



**Convention Management System (CMS)**

**Guest Registration  
User Guide**

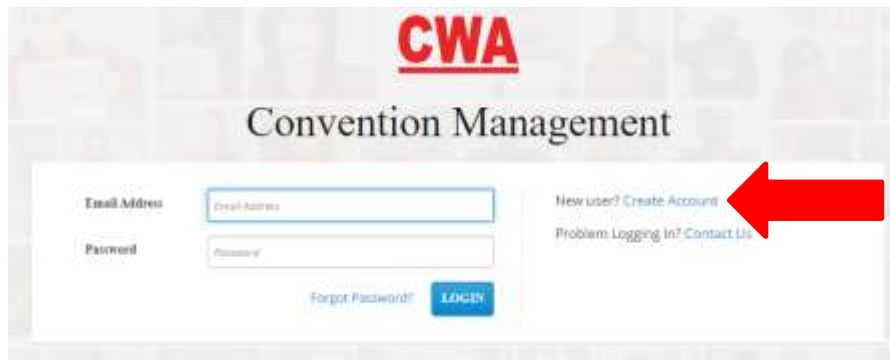
March 2023

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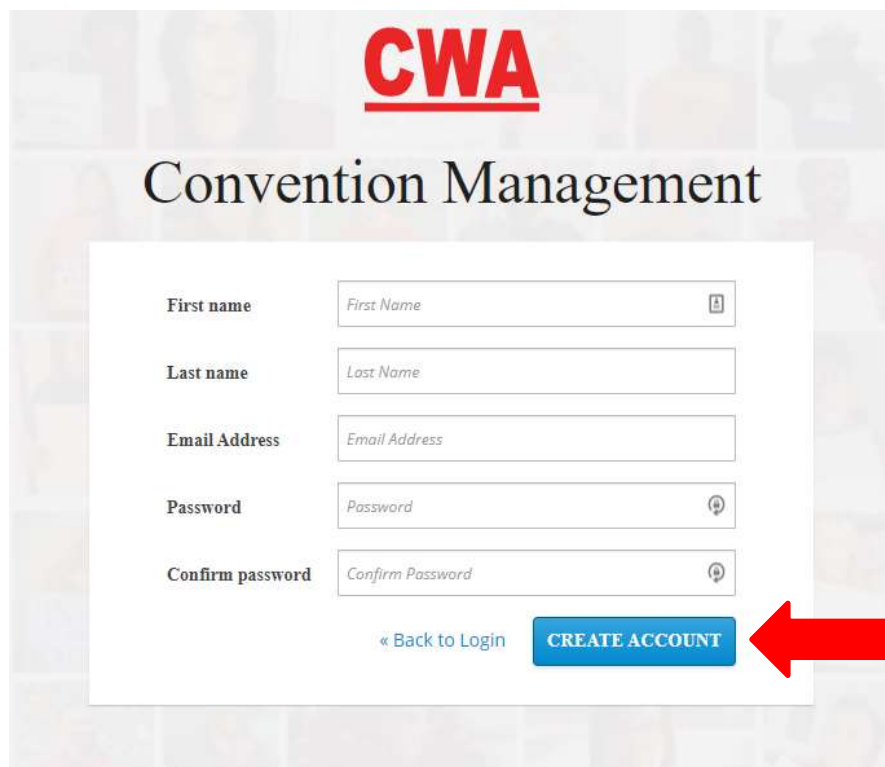
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## Create a CMS User Account

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](https://cms.cwa-union.org). Then click “create account.”

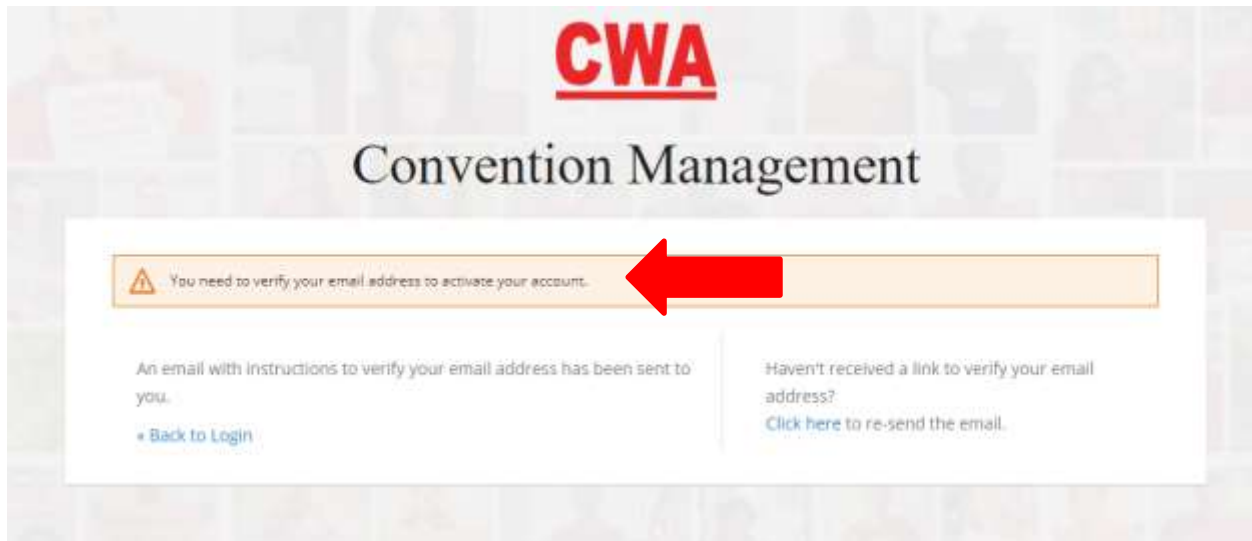


2. Enter the following information:
  - First name / Last name
  - Email address
  - Create a password / Confirm your passwordThen, click “create account”



## ***Verify your email address***

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



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

### ***Notes:***

*The link will expire within 1 day.*

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

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

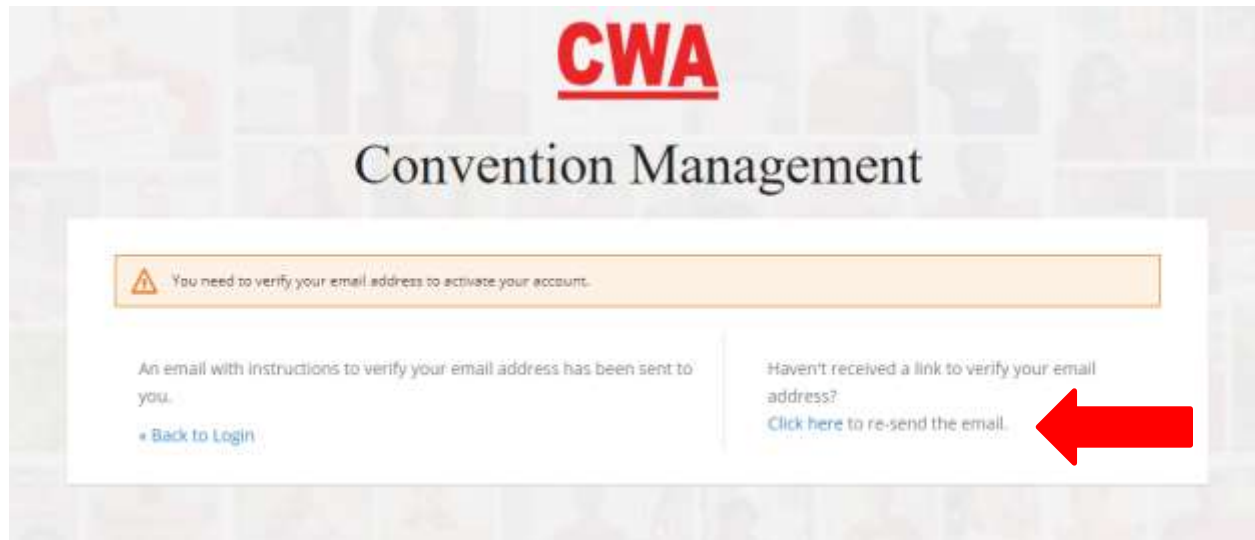
**Link to e-mail address verification**



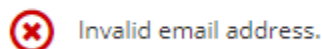
This link will expire within 1 day.

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

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



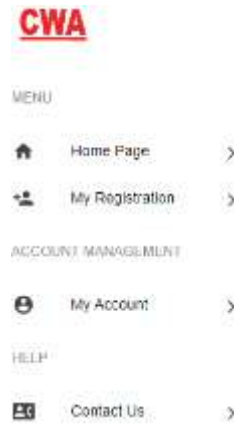
**Note:** If an invalid email address configuration is entered, you will see the message below, please enter the correct email address to proceed.



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

## Navigation Menu

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



### *Home Page / My Registration*

View information pertaining to your meeting registration.

### *My Account*

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

### *Contact us*

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

## Guest Registration

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

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

### Get Started

1

Link CWA ID

2

Verify

3

Select Convention

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

ENTER CWA ID

SKIP THIS STEP

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

### Convention Select

×

Please select a convention to view

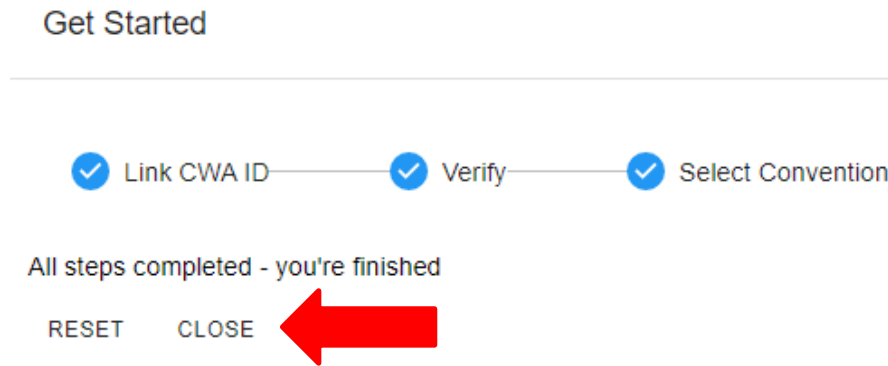
ACTIVE

INACTIVE

2022 Presidents Meeting

2023 - Convention - St Louis (July 2023)

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



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

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



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

## Badge Information

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

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

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

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

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

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

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

- When you finish entering all of your personal details, please click **“register”** to save the information and complete your Convention 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*	Mobile Number*	Last Name*	
JOHN		Smith	
Email Address*	Primary Phone Number*	Mobile Number*	
<small>Email is required</small>	<small>Primary / Mobile is required</small>	<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 &amp; data rates may apply. Please review our <a href="#">Terms and Conditions</a> and <a href="#">Privacy Policy</a>.</small>			
Credential Type			
Credential Type*			
<small>Credential Type is required</small>			
Badge Information			
Badge Nickname*	Badge Country*	Badge State/Region*	Badge City*
<small>Badge Nickname is required</small>	United States	<small>Badge State is required</small>	<small>Badge City is required</small>
REGISTER			

For example:

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

CWA Convention System

Convention Testing 2021 - Test 3

CMS: GUEST

### My Registration

Home / My Registration

CONNECT TO API

First Name: CWS

Last Name: GUEST

Email Address: CWSGuest@shankers.com

Phone Number: (555) 555-5555

Local Number: (555) 555-5555

Text Message Alert

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

Credential Type

Credential Type: Guest

Guest of or Organization Name: Guest of Local President

Local Number: 1000

Badge Information

Badge Holder Name: [Empty]

Registration: United States

Badge State/Region: [Empty]

Badge City: [Empty]

REGISTER

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

Are you sure?

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

GO BACK CONFIRM

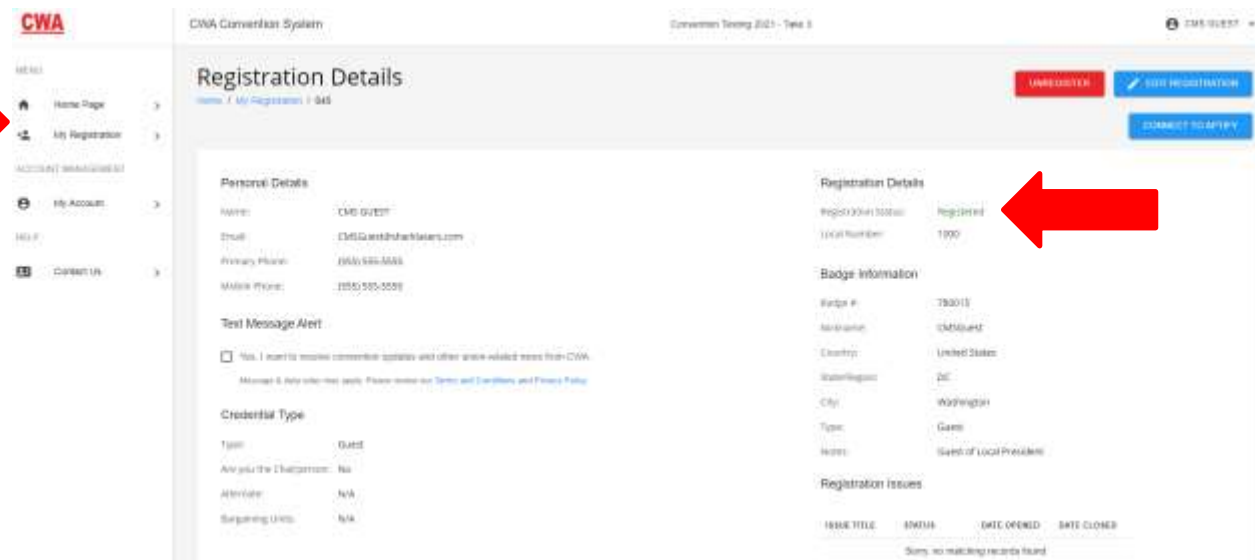
Click “**go back**” to OPT-IN to receive text message updates from CWA or “**confirm**” to OPT-OUT and proceed.

#### Text Message Alert

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

## Registration Details

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



**CWA** CWA Convention System Convention 2021 - Year 3 CMS GUEST

**Registration Details**

Home / My Registration / Edit

UNREGISTERED EDIT REGISTRATION CONFIRM TO APPLY

**Personal Details**

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

**Text Message Alert**

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

**Credential Type**

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

**Registration Details**

Registration Status: Registered  
Credit Number: 1000

**Badge Information**

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

**Registration Issues**

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

### Registration Confirmation Email

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

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



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

Registration Status Update

Hi CMS GUEST,

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

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

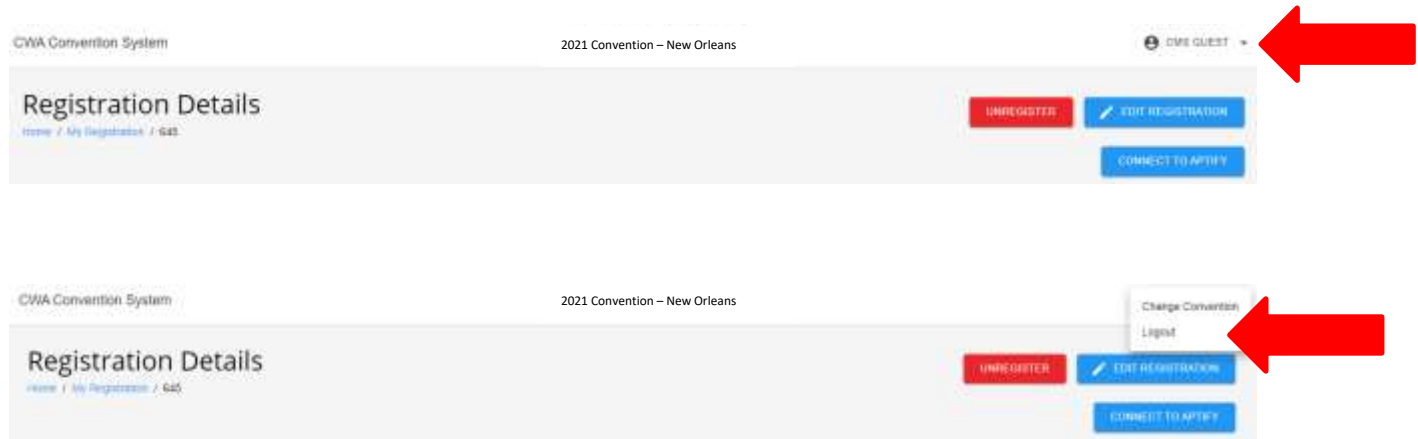
You can view your registration by logging into the convention system [here](#).

Please contact us at [cwacredentials@cwa-union.org](mailto:cwacredentials@cwa-union.org) if you have any additional questions.

In Unity,  
CWA Convention Management System

## Logout of the CMS

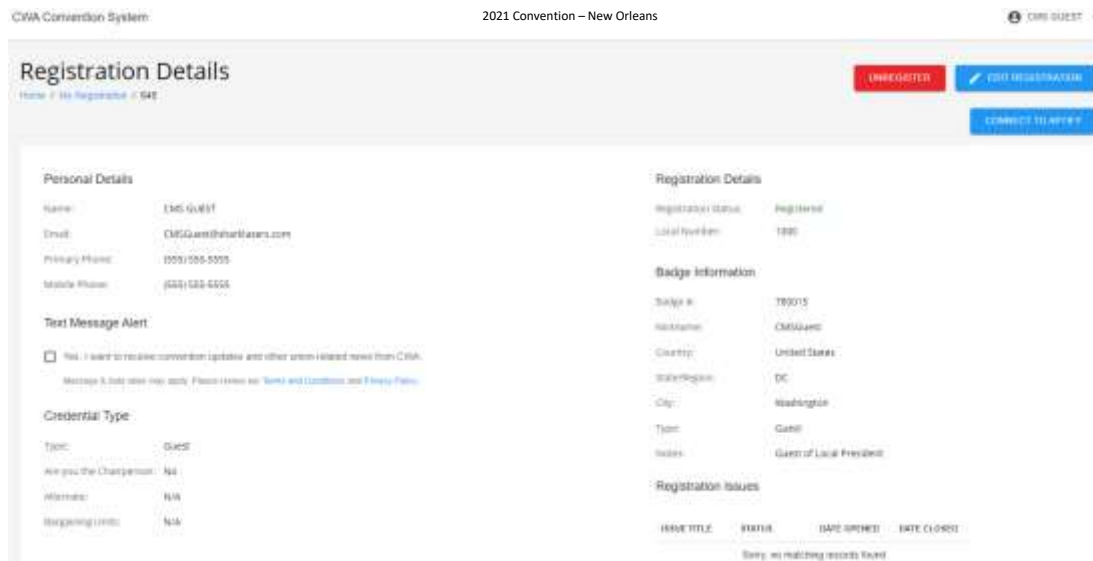
To logout of the CMS, click the down arrow in the upper right hand-corner (next to your name) and choose “logout.”



## 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](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.



CWA Convention System 2021 Convention – New Orleans CMS GUEST

### Registration Details

Home / My Registration / Edit

**Personal Details**

Name: CMS GUEST

Email: CMSGuest@sharklakers.com

Primary Phone: (303) 555-5555

Mobile Phone: (303) 555-5555

**Text Message Alert**

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

**Credential Type**

Type: Guest

Are you the Chairperson: No

Alternate: N/A

Organizing Unit: N/A

**Registration Details**

Registration Status: Registered

Local Number: 1000

**Badge Information**

Badge ID: TB0015

Nickname: CMSGUEST

Country: United States

State/Region: DC

City: Washington

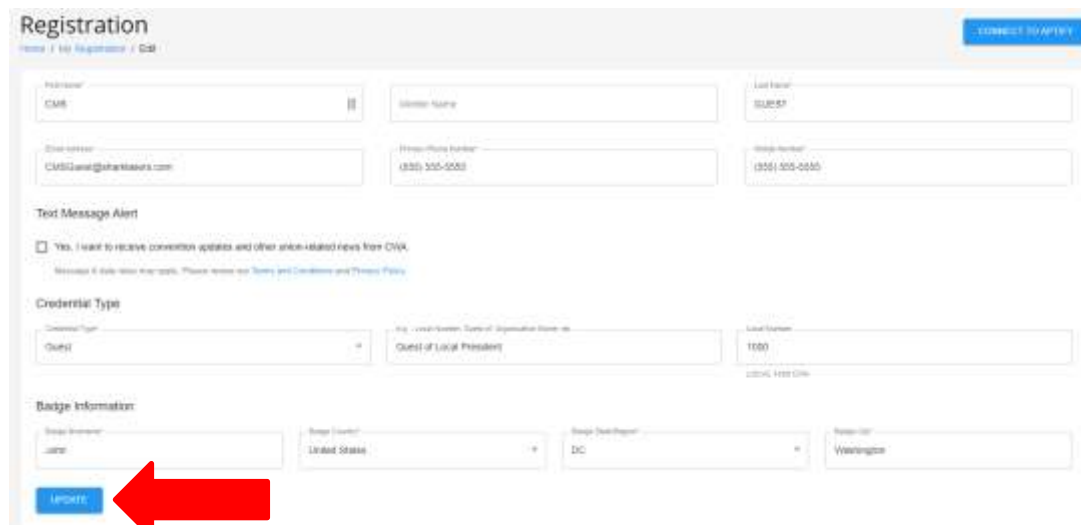
Type: Guest

Notes: Guest of Local President

**Registration Issues**

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

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



### Registration

Home / My Registration / Edit

First Name: CMS

Last Name: GUEST

Email Address: CMSGuest@sharklakers.com

Primary Phone Number: (303) 555-5555

Mobile Number: (303) 555-5555

**Text Message Alert**

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

**Credential Type**

Credential Type: Guest

Are you the Chairperson: No

Alternate: N/A

Organizing Unit: N/A

**Badge Information**

Badge ID: TB0015

Nickname: CMSGUEST

Country: United States

State/Region: DC

City: Washington

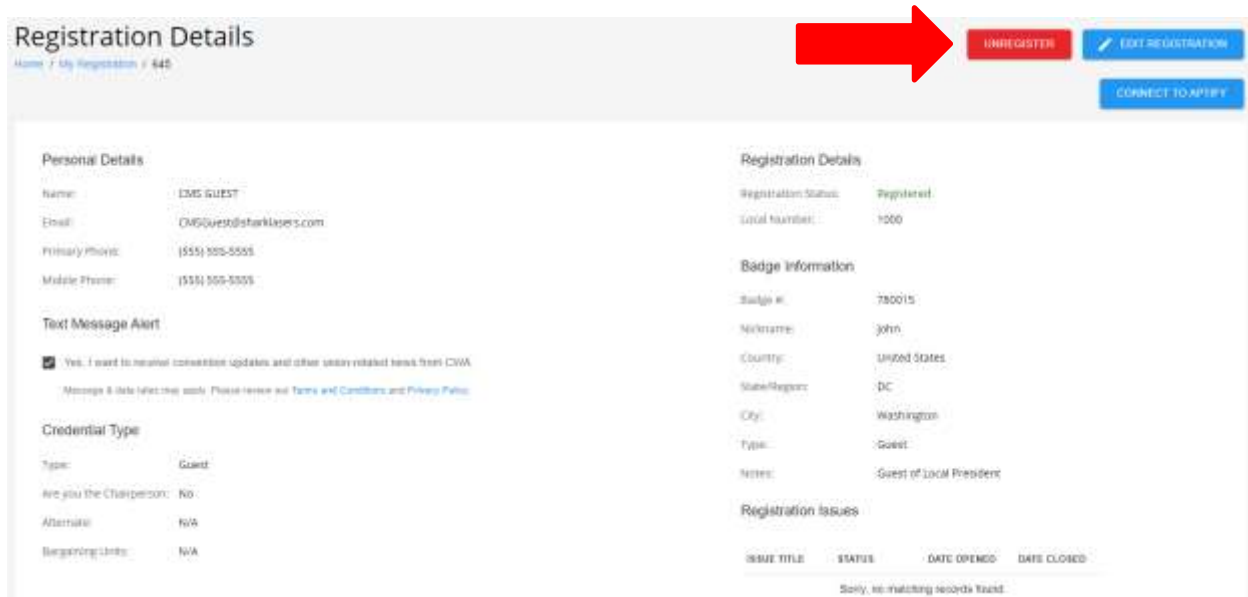
Type: Guest

Notes: Guest of Local President

**UPDATE**

## Unregister

1. If something changes and you need to unregister because you will no longer be attending the Convention, click on the following link [cms.cwa-union.org](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 “unregister” in the upper right-hand corner.



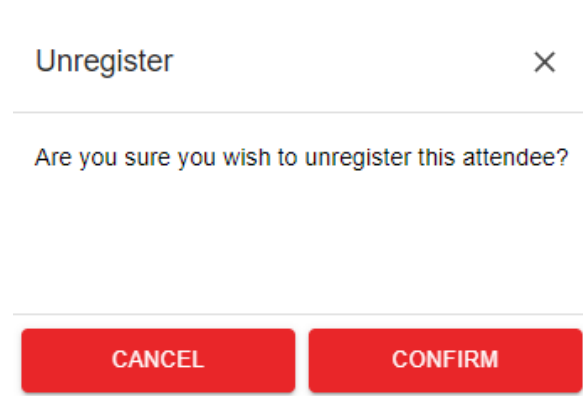
The screenshot shows the 'Registration Details' page. A red arrow points to the 'UNREGISTER' button in the top right corner. The page contains the following sections:

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

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

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

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



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

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

## Registration Details

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

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

[CONNECT TO API TRY](#)

### Personal Details

Name: CMS GUEST

Email: CMSGuest@hanklausers.com

Primary Phone: (555) 555-5555

Mobile Phone: (555) 555-5555

### Text Message Alert

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

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

### Credential Type

Type: Guest

Are you the Chairperson: NO

Alternate: N/A

Bargaining Unit: N/A

### Registration Details

Registration Status: **Unregistered**

Local Number: 1000

### Badge Information

Badge #: 780015

Nickname: John

Country: United States

State/Region: DC

City: Washington

Type: Guest

Notes: Guest of Local President

### Registration Issues

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

## Registration Status Change Email- Unregistered

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

From: [donotreply@cwa-union.org](mailto:donotreply@cwa-union.org), To: CMSGuest, Date 2021-06-02 22:35:50

### Registration Status Update

Hi CMS GUEST,

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

Event: **Convention 2021 – New Orleans**

Attendee Name: CMS GUEST - 1000

Credential Type: Guest

Registration status: **Unregistered**

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

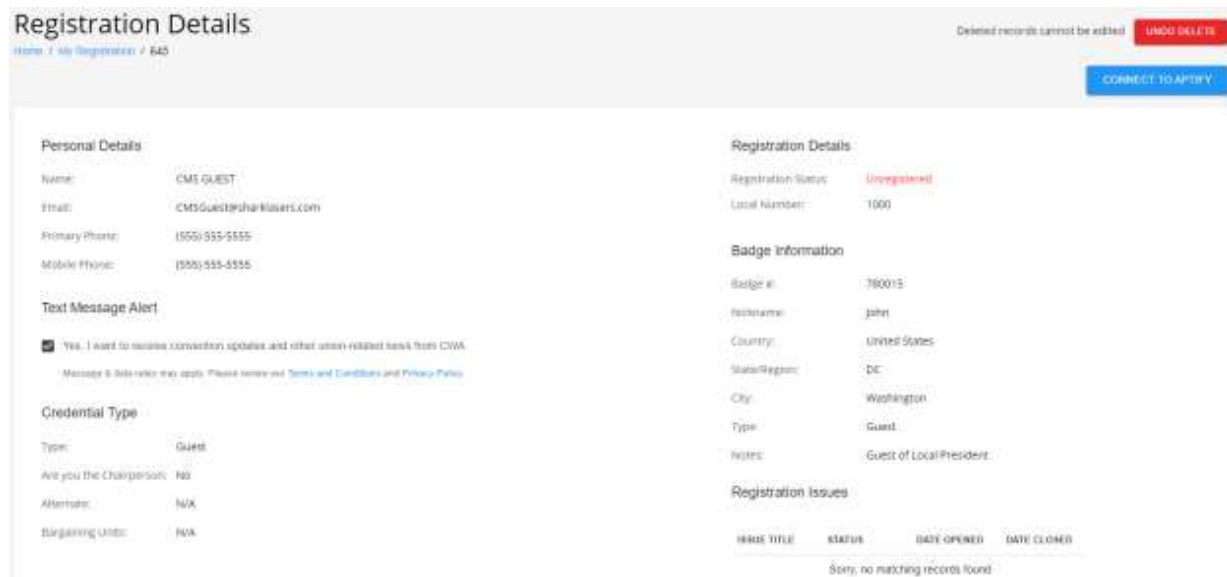
Please contact us at [cwacredentials@cwa-union.org](mailto:cwacredentials@cwa-union.org) if you have any additional questions.

In Unity,  
CWA Convention Management System



## Undo Delete

1. If you made a mistake and you unregistered from the Convention in error, click on the following link [cms.cwa-union.org](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 “undo delete” in the upper right-hand corner.



Registration Details

Home / My Registration / 645

Deleted records cannot be edited **UNDO DELETE**

**Personal Details**

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

**Text Message Alert**

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

**Credential Type**

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

**Registration Details**

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

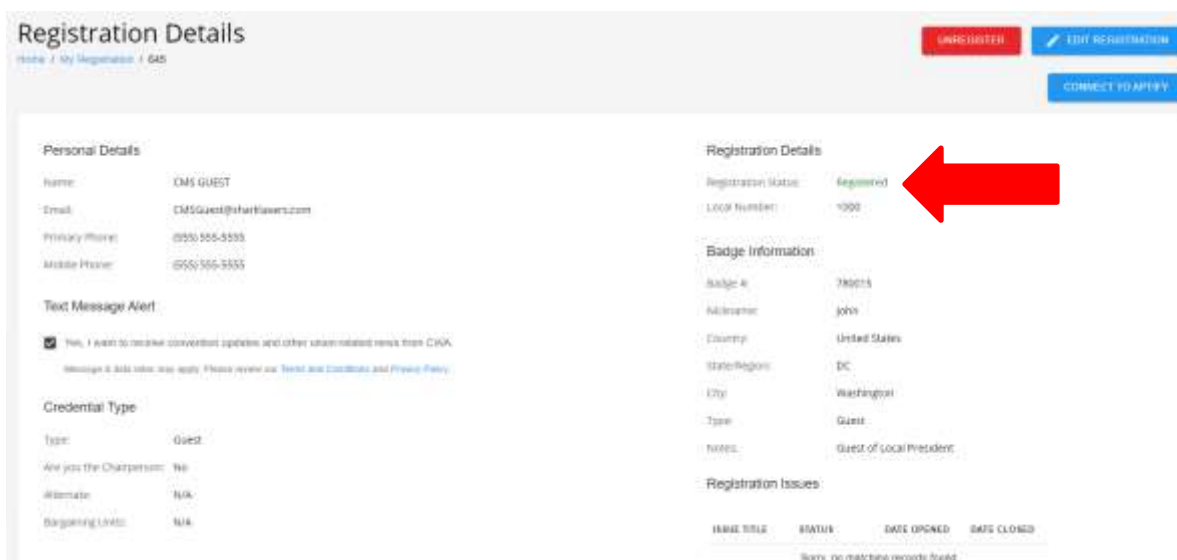
**Badge Information**

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

**Registration Issues**

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

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



Registration Details

Home / My Registration / 645

**UNREGISTERED** **EDIT REGISTRATION**

**CONNECT TO APPLY**

**Personal Details**

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

**Text Message Alert**

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

**Credential Type**

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

**Registration Details**

Registration Status: **Registered**

Local Number: 1000

**Badge Information**

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

**Registration Issues**

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

## ***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](mailto: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**

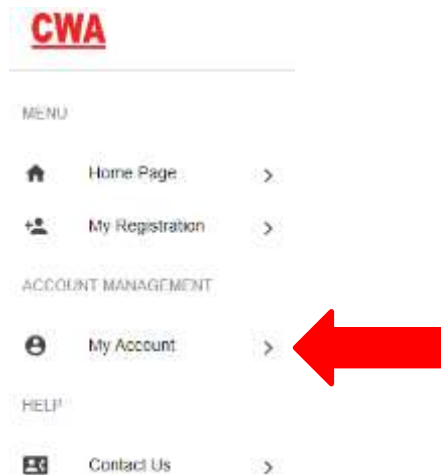
You can view your registration by logging into the convention system [here](#).

Please contact us at [cwacredentials@cwa-union.org](mailto: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](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.”

A screenshot of the 'Edit Account' page. The page has a left-hand navigation menu with 'Account' selected. The main content area is titled 'Edit Account' and contains three input fields: 'Email' with the value 'cmsguest@sharkiasers.com', 'First name' with the value 'CMS', and 'Last name' with the value 'GUEST'. There are 'Cancel' and 'Save' buttons at the bottom right. A large red arrow points to the 'Save' button.

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

## ***Change your CMS User Password***

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



The screenshot shows a web interface for changing a password. On the left, a sidebar menu has three items: 'Account', 'Password', and 'Authenticator'. A red arrow points to the 'Password' item. The main content area is titled 'Change Password' and includes a note 'All fields required'. It contains three input fields labeled '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.*

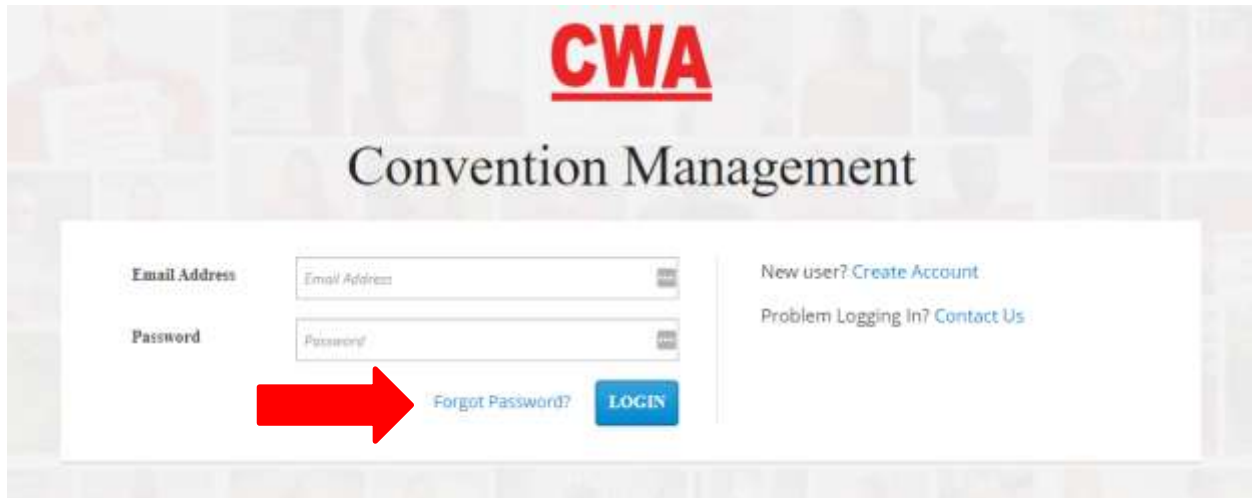
When you finish making all of the changes to your CMS user account, click “**sign out**” in the upper right-hand corner to logout of the system.



This screenshot shows the same 'Change Password' form as above, but with a different focus. In the top right corner of the page, there are two links: 'Back to CMS System' and 'Sign Out'. A red arrow points to the 'Sign Out' link. The rest of the form, including the sidebar menu and the password input fields, remains the same.

## Forgot Password?

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



**CWA**  
Convention Management

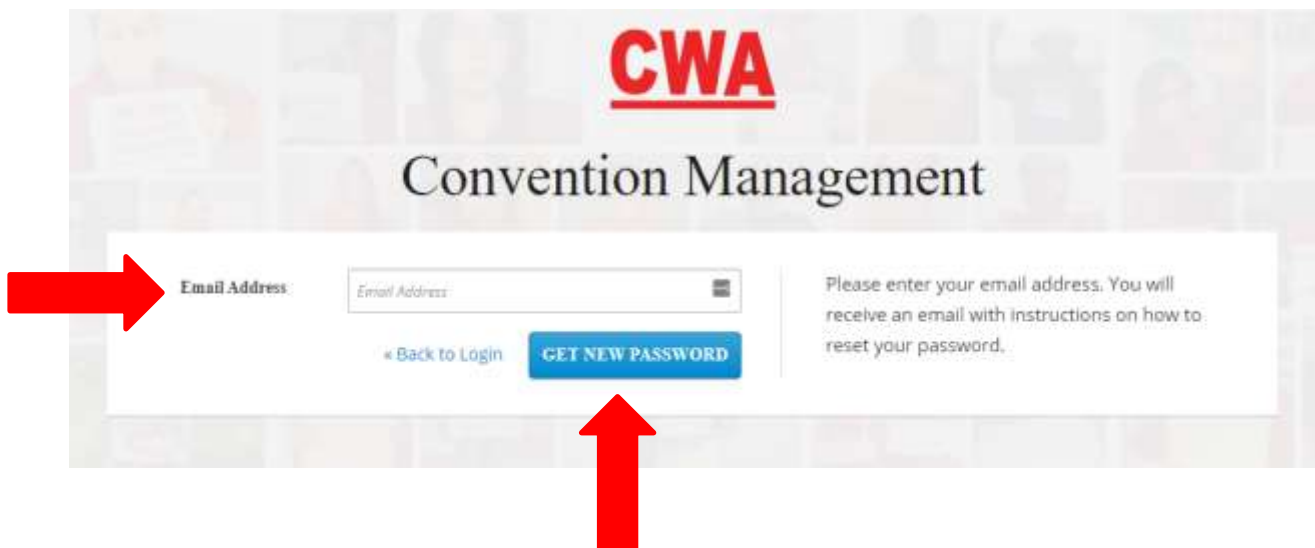
Email Address:

Password:

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

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

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



**CWA**  
Convention Management

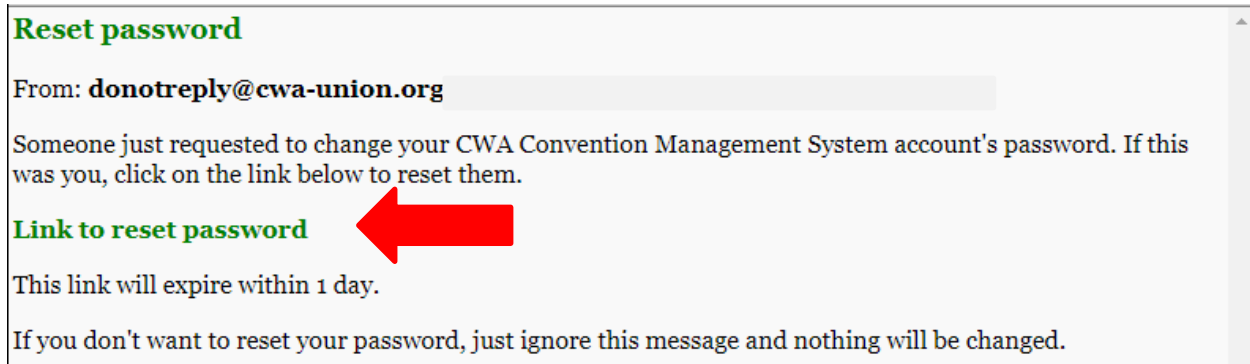
Email Address:

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

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

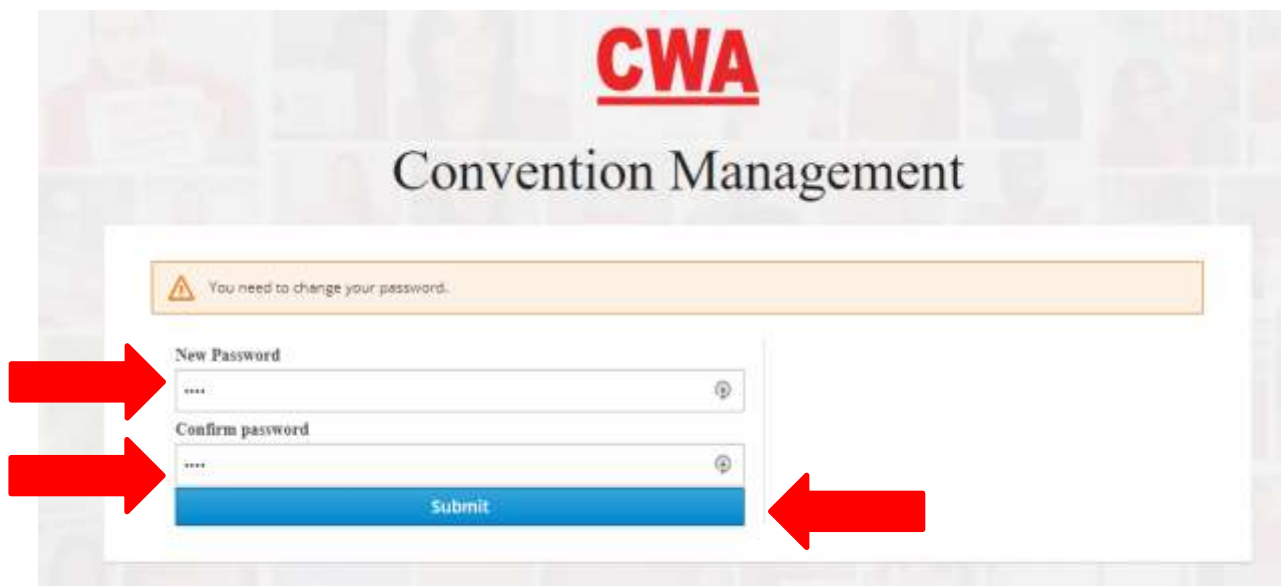
If you entered a valid email address, you should receive an email shortly.

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



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

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



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



The screenshot shows the CWA Convention Management interface. At the top, the CWA logo is displayed in red, followed by the text "Convention Management". Below this is a form with two password input fields: "New Password" and "Confirm password". Both fields have a strength indicator icon on the right. A red arrow points to the "Confirm password" field. Below the fields, the text "Passwords don't match." is displayed in red. At the bottom of the form is a blue "Submit" button.

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

# Need Help?

## ***CWA Credentials***

If you have any additional questions or need help navigating the CMS, please contact [CWACredentials@cwa-union.org](mailto:CWACredentials@cwa-union.org).