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MEMBER PORTAL FAQs

General FAQs

Q: ***What is my username/password?***

A: Your username is your company email address, and your password will need to be reset. Your password must be at least 7 characters in length, contain at least one uppercase letter, one lowercase letter, one number and one special character (!$*).

If you have forgotten your login credentials or need assistance logging in, please see *Q: 'How do I reset my password?'* troubleshooting steps.

Q: ***How do I reset my password?***

A: On the login page, click on **Forgot Password?.** Enter your company email address (work email) as your Username. If there is an account associated with this email/username, you will receive an email with instructions to reset your password. Return to the login screen and login using the new password you just created.

Q: ***What if I don't receive a password reset email?***

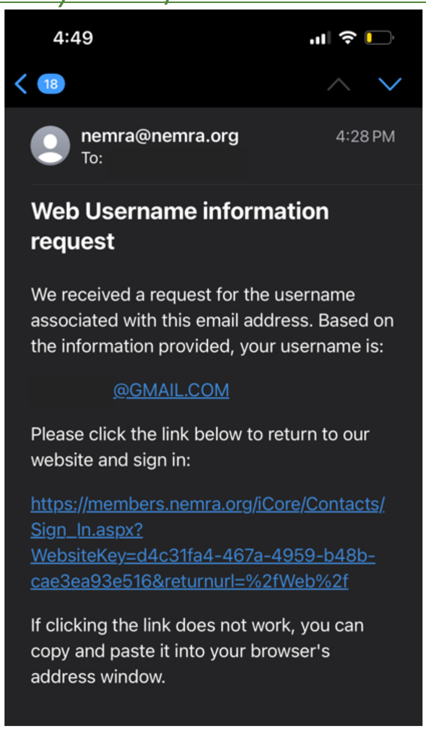
A: There could be a couple reasons why you wouldn't receive a password reset email. If you don't receive the password reset email, please try the following troubleshooting methods:

1. Check your junk/spam email folders as well as your IT's quarantine system.
2. Your account may not be activated yet. Try to retrieve your username. Retrieving your username will re-activate it, but only if an account can be found with your email.

Q: How do I recover/retrieve my username?

A: Recover and request your username by clicking on **Forgot username?**. Then, enter your company work email address.

1. If an account exists in the system with that email address, you will receive an email from us with instructions for reclaiming your username. If you get an error message saying "Username does not exist", please see *Q: 'What if my email/username doesn't exist?'*.



2. Return to login screen. Try logging in now that your username has been recovered. If you don't know your password, you can now reset your password for the username you just recovered and reset.

If you still are unable to receive a password reset email, or are unable to access your account for any other reason, please contact us for further assistance.

Q: What if my email/username doesn't exist?

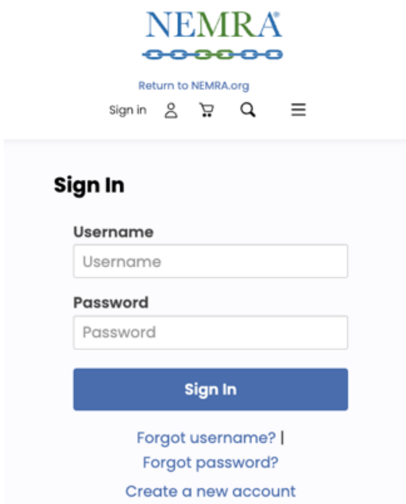
A: If you are an employee of an active NEMRA member company, please follow the instructions found on *Q: "How do I create an account?"*.

If you feel you've been given this error by mistake, and your certain that you have an existing account, please contact us for further assistance.

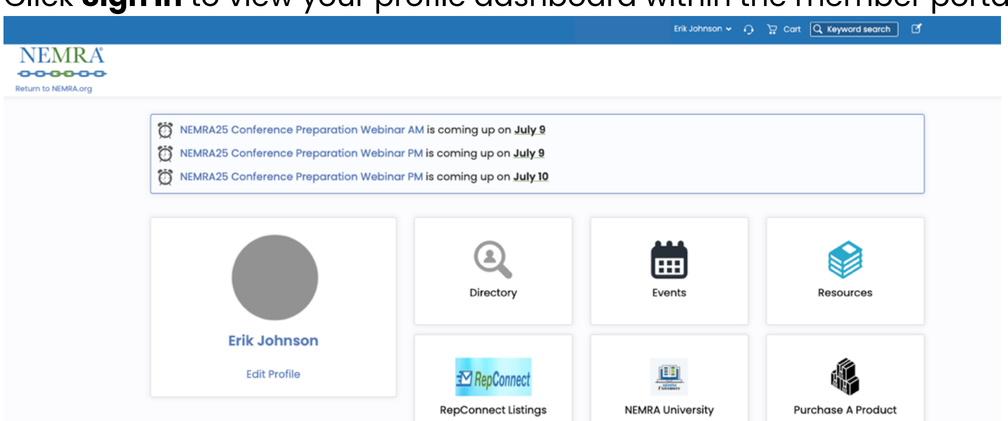
Q: *How do I login to the member portal directly?*

A: To login to the NEMRA member portal directory, without having to visit the NEMRA website, please follow these steps:

1. Visit www.members.nemra.org.
2. Enter your username and password on the login screen. If you don't know your username or password, please see Q: "What is my username/password?".



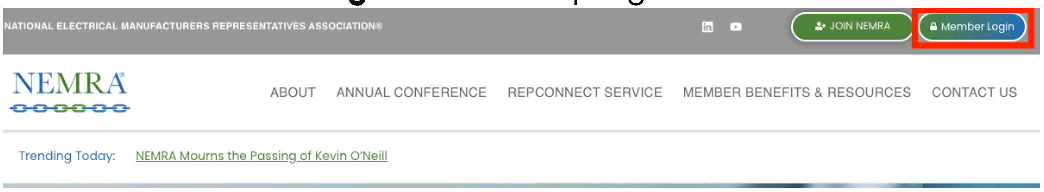
3. Click **Sign In** to view your profile dashboard within the member portal.



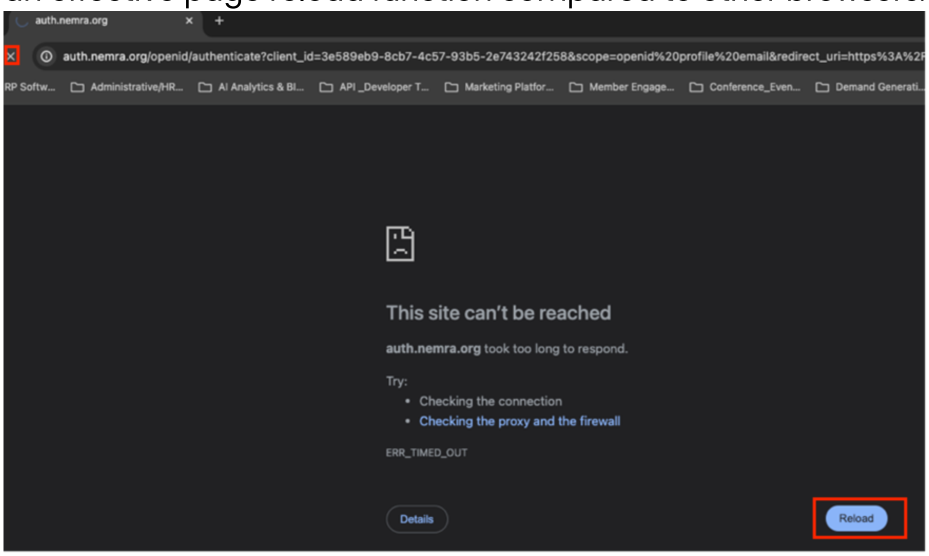
Q: *How do I login to the NEMRA website using my portal credentials?*

A: Follow these steps to login to the NEMRA Website using your member portal credentials:

1. Visit www.nemra.org
2. Click on the **Member Login** button in top-right corner.

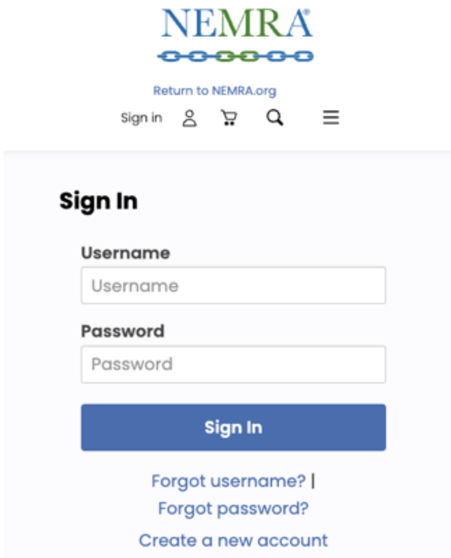


- If the connection times out (and you see the screen shown below) please click "Reload" or manually refresh the browser window. DO NOT CLOSE this browser window, as the request to authenticate with the database server was made and it could re-establish a connection and automatically refresh. Per the screen below, Google Chrome has an effective page reload function compared to other browsers.

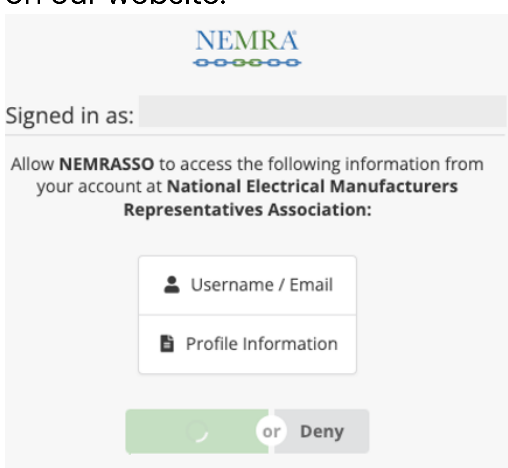


- If reloading and refreshing the page does not work after a couple times, please try the following:
  - Open a new browser tab and try going to www.nemra.org to see if your request to authenticate potentially went through despite the browser window timed out.
  - Open a new 'incognito' browser window and trying these steps again (DO NOT CLOSE the inital window that is still trying to connect).
  - Reset all browser cache and history, close out of all windows, opening a new browser window and repeating steps 1-2 again.
  - Use Google Chrome browser and repeating steps 1-2 again.
- If you continue to experience issues, please contact us to report this occurrence.

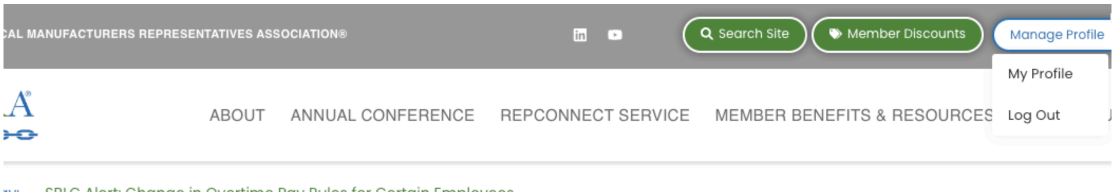
3. Enter your member credentials on the portal login page.



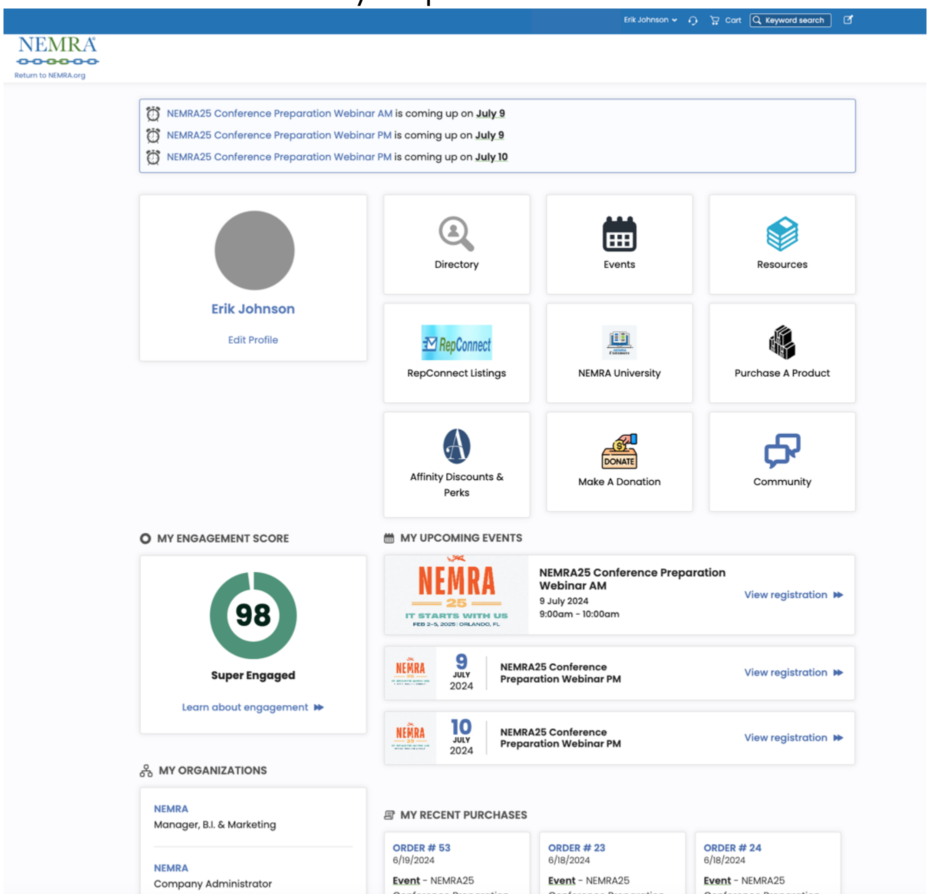
4. Click **Sign In** and the SSO integration will push you back to the NEMRA website homepage.
   - If a pop-up displays accessing you to "Allow NEMRA SSO to access your information from your account with NEMRA, please click the **Allow** button so you don't experience any issues accessing content on our website.



5. You are now signed in and can browse the NEMRA website as a member user!
6. If you wish to visit the member portal, or view your personal profile, hover your mouse over the blue **Mange Profile** and then click **My Profile**.



7. You will be redirected to your profile dashboard within the member portal

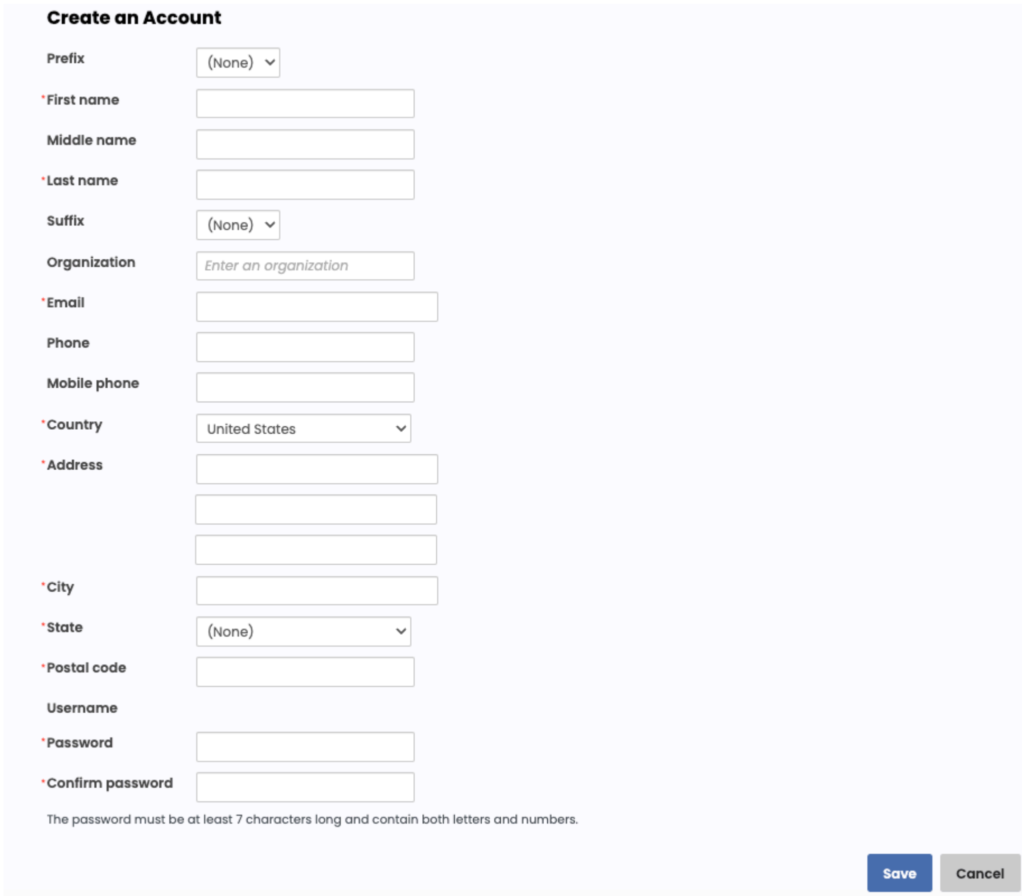


Q: *How do I create an account?*

A: If you or your company administrator have not yet added an account, you will need to create one. You'll also be able to relate yourself to the correct organization profile for your company or branch/division. Please follow these steps to create an account:

1. Visit www.members.nemra.org.
2. Click on **Create Account** in the upper right-hand side of the top navigation menu.

3. Fill out all required fields and any others you would like on the account creation form.



Create an Account

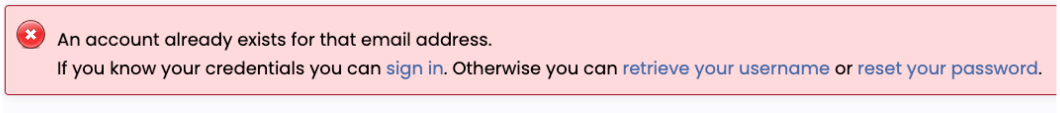
Prefix (None)
*First name
Middle name
*Last name
Suffix (None)
Organization Enter an organization
*Email
Phone
Mobile phone
*Country United States
*Address
*City
*State (None)
*Postal code
Username
*Password
*Confirm password

The password must be at least 7 characters long and contain both letters and numbers.

Save Cancel

4. When selecting your company organization, please start typing the first few letters of your company's name one-at-a-time into the field. If multiple branch/division profiles populate, please make sure you pick the right one.
   - Please contact us if there are no results for your company, if a branch/division is missing.

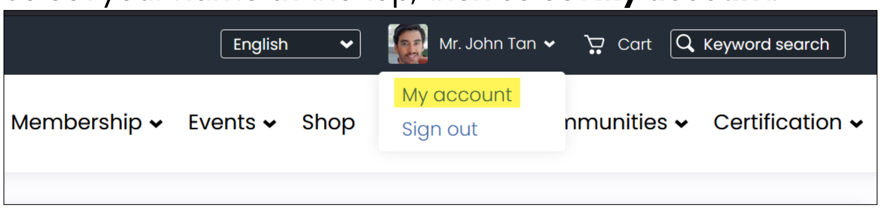
IMPORTANT*: If you get an error saying, "An Account exists already with that email address", this means there is already an account using your email address. This could happen if your company administrator already created and added your account to the company contacts. Or, you may have already had an existing profile with NEMRA before that we migrated over from our old* *database. As the error recommends, please see [Q: 'How do I reset my password?'] or [Q: "How do I retrieve my username?"]*



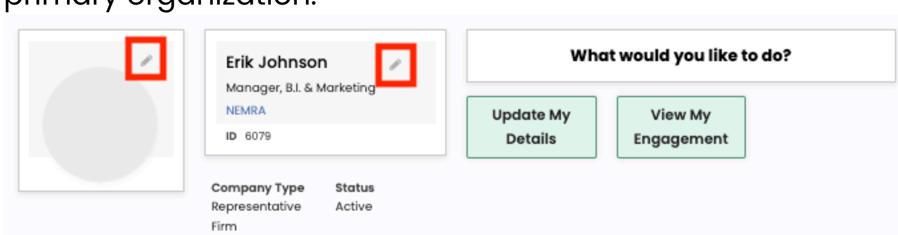
Q: How do I edit/update my profile?

A: Users have access to edit their personal details from their account page. Do the following to update the account page information:

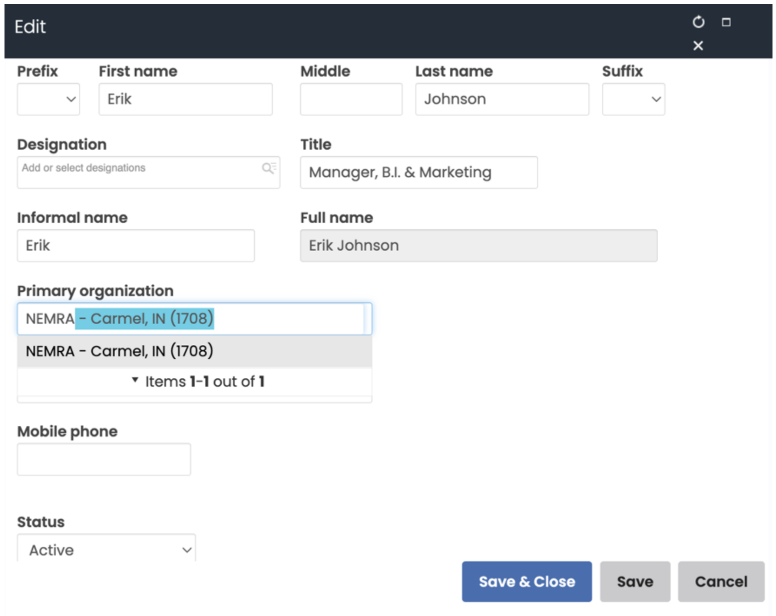
1. Navigate to the member portal.
2. Sign in using your username and password.
3. Select your name at the top, then select **My account**.



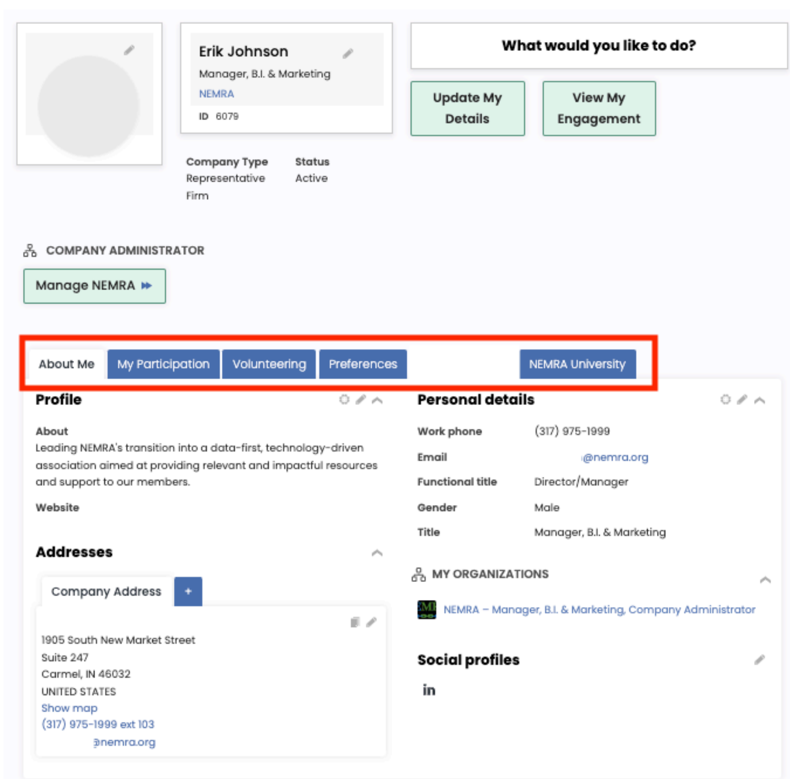
4. At the top of the account page you will see areas that you can edit, such as your profile image, name, title and primary organization.



   - Click the pencil icon next to the profile image area to upload an image.
   - Click the pencil icon next to your name to edit your name, title, update your primary organization, and more.
     - To update your Primary Organization, simply start entering the first few characters of your company name. If that specific parent company, or branch/division profile is in the system it should populate as you type. Please ensure you exhaust all company naming conventions, including possible acronyms.

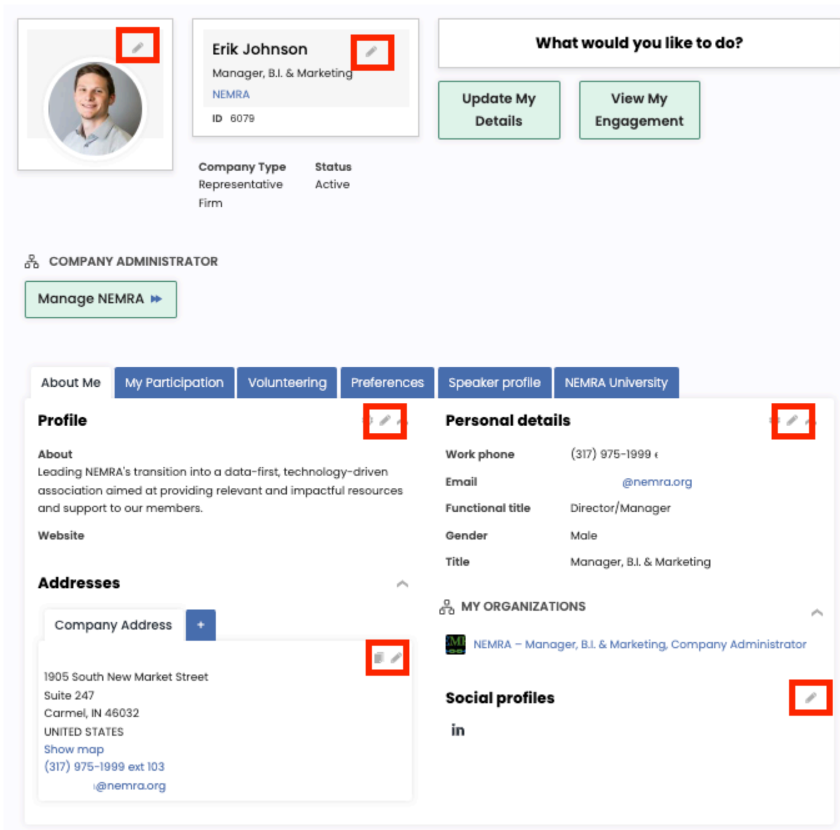


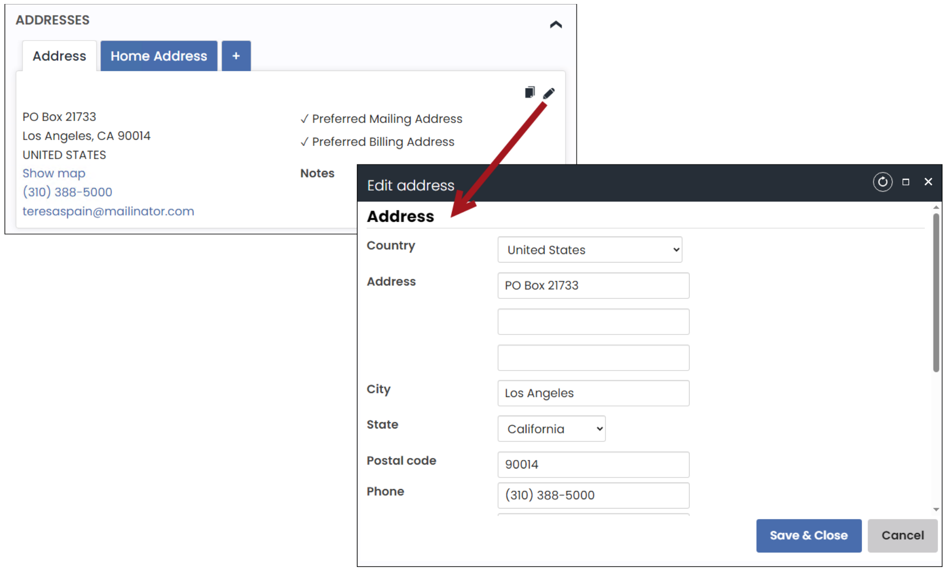
5. The account pages also displays various tabs, such as **About Me**, **Membership**, **Participation**, **Volunteering**, **Preferences**, and **NEMRA University**.



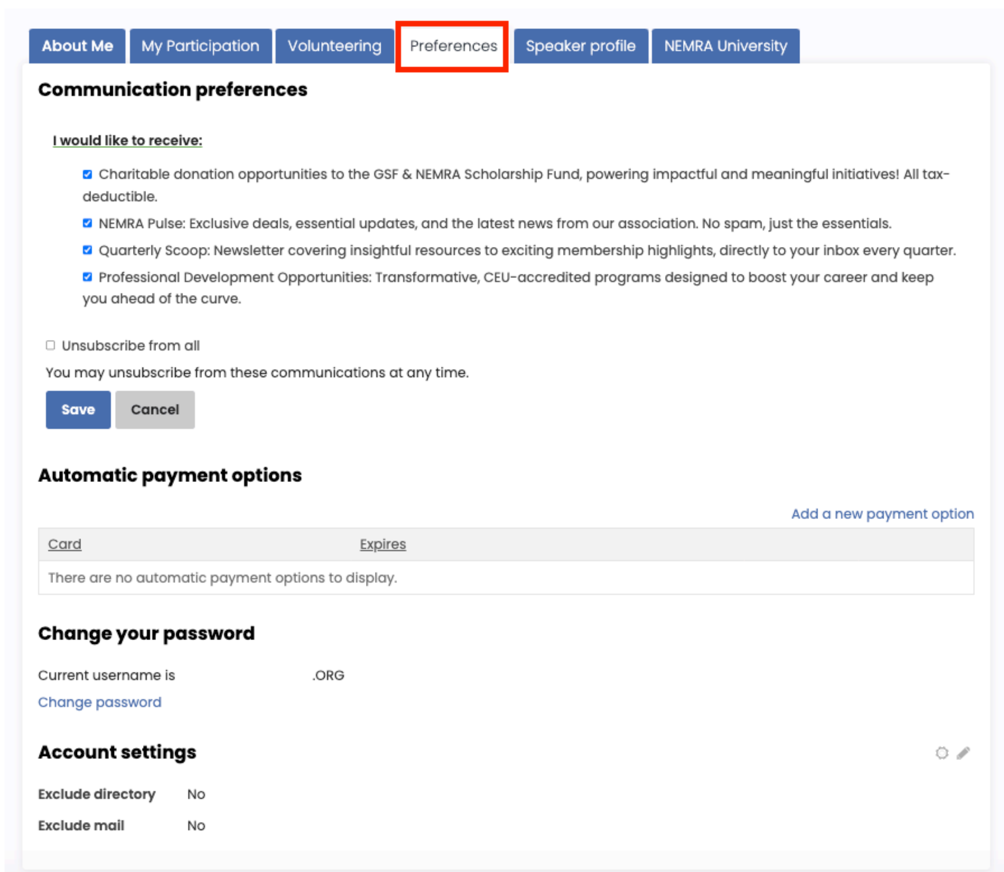
- Under **About Me** tab ➔ you can update your bio, personal details, address (if you add additional addresses, please be sure to specify the type: Home, Remote (secondary company address (remote), Home, PO Box, etc).

  Click the pencil icons next to a specific area to edit that information.

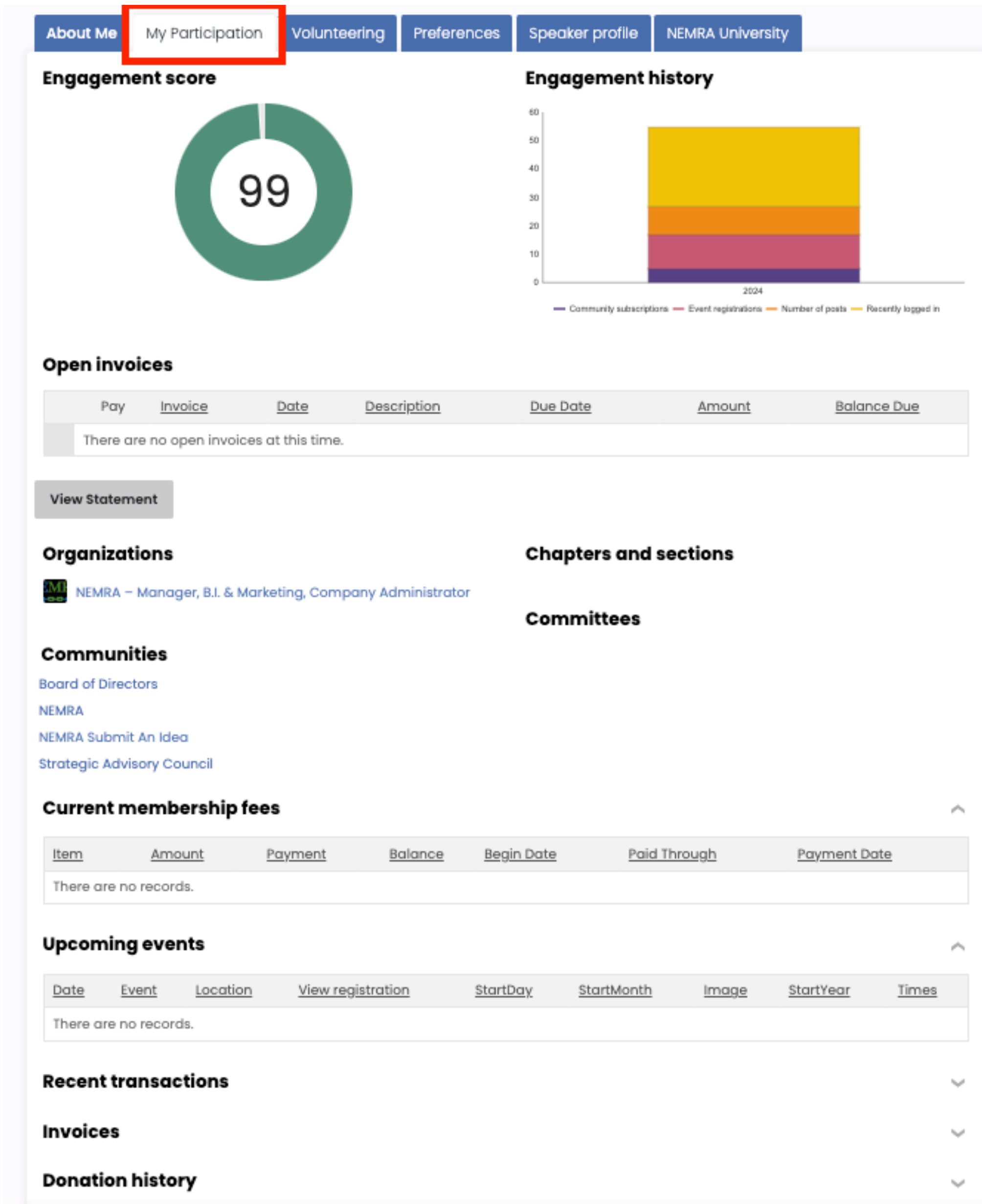




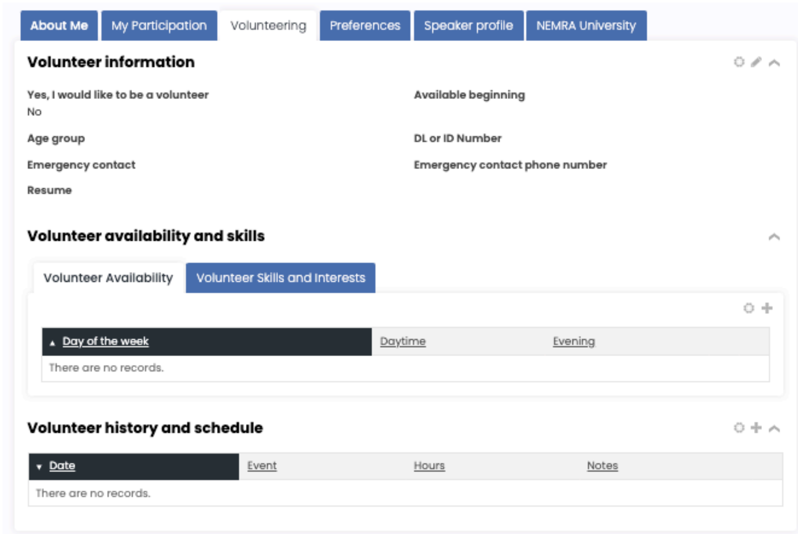
- Under **Preferences** tab ➔ you can update your communication preferences, automatic payment options, change your password and other account settings.



- Under **My Participation** tab ➔ you can view your individual engagement score and history, the different communities and committees that you may participate in, upcoming events that you are registered for, as well as any recent transactions, invoices and donation history tied specifically to your individual account.



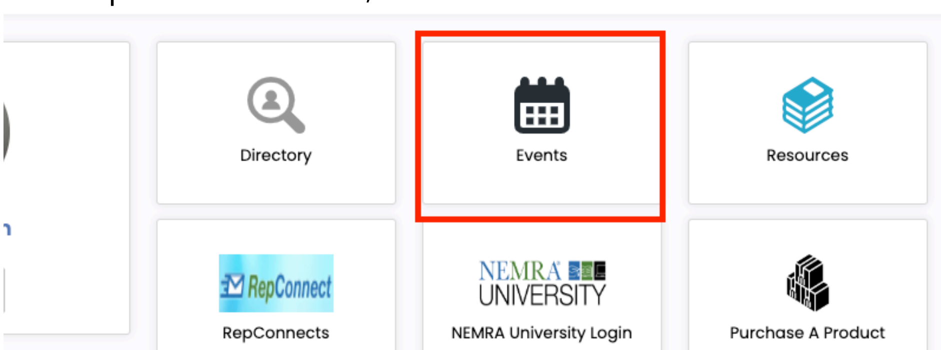
- Under **Volunteering** tab ➔ you can view your volunteer information, availability, skills and interests, as well as your volunteer history and schedule.



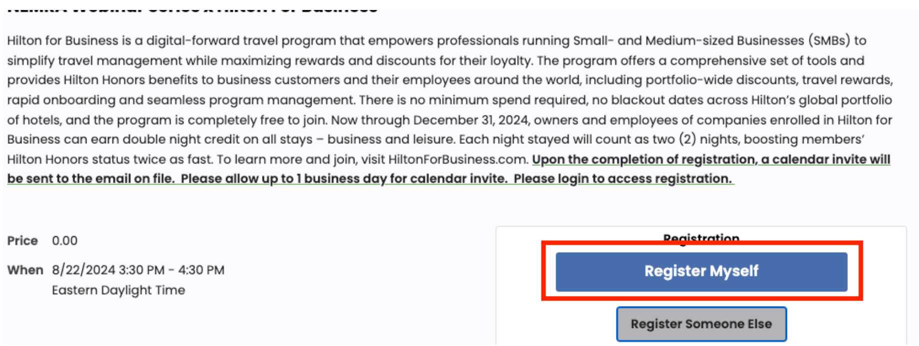
Q: How do I register myself for an event (webinar, bootcamp, etc)?

A: To register for an event, such as a Webinar, a professional development bootcamp etc, follow these steps:

1. Navigate to the member portal.
2. Sign in using your username and password.
3. On the portal dashboard, click on the **Events** tile.



4. On the Events Calendar page, search for and click on the specific event you wish to register yourself and/or others for.
5. Once on a specific event page, click on **Register Myself**, then review your information (click pencil icon to make changes to your information), and then click on **Check Out & Confirm Registration**.



6. Registration confirmations will be added to the cart, and you'll be redirected to the cart to review the registration order. Click **Submit Order** to process the registration. If there is a fee associated with registration, you'll have the option to bill to your related company's profile during the checkout process.
7. If you need to cancel an event you are already registered for, contact Jennifer Valler with NEMRA at jvaller@nemra.org.

←----------------- End of Member Portal General FAQs ----------------→

Company Administrator FAQs - Portal

Q: *What is a "company administrator"?*

A: A company administrator can perform actions on records linked to their organization. These actions include:

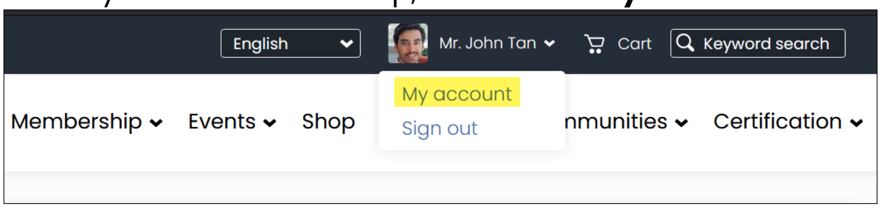
1. Adding, editing, managing and removing employee contacts, as well as registering them for events, or paying fees on their behalf.
2. Updating employee roles, viewing and updating account information, and assigning/allocating NEMRA U licenses to specific employees.
3. Managing organization profile information.
4. Renewing membership dues, access transactions history, and paying other outstanding invoices (RepConnect, NEMRA U Licenses, etc) on behalf of the company.
5. Applying for membership on behalf of the company if the company is currently a non-member.

IMPORTANT*: Company Administrators can assign/remove the administrator role from any employee contact related to the organization. They can also access transactions on behalf of the company or other employees. It is important to review the roles of your employees often to ensure only the proper individuals are marked as company administrators on each company profile. If you are not currently marked as a company administrator for your company, but wish to be, please contact any one of* *the company administrators listed on your company's profile or feel free to contact us.*

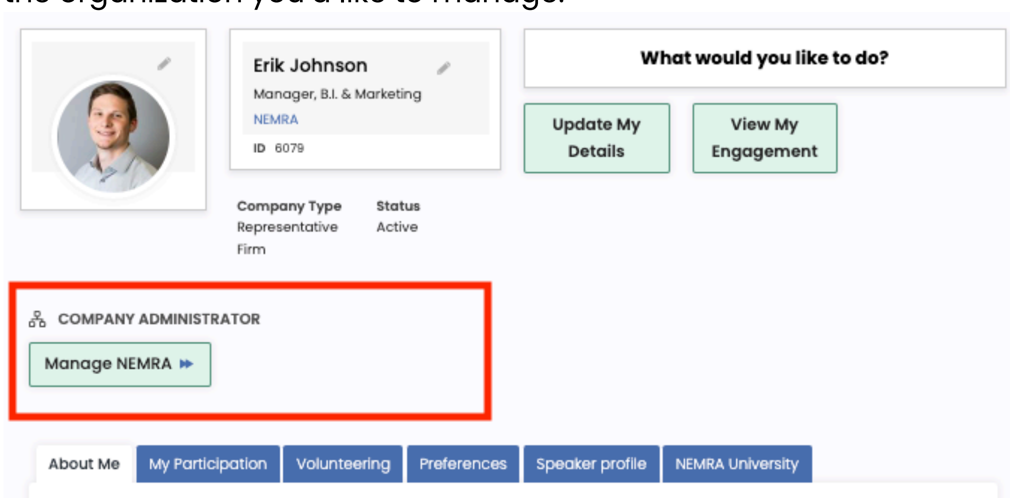
Q: How do I edit/manage the company profile?

A: Do the following to update the company's account information:

1. Navigate to the member portal.
2. Sign in using your username and password.
3. Select your name at the top, then select **My account**.



4. On your account page, you will see a '**Company Administrator'** section buttons to manage the profiles of every organization that you've been added to as a 'company administrator' contact. Click on the button for the organization you'd like to manage.



IMPORTANT: *In most cases, you will only see one button here for your parent company. If you want buttons to display here for every company branch/division profile, you must reach out to the existing company administrator of each branch/division profile for them to add you as a 'company administrator' to that profile.*
The system is designed for the parent company to own the administration of all company profiles, including branches/divisions, and it is recommended to relate all branches/divisions to the parent company profile. You can then set

one or more employees as a 'company administrator' contact to manage the parent company—which will also provide admin access to all related branch/division profiles and those employees. Each branch/division profile should also have its own separate company administrator contact, who can manage that specific company profile's information as needed.

- *To add/edit your company's branches or divisions to your parent company profile, please see Q: "How do I add/edit branches or divisions for my company profile?".*

- To add another employee as a company admin to one or more organization profiles, please see *Q: "How do I edit/other employee profiles"*.

5. Click the "manage" button(s) to view the account page of that company profile.

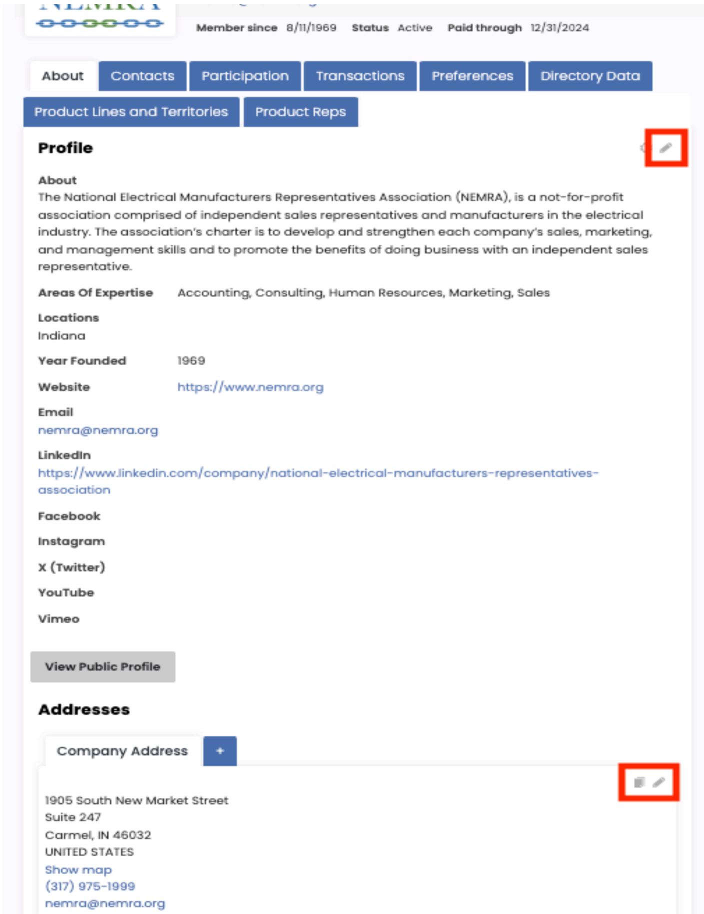
Q: *What information can I edit on the company profile as an admin?*

A: When Company Administrators view the account page for their organization, they can update the organization's account and profile, including the name, logo, bio, addresses, employee contacts and directory profile details.

If your company member type is **CEMRA or REP** ➔ then you will see the following tabs: **About**, **Contacts**, **Participation**, **Transaction**, **Preferences**, **Directory Data, Product Lines & Territories, NEMRA University**.

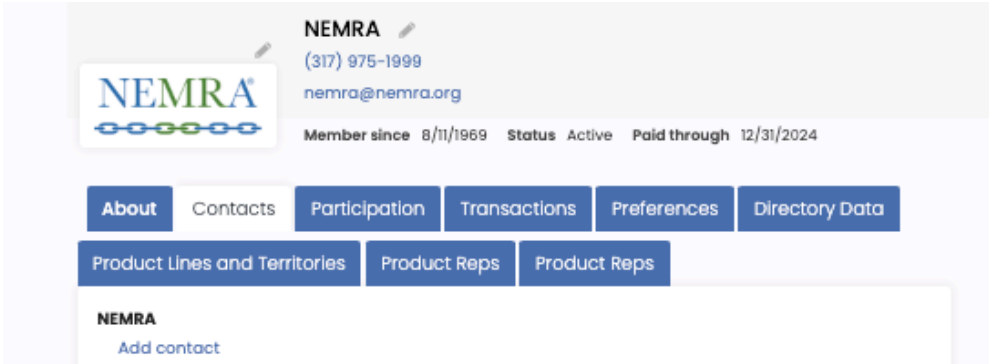
If your company member type is **NMG (manufacturer)** ➔ then you will see the following tabs: **About**, **Contacts**, **Participation**, **Transaction**, **Preferences**, **Directory Data, Product Reps, NEMRA University.**

1. Under **About** tab ➔ you can update the company bio, personal details, address (if you add additional addresses, please be sure to specify the type: Home, Remote (secondary company address (remote), Home, PO Box, etc). Click the pencil edit icons next to a specific area to edit that information.

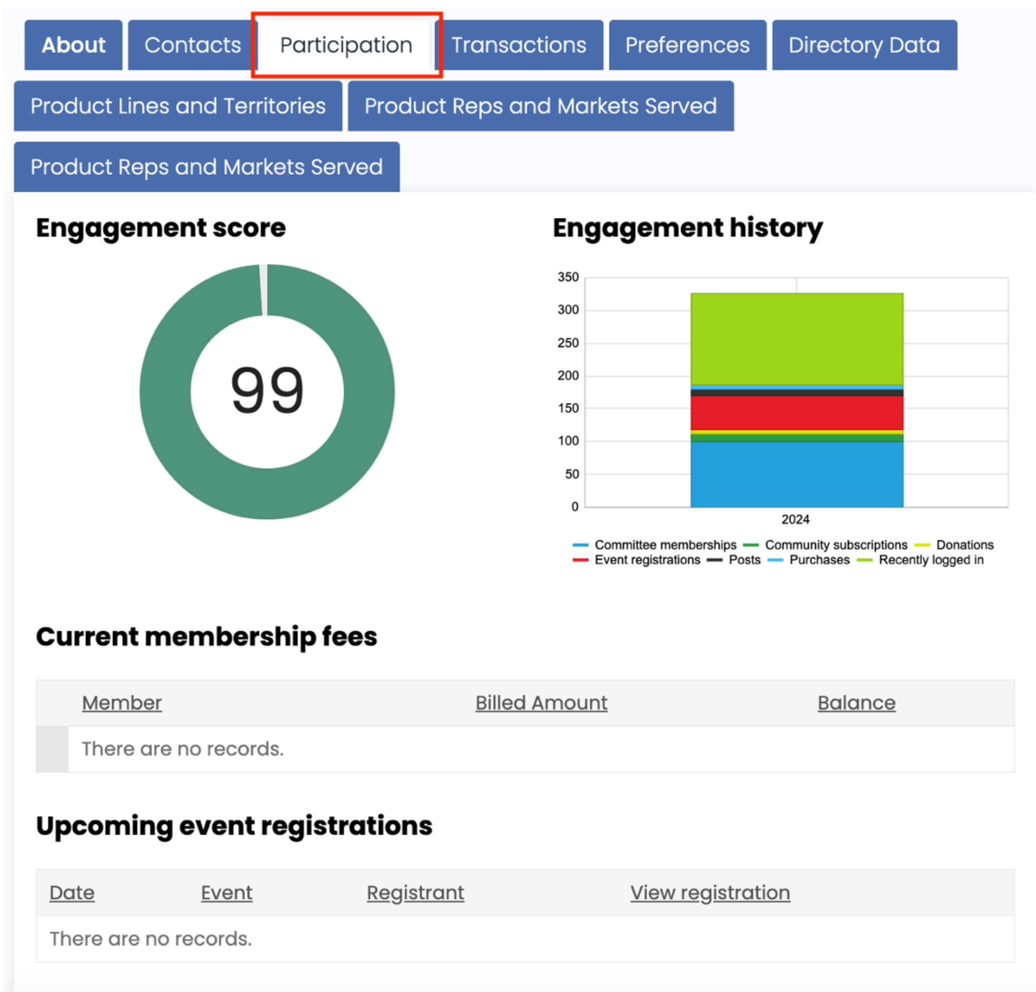


- **Demographics** information can also be edited within the **About** tab. This is where you can edit the company's Staff Size, Annual Revenue in millions (for manufacture use only), Region of Operation, Territories Covered (for Rep use only), and Markets Served (for manufacturer use only).

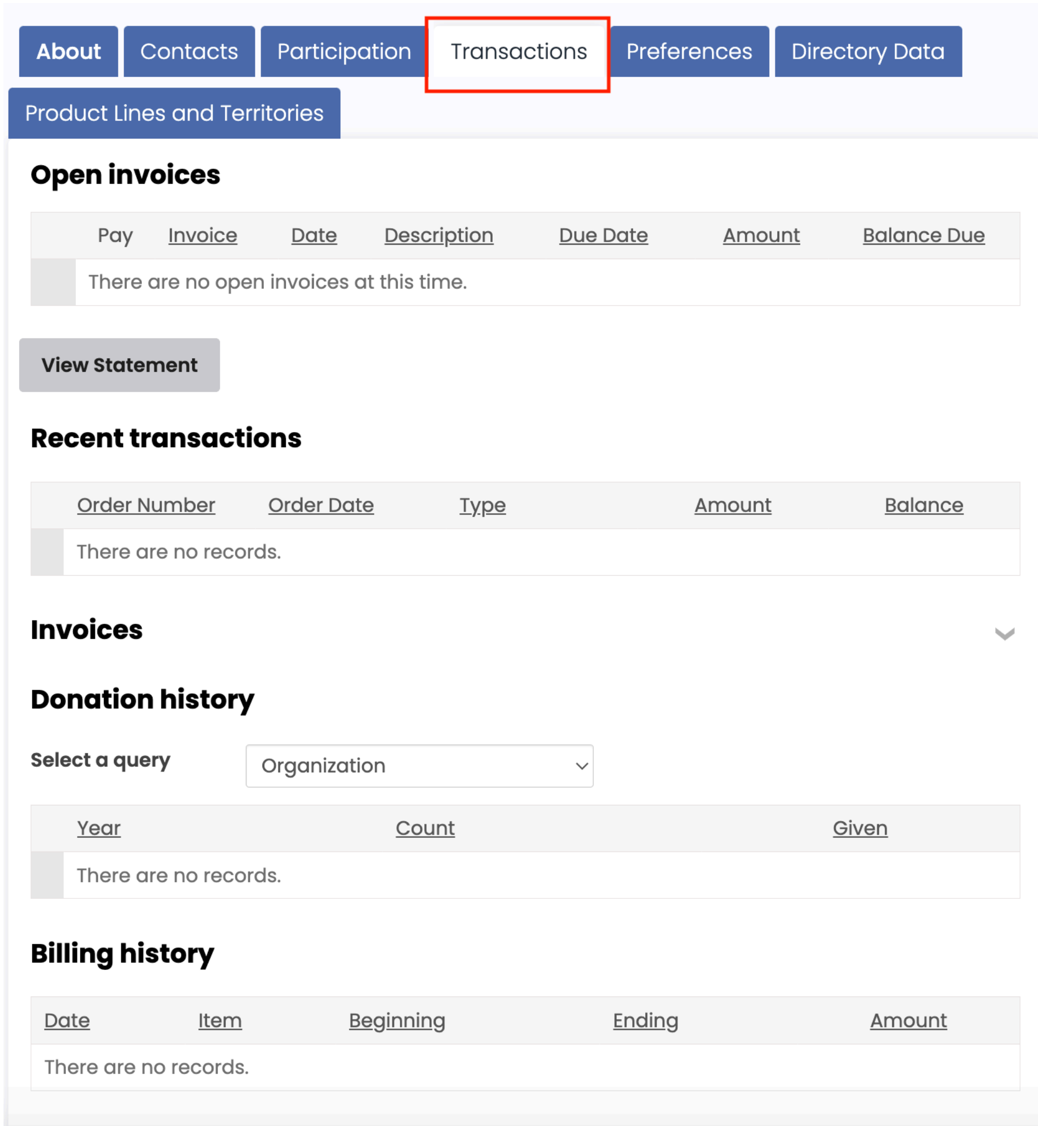
2. Under **Contacts** tab ➔ you can add/edit other employee profiles as well as other organizational profiles for your company's branches/divisions.



3. Under **Participation** tab ➔ you can view the company's engagement score, which is a sum of all activities and participation by the company and all of its employees. This is also where you can find information regarding **Current Membership Fees** and **Upcoming Event Registrations** on for the company.

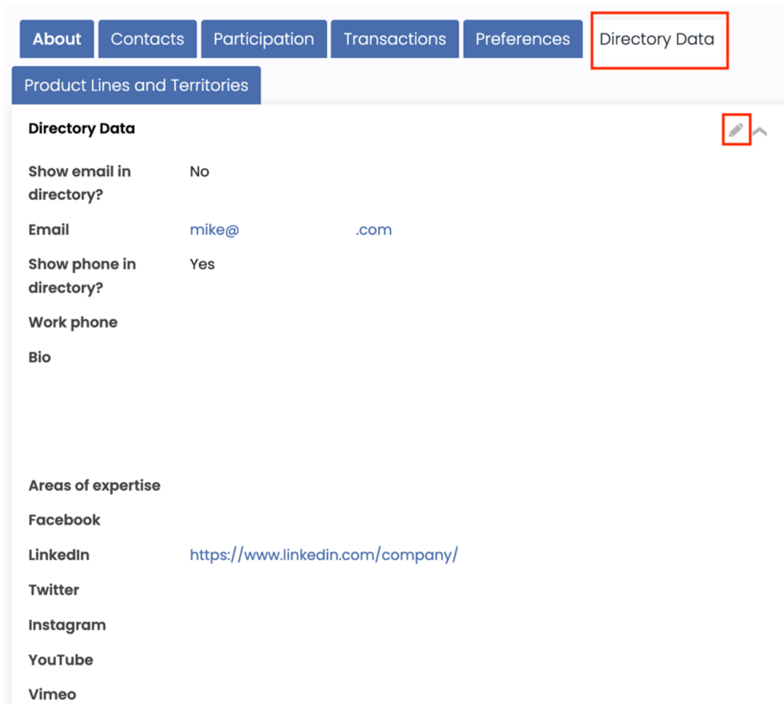


4. Under **Transactions** tab ➔ you can view the company's **Open Invoices**, **Recent Transactions**, **Past Invoices**, **Donating History** and **Billing History**. The "**View Statement** button will open a copy of your most recent billing statement.



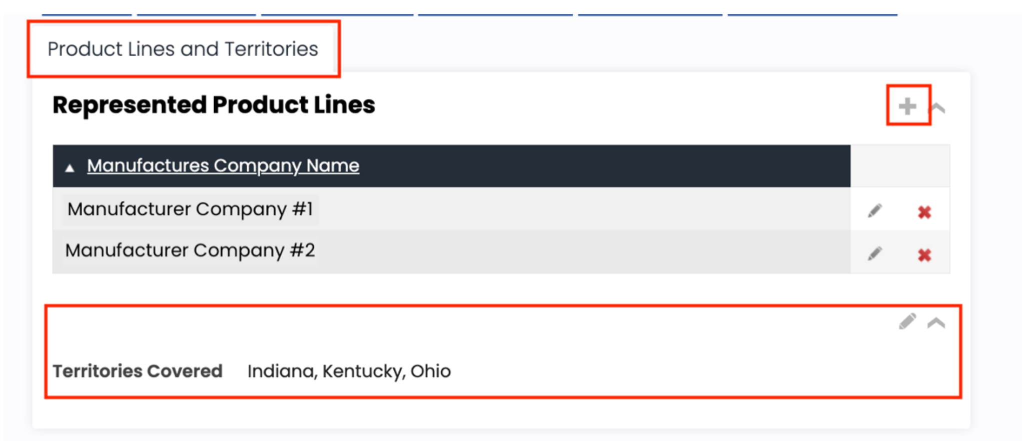
5. Under **Directory Data** tab ➔ you can set your company's information that will display in the directory. You can edit things such as contact information (main contact email, company phone number, biography, areas of expertise and social media URLs) and whether to display the email and phone number in the directory. Click the pencil icon to edit the information in that section.

NOTE: It is recommended that you choose display all, as the directory serves as a way to drive traffic to your website and allow NEMRA members to make connections and find potential partners.



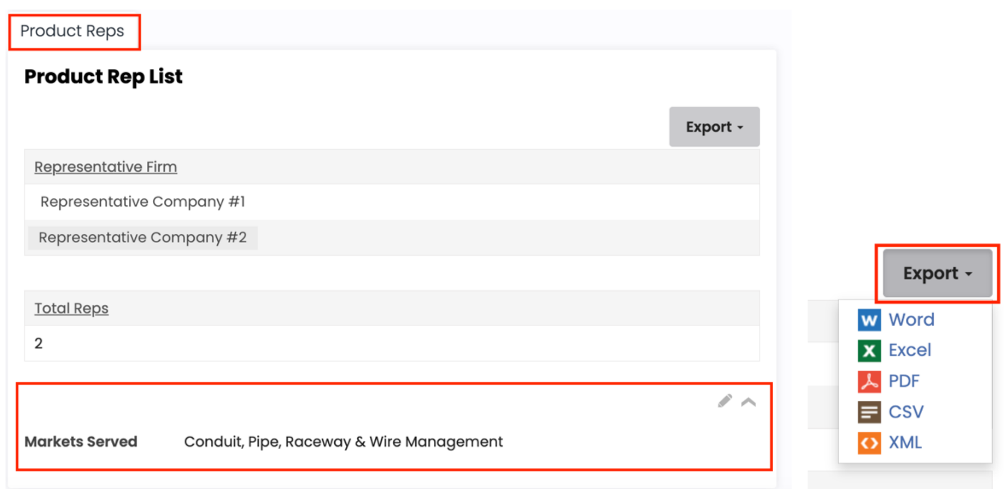
6. Under **Product Lines & Territories (REP Firms Only)** tab ➔ you can edit the manufacturer brands that you represent and update the territories that your company serves.

   Click the pencil and icons to edit the information in these sections.



***IMPORTANT:** If you do not see a manufacturer that you are partnered with listed in this dropdown, please [contact us](). Whether they are a NEMRA member* *or not, we'll add them to this list so that you can have a more complete partner count on your profile. NEMRA is always taking member recommendations for manufacturers that currently work with NEMRA reps, so this an opportune time to endorse and recommend your partners to NEMRA. If they become a member, your membership ROI increases.*

7. Under **Product Reps & Markets Served (Manufacturers Only)** tab ➔ you can view the NEMRA representatives that have added you on their end as a manufacturer brand that they represent. There is an option to export a list of your representative partners in multiple formats. This is also where you can update the product categories you offer, otherwise known as **Markets** Served. Click the pencil icon to edit the information in that section. If you aren't able to identify with one or any product categories/markets, please feel free to contact us and we'll review and potentially add a new category.



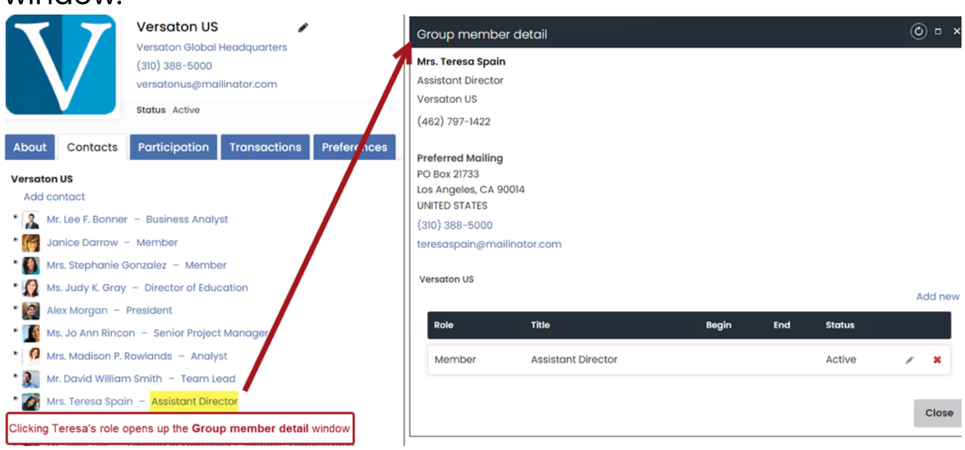
***IMPORTANT**: If you do not see one of your NEMRA reps listed in the 'Product Reps List', or you see previous representative partner firms, please reach out to them and ask that they add/remove you promptly.* *Manufacturers are not able to add/remove reps from this section due to privacy concern with our Reps.*

Q: How do I add/edit other employee profiles?

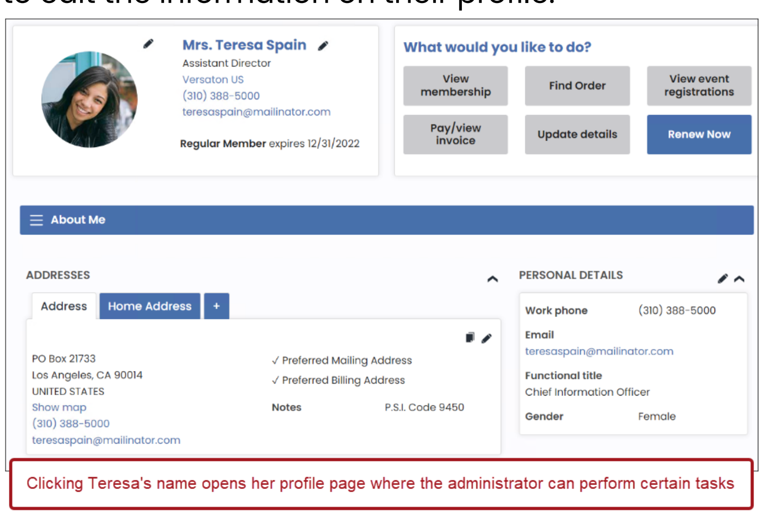
A: Under **Contacts** tab on the company profile, Company Administrators can add new employee contacts and update existing contact and profile information for existing employees of their organization. They can also view participation information for the contact, such as billing history.

***IMPORTANT**: The Company Administrator cannot add existing contacts to their company for security reasons. The Company Administrator can add brand new contacts only. If you need help adding existing contacts to a company profile, please contact us.*

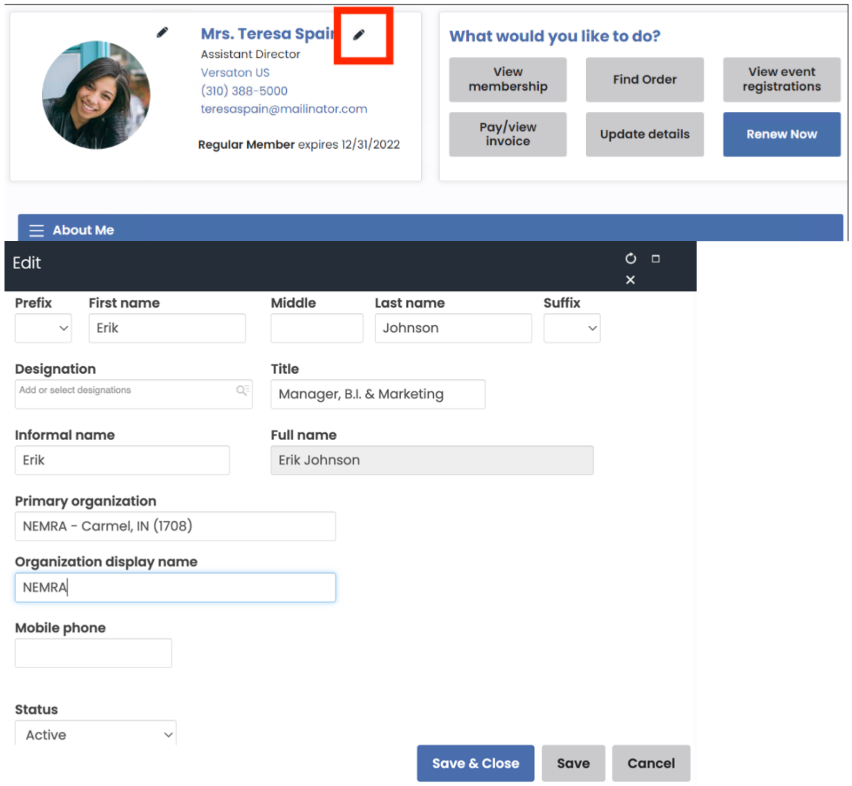
1. Add a new individuals contact by clicking **Add Contact** near the top of the Contacts panel above the listed employee names. Select **Individual** as the profile type. Enter required details and click **Save**.
2. Clicking on a contact's role opens the group member details window.



3. Edit an existing employee contact by clicking on their name to go to their profile. Click the pencil icon next to each panel/section to edit the information on their profile.



4. Clicking on the pencil icon next to the employee's name will allow you to update employee information such as Name, Title, Primary Organization, Addresses and more. Updating the primary organization is an easy way for Company Administrators to move an existing employee contact from one company profile to another.



IMPORTANT: To change/update Primary Organization, simply start entering the first few characters of your company name. If that specific parent company, or branch/division profile exists in the system it should populate as you type. Please ensure you exhaust all company naming conventions, including possible acronyms.

Q: *How do I control the rank/order of employees on our company's public directory listing?*

A: Each individual employee contact's **Functional Title** (also known as Department/Role) will determine that employees positional order/rank when listed on the company's directory listing page. The following positional order/rank is as follows:

1. President/Principal – *will be listed first.*
2. Executive/VP
3. Director/Manager
4. Outside Sales
5. Inside Sales
6. Marketing
7. Operations
8. Accounting/Finance
9. Human Resources (HR) – *will be listed last.*

IMPORTANT: *Please ensure you are providing accurate information to avoid any confusion between NEMRA and your personnel with regards to targeted emails about billing, membership, executive committee information, etc. For this reason, we highly recommend that you DO NOT list someone with an incorrect functional title just to change the order in which they are listed on your company's directory listing page.*

Q: *How do I move employees from one company profile to another?*

A: There are two methods to move an employee contact from one organization profile to another within the system

1. Each individual employee can move company's by simply updating their primary organization. Please have your employees view step #4 in *Q: "How do I edit/update my profile?"*.
2. A Company Administrator from the employee's primary organization can also update the employee's primary organization, as well as remove them from the company's "contacts". Please see Q: "How

Q: *How do I add/edit branches or divisions on the parent company profile?*

A: Under **Contacts** tab on the company profile, Company Administrators of can edit profile information for existing branch/division profiles that are related to the parent company. They can edit information such as company name, title, address, existing employees, and public profile

details. They can also view participation information for the organization, such as billing history.
The process of adding or editing branches/divisions to the parent company profile is essentially the same as adding/editing employee contacts.

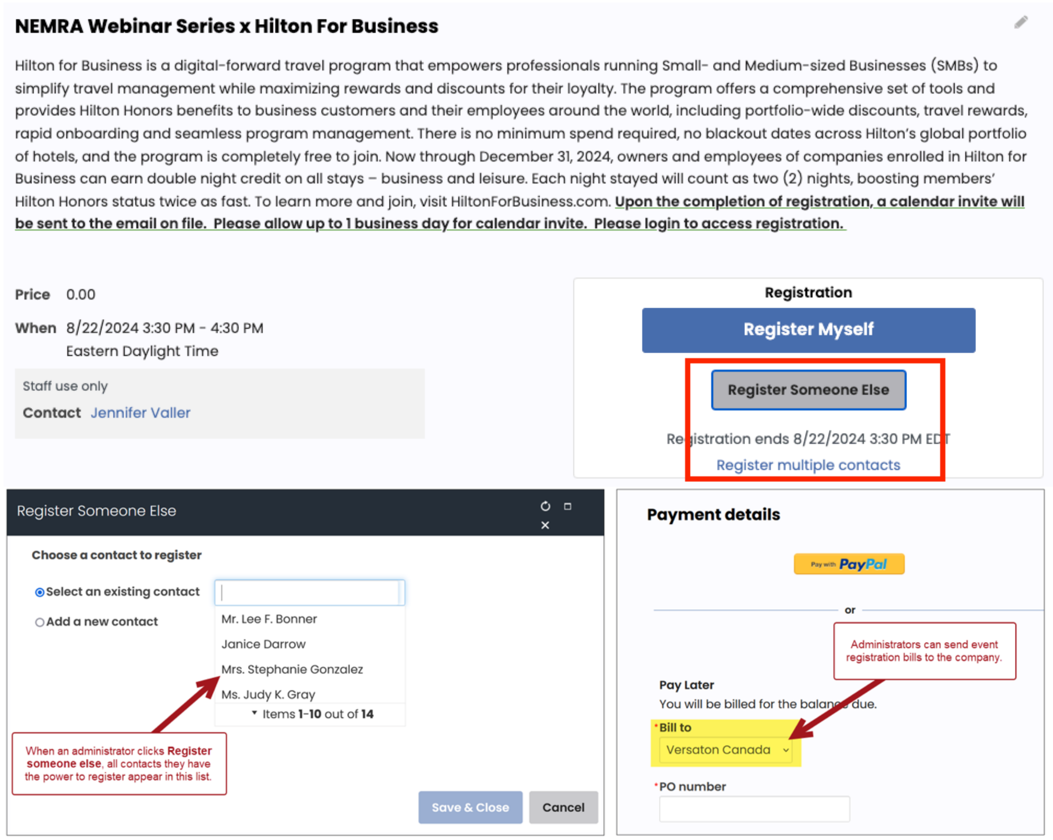
1. Add a new organizational contact by clicking **Add Contact** near the top of the Contacts panel above the listed employee names. Select **Organization** as the profile type. Enter required details and click **Save**.
2. Clicking on an organization's contact role opens the group member details window for that related branch/division. Each branch/division should be set as a 'member' contact to the parent company.
3. Edit a branch/division contact by clicking on their name to go to their profile. Click the pencil icon next to each panel/section to edit the information on their profile.

IMPORTANT: *The Company Administrator cannot add existing organizations to their company for security reasons. The Company Administrator can add brand new organization profiles only. If you need help adding existing branch/division profiles to a company profile, please contact us.*

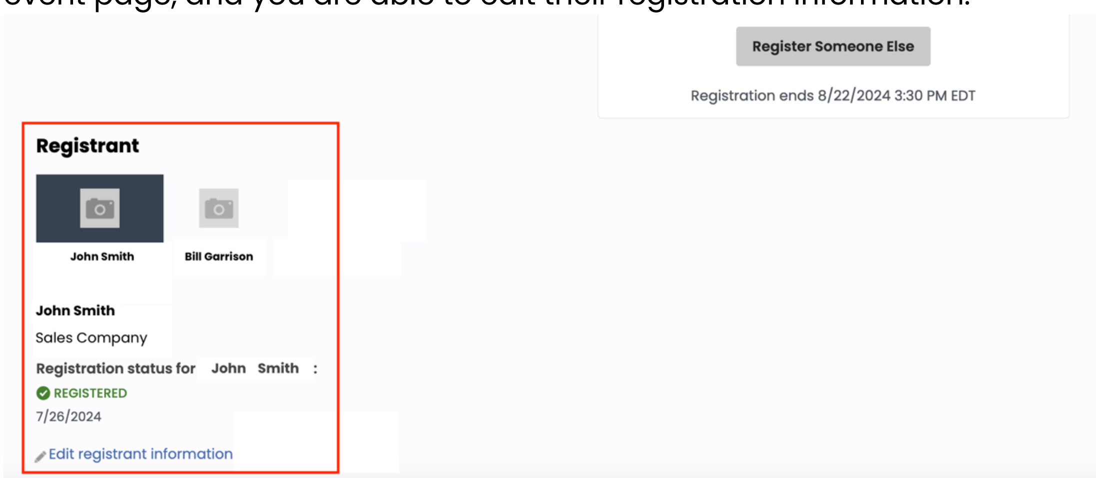
Q: How do I register other employees for an event (webinar, bootcamp, etc)?

A: To register other employees for events that are a contact of the organization that you are the administrator, follow these steps to register someone else for an event:

1. Follow the same initial steps 1-4 found in *Q: "How do I register for an event/webinar?"*
2. Once on a specific event page, **Click on Register Someone Else**, then select a name from the **existing contact** dropdown field (auto-populates all employee contacts that currently exist from within the company "Contacts"). You can also add a new contact if that employee has not already been added to your company "Contacts" as an employee member.



3. Once you've selected the contacts you wish to register for the event, click **Save & Close**.
4. Each contact you register will show up near the bottom left of the event page, and you are able to edit their registration information.

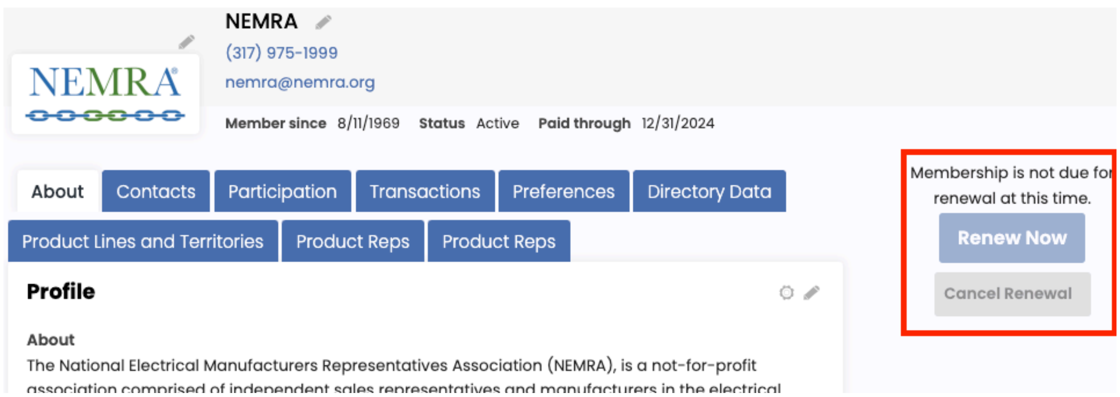


5. If you need to cancel an event you are already registered for, contact Jennifer Valler with NEMRA at jvaller@nemra.org.

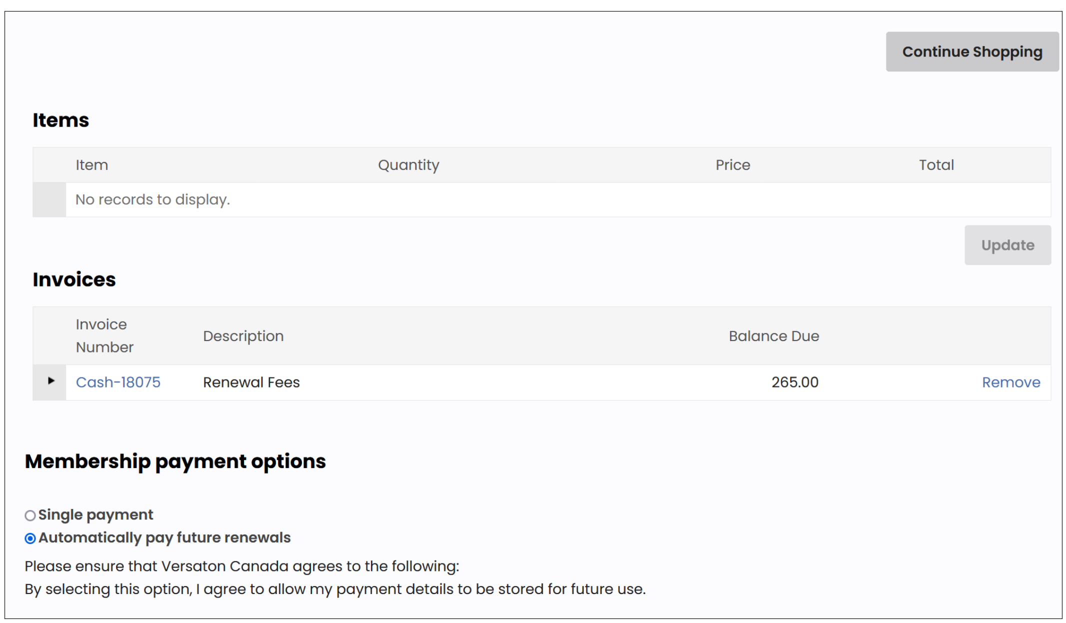
Q: [How do I renew membership on behalf of the company?]()

A: Company Administrators can easily renew their company's membership by using the **Renew Now** button on the organization's account page. The following outlines the process:

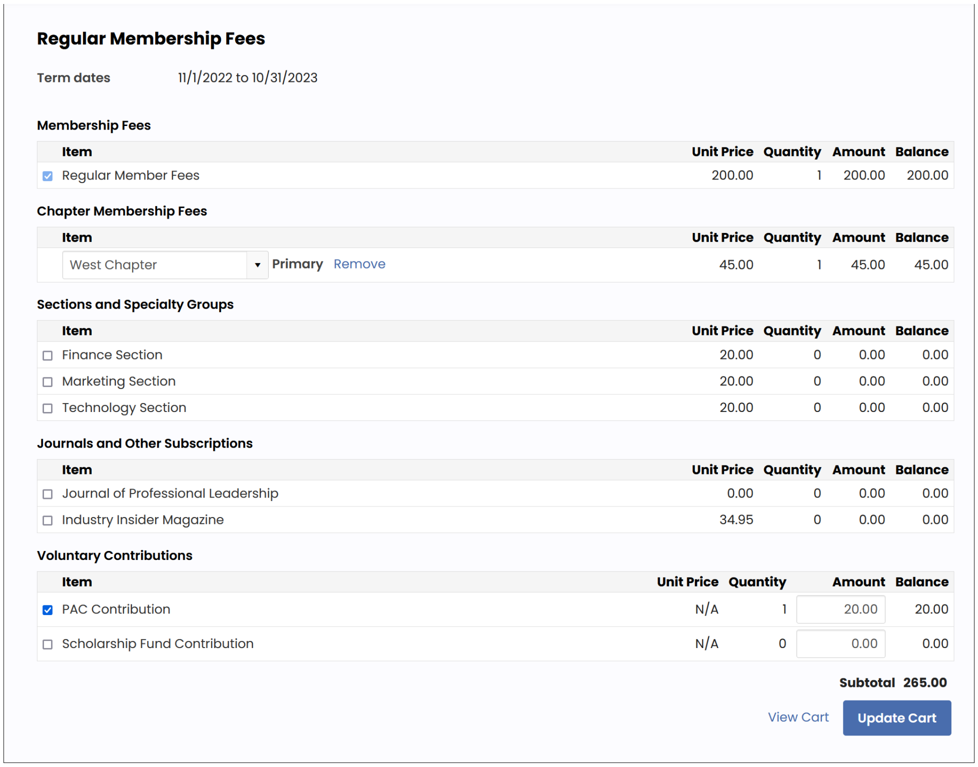
1. Navigate to the member portal and log in using their username and password.
2. Navigate to your company account page, then click the **Renew Now** button.



3. You will be taken one of two places, depending on if the system needs to **display itemized renewals** when generating the renewal invoice:
   - If not, you'll be taken directly to the cart page.



- If so, you'll be taken to the itemized renewal page where you can review and update the items defined in your membership (except the primary fee).



Regular Membership Fees

Term dates 11/1/2022 to 10/31/2023

Membership Fees

Item	Unit Price	Quantity	Amount	Balance
☑ Regular Member Fees	200.00	1	200.00	200.00

Chapter Membership Fees

Item	Unit Price	Quantity	Amount	Balance
West Chapter ▾ Primary Remove	45.00	1	45.00	45.00

Sections and Specialty Groups

Item	Unit Price	Quantity	Amount	Balance
☐ Finance Section	20.00	0	0.00	0.00
☐ Marketing Section	20.00	0	0.00	0.00
☐ Technology Section	20.00	0	0.00	0.00

Journals and Other Subscriptions

Item	Unit Price	Quantity	Amount	Balance
☐ Journal of Professional Leadership	0.00	0	0.00	0.00
☐ Industry Insider Magazine	34.95	0	0.00	0.00

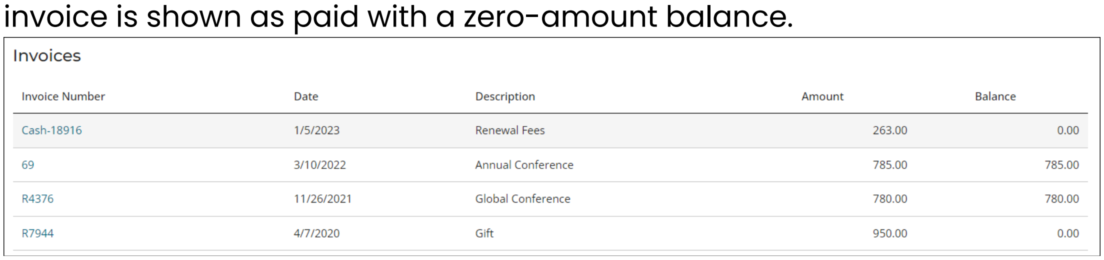
Voluntary Contributions

Item	Unit Price	Quantity	Amount	Balance
☑ PAC Contribution	N/A	1	20.00	20.00
☐ Scholarship Fund Contribution	N/A	0	0.00	0.00

Subtotal 265.00

View Cart Update Cart

4. When ready, you'll purchases the membership and you'll automatically be sent an order confirmation email.
5. The following changes occur after the renewal is paid for and the transaction is processed:
    - The **Paid through** date is advanced to match the **Renewed through** date.
    - The **Member status** is set to **Renewed**.
    - The **Status changed** date is set to the date when the company's member status was changed.
6. From the **Transactions** tab, the invoice has moved from the **Open invoices** section to the **Invoices** section. From the **Invoices** section, the invoice is shown as paid with a zero-amount balance.



Invoices

Invoice Number	Date	Description	Amount	Balance
Cash-18916	1/5/2023	Renewal Fees	263.00	0.00
69	3/10/2022	Annual Conference	785.00	785.00
R4376	11/26/2021	Global Conference	780.00	780.00
R7944	4/7/2020	Gift	950.00	0.00

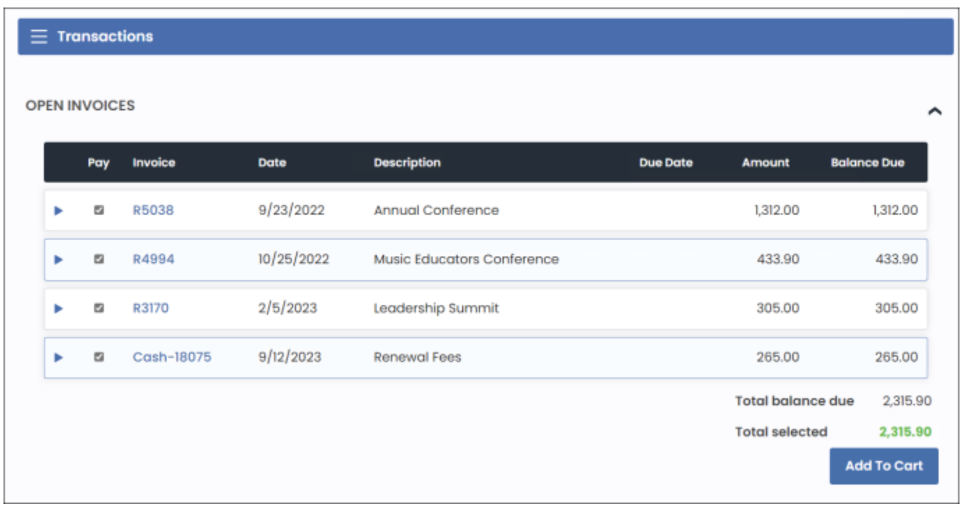
7. From the **Membership** tab, the **Membership fees** section reflects the new paid through date and zero balance, and new **Membership billing history** line items are added based on the membership products purchased.

Q: [*How do I pay open invoices or review transactions on behalf of the company?*]

A: Company Administrators can make purchases and bill the purchase to the organization. Therefore, you must know how to review past and open orders/invoices, and pay recently billed renewal invoices.

To pay open invoices for the company, do the following:

1. Click the **Transactions** tab on the company profile.
2. All open invoices appear in the **Open invoices** area. Select the checkbox next to the invoice number.
3. Click **Add To Cart**.


Transactions

OPEN INVOICES

Pay	Invoice	Date	Description	Due Date	Amount	Balance Due
☑	R5038	9/23/2022	Annual Conference		1,312.00	1,312.00
☑	R4994	10/25/2022	Music Educators Conference		433.90	433.90
☑	R3170	2/5/2023	Leadership Summit		305.00	305.00
☑	Cash-18075	9/12/2023	Renewal Fees		265.00	265.00

Total balance due 2,315.90

Total selected 2,315.90

Add To Cart

4. To view past orders/invoices, click the **Transactions** tab and then scroll down to **Recent Transactions** or **Invoices** respectively.

Q: [*How secure are my payments and transactions in NEMRA's portal?*]

A: NEMRA's member portal system (powered by iMIS) utilizes Global Payments for its payment processing. Global Payments is PCI 3.0 certified and maintains the highest level of security in the industry. Global Payments utilizes end-to-end encryption for all card present and card not present transactions. Card data saved on file is tokenized and stored offsite in the Pay Central Service, which is a secure Token Vault. Global Payments users are also eligible to receive $100,000 in breach protection through our PCI Assure program.

- **Is Global Payments mobile credit card data secure?** Yes. Global Payments Mobile supports PCI compliant encrypted EMV credit card readers, ensuring that sensitive credit card data is never stored, processed or transmitted through your phone, tablets or servers.
- **What fraud-prevention features are available in Global Payments?** Global Payment's security team provides 24/7/365 fraud and risk monitoring.
- **Is there a payment privacy policy?** Yes, the following are just a few of the security standards that ASI adheres to:
    - iMIS does not maintain any card data after the initial purchase or donation. For recurring payments, such as membership renewals or donations, the card data is tokenized before the card data is destroyed. This token is then used for the ongoing gifts or memberships.
    - iMIS does not process, store, or transmit cardholder data. Therefore, PCI compliance of the application is not required. Cardholder data is only handled by the Pay Central Service that is hosted by ASI, which is audited for compliance annually by a QSA company.
    - Global Payments is PCI compliant. For more information, see PCI Assure.
    - iMIS (including the Pay Central Service) is GDPR compliant.
    - Global Payments is ISO/IEC 27001:2013 certified.
- **Why did I get a pop-up asking me for approval?** Customers may see a “challenge window” when making purchases through the Global Payments gateway. This is an added 3D Secure measure to ensure your payments are protected. Although most transactions will follow the “frictionless flow” where no challenge window is presented, your bank may opt for the “challenge flow” if they believe there is an increased risk. See the image below for different types of challenge windows.

← ------------- End of Member Portal Company Admin FAQs ----------- →

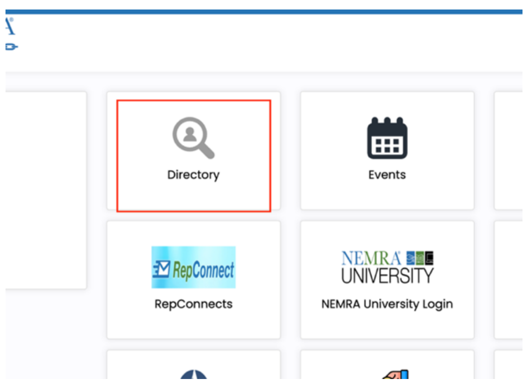
MEMBER DIRECTORY

General FAQs - Directory

Q: *How do I access the online directory?*

A: Do the following to access the online directory:

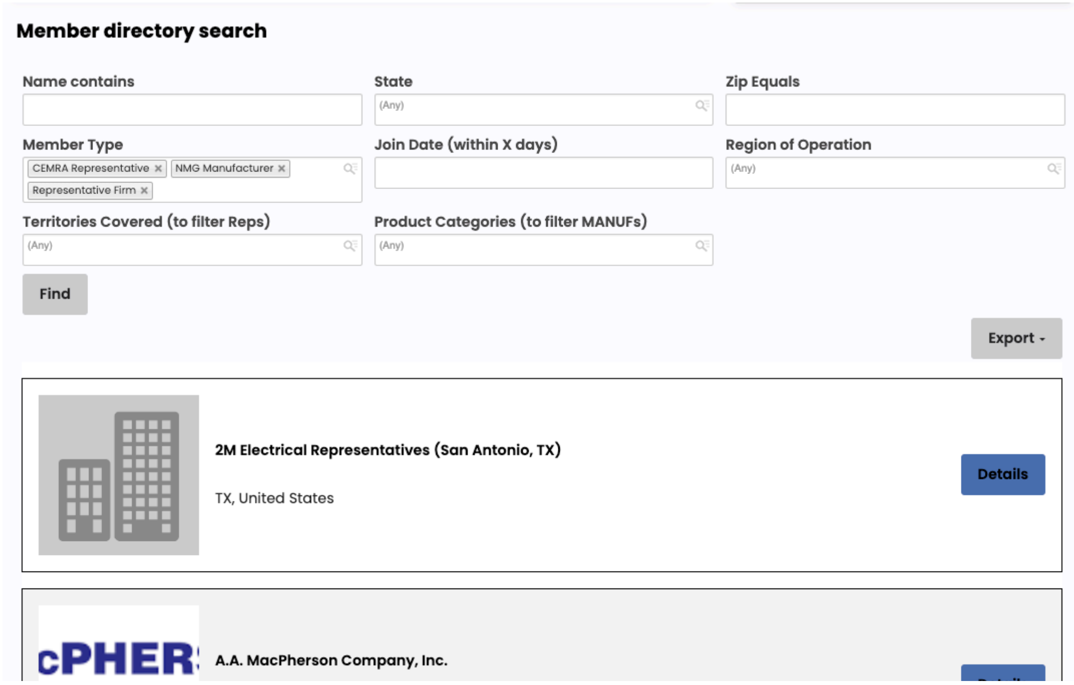
1. Navigate to the member portal.
2. Sign in using your username and password.
3. Click the "Directory" tile found in the portal dashboard.



Q: *How do I search for other members in the online directory?*

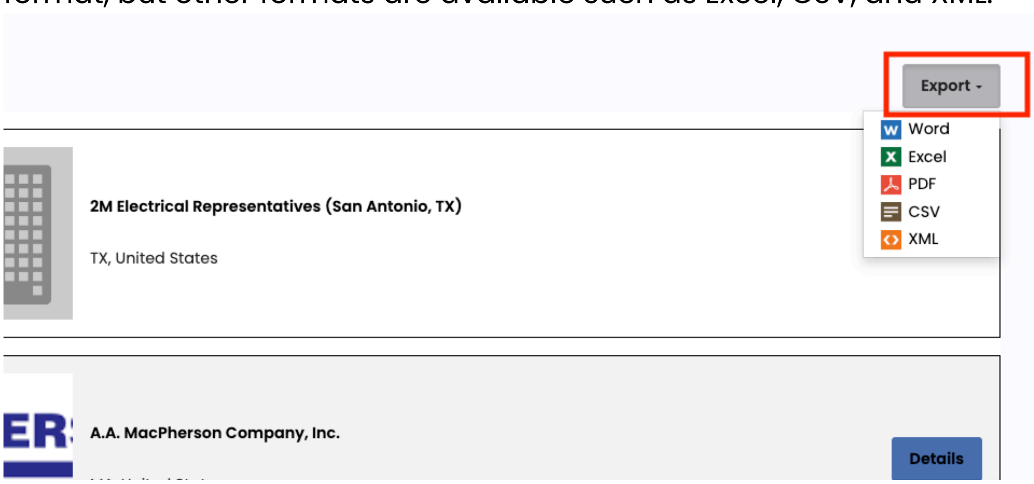
A: The directory only displays results of member companies, not individuals. You can search for other companies by 'company name' or based on several filters, including:

- ***State*** *– filter by one or more state(s).*
- ***Zip*** *– filter by a single zip code.*
- ***Member Type*** *– filter by one or more member types.*
- ***Region of Operation*** *– filter by one or more region(s) of the US or Canada.*
- ***Territories Covered*** *– filter reps by one or more territories.*
- ***Product Categories*** *– filter manufacturers by one or more products.*



Q: [How do I export the search results in the online directory?]

A: After performing a search in the directory, you can easily export those search results by clicking the "export" button. We recommend exporting in PDF or Word format, but other formats are available such as Excel, CSV, and XML.



Q: [How do I edit my company's information on the public directory listing?]

A: The directory mirrors your company's profile information. The information that displays in the directory can be changed by editing your company profile. See [Q: "How do I edit the company profile?"].