



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

AARC transitioned this month to a new membership database platform called MyAARC that offers one-stop features to preview your profile, membership status and CRCE transcripts; plus a new browsing experience for shopping and online purchasing. Please know that the AARC team is continuing to work diligently to ensure this transition impacts your services as minimally as possible.

As this transition continues throughout October 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

To maximize your membership benefits, please familiarize yourself with the information in this quick reference guide.

### Why did we move to a new membership database platform?

Our needs have long overgrown the previous database's capability, which is pieced together through various systems without one central system of record. This new membership platform will allow AARC to improve data analysis and account management, which in turn will help us better serve our members for the coming years.



### IMPORTANT NOTICE!

We have a new membership database called MyAARC



Contact for further assistance: 972.243.2272 [info@aac.org](mailto:info@aac.org)

# Frequently Asked Questions

## For accessing your AARC account

### ***How does this affect me?***

#### **Your AARC login password has been set to a default password**

Primarily, you are no longer able to log onto our website without using your assigned membership default password.

**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 password 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@aacrc.org](mailto:info@aacrc.org). Please allow at least 24 hours for our team to respond to your email. 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, after you log into MyAARC with your default password (see above example) you will be able to change your password in your account profile.

#### **How do I login to AARConnect?**

If you experience problems accessing the site, please make sure that you are using the default logon and password. If you receive an error message or message that the site is down until Monday, clear your computer's cache. If you still have problems accessing the site after performing these steps, please email our Customer Service team at [info@aacrc.org](mailto:info@aacrc.org). Please allow at least 24 hours for our team to respond.



# Frequently Asked Questions

## For accessing your AARC account

### **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! Call 972-243-2272 or [info@aacrc.org](mailto:info@aacrc.org). Please allow at least 24 hours for our team to respond to your email.

### **► 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 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.

### **► How to login to webcasts**

#### **Steps for Joining a Webcast**

Now that we've transitioned to our MyAARC platform, you might notice some differences in how you access your AARC University programs. To access a LIVE webcast, follow these steps:

1. Login to <https://my.aarc.org/education/aarcu> with your AARC ID and password
2. Click on the "Education" link in the blue header at the top of the webpage
3. Select "My Programs" from the drop-down menu
4. Click on the name of the LIVE webcast you are registered
5. Click on the "Launch" button to start the webcast

### **► Additional 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



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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](mailto:info@aarc.org). Please allow at least 24 hours for our team to respond to your email.

### **Has the registration process for annual meetings changed?**

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 do I check my CRCE transcript?**

A release of instructions on [AARC.org](http://AARC.org) is coming soon, providing details on how to access your CRCE transcripts from MyAARC's membership platform.

### **Will my ability to purchase 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](http://AARC.org) for instructions on how to purchase a course or webcast.

### **How 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](http://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](http://AARC.org) – as there will be an ongoing release of instructions for MyAARC's membership platform to address additional member questions.

