

FOR ADDITIONAL CONTACTS/EMPLOYEES

Key to ACC Relationship Types

In our system, a relationship type outlines who an individual is in a relationship with their employer. For ACC purposes it's the company that is the membership holder, and benefits flow down from it to all employees in varying degrees, determined by your relationship type.

All contacts within our membership database will be able to perform basic functions regardless of their relationship type. These primarily include having a profile in the database for e-mail distribution purposes, joining committees, and registering for events and webinars. However, there are certain privileges that are exclusive to each relationship type, outlined below:

- **Official Representative:** The Official Representative is the key contact for the relationship with ACC. Within the user platform, they have the power to edit their organization's record and edit other employee's profiles. Only 1 Official Representative per company, with no exceptions.
- **Additional Contact:** They are the other key contacts within your organization whom you want to be featured on your company's membership directory profile. Being an Additional Contact can still allow you to enact purchases such as group event registrations and process a membership renewal, but this should be done in consultation with the Official Representative. Up to 4 Additional Representatives are allotted per company, but you can purchase additional ones for visibility on the directory.
- **Employee:** this is the relationship type for all other users in the system. There is an unlimited amount of this relationship type you may have within the database.

NOTE: All new contacts entered into the database will be defaulted to employee. To adjust the relationship status, please get in touch with our membership manager Pablo Urioste (pablou@acconline.org).

ON YOUR INDIVIDUAL RECORD:

Once you log in, you should be able to view your profile (available on the **My Profile** tab on the left-hand side for future reference). The following are all the major steps to ensure complete profiles:

- Check your relationship type in the new system. Do this by navigating to **Organization** and checking the **Relationship** tab. If this should change, contact Pablo Urioste (pablou@acconline.org)
- Check on your **Overview** if you are flagged as "RECEIVES MEMBERSHIP BENEFITS." **If you are not**, but believe your company is a member and you should be, contact Pablo Urioste (pablou@acconline.org).
- Review your personal e-mail, address, and phone number. To modify this information, go to **Account** → **Contact Info** → review the Addresses, Phone Numbers, Email Addresses, and Web Links tabs. NOTE: your office address here can differ from your HQ's. Under Addresses, please modify to reflect the location you work from if different from the one we have assigned to your HQ.
- **If you're an Additional Contact**, check that you appear as "OPTED-IN TO SHOW IN MEMBER DIRECTORY." If you do not appear as opted-in, contact Pablo Urioste.

- **If you are an Additional Contact**, double check you appear on the **ACC Membership Directory**: on the left-hand side menu, select the **Memberships drop-down, then ACC Membership Directory**.
- **Designations**: if you have a professional designation, you can add or manage them through **Account→Additional Info → Designations**. They will display on your profile and the membership directory.
- Optional: Add a headshot through the **Overview** tab. This will appear in our membership directory.
- Optional: additional demographic questions. **Under Account → Personal Information** you can fill in questions regarding your individual professional discipline, professional expertise, gender, race, sexual orientation, and age.

COMMITTEES:

- Navigate to the **Committees** tab on the left-hand side. Your committee assignments should have transferred over. The ones you sit on should be shown under the **Committee Directory**. You can also review **Details** and take a look at the roster by viewing **Committee Members**.
- Utilize the **Committee Request Form** if you have not been transferred over to a committee you should have, or to join committees in the future.

MEMBERSHIP DIRECTORY:

- On the left-hand side menu, under **Members**, select “**Membership Directory**.”
- You can search by any of the fields up top.
- All the **Service Listings** are searchable too.
- To view the **full** directory, leave all search fields blank, scroll to the bottom, and select **Search**.
- The directory will soon be integrated to our website again, for full public visibility.
- **Official Representatives** can manage most fields on their profile; else please get in touch with our membership manager Pablo Urioste (pablou@acconline.org).

WRONG RELATIONSHIP?

If we have you categorized under the wrong relationship type, or if you’d like to update your relationship type:

- First, check again what relationship you are flagged as (**My Profile → Organizations → Relationships**).
- Get in touch with Pablo Urioste (pablou@acconline.org) explaining the situation and outlining necessary changes.