

GENERAL GUIDELINE ON CREATING AN ONLINE MEMBERSHIP ACCOUNT

Q. Where do I find the link for the Online Membership Portal

- Go to: <https://members.ahepa.org>

Q. How do I activate my online account?

- At the Sign-in home page, click on **'Forgot password'** link.
- At the **'Username'** field, enter an email address and hit submit (**please note, the email address entered will be cross referenced to the email address on file at headquarters to complete your request to activate your online account**)
- Once the email address has been validated, a reset password email link will be sent to the member for activation.

Q. Unable to login (system not recognizing my email address)

- Please email membership@hepa.org and provide current email address and memberID. Once email address has been updated in the system, user will receive reset password link to activate account (follow instruction as provided on screen)

Printing of Membership Card

- On your member page, click on the **Membership Card** link.
- On the membership card preview report page, click on the PDF icon to download. Also, you may download to any of your mobile devices.
- **Important notes for download/printing: browser may require enabling pop-up. Paper style (perforated template Avery 5390 or similar dimensions) – please make sure to adjust your printer, if necessary, by going to your printer options “more settings” and on **Scale**, select “Fit to printable area.”**