

## **CWA Aptify Link: [portal-cwa.aptify.com](https://portal-cwa.aptify.com)**

Please bookmark the [CWA Aptify link](https://portal-cwa.aptify.com) or add it to your favorites by clicking the star icon on your web browser.

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### **Need an Aptify Account?**

Request approval from your Sector/District/Local President prior to filling out the [Aptify account form HERE](https://cwaunion.wufoo.com/forms/z1af0ysc0kmo7lj/):  
<https://cwaunion.wufoo.com/forms/z1af0ysc0kmo7lj/>

### **Users Manual: [cwa-union.org/aptify-manual](https://cwa-union.org/aptify-manual)**

The Aptify manual is designed for local users and provides a step-by-step overview of basic tasks as well as quick reference sheets, screen grabs, and a glossary of terms:

The document is password protected, see “Emailing CWA HQ” below, if you need the password.

The manual is posted as a searchable PDF. You can also print a hard copy – just be aware that it’s 91 pages long and will be updated periodically.

### **Video Training**

For videos on Aptify basics, using reports, and bottom-up dues processing, visit this link:  
<https://vimeo.com/showcase/5968883>

The videos are password protected, see “Emailing CWA HQ” below, if you need the password.

### **Emailing CWA HQ**

If you are having trouble with your log-in, email [AptifySupport@cwa-union.org](mailto:AptifySupport@cwa-union.org)

If you have specific dues questions, including questions about local advances or settlement, or if you need to request a local or PU transfer, email [duesquestions@cwa-union.org](mailto:duesquestions@cwa-union.org)

For issues related to Convention credentials, email [cwacredentials@cwa-union.org](mailto:cwacredentials@cwa-union.org)

For other questions, including inquiries about Aptify training, email [SToffice@cwa-union.org](mailto:SToffice@cwa-union.org)

### **Have an Aptify question or need additional assistance?**

If you have a question or need some assistance, you may do the following:

- Contact your Dues Specialist: [cwa-union.org/for-locals/local-membership-and-dues](https://cwa-union.org/for-locals/local-membership-and-dues)
- Send an email to [aptifysupport@cwa-union.org](mailto:aptifysupport@cwa-union.org).