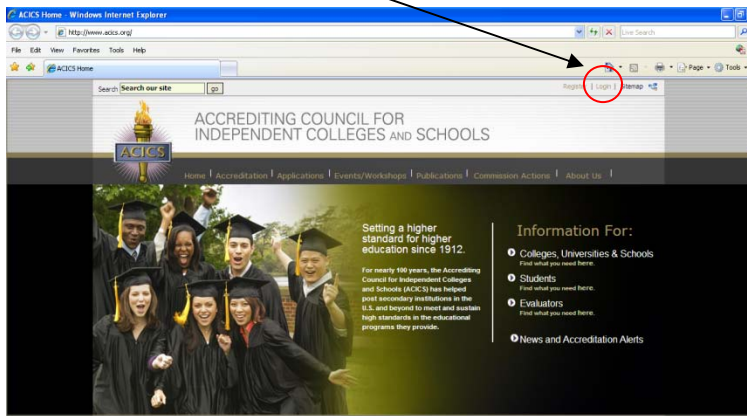


HOW TO UPDATE ADDRESSES AND CONTACT INFORMATION FROM THE WEB



LOGON

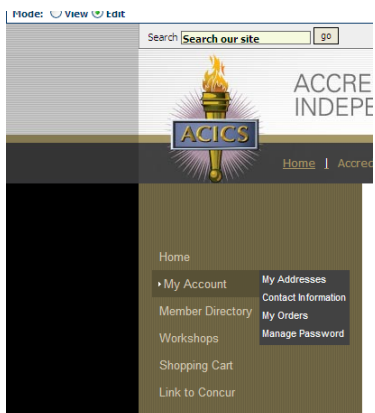


Use the username and logon sent in an email on July 13, 2009.

*If you did not receive an email it may be due to a recent employment change or an invalid email address in our database. Please contact us at ebiz@acics.org. Please **do not** re-register if you had a previous relationship with ACICS as this will create a duplicate account.*



MY ACCOUNT



Go to the menu selection on the far left and select MY ACCOUNT / MY ADDRESSES for address changes

or

MY ACCOUNT/ CONTACT INFORMATION for telephone, fax, and email changes

Individuals can edit:

Their HOME street, city, state & zip code

As long as the HOME information is not linked to a member institution (see Exception #1)

Their HOME and BUSINESS telephone, fax and email address(es)



EDIT INFORMATION

Exceptions

There are a few changes an individual will not have the ability to do from the web and which will require ACICS assistance.

1 If your previous business and/or home address had been linked to one of our member institutions and your new business address is to a different member institution or to a non-member institution, you will need to contact ACICS at ebiz@acics.org.

2 If your email address is used for more than one account [for example, you have used your personal email account for an institution's record]. The system will allow you to save your changes but you will not be able to successfully log in again.

This is due to the single sign on tool which is used to reset and change passwords. When an email is aligned with more than one account and a request is made to “reset” or “change” a password, the system looks for the account associated with the email address. If there is more than one account, it gets confused and will not allow access to either account.