

Q & A Website Help

Q: How do I change my password?

A: If you don't remember your password:

- Go to the Homepage at www.NewNeighborsRR.org. Click on **Forgot Password?** just below the Login section near the bottom of the page. Check your email for an automatically generated password. This will be your password until you change it in your profile.
- Login with your email address and the automatically generated password.
- Once you are logged in, go to your profile and click on the word **CHANGE** [in blue]. Enter a new password to use in the future. Be sure to scroll down and click SAVE.

Q: I have a new address or phone number. How do I update my profile?

A: Access your profile from the Membership drop-down menu in the menu bar on the website by selecting "Manage Account". Log in if needed. Update your new information under the "About" tab and save your changes.

Additional Notes

- Please enter your emergency contacts under the ABOUT tab.
- Please add your headshot to the DIRECTORY CARD section of the PROFILE tab.

Q: Where can I find the Renewal Date for my New Neighbors membership?

A: Your renewal date is shown on your member profile. Check for it in the Membership Section at the bottom of the page of your ABOUT Tab. Note: Check payments are posted manually, and your profile may not be updated for several days after your check has been received.

Q: Can I check to see which interest groups I have signed up with?

A: Yes. Look at your profile in the NEW NEIGHBORS online directory. Click on the ABOUT tab at the top. All the Interest Groups you signed up for will be listed there.

- You must contact an Interest Group Leader to be removed from any group.
- If you want to join more groups, sign on to the website and then click on **Join Interest Groups** under the GET INVOLVED tab. You will not see groups you have already joined. You will only see groups you have not joined.
- If you recently renewed your membership, make sure that you are still signed up for your groups. Members are automatically removed from groups if their payments are not received before the end of the grace period.

Q: How can I see the group descriptions for groups I have already signed up with? When I go to **Join Interest Groups** and select FUN & GAMES or ESCAPADES, I only see the groups I didn't join.

A: You can see all the groups' descriptions if you log out [do this at the bottom of most pages; look in the light blue footer area].

Q: My Newsletter keeps showing up in my SPAM/JUNK folder. How can I get it to come to my INBOX?

A: There are a few steps you can take to help with this problem.

1. Add this email address to your CONTACTS on all your devices:
news@rrnewneighbors.org
2. Mark messages from the above address as NOT SPAM/JUNK
3. If your email account is setup to flag PROMOTIONS, your newsletter may get flagged and will appear in the PROMOTIONS folder

Additional Notes:

1. If your email app or program is set for the highest security to eliminate junk mail from your inbox, the Newsletter may still be sent to your SPAM/JUNK or PROMOTIONS folder because it is sent to a long list of recipients.

2. In some cases, your mail program may reject the Newsletter email [bounce]. When your Newsletter bounces, your email address is automatically removed from our mailing list for the Newsletter. Member Communications checks for bounces and will work with you to restore mailings to your email address.

Q: Why do I have to fill in my information every time I register for an event?

A: Your information will fill in automatically if you are logged into the website.

1. If you click to open an event from the **Newsletter** and you have not already opened the website and logged in, it will ask you to complete your information.
2. **Credit Card** information is not retained by the NEW NEIGHBORS website and must be completed with each sale.

Q: I see an event I want to attend. What do I do?

A: You can access events from your *NEW NEIGHBORS NEWS* weekly newsletter or from the NEW NEIGHBORS website calendar.

- Click on any event to see more information.
- Some events link directly to an Evite invitation.
- Other events just have a REGISTER button.
- Some events do not require RSVPs, so you can just show up to those events.

Additional Notes:

1. By joining a group, you will receive correspondence regarding event updates and potential upcoming events.
2. Please be courteous and reply to Evite invitations. For Carpool events and restaurant reservations, leaders need an accurate head count by the stated deadline.
3. If you have registered for an event on the calendar and need to cancel, you must notify the event leader.