A New Database Platform and a New Way to Manage Your Account – MyAARC

AARC is transitioning to a new membership database platform called MyAARC that will offer one-stop features to preview your profile, membership status and CRCE transcripts; and a new browsing experience for shopping and online purchasing. Please know that the AARC team is working diligently to ensure this transition impacts your services as minimally as possible. While we anticipated to launch MyAARC at the end of September, we have experienced a few delays and expect the new system to launch by early October. We appreciate your patience.

In the meantime, we advise you to read the information below to familiarize yourself in advance with the changes set to occur that will affect your password login, CRCE transcript access beyond 7 years, and overall browsing experience when logged in to your AARC account.

Please also be aware, as we wrap up this transition, you may experience intermittent access to any AARC websites or services listed below. We want to thank you in advance for your patience if this occurs.

- AARC Accounts (Member and Non-member)
- AARC University (courses and webcasts)
- AARConnect
- AARC Store
- AARC Event Registration

IMPORTANT NOTICE!
AARC will have a new database by early October
How does this affect me? Your AARC login password will change to a default password in early October

Primarily, you will no longer be able to log onto our website without using your assigned membership default password. To be specific, your assigned default password is your membership ID number, plus your lowercase initials.

For example:
Name: Mark Smith
Member ID: 9659538
Password: 9659538ms (membership ID along with his Mark Smith's ms lowercase initials)

► Password-related questions

What if I haven’t changed my default password from when I joined AARC, what do I do?

If you never changed your assigned default password when you initially joined and signed-up for an AARC ID (or Member #) account, then you can sign-in as you always do on AARC.org. Only those users who have changed their default passwords will have their passwords reset to the default password; which is your AARC ID (or Member #) and lowercase initials.

What if I don’t choose to use my default password to login or I don’t know my AARC ID (or Member #)?

You will not be able to login or have access to your account. If you need assistance in accessing your account or do not know your AARC ID (or Member #), contact customer service at 972-243-2272 or info@aarc.org. We are happy to help – we’re here for you!

Will my AARC ID (or Member #) change?
No, your AARC (or Member) account number will NOT change.

Will I be able to change my password after I’ve logged in to my account with the default password?
Yes, you will be able to change your password after the initial log-in with your default password. (see above example)

What if I’m not able to log in or access MyAARC account what do I do?
Contact Customer Service immediately so we can enable access to your MyAARC account as quickly as possible! 972-243-2272 or info@aarc.org
What to expect once you’ve logged in

Will some of the screen-views and webpages appear different once I’ve logged into MyAARC?
Yes. When logging into your MyAARC account for the first time, you will notice that your personal account screen-views will be different and unfamiliar from past visits to our website. Webpages where you normally access and edit your profile, check your membership status, account history, committees, billing, manage your CRCE’s, purchase history, etc. will have a new look.
While these new screen-views are in-fact different from your past user experience, your account membership information, personal profile, event registrations, CRCE history and transcripts, purchase history etc. will remain in-tact without alterations to your account.

Where do I find my account profile information, membership status, registrations, purchases, etc.?
We encourage you to navigate and explore MyAARC once it’s released so that you’re equipped to manage your account and membership benefits.
In addition, you’ll want to stay tuned to AARC.org throughout October – as there will be an ongoing release of instructions for MyAARC’s membership platform to address member questions.

Will the process to join or renew my membership change?
Through the new MyAARC platform, we’ve simplified the registration process for joining and renewing your membership. Here’s what you can expect from the new online system:
• Automated Membership Selection - After you answer a few questions about yourself, the new system automatically determines your membership level type. This takes the guess work out of which level to choose.
• Easy-to-Add Upgrades - MyAARC will take you through a simple upgrade selection process. Upgrades are optional and include:
  o Print versions of AARC Times and/or RESPIRATORY CARE.
  o Specialty Sections
  o Donations
• Itemized Package Summary - Before you complete your purchase, you will have the chance to review a simple line-item summary of your membership package, complete with any selected upgrades.

What should I do if I believe my account information is inaccurate?
If you find there is a discrepancy of information or errors related to your account, contact customer service IMMEDIATELY so that they can ensure your services are restored promptly.
You can reach customer service at 972-243-2272 or info@aarc.org
Will registrations for annual meetings change after the transition?
AARC has already implemented a new way to register for our Annual International Conference. The new website offers more flexibility with payments as well as full access to your registration details 24/7.

How will I check my CRCE transcript?
A release of instructions on AARC.org is coming soon, providing details on how to access your CRCE transcripts from MyAARC’s membership platform.

Will purchasing AARC courses and webcasts change?
Overall, the process will remain the same, but some screen-views may appear different than in the past. If you need further instructions upon MyAARC’s release, stay tuned on AARC.org for instructions on how to purchase a course or webcast.

Will shopping at the AARC Store change?
Overall, the process will remain the same, but some screen-views may appear different than in the past. If you need further instructions upon MyAARC’s release, stay tuned on AARC.org for instructions on how to purchase a course or webcast.

What other things will change?
Most processes will remain the same overall, but some screen-views may appear different than in the past. If you need further instructions after the transition, stay tuned to AARC.org – as there will be an ongoing release of instructions for MyAARC’s membership platform to address additional member questions.