

FAQs About the Community

Logging In

What login credentials do I use? Use the same personal login you use to access the Knowledge Center or place an order on the CUPA-HR website.

I don't remember my login. Click [here](#) and select "Forgot My Login" to obtain your User Name, or "Forgot My Password" to obtain a temporary password (you'll need to reset it after you log in).

My Profile

How can I change my name in the Community to reflect the name I go by without changing my name in CUPA-HR's database (ex. Your name is Elizabeth Smith, but you prefer to go by Beth Smith in the Community)?

1. Log in and click the My Stuff tab to get to your personal dashboard.
2. Scroll down the list of links on the left side of the page, and click Profile to edit your Profile.
3. In the Screen Name box, type your name as you want it to appear. Then select the box that says Only Show My Screen Name.
4. Scroll down to the bottom of the page and click Save. It may take a few minutes for the change to take place across the Community.

Can I change my e-mail address and other contact information in my profile? Your CUPA-HR Community profile is linked to your CUPA-HR member record. When you change your name, your e-mail address or your title, the change is automatically made in both places (the change may take a few minutes to show up).

Groups and Discussions

Can I get e-mail notification when someone posts to a Discussion I'm interested in? Yes! Here's how:

1. Go into a Discussion area (there's a community-wide Discussion area, and each Group has a Discussion area).

2. Click the Subscribe tab above the first topic. You are now subscribed and will receive e-mail notifications when new posts are made to the Discussion. The Discussions to which you've subscribed now appear in the Discussions link on your My Stuff dashboard.
3. If you do not want to receive e-mail notification, but you're interested in following a Discussion, click the Follow tab. The Discussions you Follow now appear in the Discussions link on your My Stuff dashboard.
4. To Unsubscribe or Unfollow, simply make your selections either on your My Stuff page (under the Discussions link) or on the Discussion page itself.

What if I want to stop getting e-mail notifications for colleague requests and messages to my Community Inbox? You can modify your settings to reduce the number of e-mail notifications you receive.

1. Go to your personal dashboard by clicking the My Stuff tab.
2. From the menu down the left, select Profile. Then click the Account Settings link on the left.
3. On the Account Settings screen, you can designate your preference for e-mail notifications (profile comments, colleague requests, inbox messages). If you opt out of receiving e-mail notifications, those messages will be viewable only from your My Stuff dashboard.