

## CPSAC Website FAQs: Last updated 30-Nov-2020

### Login Questions

#### **Q: How do I log in the first time?**

1. Go to: <https://www.cpsac.org/>.
2. Click: Member Login at the top right.
3. Scroll down and click: Lost Your Password.
4. Enter the email at which you receive CPSAC newsletters or correspondence from Registration, or your username if you know it.
5. Check your email for the confirmation link to reset your password.
6. Check your junk/spam/other/promotions folders. It may take up to 60 mins. If you still don't see it please email [registration@cpsac.org](mailto:registration@cpsac.org).
7. Follow the instructions in the email you received to reset your password, and then log in to the website

#### **Q: I don't know my username. What do I do?**

**A:** You can login with your username, or with your email. If you aren't sure which email to use, it will be the one at which you receive CPSAC newsletters. In most cases your username is the same as it was on the old CPSAC site before our redesign in January 2019.

#### **Q: I tried to recover my password but didn't get an email.**

**A: It may take up to an hour to receive the email.** Make sure you are checking the right email address. **Look in spam, junk, promotion, or other folders.**

If you are checking your email on an app, you may not have access to all of these folders, so try logging in on a browser (on your phone or table, or on a computer).

Try adding [registration@cpsac.org](mailto:registration@cpsac.org) as a contact in your email, and then request a password reset again.

If no recovery password arrives after waiting at least an hour, please email [registration@cpsac.org](mailto:registration@cpsac.org) for assistance.

### **Find-A-Tech Map at <https://www.cpsac.org/find-a-tech/>**

#### **Q: What is the difference between the red map pins ( ) and the blue map pins ( )?**

**A:** A blue map pin indicates that the CPST offers virtual seat checks. To turn your pin blue slide the "display on map" toggle to yes, and then a "virtual check" toggle will appear. Slide it to yes. Save your updates.

**Q: Why should I add myself or my organization to this map?**

**A:** Adding yourself, your organization, or where to find local child passenger safety help in your community makes it easier for families and caregivers to find CPSAC-certified help near them.

**Q: Do I have to list myself on the map?**

**A:** No, listing yourself (or your organization) on the map is optional. All users are automatically set *not* to display on the map and it is up to them to choose to switch themselves to visible. However, if you provide child passenger safety support to the public in any capacity we encourage you to switch yourself to visible. [Update your profile here](#).

**Q: I don't want my name to show. Can I list only my organization to show on the map?**

**A:** Yes. Please ensure your member details are accurate [in your profile](#), but choose appropriate information to display for your map pin. This could include the name of an organization, business, or coalition. Include relevant contact details, but keep it brief.

**Q: Where do I put my map pin? I don't want to share my home address.**

**A:** **Please do not put your map pin on your home address.** For your own privacy choose a nearby cross street, neighbourhood landmark, or public area such as a library, park, or community centre. Please do not pick just the name of your city or town; it causes display issues if there are multiple map pins that just state "Comox Valley."

You could also give an address for a place of employment if you do CPS work there.

Please leave accurate contact information [in your profile](#) (update as needed), but choose an appropriate location for your pin that reflects where and how you do your work in child passenger safety.

**Q: I'm moving and want to change the location of my map pin. How do I do that?**

**A:** Easily! Log in and [update your map details](#). Please also update your contact information on your profile (this information does not display publicly and is for CPSAC's records only).

**Q: I'm going on vacation and don't want to show on the map while I'm away. How do I do that?**

**A:** Easily! Log in and [switch your map display to off](#).

**Q: I want to share this map with someone. How do I do that?**

**A:** You can point them to [www.cpsac.org/find-a-tech](http://www.cpsac.org/find-a-tech). This is a public URL, and anyone with that link can see it.

**Q: What map? I'm already listed on a map. What happened to the old map?**

**A:** Some members had added themselves to another map that was built by a BC technician and her husband, and tied to an online app they were developing as part of a project called CPS-DATA. This old map is no longer being maintained or supported and was retired in early 2019.

This map at <https://www.cpsac.org/find-a-tech/> is tied to your CPSAC login and integrated into your profile, and will replace the public version of the Find-A-Tech map going forward.

**Q: I thought the old link was [www.cpsac.org/findatech](http://www.cpsac.org/findatech). What happened to that URL?**

**A:** We have set up an automatic redirect so that anyone who clicks on old, existing instances of [www.cpsac.org/findatech](http://www.cpsac.org/findatech) will find themselves pointed instead to [www.cpsac.org/find-a-tech](http://www.cpsac.org/find-a-tech). Please use the new URL going forward as we find it is more readable.

## **Member Numbers**

**Q: My member number has changed. Is this my new number going forward?**

**A:** Yes. We needed to change to a sequential numbering system in order to bring you some of the great new features on our website. Your old number looked something like this: 18NS-T001. Your new number will look more like this: CPSAC162. Login and view your new number [here](#).

**Q: If I use my old number on a document, will it still be tracked?**

**A:** Yes, we still have files that tell us what your old member number was so we can link it to you. However, we would prefer if you started using your new one as soon as possible.

## **Certificate**

**Q: Are certificates still being mailed out to new members?**

**A:** No. New members will receive instructions for how to log in and view or print their own certificate at any time. Existing members can do the same at their convenience, but may also use their last issued PDF certificate until it expires.

**Q: I want to save my certificate. How do I do that?**

**A:** Choose the “Download PDF” button that is above your certificate on the [View Certificate](#) page.

**Q: The “original membership date” on my certificate is wrong. What do I do?**

**A:** Please email [info@cpsac.org](mailto:info@cpsac.org) and the registrar will look into it for you.

**Q: The “expiry date” on my certificate is wrong. What do I do?**

**A:** Please email [info@cpsac.org](mailto:info@cpsac.org) and the registrar will look into it for you.

**Q: My name is spelled wrong. What do I do?**

**A:** You can update your profile and fix the spelling at <https://www.cpsac.org/wp-admin/profile.php>

## **Broken Links**

**Q: I found a link that doesn't work on the website. What do I do?**

**A:** Please report all broken links or other glitches to [info@cpsac.org](mailto:info@cpsac.org). Included URLs and screenshots of the problem if possible.