



Convention Management System (CMS)

Presidents' Meeting

Local User Guide

March 2024

Table of Contents

Overview.....	4
CWA ID.....	5
Look up CWA ID in Aptify.....	6
Existing CMS User Account.....	8
Create a New CMS User Account.....	8
Verify your Email Address.....	9
Forgot your Password.....	12
Meeting Registration.....	15
Register for the Presidents' Meeting.....	19
Register as a Delegate.....	21
Personal Registration Details.....	21
Text Message Alert.....	21
Credential Type.....	21
Are You a Chairperson?.....	22
Choose an Alternate.....	22
Bargaining Units Designation.....	23
Yes, I am a Chairperson.....	23
No, I am not a Chairperson.....	23
Neither.....	24
Badge Information.....	24
Complete Registration Process.....	25
Presidents' Meeting Registration Confirmation Email – Confirmed.....	26
Register as an Alternate.....	27
Personal Registration Details.....	27
Text Message Alert.....	27
Credential Type.....	27
Choose a Delegate.....	28
Badge Information.....	29
Complete Registration Process.....	29
Presidents' Meeting Registration Confirmation Email – Confirmed.....	31
Registration Details - Delegate.....	32
Registration Details - Alternate.....	34
Navigation Menu.....	36
Home Page/Local Summary.....	36
My Registration.....	37
Registration Search.....	37
Local Summary.....	37
My Account.....	37
Contact us.....	37
Local Summary.....	38

Registration Issues.....	39
No Issues – Good Standing.....	39
Individual Issues - Member.....	40
Unresolved Individual Registration Issue.....	40
Resolved Individual Registration Issue.....	41
Local Issues.....	43
Download Local Credentials.....	45
Registered Members.....	45
Bargaining Units.....	46
Download Individual Credentials.....	47
Local Registration Search.....	49
Specific Records Search.....	49
View Local Membership Registration Statuses.....	50
Sort Registration Search Results.....	51
Search Results Column Headers.....	52
Customize Column Headers.....	52
Filter Registration Search Results.....	53
Close Filter Pop-Up Box.....	54
Clear Search Fields.....	55
Register People From Your Local.....	56
Searching for Members to Register.....	56
Individual Member Search and Registration.....	56
Multiple Member Search and Registration.....	59
Proxy voting.....	60
Assign a Proxy.....	60
Logout of the CMS.....	64
Registration Changes.....	65
Edit registration.....	65
Unregister.....	67
Registration Status Change Email – Unregistered.....	68
Undo Delete.....	69
CMS User Account Changes.....	70
Change your CMS User Password.....	71
Need Help?.....	72
CWA Credentials.....	72
District Dues Specialists.....	72

Overview

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

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

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

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

Let's get started!

IMPORTANT

CWA ID

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

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

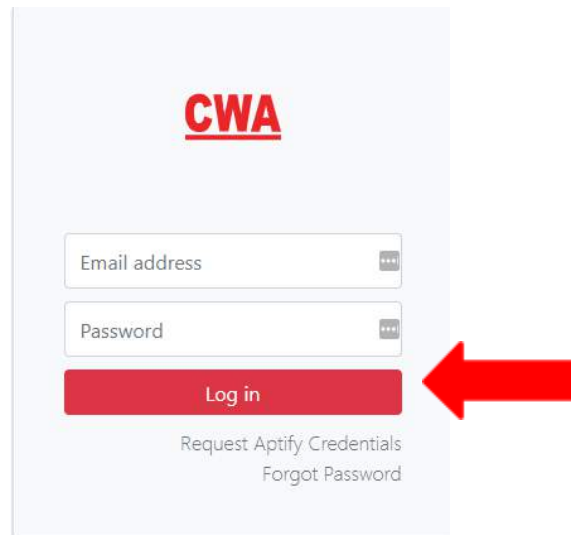
After you set up a CMS user account, and you log into the system, you will be prompted to **"enter your CWA ID."** By linking your ID, the CMS will identify you as a member of your local and grant you the appropriate permission level.

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

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

Look up CWA ID in Aptify

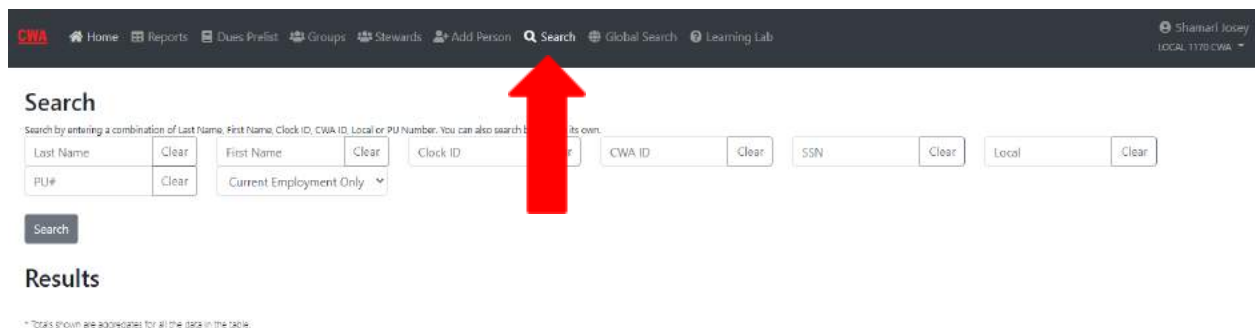
1. Log into Aptify - portal-cwa.aptify.com. Enter your email address and password and click “Log in.”



Note

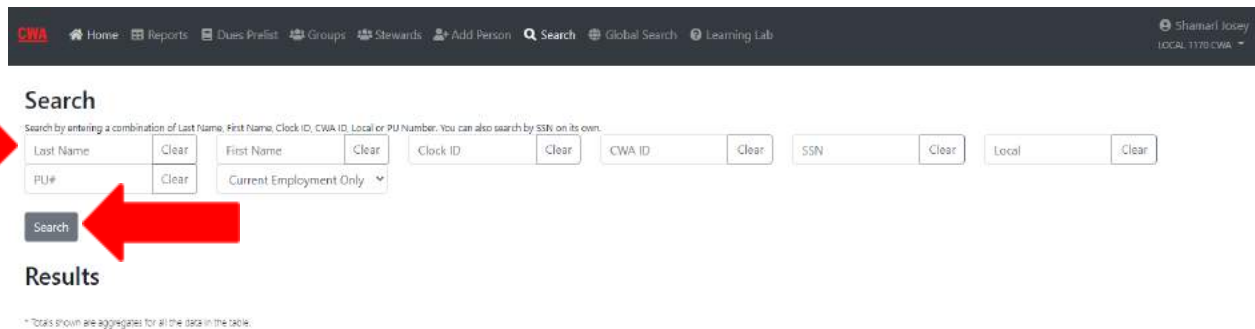
If you need to request an Aptify account, please fill out the New Aptify Account Request form <https://cwaunion.aidaform.com/new-aptify-user-account-request>.

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



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

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



Search

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

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

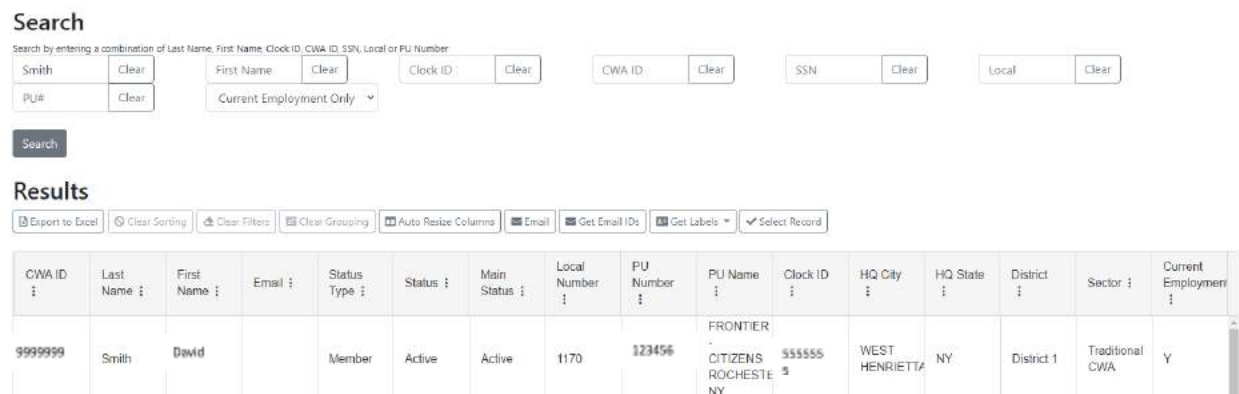
PU#: Clear Current Employment Only:

Search

Results

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

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



Search

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

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

PU#: Clear Current Employment Only:

Search

Results

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

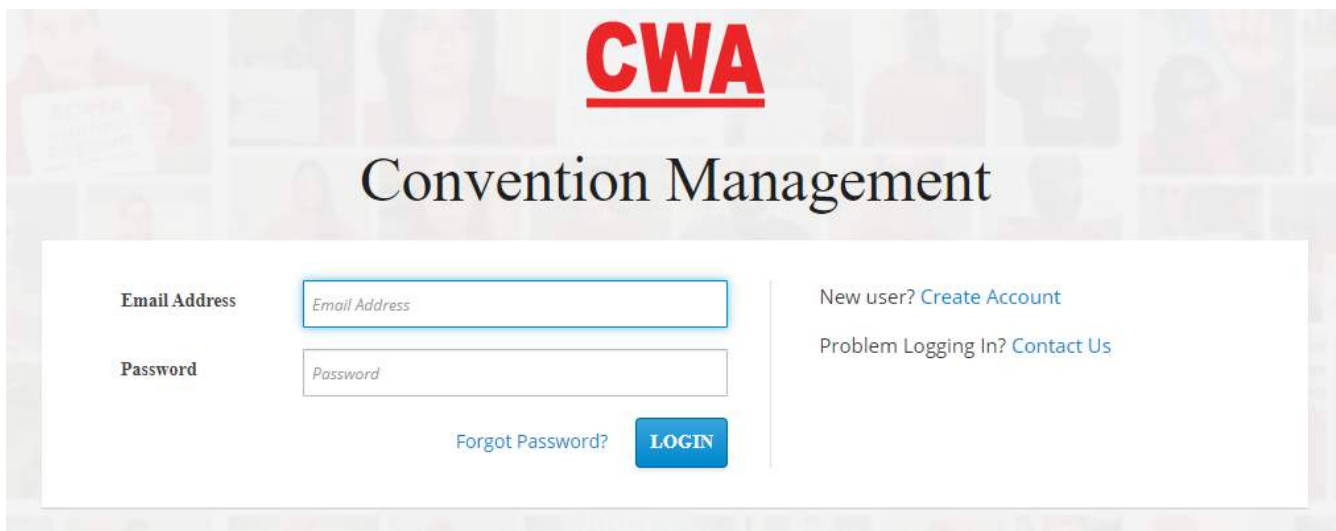
CWA ID	Last Name	First Name	Email	Status Type	Status	Main Status	Local Number	PU Number	PU Name	Clock ID	HQ City	HQ State	District	Sector	Current Employment
9999999	Smith	David		Member	Active	Active	1170	123456	FRONTIER CITIZENS ROCHESTER NY	555555	WEST HENRIETTA	NY	District 1	Traditional CWA	Y

Existing CMS User Account

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

Create a New CMS User Account

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

The screenshot shows the CWA Convention Management login page. At the top, the CWA logo is displayed in red. Below it, the text "Convention Management" is centered. The login form is a white box with two input fields: "Email Address" and "Password". To the right of the form, there are links for "New user? Create Account" and "Problem Logging In? Contact Us". Below the password field, there is a link for "Forgot Password?" and a blue "LOGIN" button.

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

Then click “**Create account.**”



CWA

Convention Management

First name

Last name

Email Address

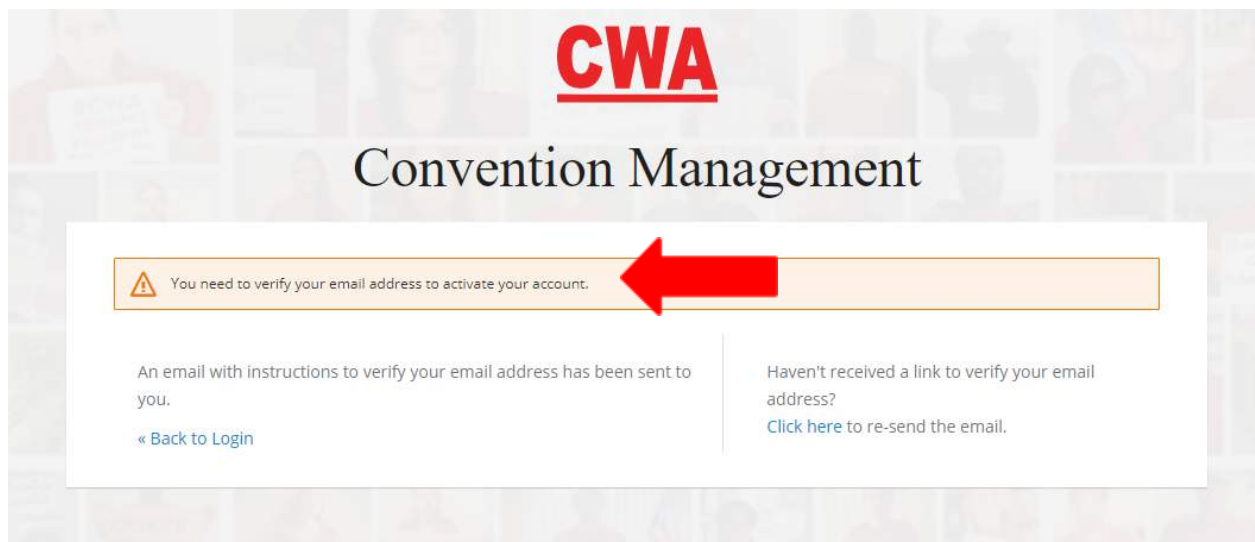
Password

Confirm password

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

Verify your Email Address

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



CWA

Convention Management

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

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

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

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

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

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



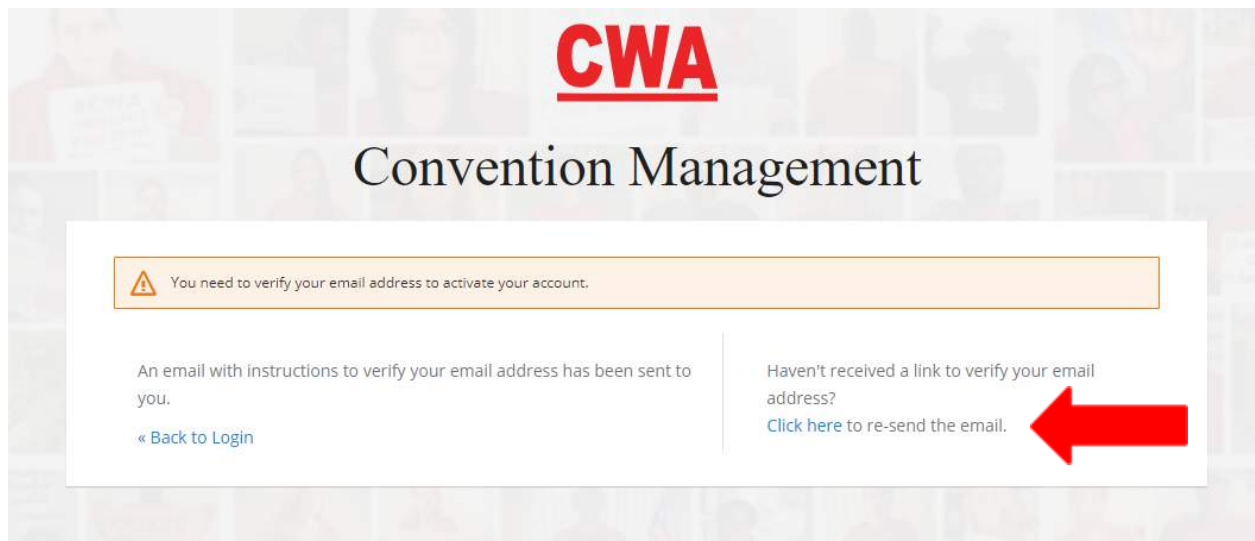
This link will expire within 1 day.

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

Note

The link will expire within 1 day.

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



Note

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



Invalid email address.

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

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

Forgot your Password

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



CWA

Convention Management

Email Address

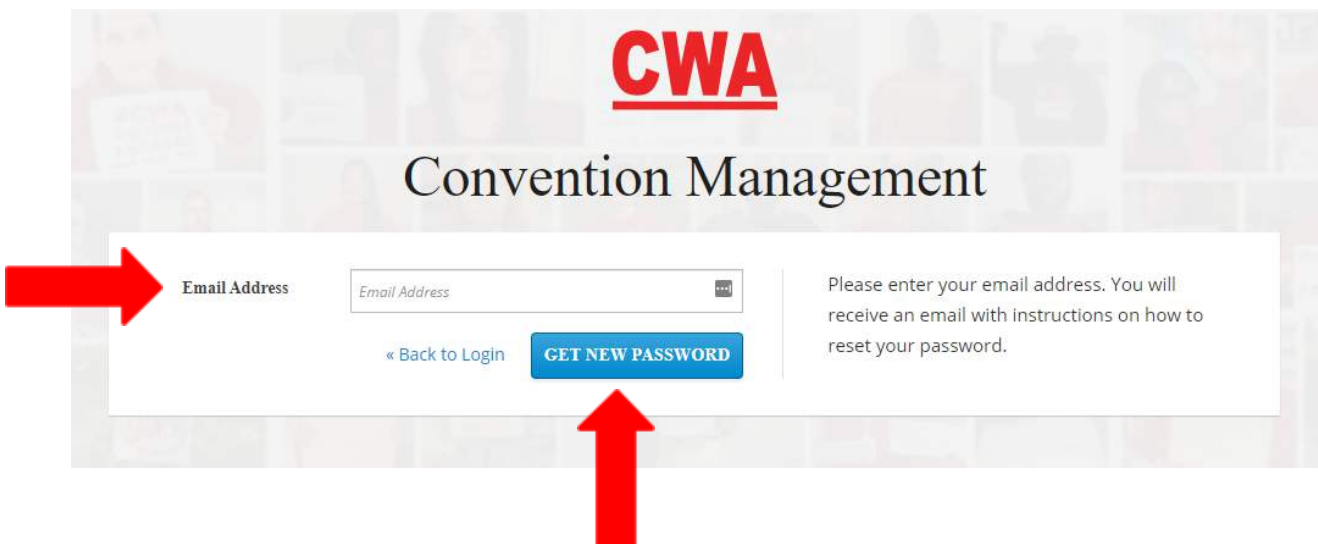
Password

New user? [Create Account](#)

Problem Logging In? [Contact Us](#)

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

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



CWA

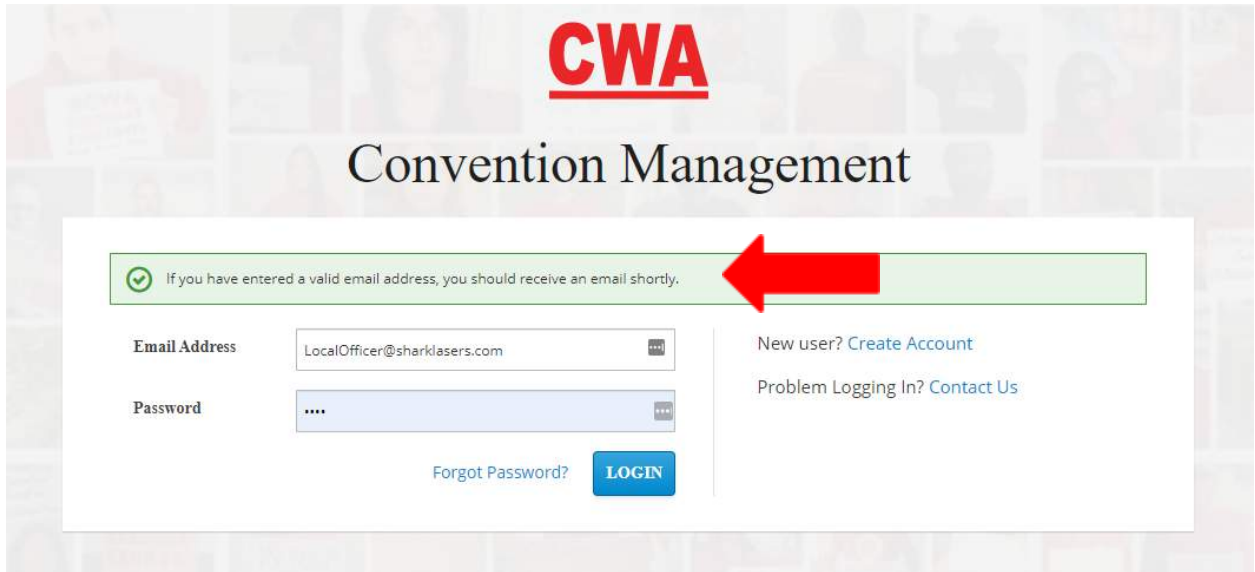
Convention Management

Email Address

« Back to Login [GET NEW PASSWORD](#)

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

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



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

Reset password Inbox x

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

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

[Link to reset password](#)

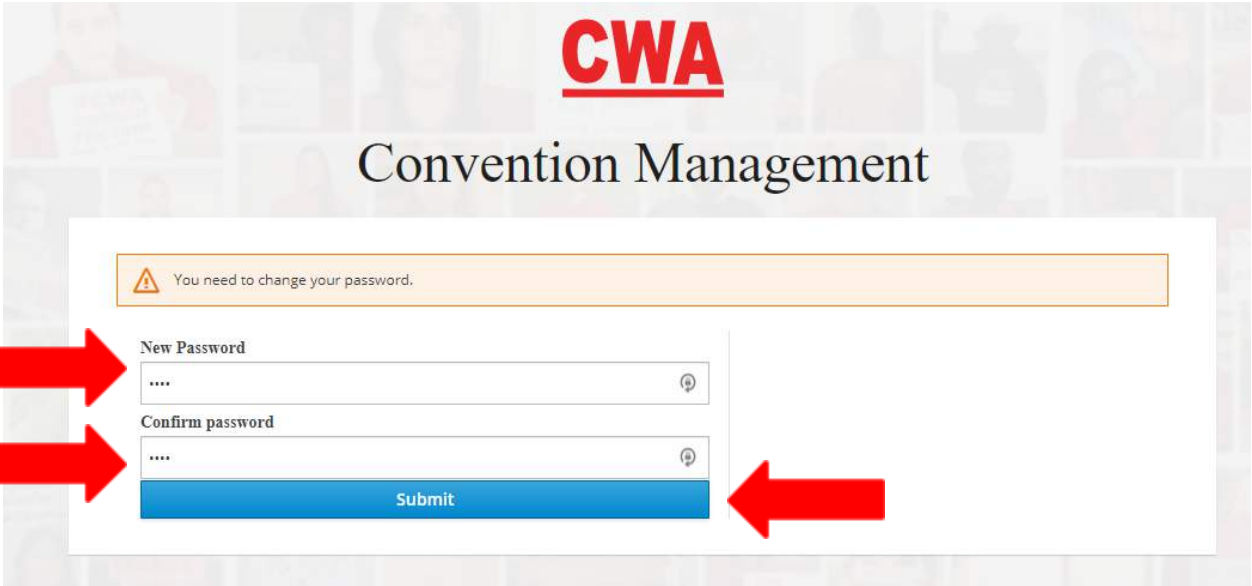
This link will expire within 1 day.

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

Note

The link will expire within 1 day.

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



The screenshot shows the CWA Convention Management interface. At the top, the text "CWA" is displayed in large red letters, followed by "Convention Management" in a smaller black font. Below this, a yellow warning box contains a triangle icon and the text "You need to change your password." The form itself has two input fields: "New Password" and "Confirm password", both with masked characters (dots) and a password icon on the right. A blue "Submit" button is located below these fields. Three red arrows are overlaid on the image: two point to the "New Password" and "Confirm password" fields, and one points to the "Submit" button.

Note

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

Meeting Registration

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

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

Get Started

1 Link CWA ID

2 Verify

3 Select Convention

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



ENTER CWA ID

SKIP THIS STEP

IMPORTANT

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

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

Get Started

1 Link CWA ID — 2 Verify — 3 Select Convention

CWA ID
12345

SEARCH

GO BACK

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

Get Started

✓ Link CWA ID — 2 Verify — 3 Select Convention

Verify Local:

Please verify that the local displayed matches your CWA membership

TNG-CWA Local 1234 WASHINGTON-BALTIMORE

YES, THIS IS MY LOCAL

NO, SOMETHING IS WRONG

Note

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

Get Started

✓ Link CWA ID — 2 Verify — 3 Select Convention

Verify Local:

Please verify that the local displayed matches your CWA membership

TNG-CWA Local 1234 WASHINGTON-BALTIMORE

YES, THIS IS MY LOCAL

NO, SOMETHING IS WRONG



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

Get Started

1 Link CWA ID — 2 Verify — 3 Select Convention

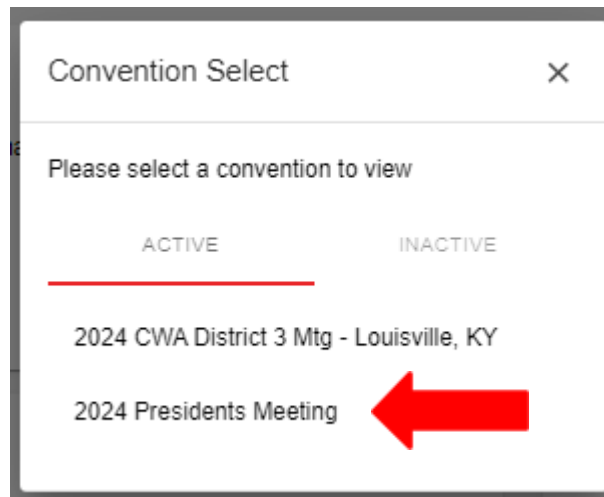
In order to register as a delegate or alternate, or to register other people for convention as a local officer, enter your CWA ID on the next step. If you skip this step, you will still be able to register as Staff, a Guest, or a Vendor.

ENTER CWA ID

SKIP THIS STEP



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



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

Get Started

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

All steps completed - you're finished

RESET CLOSE



Note

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

Register for the Presidents' Meeting

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

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

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

IMPORTANT

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

CWA Convention System

Convention Testing 2021 - Take 3

LOCAL OFFICER

My Registration

Home / My Registration

12345 DISTRICT # 2-13 LOCAL NUMBER 32035

First Name* Local Middle Name Last Name* Officer

Email Address* LocalOfficer@cwa.org Primary Phone Number* (555) 555-5555 Mobile Number* (555) 555-5555

Text Message Alert

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

Credential Type

Credential Type* Delegate Alternate Guest Vendor CWA Staff

Badge State/Region* Badge City*

REGISTER

Check - Yes

12345

12345

Register as a Delegate

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

CWA Convention System 2022 Presidents Meeting LOCAL OFFICERTEST

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

Personal Registration Details

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

First Name: David Middle Name: Last Name: Smith

Email Address: DavidSmith@LocalOfficerTest.com Primary Phone Number: (202) 123-4567 Mobile Number: (202) 568-7969

Text Message Alert

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

Text Message Alert

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

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

Credential Type

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

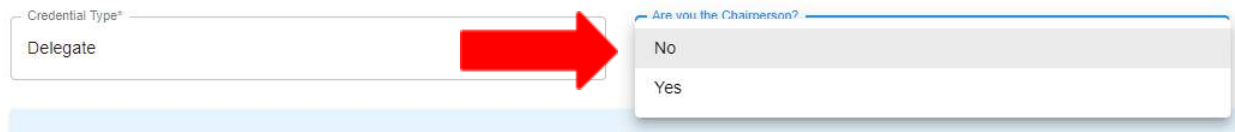
Credential Type

Credential Type* Delegate

Are You a Chairperson?

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

Credential Type



The screenshot shows a registration form with a 'Credential Type' dropdown set to 'Delegate'. A red arrow points to the 'Are you the Chairperson?' dropdown, which is open, showing 'No' and 'Yes' options. The 'Yes' option is highlighted.

Choose an Alternate

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



The screenshot shows the registration form with 'Credential Type' set to 'Delegate' and 'Are you the Chairperson?' set to 'No'. A red arrow points to the 'Choose Alternate' dropdown, which is open, showing 'Fatima Hussein' as the selected alternate.

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

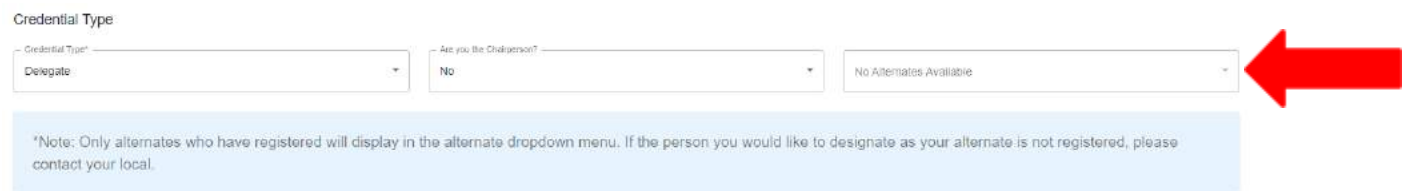
For example, for this local, a delegate can choose Fatima Hussein as an alternate.



The screenshot shows the registration form with 'Credential Type' set to 'Delegate' and 'Are you the Chairperson?' set to 'No'. A red arrow points to the 'Choose Alternate' dropdown, which is open, showing 'Fatima Hussein' as the selected alternate.

Note

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



The screenshot shows the registration form with 'Credential Type' set to 'Delegate' and 'Are you the Chairperson?' set to 'No'. A red arrow points to the 'Choose Alternate' dropdown, which is open, showing 'No Alternates Available' as the selected option. Below the form, a note states: '*Note: Only alternates who have registered will display in the alternate dropdown menu. If the person you would like to designate as your alternate is not registered, please contact your local.'

Bargaining Units Designation

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

Bargaining Units Designation

TNG & Canada

☐ Chairperson

☒ Delegate

☐ Neither

Yes, I am a Chairperson

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

Credential Type

Credential Type*
Delegate

Are you the Chairperson?
Yes



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

Bargaining Units Designation

TNG & Canada

☒ Chairperson

☐ Delegate

☐ Neither



No, I am Not a Chairperson

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

Credential Type

Credential Type*
Delegate

Are you the Chairperson?
No



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

Bargaining Units Designation

TNG & Canada

☐ Chairperson

☒ Delegate

☐ Neither



Neither

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

Bargaining Units Designation

☐ TNG & Canada

☐ Chairperson

☐ Delegate

☒ Neither



Badge Information

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

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

Note

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

Badge country: Choose the country you reside in, the system defaults to the United States, but you can choose other countries by clicking the **down-arrow**.

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

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

Note

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

Badge Information

Dave	United States	DC	Washington
-----------------------------------	--	---------------------------------	---

Complete Registration Process

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

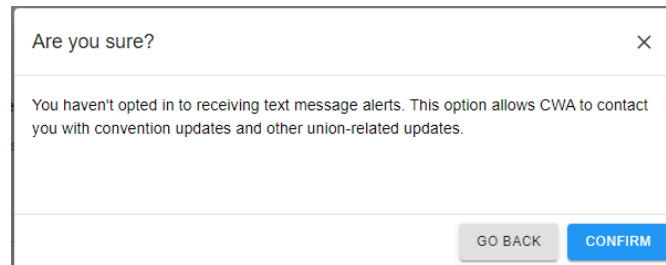
REGISTER

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*	Middle Name	Last Name*	
John		Smith	
Email Address*	Primary Phone Number*	Mobile Number*	
Email is required	Primary Phone is required	Mobile 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 Country*	Badge State/Region*	Badge City*
Badge Nickname is required	United States	Badge State is required	Badge City is required
REGISTER			

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



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

Presidents' Meeting Registration Confirmation Email – Confirmed

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

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

Hi David Smith,

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

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

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

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

In Unity,
CWA Convention Management System

Note

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

Register as an Alternate

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

CWA Convention System 2022 President Meeting LOCAL OFFICERTEST

My Registration

Home / My Registration

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

Personal Registration Details

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



First Name* Joseph Middle Name Last Name* Smith

Email Address* Alternate@test.com Primary Phone Number* (555) 555-5555 Mobile Number* (555) 555-5555

Text Message Alert

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

Text Message Alert



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

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

Credential Type

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



Credential Type

Credential Type* Alternate

Choose a Delegate

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

Credential Type

Credential Type*

Alternate

Choose Delegate(s)



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

Credential Type

Credential Type*

Alternate

Choose Delegate(s)

David Dejesus

Badge Information



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

Choose Delegate(s)

David Dejesus

David Dejesus



Badge Information

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

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

Note

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

Badge country: Choose the country you reside in, the system defaults to the United States, but you can choose other countries by clicking the **down-arrow**.

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

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

Note

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

Badge Information

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

Complete Registration Process

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



Notes

- All of the fields in the *My Registration* page are required, if you click “**Register**” without entering all of the information, the system will highlight the missing fields highlighted in red.
- Please enter information in all the required fields and click “**Register**” to proceed.

The screenshot shows a registration form with the following fields and labels:

- First Name***: John
- Middle Name**: (empty)
- Last Name***: Smith
- Email Address***: (empty, red border)
- Primary Phone Number***: (empty, red border)
- Mobile Number***: (empty, red border)
- 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**: (empty, red border)
- Badge Information**:
 - Badge Nickname***: (empty, red border)
 - Badge Country***: United States
 - Badge State/Region***: (empty, red border)
 - Badge City***: (empty, red border)
- REGISTER** button

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

The pop-up has a title bar with a close button (X). The main text reads: "You haven't opted in to receiving text message alerts. This option allows CWA to contact you with convention updates and other union-related updates." At the bottom, there are two buttons: "GO BACK" and "CONFIRM".

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

Presidents' Meeting Registration Confirmation Email – Confirmed

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

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

Hi Joe Smith,

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

Event: **2024 Presidents Meeting**

Attendee Name: **Joe Smith - 32035**

Credential Type: **Alternate**

Registration status: **Confirmed**

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

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

In Unity,
CWA Convention Management System

Registration Details - Delegate

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

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

IMPORTANT

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

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

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

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

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

Registration Details

Home / My Registration / 718

EDIT REGISTRATION

DOWNLOAD CREDENTIALS

UNREGISTER

12345

DISTRICT #
District 2-13

LOCAL NUMBER
32035

Personal Details

Name:

David Smith

Email:

LocalOfficerTest1@shankiasers.com

Primary Phone:

(202) 123-4567

Mobile Phone:

(202) 568-7989

Text Message Alert

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

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

Credential Type

Type:

Delegate

Are you the Chairperson:

No

Alternate:

N/A

Bargaining Units:

D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
Vote Share	1800	Delegate

Registration Details

Registration Status:

Registered

Badge Information

Badge #:

780019

Nickname:

Dave

Country:

United States

State/Region:

DC

City:

Washington

Type:

Delegate

Registration Issues

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



Registration Details - Alternate

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

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

IMPORTANT

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

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

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

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

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

Registration Details

Home / My Registration / 727

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

[UNREGISTER](#)

CWA ID
11001000

DISTRICT #
District 2-13

LOCAL NUMBER
32035

Personal Details

Name: Joe Smith

Email: Joe@Alternate.com

Primary Phone: (555) 555-5555

Mobile Phone: (555) 555-5555

Text Message Alert

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

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

Credential Type

Type: Alternate

Are you the Chairperson: No

Alternate: N/A

Bargaining Units: N/A

Registration Details

Registration Status: Registered

Badge Information

Badge #: 260067

Nickname: Joe

Country: United States

State/Region: DC

City: Washington

Type: Alternate

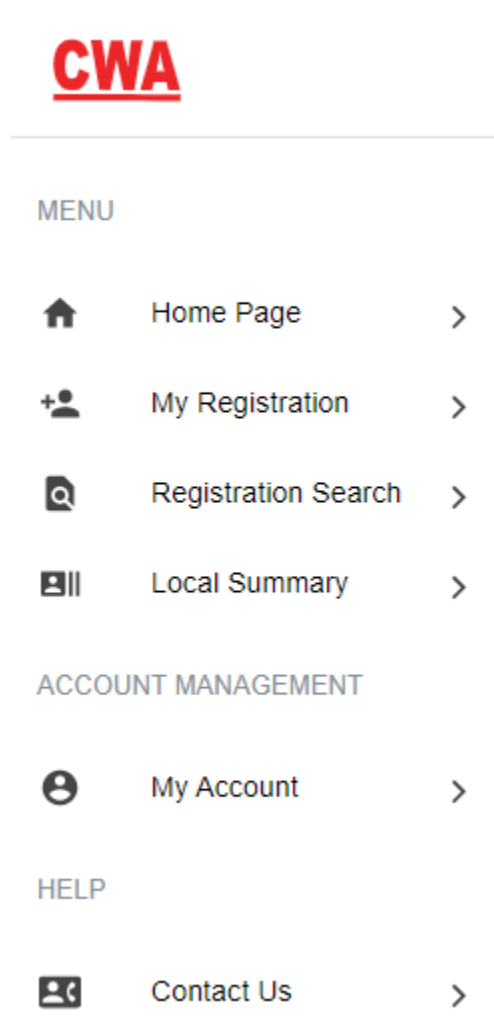
Registration Issues

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

Navigation Menu

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

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



Home Page/Local Summary

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

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

My Registration

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

Registration Search

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

Local Summary

View information pertaining to your local for each particular meeting.

My Account

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

Contact us

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

Local Summary

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

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

Note

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

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

Local Summary
Home / Local Search 1234

TNG-CWA Local x x WASHINGTON-BALTIMORE

Local Number 1234

President	John Doe	Delegate Entitlement	6
Secretary	Jane Doe	Delegate Count	2
Treasurer	John Smith	Alternate Count	0

Local Average 234

Local Issues

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

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

Registration Issues

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

No Issues – Good Standing

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

Registration Details

Registration Status: Registered



Registration Issues

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



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

Individual Issues - Member

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

*****IMPORTANT*****

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

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

Unresolved Individual Registration Issue

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

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

*****IMPORTANT*****

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

Registration Details

Registration Status: Registered



Registration Issues

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



Resolved Individual Registration Issue

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

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

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

Registration Details

Registration Status: Registered



Registration Issues

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

Individual Issue Exception

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

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

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

Registration Details

Registration Status: Registered

Registration Issues

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

Note

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

Local Issues

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

IMPORTANT

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

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

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

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

Note

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

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

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

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

Local Issues



The diagram illustrates how to distinguish between local and member issues using the 'Local Issues' table. A large red arrow points to the first two rows, which are grouped by a box labeled 'Both Local issues'. These rows have issue titles 'LocalDelinquent' and 'LocalNoPresident' but no member name. A second red arrow points to the third row, which has the issue title 'MemberNotActive' and a member name 'John Smith' in the 'NAME' column. A box labeled 'Member issue' is connected to this row by a red arrow, indicating that the presence of a member name identifies it as a member issue.

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

Note

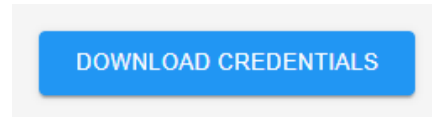
You can differentiate a local issue from an individual issue because a member's individual registration issue will have the person's name listed under the Name column, see above – John Smith.

*** IMPORTANT REMINDER ***

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

Download Local Credentials

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



Registered Members

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

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

DELEGATE

ALTERNATE

GUEST

UNREGISTERED

Default sort: Chair / Last Name / First Name

BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
John	777777		Yes	John	Doe	Nanjemoy	MD	117		780007

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

</

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

DELEGATE

QUEST

UNREGISTERED

Default sort: Chair / Last Name / First Name

BADGE NICKNAME	CWA ID	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
Sorry, no matching records found								

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

DELEGATE

ALTERNATE

UNREGISTERED

Default sort: Chair / Last Name / First Name

BADGE NICKNAME	CWA ID	PROXY	CHAIRPERSON	FIRST NAME	LAST NAME	BADGE CITY	BADGE STATE	TOTAL VOTES	INDIVIDUAL ISSUES	BADGE #
Sue	999999		No	Susan	Hernandez	Nanjemoy	MD			781255

Bargaining Units

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

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

Bargaining Units

Default sort: Chair / Last Name / First Name

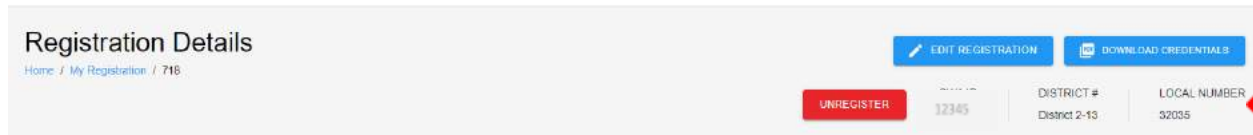
CWA ID	FIRST NAME	LAST NAME	STATUS	PROXY	VOTE SHARE	UNION COUNCIL
777777	John	Doe	Not Checked In	—	117	117
555555	Jane	Johnson	Not Checked In	—	117	117
LOCAL TOTALS					234	234

Meeting Checked-in Status

Vote share and BU allocation

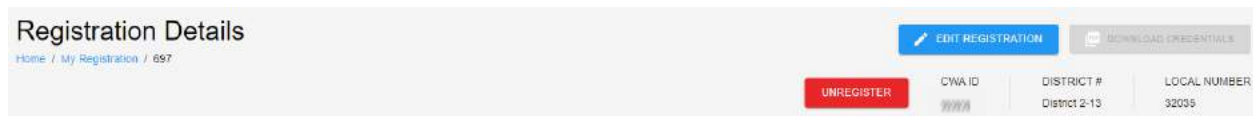
Download Individual Credentials

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



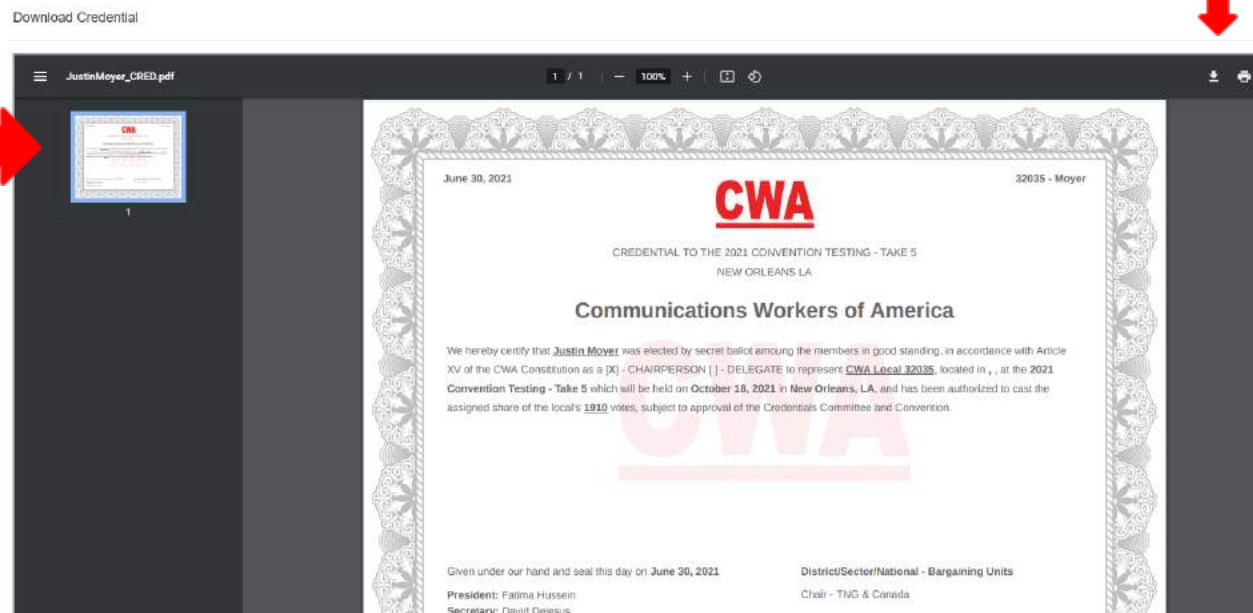
Note

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



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

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



Note

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

Download/Print Local Credentials

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

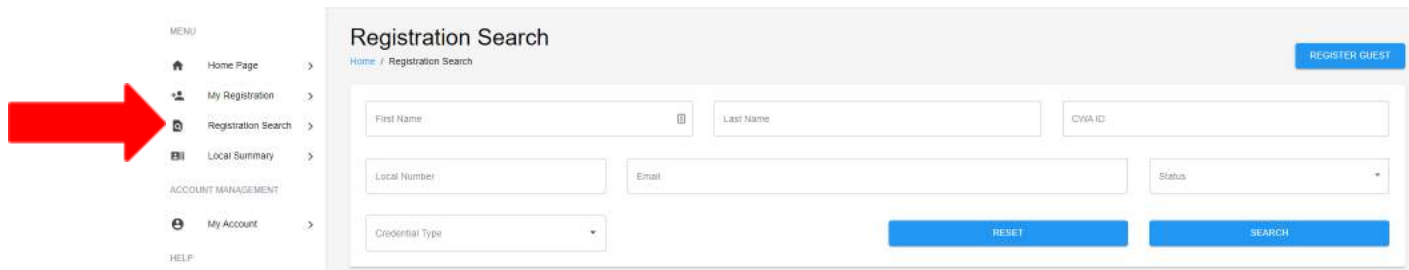
The screenshot shows the 'Local Summary' page for TNG-CWA Local 32035-WASHINGTON-BALTIMORE. At the top, there are three buttons: 'Download/Save', a download icon, and a print icon. Below these is the title 'Local Summary' and a breadcrumb trail 'Home / Local Search / 32035'. The main content area lists local details: President: Fatima Hussein, Delegate Entitlement: 6; Secretary: David Dejesus, Delegate Count: 2; Treasurer: Justin Moyer, Alternate Count: 0; and Local Average: 1910. At the bottom, a blue button labeled 'DOWNLOAD CREDENTIALS' is highlighted with a large red arrow pointing to it.

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

The screenshot shows a PDF viewer window titled 'Download Credentials'. The sidebar on the left displays a list of documents, with the first one, 'LOCAL_32035_CRED.pdf', highlighted by a red arrow. The main view shows the first page of the PDF, which is a credential for Justin Moyer, dated June 30, 2021. The document is framed by a decorative border and includes the CWA logo. At the bottom, it lists the President (Fatima Hussein) and Secretary (David Dejesus). In the top right corner of the PDF viewer, there are icons for download and print, with a red arrow pointing to them.

Local Registration Search

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



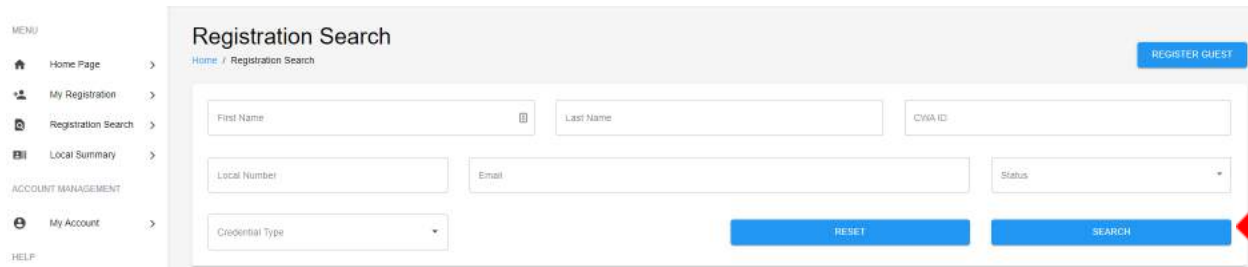
The screenshot displays the CWA Registration Search interface. On the left, a navigation menu lists options: Home Page, My Registration, Registration Search (highlighted with a red arrow), Local Summary, ACCOUNT MANAGEMENT, My Account, and HELP. The main content area is titled 'Registration Search' and includes a 'REGISTER GUEST' button. The search form contains the following fields: First Name, Last Name, CWA ID, Local Number, Email, Status (a pull-down menu), and Credential Type (a pull-down menu). At the bottom right of the form are 'RESET' and 'SEARCH' buttons.

Specific Records Search

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

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

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



The screenshot shows the 'Registration Search' form. It includes a sidebar menu with options like Home Page, My Registration, Registration Search, Local Summary, ACCOUNT MANAGEMENT, My Account, and HELP. The main form has input fields for First Name, Last Name, CWA ID, Local Number, Email, Status (a dropdown), and Credential Type. There are 'RESET' and 'SEARCH' buttons. A red arrow points to the 'SEARCH' button.

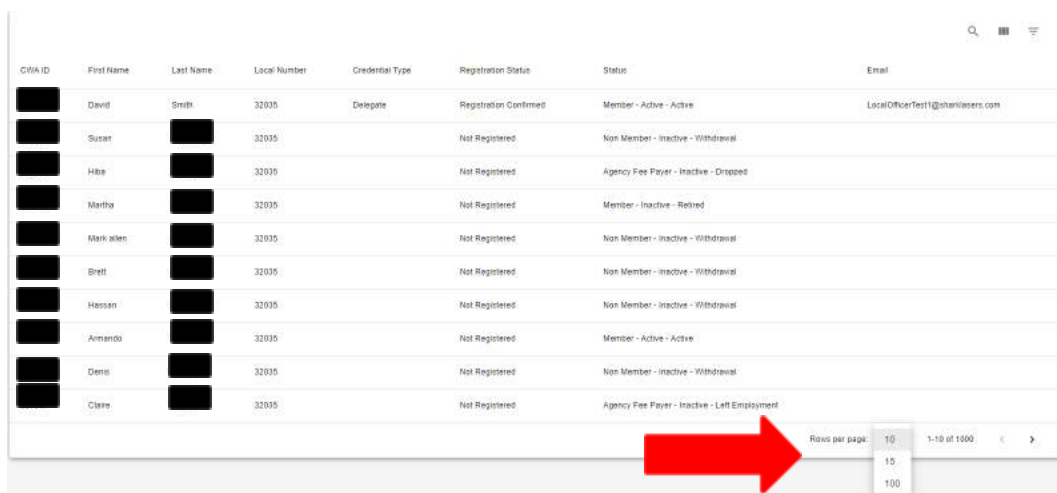
Note

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

View Local Membership Registration Statuses

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

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



The screenshot shows a table of registration results. The table has columns for CWA ID, First Name, Last Name, Local Number, Credential Type, Registration Status, Status, and Email. A red arrow points to the 'Rows per page' dropdown menu at the bottom right of the table, which is set to 10. The table shows 10 rows of data.

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

Note

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

Sort Registration Search Results

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

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

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

Original results:



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

Results sorted by last name:

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

Search Results Column Headers

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



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

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

Show Columns
X

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

Customize Column Headers

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

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

Notice how the report on the left has fewer columns.

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

Show Columns
X

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

Filter Registration Search Results

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



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

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

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



FILTERS RESET ×

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

Note

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

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

Original results:

CWA ID	First Name	Last Name	Local Number	Cred
	Cherry	ron	32035	
	Hong		32035	
	Sarang		32035	
	Hiba		32035	
	Joan		32035	
	David		32035	

FILTERS RESET

CWA ID

First Name

Last Name

Local Number

Credential Type

Registration Status

Status

Email

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

Results filtered by members with first name 'David':

David

CWA ID	First Name	Last Name	Local Number	Credential Type
	David		32035	
	David		32035	Delegate
	David		32035	
	David		32035	
	David		32035	

First Name: David

Last Name

Local Number

Credential Type

Registration Status

Status

Email

Close Filter Pop-Up Box

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

FILTERS RESET

First Name: david

X

Note

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

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

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

Registration Search
Home / Registration Search

REGISTER GUEST

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

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

Credential Type: []

RESET SEARCH

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

Clear Search Fields

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

Registration Search
Home / Registration Search

REGISTER GUEST

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

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

Credential Type: []

RESET SEARCH

Register People From Your Local

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

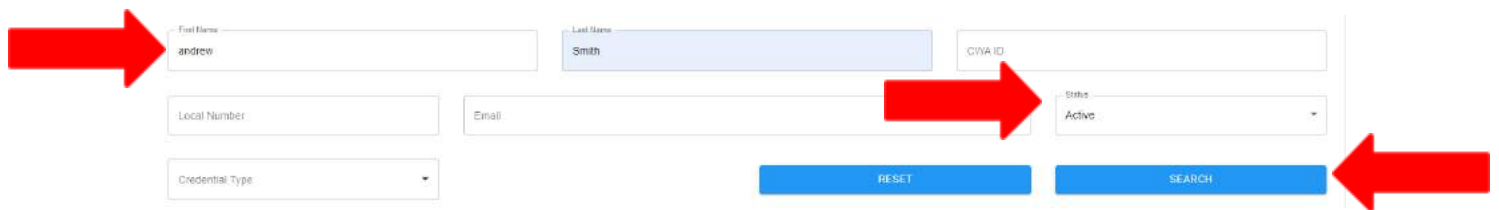
Searching for Members to Register

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

Individual Member Search and Registration

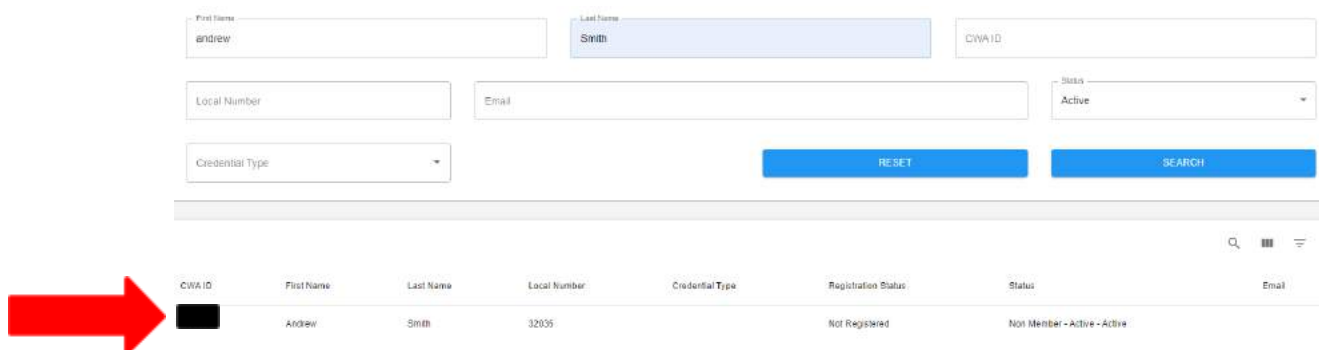
If you are looking for one specific member, you can search for that person individually by entering their first/last names, email or CWA ID and then click “**Search.**”

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



The image shows the 'Registration Search' form. Red arrows point to the 'First Name' field (containing 'andrew'), the 'Last Name' field (containing 'Smith'), the 'Status' dropdown menu (set to 'Active'), and the 'SEARCH' button.

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



The image shows the 'Registration Search' form with the same search criteria as above. Below the form, a table displays the search results. A red arrow points to the first row of the table.

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

IMPORTANT

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

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

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



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

Rows per page: 10 1-1 of 1

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



First Name*
Andrew

Middle Name

Last Name*
Smith

Email Address*

Primary Phone Number*

Mobile Number*

Text Message Alert

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

Credential Type

Credential Type*

Badge Information

Badge Nickname*

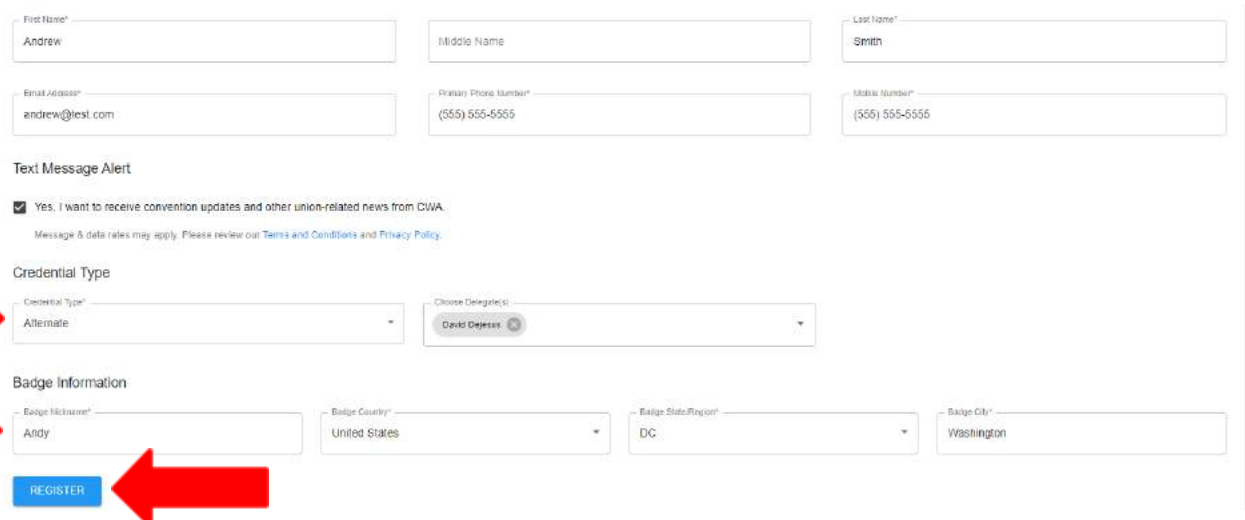
Badge Country*
United States

Badge State/Region*

Badge City*

REGISTER

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



First Name*
Andrew

Middle Name

Last Name*
Smith

Email Address*
andrew@test.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*
Alternate

 Choose Delegate(s)
 David DeJesus

Badge Information
 Badge Nickname*
Andy

 Badge Country*
United States

 Badge State/Region*
DC

 Badge City*
Washington

REGISTER

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



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

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

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

Personal Details

Name: Andrew Smith

Email: andrew@test.com

Primary Phone: (555) 555-5555

Mobile Phone: (555) 555-5555

Text Message Alert

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

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

Credential Type

Type: Alternate

Are you the Chairperson: No

Alternate: N/A

Bargaining Units: N/A

Registration Details

Registration Status: **Registered**

Badge Information

Badge #: 260069

Nickname: Andy

Country: United States

State/Region: DC

City: Washington

Type: Alternate

Registration Issues

ISSUE TITLE	STATUS	DATE OPENED	DATE CLOSED
MemberNotActive	Unresolved	July 15, 2021, 12:38 AM	

Multiple Member Search and Registration

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

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

Registration Search

[Home](#) / [Registration Search](#)

[REGISTER GUEST](#)

Status
Active

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

Note

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

Proxy voting

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

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

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

Assign a Proxy

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

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



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

Assign Proxy

1 ————— 2 ————— 3

Local Number Select Delegate Finish!

Local Number

1000

LOCAL 1000 CWA

CONTINUE

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

Assign Proxy

✓ ————— 2 ————— 3

Local Number Select Delegate Finish!

Please select a proxy to attend in place of a local delegate.

Note: Only delegates who have registered will display in the drop down menu to select from. If the person you would like to designate is not registered, please let their local delegation know.

Choose Delegate for LOCAL 1000 CWA

Select a Delegate

SUBMIT

Note

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

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

Assign Proxy ×

✓ ————— 2 ————— 3

Local Number Select Delegate Finish!

Please select a proxy to attend in place of a local delegate.

Note: Only delegates who have registered will display in the drop down menu to select from. If the person you would like to designate is not registered, please let their local delegation know.

Choose Delegate for LOCAL 1000 CWA

Select a Delegate

Amy Lafferty

SUBMIT



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

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

Assign Proxy × 

✓ ————— ✓ ————— 3

Local Number Select Delegate Finish!

Success!

An email has been sent to notify the delegate you assigned a proxy to. If you have any questions or concerns, please contact us at CWACredentials@CWA-union.org for more help.

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

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

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

Note

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

Assign Proxy



1

Local Number

2

Select Delegate

3

Finish!

Local Number

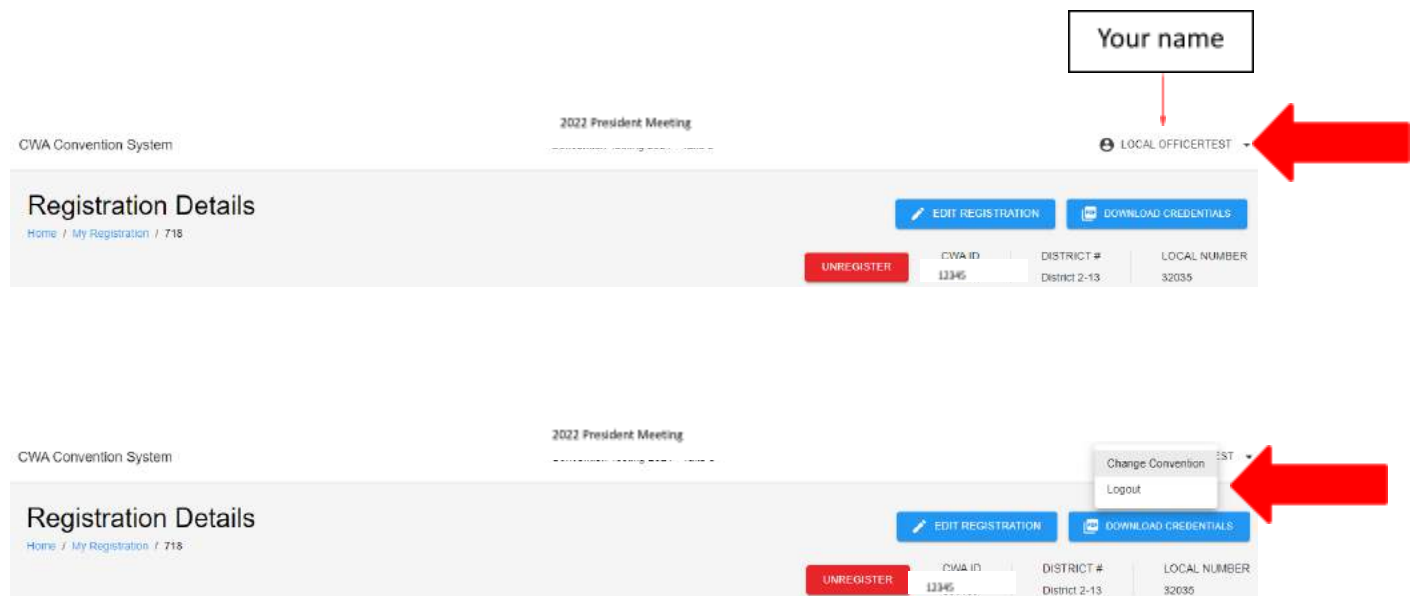
51018

Local not eligible

CONTINUE

Logout of the CMS

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



Registration Changes

Edit registration

1. If you need to make any changes to your meeting registration, click on the following link or type it in your browser - <https://cms.cwa-union.org> and log into the CMS.
2. You can view your registration details in the *Home* or *My Registration* page, click **"Edit registration"** in the upper right-hand corner.



Registration Details
[Home / My Registration / 718](#)

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

Personal Details

Name: David Smith

Email: LocalOfficerTest1@shandasers.com

Primary Phone: (202) 123-4567

Mobile Phone: (202) 568-7989

Text Message Alert

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

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

Credential Type

Type: Delegate

Are you the Chairperson: No

Alternate: N/A

Bargaining Units: D—TNG & Canada

Local Bargaining Units

DATA FIELD	VALUE	DESIGNATION
Vote Share	1800	Delegate

Registration Details

Registration Status: Registered

Badge Information

Badge #: 780019

Nickname: Dave

Country: United States

State/Region: DC

City: Washington

Type: Delegate

Registration Issues

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

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

CWA Convention System 2022 President Meeting LOCAL OFFICER TEST

First Name* David Middle Name Last Name* Smith

Email Address* LocalOfficerTest1@sharklasers.com Primary Phone Number* (202) 123-4567 Mobile Number* (202) 568-7989

Text Message Alert

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

Credential Type

Credential Type* Delegate Are you the Chairperson? No No Alternates Available

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

Bargaining Units Designation

TNG & Canada ☐ Chairperson ☒ Delegate ☐ Neither

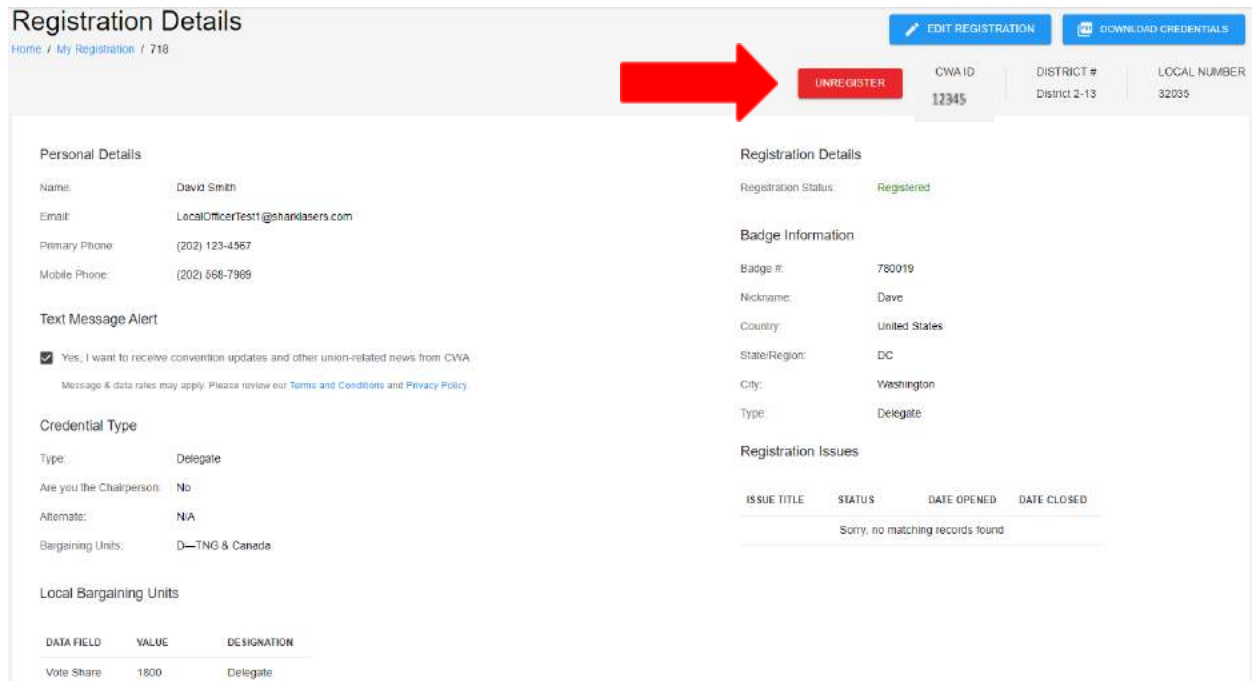
Badge Information

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

UPDATE

Unregister

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

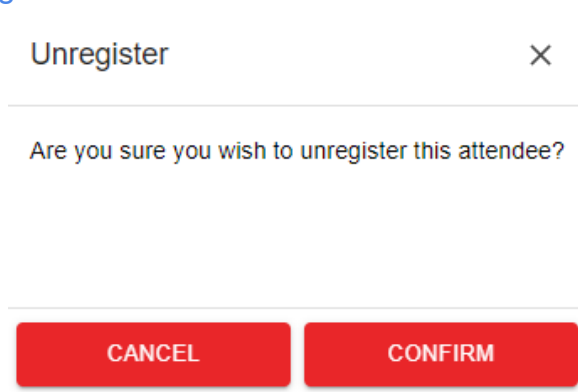


The screenshot shows the 'Registration Details' page. At the top right, there are buttons for 'EDIT REGISTRATION' and 'DOWNLOAD CREDENTIALS'. Below these, a red arrow points to a red 'UNREGISTER' button. To the right of the 'UNREGISTER' button are fields for 'CWA ID' (12345), 'DISTRICT #' (District 2-13), and 'LOCAL NUMBER' (32035). The page is divided into two main sections: 'Personal Details' on the left and 'Registration Details' on the right. The 'Personal Details' section includes fields for Name (David Smith), Email (LocalOfficerTest11@shanklasers.com), Primary Phone ((202) 123-4567), and Mobile Phone ((202) 568-7969). Below this is a 'Text Message Alert' section with a checked box for 'Yes, I want to receive convention updates and other union-related news from CWA'. The 'Credential Type' section shows 'Type: Delegate', 'Are you the Chairperson: No', 'Alternate: N/A', and 'Bargaining Units: D—TNG & Canada'. The 'Local Bargaining Units' section is a table with columns 'DATA FIELD', 'VALUE', and 'DESIGNATION', showing 'Vote Share' with a value of '1800' and designation of 'Delegate'. The 'Registration Details' section shows 'Registration Status: Registered', 'Badge Information' (Badge #: 780019, Nickname: Dave, Country: United States, State/Region: DC, City: Washington, Type: Delegate), and 'Registration Issues' (a table with columns 'ISSUE TITLE', 'STATUS', 'DATE OPENED', 'DATE CLOSED' and a message 'Sorry, no matching records found').

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

Note

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



The dialog box has a title bar with the text 'Unregister' and a close button (X). The main text of the dialog is '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 for a user named David Smith. The page is divided into several sections: Personal Details, Text Message Alert, Credential Type, Local Bargaining Units, Registration Details, Badge Information, and Registration Issues. A red arrow points to the 'Registration Status' field, which displays 'Unregistered' in red text. The 'Registration Details' section also shows the District # (District 2-13) and Local Number (32035). The 'Badge Information' section shows the Badge # (780019), Nickname (Dave), Country (United States), State/Region (DC), City (Washington), and Type (Delegate). The 'Registration Issues' section shows a table with columns for Issue Title, Status, Date Opened, and Date Closed, with a message 'Sorry, no matching records found'.

DATA FIELD	VALUE	DESIGNATION
Name	David Smith	
Email	LocalOfficeTest1@shadkassers.com	
Primary Phone	(202) 123-4567	
Mobile Phone	(202) 568-7989	
Text Message Alert	☒ Yes, I want to receive convention updates and other union-related news from CWA.	
Credential Type	Type: Delegate	
Are you the Chairperson	No	
Alternate	N/A	
Bargaining Units	D—TNG & Canada	
Local Bargaining Units		

ISSUE 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.

Hi David Smith,

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

Event: **2024 President Meeting**

Attendee Name: **David Smith - 32035**

Credential Type: **Delegate**

Registration status: **Unregistered**

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

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

In Unity,
CWA Convention Management System

Undo Delete

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

Registration Details
Deleted records cannot be edited
UNDO DELETE
3

12345
DISTRICT #
District 2-13
LOCAL NUMBER
32035

Personal Details
Name: David Smith
Email: LocalOfficerTest1@shandasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 568-7989
Text Message Alert
☒ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our [Terms and Conditions](#) and [Privacy Policy](#).
Credential Type
Type: Delegate
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada
Local Bargaining Units

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

Registration Details
Registration Status: **Unregistered**
Badge Information
Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate
Registration Issues

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

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

Personal Details
Registration Details

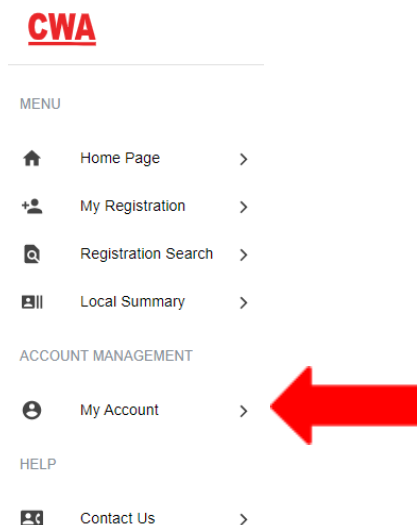
Name: David Smith
Email: LocalOfficerTest1@shandasers.com
Primary Phone: (202) 123-4567
Mobile Phone: (202) 568-7989
Text Message Alert
☒ Yes, I want to receive convention updates and other union-related news from CWA.
Message & data rates may apply. Please review our [Terms and Conditions](#) and [Privacy Policy](#).
Credential Type
Type: Delegate
Are you the Chairperson: No
Alternate: N/A
Bargaining Units: D—TNG & Canada

Registration Status: **Registered**
Badge Information
Badge #: 780019
Nickname: Dave
Country: United States
State/Region: DC
City: Washington
Type: Delegate
Registration Issues

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

CMS User Account Changes

1. If you would like to make changes to your CMS user account, please click on the following link or type the URL in your browser - <https://cms.cwa-union.org> and log into the CMS.
2. On the left-hand side Navigation Menu, click on “**My Account.**”



3. You will be redirected to the ‘*Edit Account*’ page, where you can make changes to your CMS user account:
 - Email address
 - First name
 - Last name
4. Once you make the necessary changes, click “**Save.**”

Edit Account * Required fields

Email *	LocalOfficer@test.com
First name *	David
Last name *	Smith

Note

If you do not want to save the changes, click “**Cancel.**”

Change Your CMS User Password

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



The screenshot shows the 'Change Password' form. On the left, a sidebar menu has 'Account', 'Password', and 'Authenticator' options. A red arrow points to the 'Password' option. The main form area is titled 'Change Password' and includes a note 'All fields required'. It contains three input fields: 'Password', 'New Password', and 'Confirmation'. A blue 'Save' button is located at the bottom right, 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 the previous one, but with additional links in the top right corner: 'Back to CMS System' and 'Sign Out'. A red arrow points to the 'Sign Out' link.

Need Help?

CWA Credentials

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

District Dues Specialists

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

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