



Convention Management System (CMS)

**CWA Staff Registration
User Guide**

March 2023

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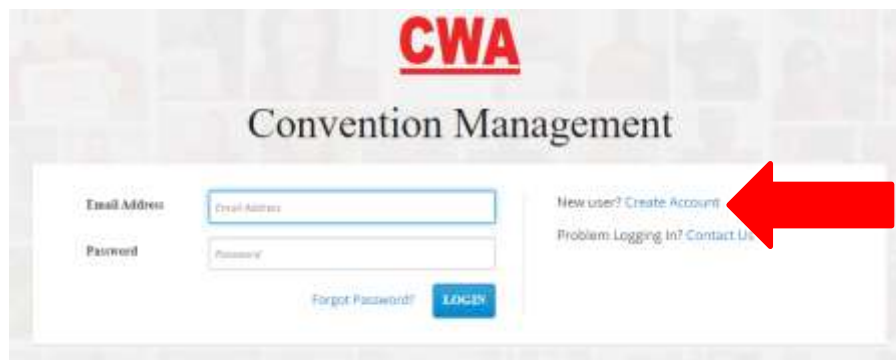
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Existing CMS User Account

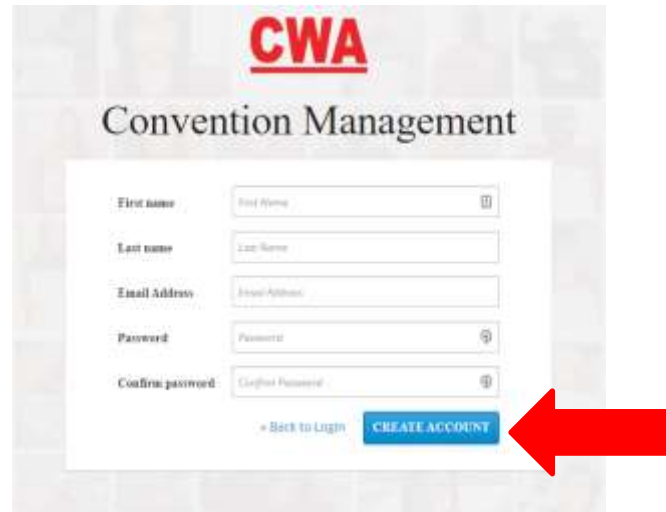
If you attended the CWA Convention and you already have a CMS user account, you do **not** need to create a new one. Go to <https://cms.cwa-union.org> and log in with your existing credentials.

Create a CMS User Account

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



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



CWA
Convention Management

First name:

Last name:

Email Address:

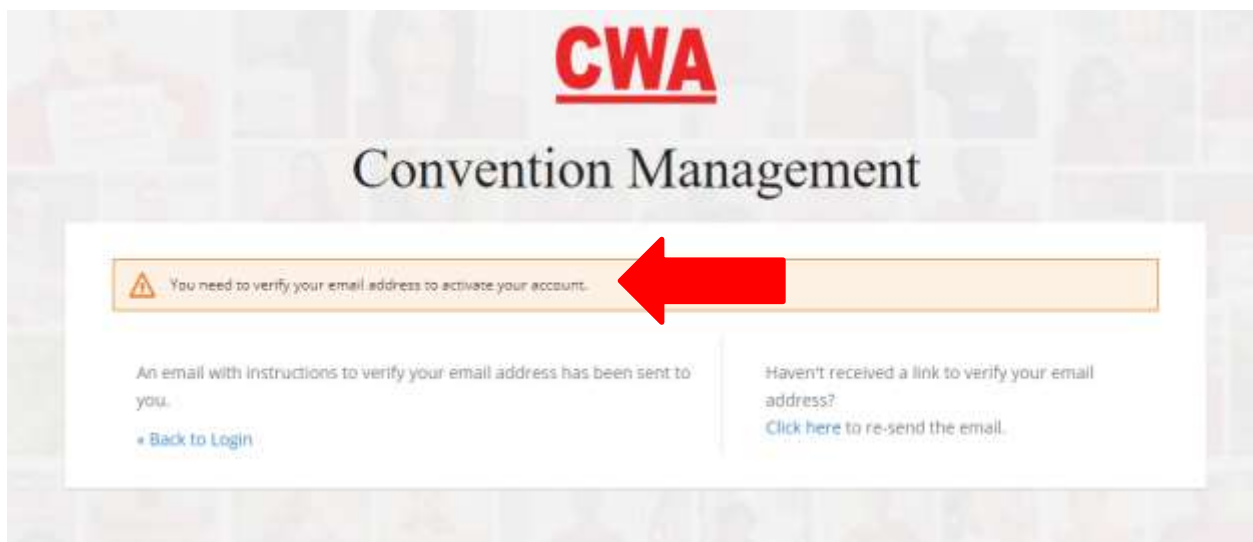
Password:

Confirm password:

[Back to Login](#) **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.



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 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

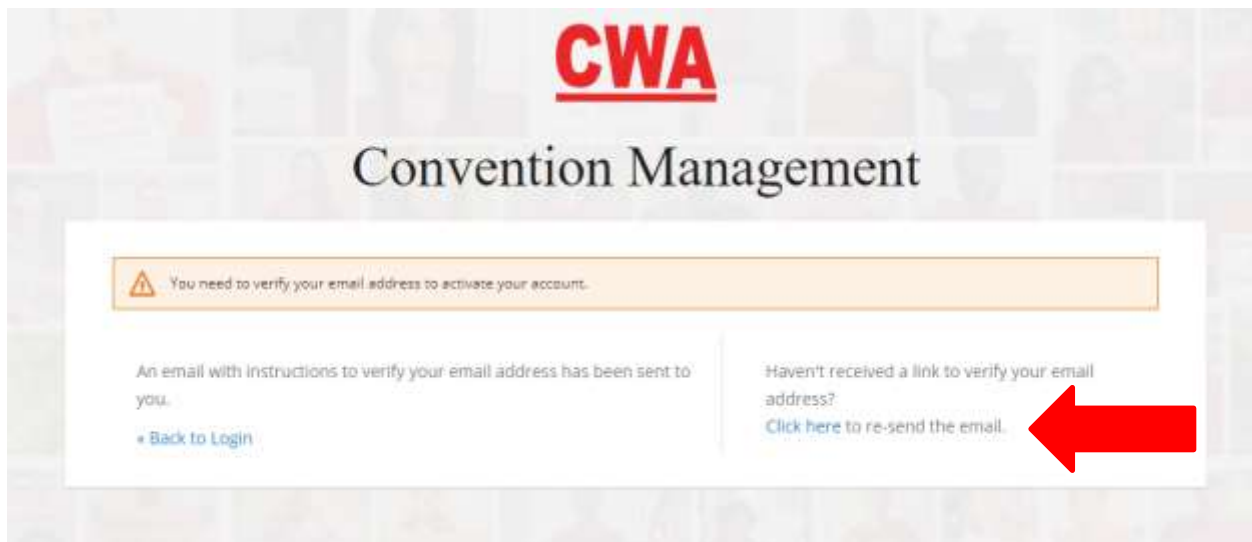
[Link to e-mail address verification](#)



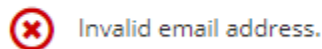
This link will expire within 1 day.

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 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.*

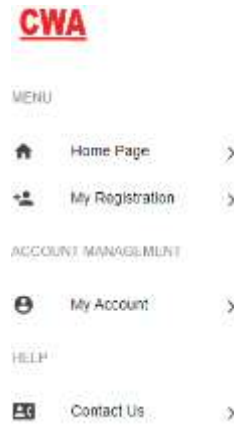


If you entered the wrong email address, for example, there was a typo; you will not receive an email to verify your account. You will need to create a new account with the correct email address.

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

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](#)

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.

In order 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.

ENTER CWA ID

SKIP THIS STEP



2. Then, you will be prompted with selecting the active meeting(s) you will be attending to register.

Convention Select

×

Please select a convention to view

ACTIVE

INACTIVE

2022 Presidents Meeting

2023 - Convention - St Louis (July 2023)



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

CWA Convention System

Convention Testing 2021 - Table 3

CWA STAFF

My Registration

Home / My Registration

CONNECT TO API KEY

First Name: CWA Middle Name: Last Name: STAFF

Email Address: CWA STAFF@shutterstock.com Home 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: CWA Staff

Office: Other

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

REGISTER

CWA Staff (your) name

Text message – Opt-in

Credential type

Select your office

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 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* Email is required	Primary Phone Number* Primary Phone is required	Middle Number* Middle Number is required
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* Badge Nickname is required	Badge Country United States	Badge State/Region* Badge State is required
		Badge City* Badge City is required
REGISTER		

For example:

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

The screenshot shows the 'My Registration' page. A dropdown menu for 'Credential Type' is open, showing 'CWA Staff' as the selected option. Another dropdown for 'Office' is also open, showing 'CWA Headquarters' as the selected option. A red arrow points to the 'REGISTER' button at the bottom left. The form includes fields for 'First Name', 'Last Name', 'Email Address', 'Phone Number', and 'Text Message Alert' (checked). It also has a 'Badge Information' section with 'Badge Holder' and 'Badge Office' fields.

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

The notification dialog box has a title bar 'Are you sure?' and a close button. The message inside says: '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, 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 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: *2022 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: *2022 Presidents Meeting*

Attendee Name: *CWA STAFF -*

Credential Type: *CWA Staff*

Registration status: ***Confirmed***

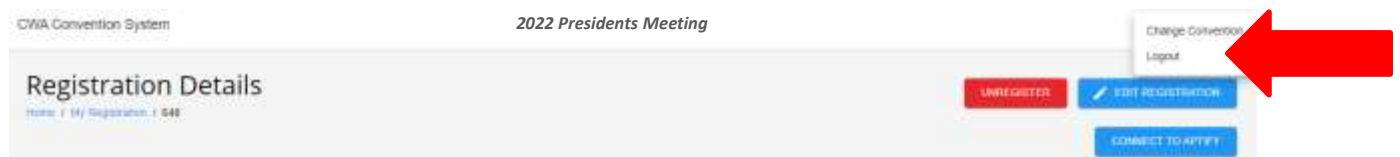
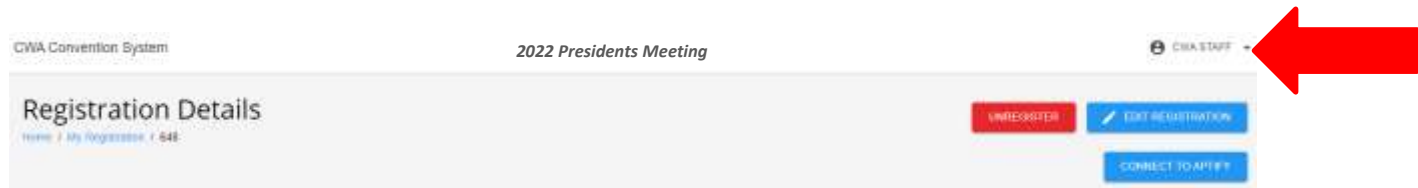
You can view your registration by logging into the convention system [here](#).

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 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.

Registration Details

Home / My Registration / Edit

UNREGISTERED EDIT REGISTRATION CONNECT TO APIFY

Personal Details

Name: CWA STAFF
Email: CWA@STAFF@CWAUNION.ORG
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 & opt-out info only. Please review our [Terms and Conditions](#) and [Privacy Policy](#).

Credential Type

Type: CWA Staff
Are you the Chairperson: No
Affiliation: N/A
Bargaining Unit: 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.			

3. 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

Home / My Registration / Edit

CONNECT TO APIFY

First Name: CWA Last Name: STAFF

Email: CWA@STAFF@CWAUNION.ORG Primary Phone Number: (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 & opt-out info only. Please review our [Terms and Conditions](#) and [Privacy Policy](#).

Credential Type

Credential Type: CWA Staff Role: CWA Headquarters

Badge Information

Badge Information: CWA Staff Badge Country: United States Badge State/Region: DC Badge City: Washington

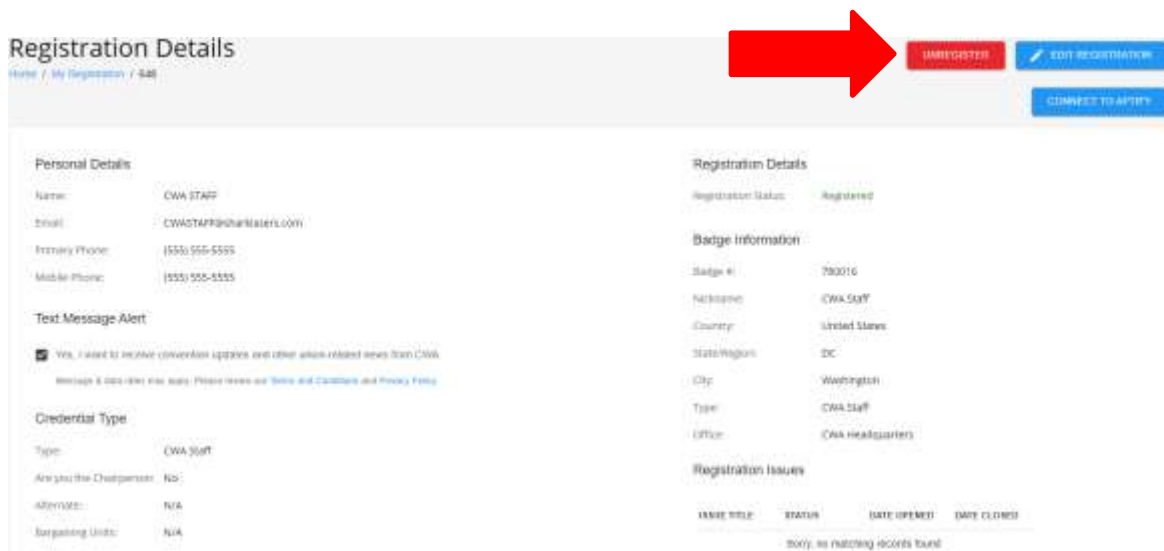
Registration Issues

All CWA staff who have a standing 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.

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 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. At the top right, there are three buttons: 'UNREGISTER' (red), 'EDIT REGISTRATION' (blue), and 'CONNECT TO APPS' (blue). A large red arrow points to the 'UNREGISTER' button. The page is divided into two main sections: 'Personal Details' and 'Registration Details'.

Personal Details

Name: CWA STAFF
Email: CWAstaff@sharhaleen.com
Primary Phone: (555) 555-5555
Mobile Phone: (555) 555-5555

Test Message Alert

☒ Yes, I want to receive convention updates and other email 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
Organizing Unit: N/A

Registration Details

Registration Status: Registered

Badge Information

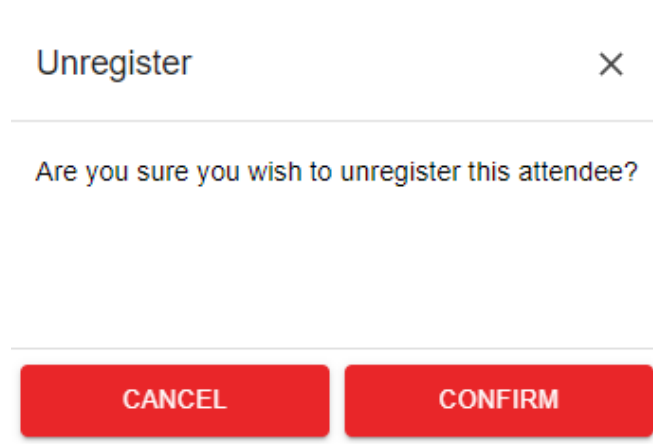
Badge #: 790016
Nickname: CWA Staff
Country: United States
State/Region: DC
City: Washington
Type: CWA Staff
Office: CWA Headquarters

Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
000: no matching records found			

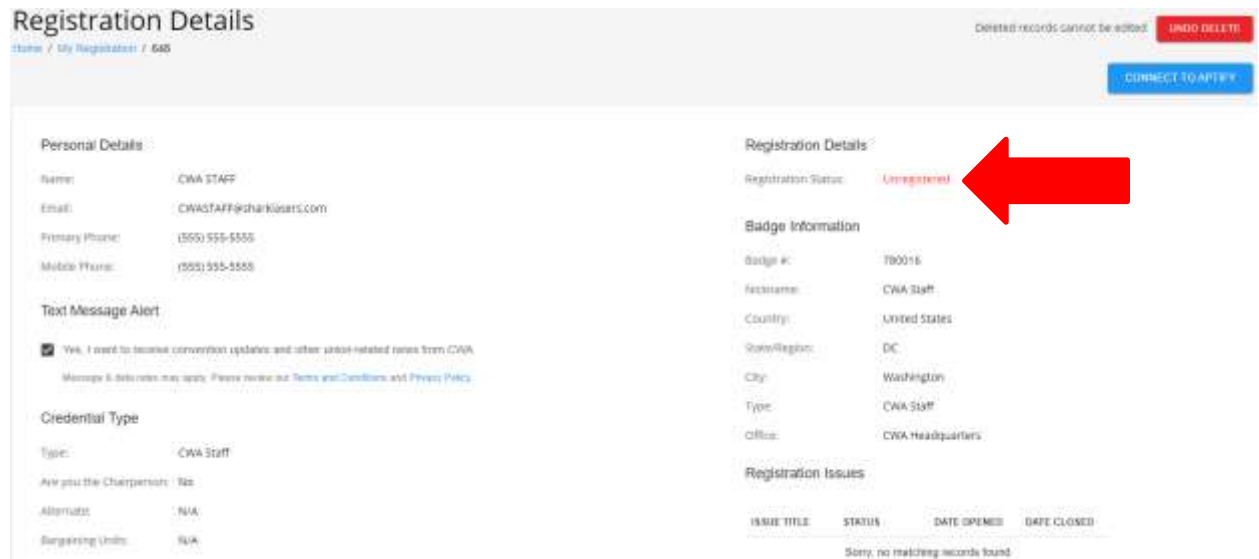
3. The system will prompt the question “Are you sure you wish to unregister this attendee?”

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) on the right. 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**.’



The screenshot shows the 'Registration Details' page. On the right side, under the 'Registration Details' section, the 'Registration Status' is listed as 'Unregistered' in red text. A large red arrow points to this status. Other sections include 'Personal Details', 'Text Message Alert', 'Credential Type', 'Badge Information', and 'Registration Issues'.

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

Registration Status Change Email – Unregistered

Once 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 **2022 Presidents Meeting**

Attendee Name: **CWA STAFF -**

Credential Type: **CWA Staff**

Registration status: **Unregistered**

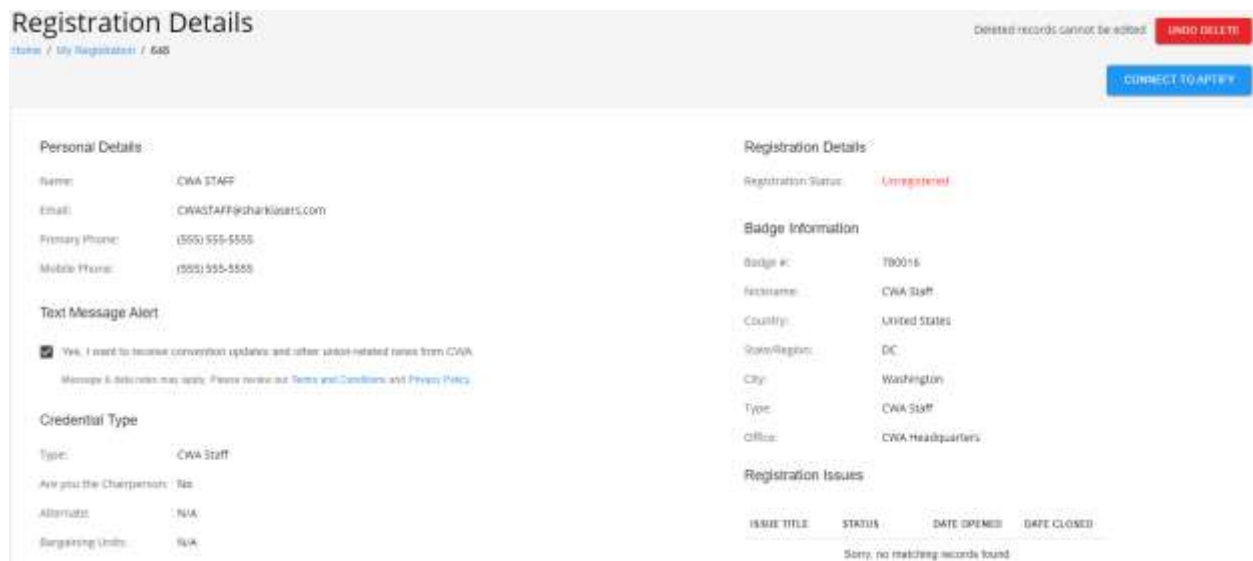
You can view your registration by logging into the convention system [here](#).

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 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 / 648

Deleted records cannot be edited. **UNDO DELETE**

CONNECT TO API KEY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklifers.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 Unit: N/A

Registration Details

Registration Status: **Unregistered**

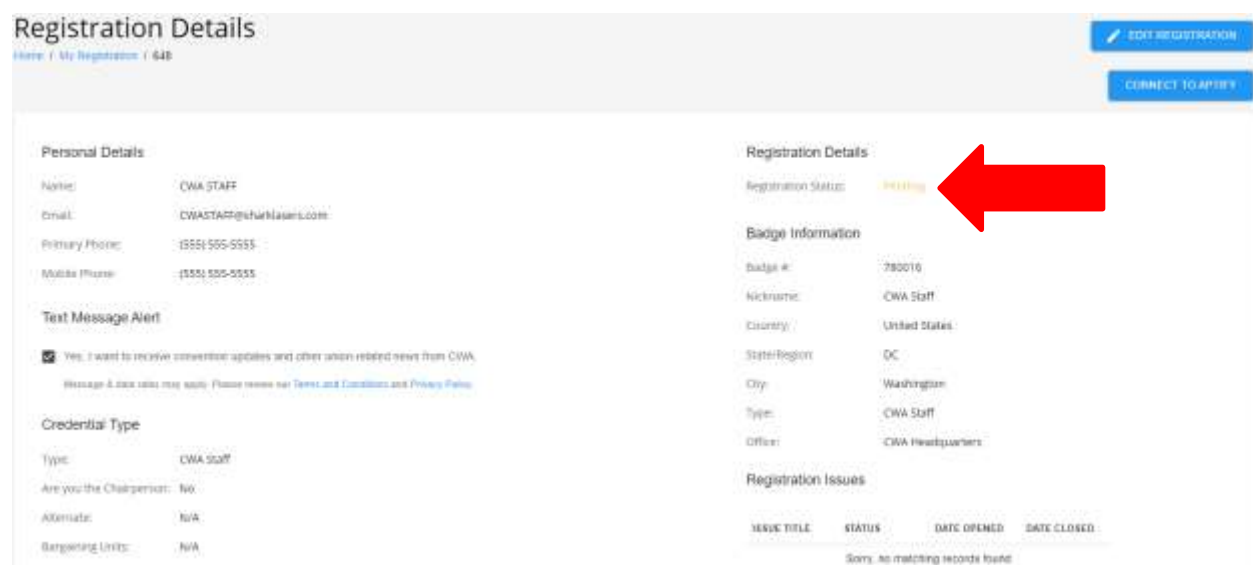
Badge Information

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



Registration Details

Home / My Registration / 648

EDIT REGISTRATION

CONNECT TO API KEY

Personal Details

Name: CWA STAFF
Email: CWASTAFF@sharklifers.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 Unit: 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 / 548

[UNREGISTER](#) [EDIT REGISTRATION](#) [COMMIT TO APPLY](#)

Personal Details

Name: CWA STAFF

Email: CWAStaff@charlottesville.com

Primary Phone: (555) 555-5555

Mobile Phone: (555) 555-5555

Text Message Alert

☒ Yes, I want to receive convention updates and other action-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 Unit: 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
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: **2022 Presidents Meeting**

Attendee Name: **CWA STAFF -**

Credential Type: **CWA Staff**

Registration status: **Confirmed**

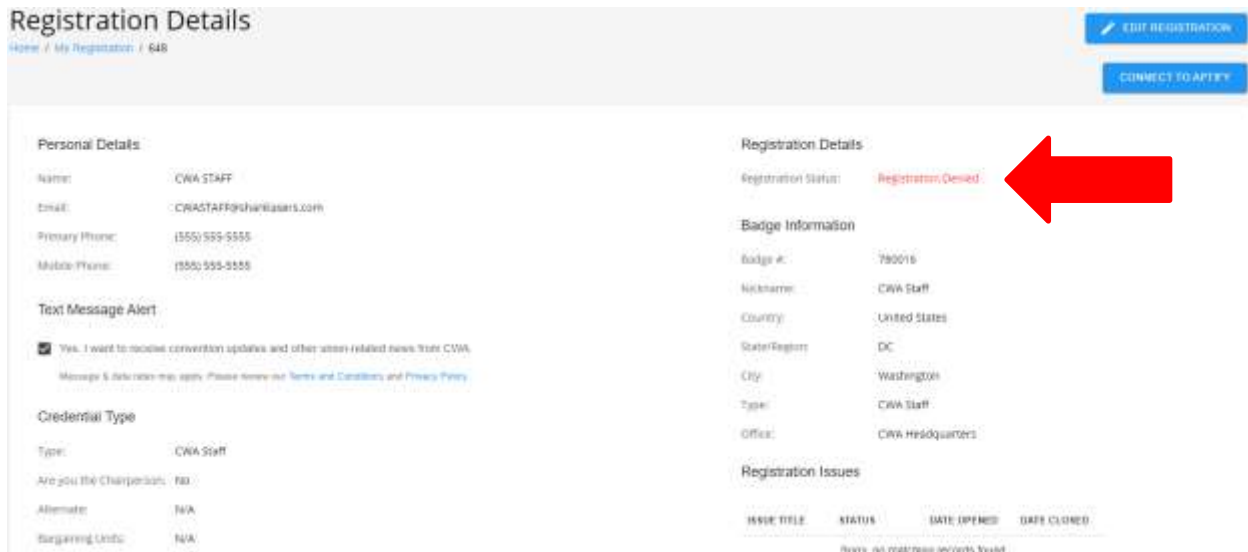
You can view your registration by logging into the convention system [here](#).

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 can see your registration status has changed to from 'Pending' to '**Registration Denied**.'



Registration Details

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

Personal Details

Name: CWA STAFF
Email: CWAStaff@cwaunion.org
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
Sponsoring Units: N/A

Registration Details

Registration Status: **Registration Denied**

Badge Information

Badge #: 790016
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: 2022 Presidents Meeting

Attendee name: CWA STAFF -

Credential Type: CWA Staff

Registration status: **Denied**

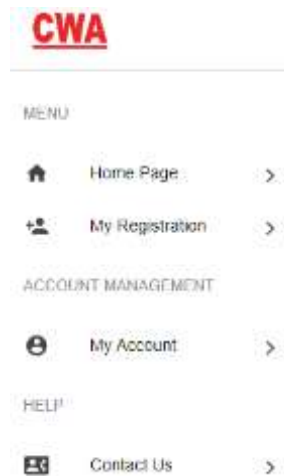
You can view your registration by logging into the convention system [here](#).

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 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. On the left is a navigation menu with 'Account' selected, and sub-items 'Password' and 'Authenticator'. The main content area is titled 'Edit Account' and contains three input fields: 'Email' with the value 'cwastaff@charlottesville.com', 'First name' with the value 'CWA', and 'Last name' with the value 'STAFF'. Each field has a red asterisk indicating it is a required field. At the bottom right of the form are two buttons: 'Cancel' and 'Save'. 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, there is a vertical menu with three items: 'Account', 'Password', and 'Authenticator'. A red arrow points to the 'Password' item. The main area is titled 'Change Password' and contains three input fields labeled 'Password', 'New Password', and 'Confirmation'. Each field has a small circular icon with a question mark to its right. Below the fields is a blue 'Save' button. A red arrow points to the 'Save' button.

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.

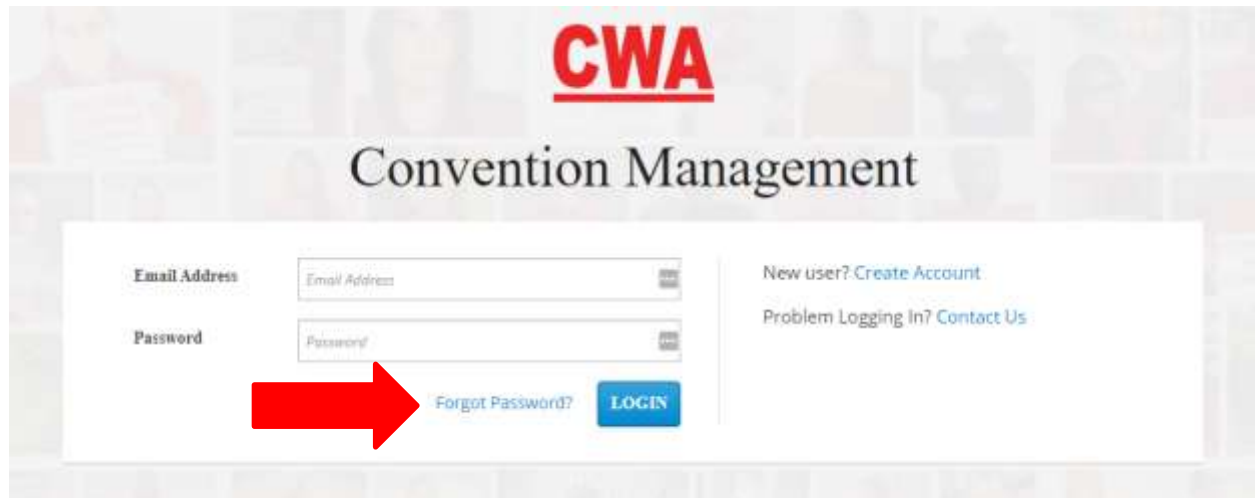
4. When you finish making all of the changes to your CMS user account, click “**sign out**” in the upper right-hand corner to logout of the system.



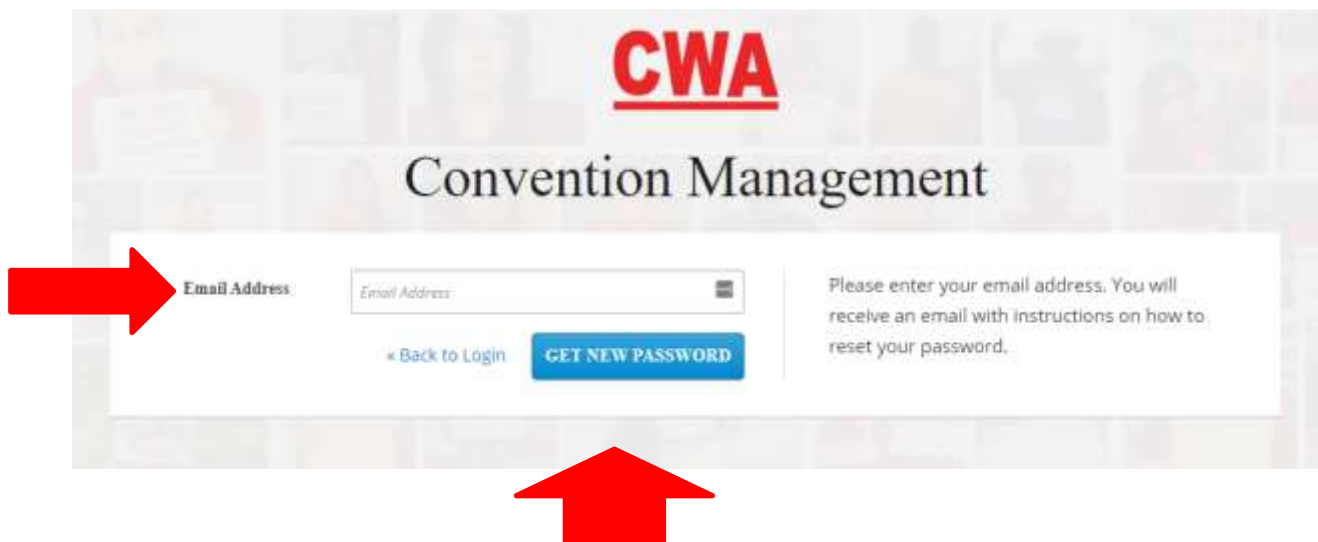
This screenshot is similar to the previous one, showing the 'Change Password' form. In the top right corner, there are two buttons: 'Back to CMS System' and 'Sign Out'. A red arrow points to the 'Sign Out' button.

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.

Reset password

From: **donotreply@cwa-union.org**, To: **msguest**, Date **2021-06-01 22:42:35**

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.

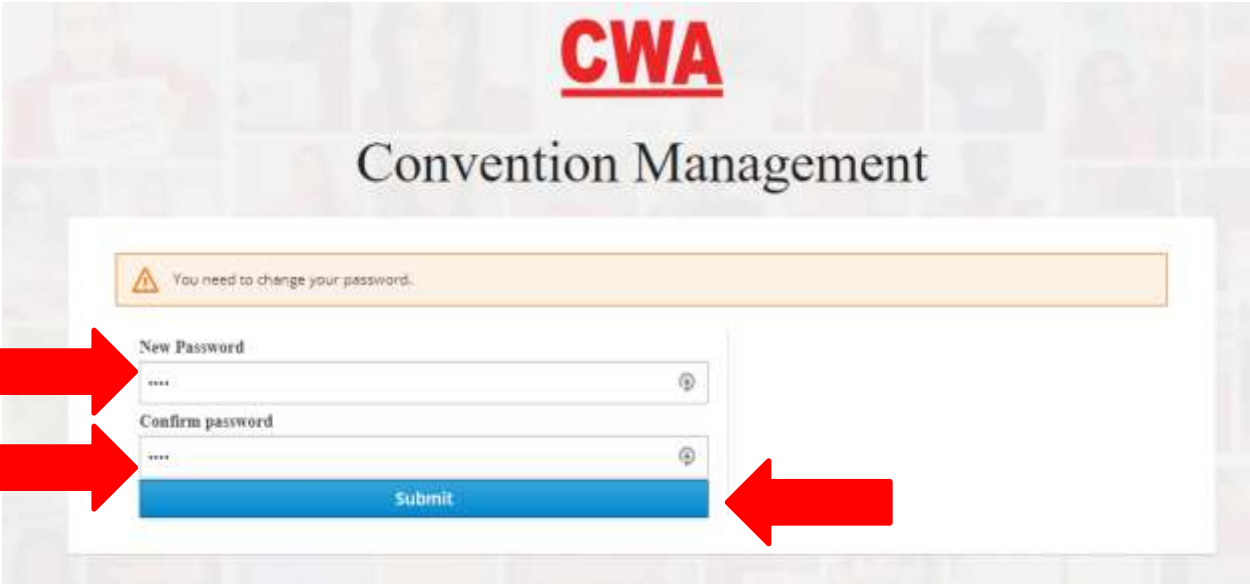
Link to reset password

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.

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**.”



The screenshot shows the CWA Convention Management password reset interface. At the top, the CWA logo is displayed above the text "Convention Management". Below this, a yellow warning box contains a triangle icon and the text "You need to change your password.". The form consists of two input fields: "New Password" and "Confirm password", both with masked text (dots) and a small circular icon to the right. A blue "Submit" button is located at the bottom of the form. Three red arrows are overlaid on the image: one points to the "Link to reset password" text in the email preview above, and two point to the "New Password" and "Confirm password" input fields respectively.

***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 small eye icon to the right. A red arrow points to the "Confirm password" field. Below the "Confirm password" field, the text "Passwords don't match." is displayed. 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.