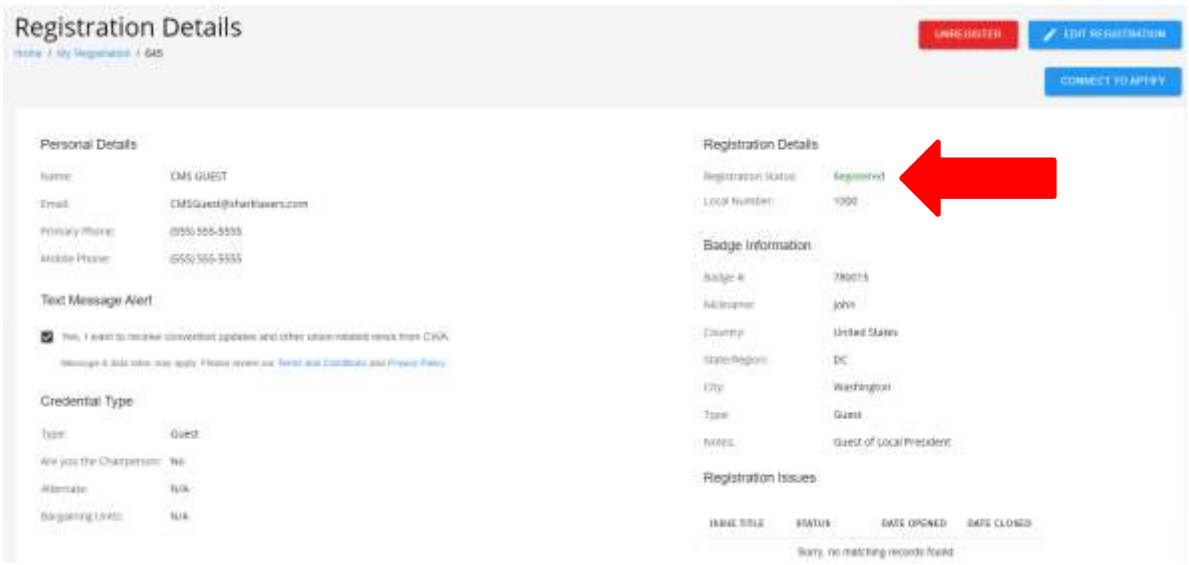
Undo Delete

1. If you made a mistake and you unregistered from the Convention in error, click on the following link cms.cwa-union.org and log into the CMS.

2. You can view your registration details in the *Home* or *My Registration* page, click "**undo delete**" in the upper right-hand corner.



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



Registration Status Change Email- Registered

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

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

Registration Status Update

Hi CMS GUEST,

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

Event: *Convention 2021 – New Orleans*
Attendee Name: *CMS GUEST - 1000*
Credential Type: *Guest*
Registration status: *Confirmed*

You can view your registration by logging into the convention system **here**.

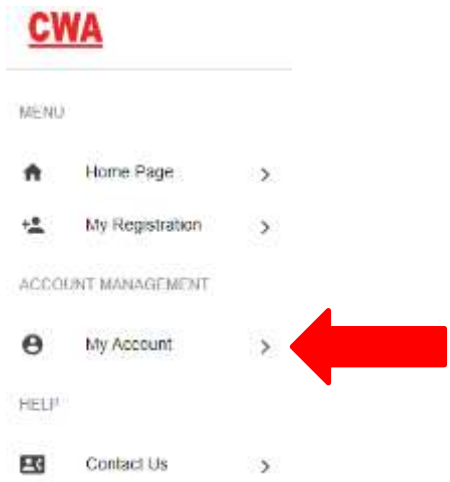
Please contact us at **cwacredentials@cwa-union.org** if you have any additional questions.

In Unity,
CWA Convention Management System

CMS User Account Changes

1. If you would like to make changes to your CMS user account, please click on the following link cms.cwa-union.org and log into the CMS.

2. On the left-hand side Navigation Menu, click on "**my account**."



3. You will be redirected to the '*Edit Account*' page, where you can make changes to your CMS user account:
    - Email address
    - First name
    - Last name

4. Once you make the necessary changes, click "**save**."

***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

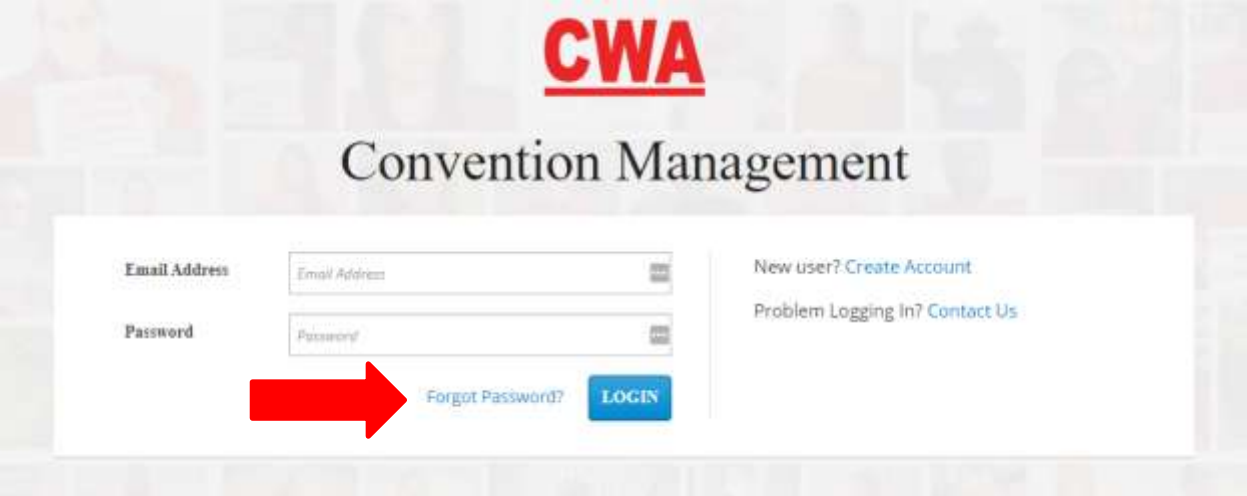
3. Once you make the necessary edits, click "**save**" to capture the changes.

***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.*

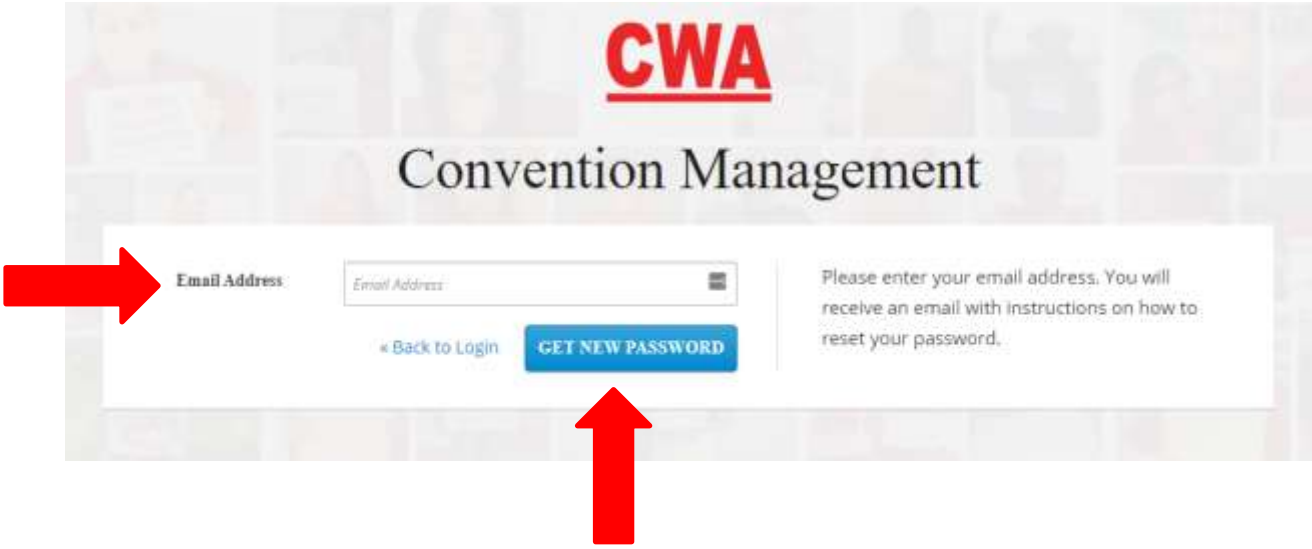
When you finish making all of the changes to your CMS user account, click "**sign out**" in the upper right-hand corner to logout of the system.

Forgot Password?

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

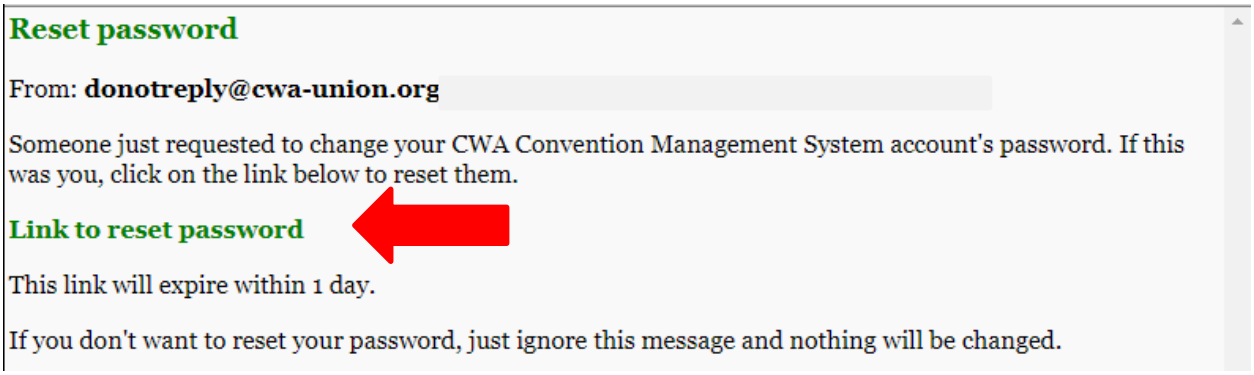


You will be redirected to the screen below, where you can enter the email address used to create the CMS account and click on "**get new password**."



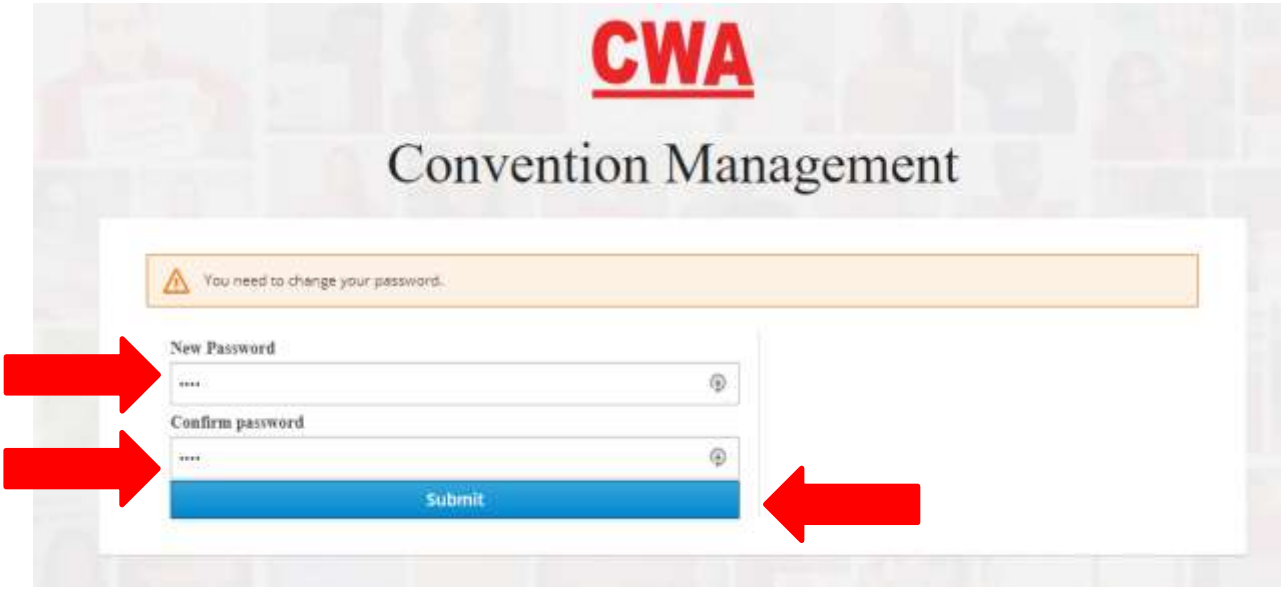
If you entered a valid email address, you should receive an email shortly.

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



***Note**: The link will expire within 1 day.*

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



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

After you click "submit," you will be redirected into the CMS.

Need Help?

CWA Credentials

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