

# Member Services Portal Instructions



## Overview

Welcome to the new IBEW Local 6 Member Services Portal. This new portal will allow members to conduct business with Local 6 from their smart phone, tablet or PC without the need to call or come into the office. In this portal you'll find services that include paying dues online, resigning the books, view the out of work list, see and bid on available jobs. This instruction guide should help familiarize you with the portal and walk you through the steps that will need to be taken to complete your request.

If you have any questions about this portal, or how to conduct business through the portal, please contact the Dispatcher at 415-861-5752 (Business Hours 7:30 am – 9:30 am & 3:30 pm-4:30 pm M-F) or [dispatcher@ibew6.org](mailto:dispatcher@ibew6.org)

# Member Services Portal Instructions

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## Important:

Review **all** processes below to complete your request.

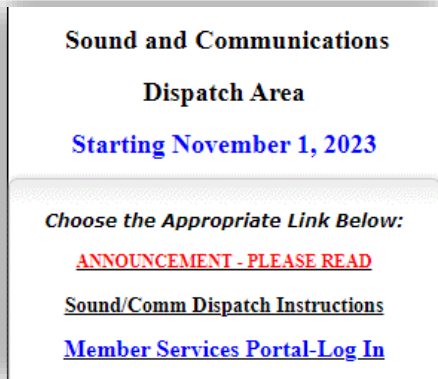
Protect your login ID and Password. If you think your password has been compromised, please notify the dispatch office immediately and reset your password.

# Member Services Portal Instructions

## Log In to Member Services Portal:

This section walks you through the process of logging into the Member Services Portal.

1. Access the Member Services Portal by navigating to [www.ibew6.org](http://www.ibew6.org)
2. Once on the IBEW Local 6 website, on the upper right-hand side of the page you should see a section that says Member Services Portal.



3. Select [Member Services Portal](#). Use the directions on the Log In page to enter your credentials.

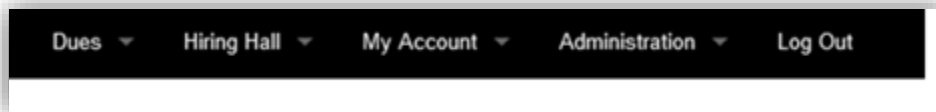
A screenshot of a "User Login" form. It has two input fields: "Card Number" (labeled "Required") and "Password" (labeled "Required"). Below the password field is a checkbox labeled "Remember Me". A red "Login" button is positioned below the checkbox. At the bottom, there is a list of instructions: "Your username is your Card Number (non-members login with email address).", "Your initial password is your last name and the last four digits of your SSN.", and "You will be required to change your password on your first login." Below the list, it says "If you have forgotten your password, you can [Reset it here](#)." and "Passwords are not case sensitive."

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*If you do not know this information, please reach out to the dispatch office. Contact information for the dispatch office will be listed at the end of this document.*

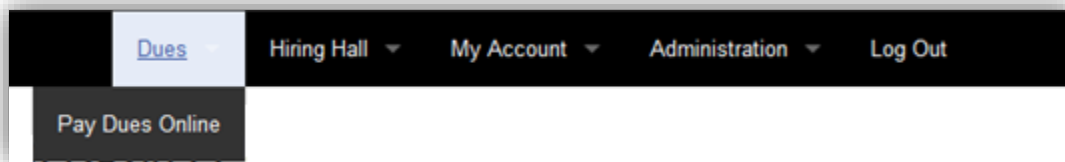
## Main Menu Overview:

From this area of the program, you can navigate to any one of the web pages. The next section will break down these areas of the system and provide instructions on how to use each page.



## Dues Menu:

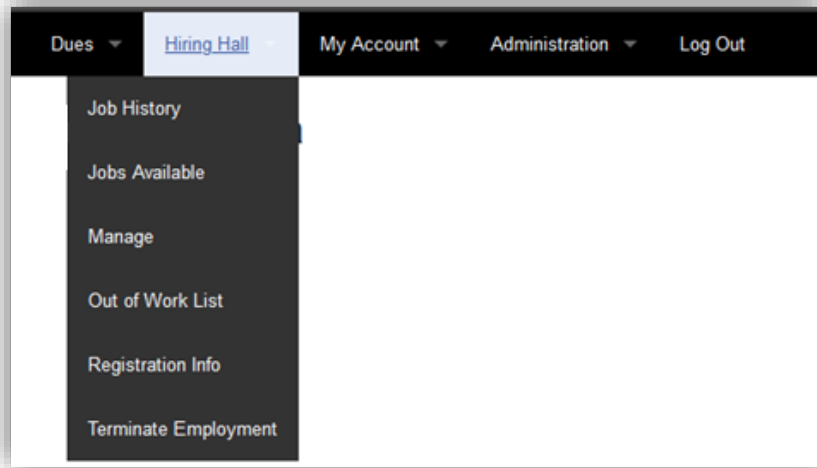
Pay your membership dues online (**local members only**). To pay your dues online, select the “Pay Dues Online” option.



## Hiring Hall Menu:

The Hiring Hall Menu item has multiple options under it. Below is a brief description of what these options provide.

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**Job History:** This section provides your recorded job history

**Jobs Available:** This section is where you can see and bid on jobs Monday – Friday between the hours of 4:30pm-7:00am

**Manage:** This section allows you register on the out of the out of work list or remove your name from the out of work list.

**Out of Work list:** This section allows you to see the current out of work list

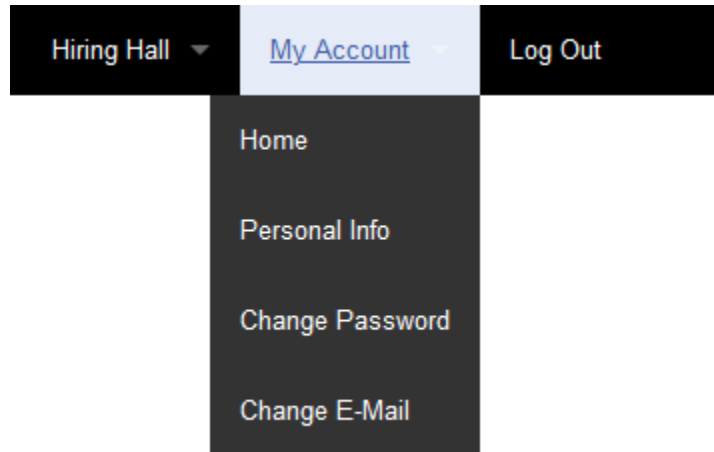
**Registration Info:** This section allows you to complete monthly resign (when active)

**Terminate Employment:** This section allows you to close out your current job and designate your termination cause such as layoff, quit, discharge (fired).

My Account Menu:

The My Account Menu item has multiple options under it. Below is a brief description of what these options provide.

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*Home:* This section will provide you with current and future announcements from your Local Union.

*Personal Info:* This section allows you to update your current contact info, email, phone, etc.

*Change Password:* This section is where you can update your password.

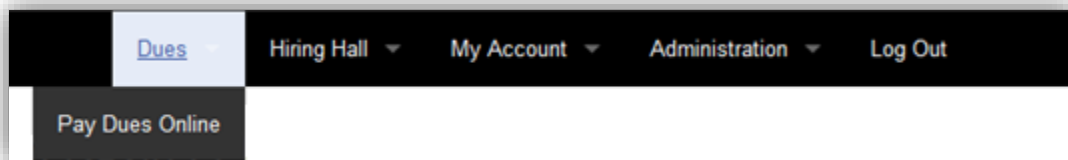
*Change Email:* This section allows you to change your email address associated with your login credentials for this site.

*Log Out:* This section allows you to leave the Member Services Portal.

### Step by Step Guide

Dues – Pay Dues Online (**local members only**)

1. Under the 'Dues' menu, select the 'Pay Dues Online' option.



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- When the page loads, you will see your current paid thru date, and the system will tell you if you have any amount due. It will also allow you to pay future charges.

**Dues**

Dues  
Dues charge assessed on every month.

Paid Thru	12/2023	
Paying Thru	Choose... ▾	\$0.00
<b>Prior Balance</b>		<b>\$0.00</b>
<b>Total Due</b>		<b>\$0.00</b>

Pay Charges

- Use the 'Choose' dropdown field to select the paid thru quarter you'd like to pay.

**Dues**

Dues  
Dues charge assessed on every month.

Paid Thru	12/2023	
Paying Thru	Choose... ▾	\$0.00
<b>Prior Balance</b>		<b>\$0.00</b>
<b>Total Due</b>		<b>\$0.00</b>

Pay Charges

## Member Services Portal Instructions

- Once you have selected the pay thru quarter you want to pay, the 'Total Due' amount will update to reflect the current charges you will be paying.

Dues		
Dues Dues charge assessed on every month.		
Paid Thru	12/2023	
Paying Thru	Q1/2024 ▾	\$159.00
Prior Balance		\$0.00
Total Due		\$159.00

Pay Charges

- If everything looks ok, and the correct charges are displaying, select the 'Pay Charges' button.

Pay Charges



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6. Selecting the 'Pay Charges' button will navigate you to the payment page.

The screenshot shows a payment form with the following fields and sections:

- Credit Card Number** (Required): A large text input field.
- Expiration** (Required): A text input field with a placeholder "MM/YY".
- CVV** (Required): A text input field with a placeholder "CVC".
- Account Holder Information** (Section Header): A blue button-like header.
- First Name** (Required): A text input field.
- Last Name** (Required): A text input field.
- Address** (Required, Maximum 80 Characters): A text input field.
- Address 2** (Maximum 80 Characters): A text input field.
- City** (Required, Maximum 80 Characters): A text input field with the value "Rohnert Park".
- State**: A dropdown menu with the value "CALIFORNIA".
- Zip Code**: A text input field with the value "94928".
- Home Phone** (Maximum 80 Characters): A text input field.
- Mobile Phone** (Maximum 80 Characters): A text input field.
- E-Mail** (Required, Maximum 80 Characters): A text input field.
- Privacy Notice**: A text block stating: "Information submitted on this page will be used for IBEW business only. Bank information entered here is not saved by IBEW."
- Contact Info**: A text block with the following details:
  - IBEW Local # 0006
  - 55 Fillmore St.
  - San Francisco, CA 94117
  - (415) 861-4752
- Refund Policy**: A text block stating: "Refunds will only be given only in accordance with International Constitution guidelines and Local policies."
- Navigation**: Two red buttons at the bottom, "Back" and "Next".

7. Enter all required information. Important: this system DOES NOT retain your credit card information for future use.

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- After you have entered all your required information, select the 'Next' button.

IBEW Local # 0006  
55 Fillmore St.  
San Francisco, CA 94117  
(415) 861-5752

**Refund Policy:** Refunds will only be given only in accordance with International Constitution guidelines and Local policies.

Back Next

- You will now be on the payment page where you can submit your payment for processing. The page provides you with a summary of the charges you are paying and the total amount that will be charge to your debit/credit card.

Your Credit Card will be charged \$159.00  
Click the "Submit Payment" button to complete your payment

Back Submit Payment

Charges

Dues		
Paid Thru	12/2023	
Paying Thru	01/2024	\$159.00
Prior Balance		\$0.00
Total Due		\$159.00

Payment Information

Credit Card	
Card Number	*****1111
Expiration	01/25
CVV Code	123

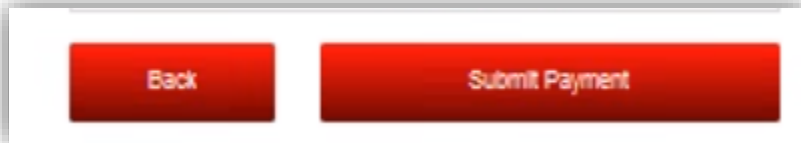
Account Holder Information	
Account Name	Kevin Tumminia
Address	822 Santa Dorotea Circle Rohnert Park, CA 94928

Back Submit Payment

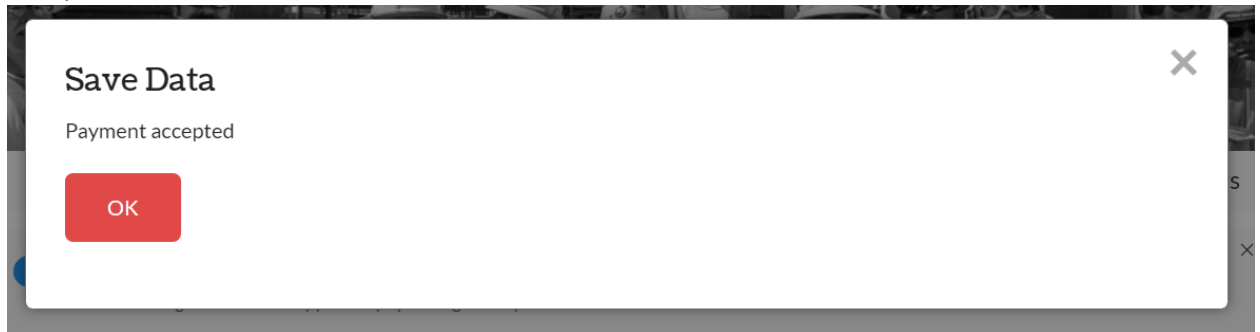
- If the payment information looks correct, select the 'Submit Payment' button to process your payment. If your payment information is incorrect, select the 'Back' button and make any

## Member Services Portal Instructions

changes needed to correct the payment information.



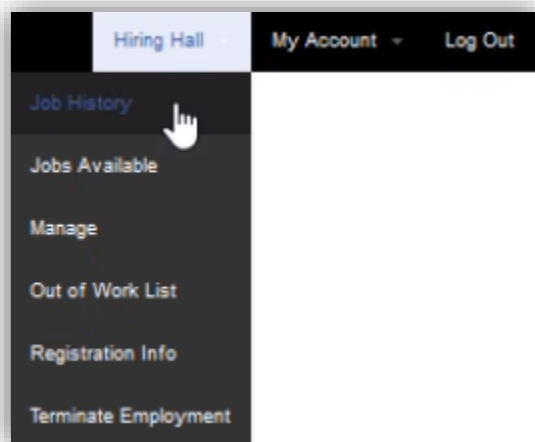
11. Once you submit the payment, you will receive a pop-up message that tells you 'Payment Accepted'.



12. Select the 'OK' button to clear the pop-up message.

### Hiring Hall – Job History

1. Under the 'Hiring Hall' menu, select the 'Job History' option.



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2. When the page loads, you will see your job history with IBEW Local 6. Important: All the data on this page is read-only.

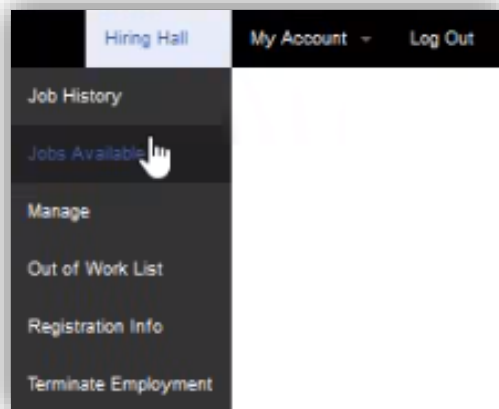
Job History for

Start Date	Employer	Termination Date	Termination Reason
03/13/2023	A & G ELECTRIC INC.	07/06/2023 14:37	Unknown
12/29/2022	GILDERSLEEVE ELECTRIC INC.	12/31/2022	Portability
12/18/2022 16:00	A & G ELECTRIC INC.	12/28/2022 08:40	Quit
10/30/2022	A & G ELECTRIC INC.	10/28/2022 20:57	Layoff
10/30/2022	A & G ELECTRIC INC.	10/27/2022 16:37	Layoff
10/20/2022	A & G ELECTRIC INC.	10/18/2022	
10/20/2022	A & G ELECTRIC INC.	10/26/2022	Layoff
10/19/2022	A & G ELECTRIC INC.	10/19/2022	Discharge
10/19/2022	A & G ELECTRIC INC.	10/19/2022	Layoff
10/18/2022	A & G ELECTRIC INC.	10/18/2022	Turned Around
10/04/2022	A & G ELECTRIC INC.	10/04/2022	Unknown
07/01/2022	SOMAR ELECTRIC INC	08/18/2022	Layoff

### Hiring Hall – Jobs Available

Important: Bidding is allowed after 4:30 pm (M-F) until 7:00 am the next day before 8 am Roll Call, if jobs are available. You cannot bid on job(s) until the dispatch office has assigned you a position number on the out of work list during business hours (7:30 am – 4:30 pm Monday – Friday).

1. Under the 'Hiring Hall' menu, select the 'Jobs Available' option.



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2. When the page loads, you will see all jobs that are available. Important: Only jobs on the book(s) you are registered to will be displayed.

Bidding is Open

Bidding will close Thursday at 07:00:00 AM Pacific Daylight Time and will reopen Thursday, 07:00:01 AM Pacific Daylight Time

Bidding will not be allowed once the period ends

3 Jobs available as of 10:02:38 AM Pacific Daylight Time

Job Class

All Job Classes

Employer

All Employers

City

All Cities

Worksite

All Worksites

Clear Filter

Show Details

Hide Details

	Bid	Employer	City	Start Date	Short call	Strike
+	No Bid	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No
+	No Bid	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+	No Bid	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

Submit Bids

Instructions

- Jobs that are available to you will have a drop down box displayed to the left of the employer name.
- Select your desired priority from the drop down list, or select "No Bid" if you do not have interest in the job.
- You may only bid on jobs if you are not currently working.
- You may only bid on a job if you have an active registration on same book as the opening.
- Online bidding for a job will not be allowed unless the Dispatch office has enabled web bidding for its book.
- You can view your registration information [here](#).
- Bidding is open between the hours of Thursday, 07:00:01 AM Pacific Daylight Time and Thursday at 07:00:00 AM Pacific Daylight Time
- Bidding is open all day on weekends and holidays.

To place one or more bids, indicate your preferences by selecting the priority next to each job of interest and click the "Submit Bids" button

If you bid for work via the Internet, you should receive an Email confirmation of that bid. You may resubmit (submit corrections) until Thursday at 07:00:00 AM Pacific Daylight Time. If you do not receive an Email confirming your bid, something did not work correctly. Any loss of confidence with internet should cause you to contact the Dispatch Office at 415-861-5752, between 7:30am and 7:45am daily before Roll Call.

By clicking on the "Submit" button below, I signify that I understand and accept these conditions.

3. The Jobs Available page has a section that allows you to filter out jobs based on criteria that you set. You can filter down using a Job Class, Employer, City or Worksite. To clear any filters, select the 'Clear Filter' button.

Job Class

All Job Classes

Employer

All Employers

City

All Cities

Worksite

All Worksites

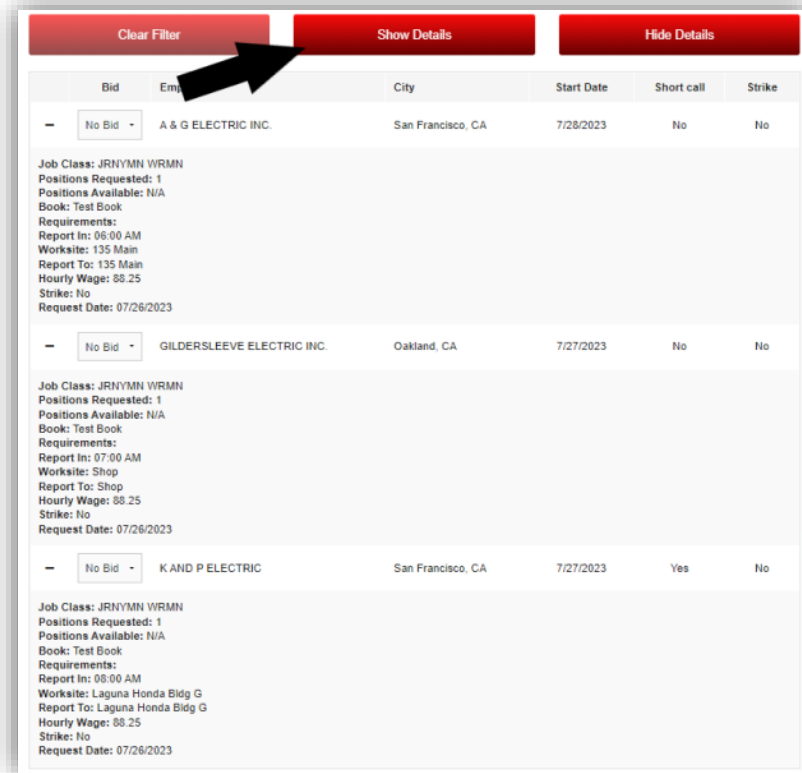
Clear Filter

Show Details

Hide Details

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- Each job has details that provides information on the worksite location, the number of positions that are available, the hourly wage, and other specifics about the job. To see the details on all the available jobs, select the 'Show Details' button.

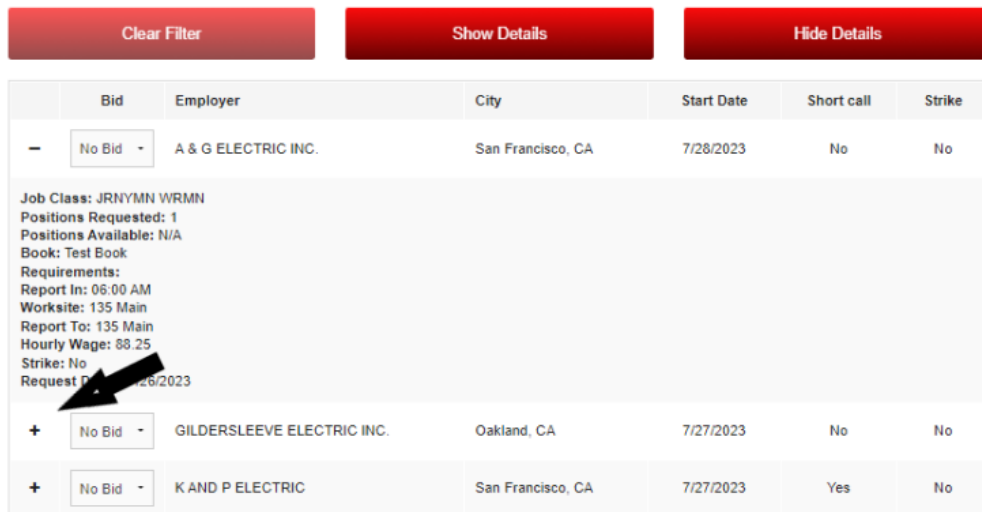


The screenshot shows a web interface with three buttons at the top: 'Clear Filter', 'Show Details', and 'Hide Details'. Below the buttons is a table with columns: Bid, Employer, City, Start Date, Short call, and Strike. The first row shows a job for 'A & G ELECTRIC INC.' in 'San Francisco, CA' with a 'Start Date' of '7/28/2023'. Below the table, the details for the first job are expanded, showing 'Job Class: JRNYMN WRMN', 'Positions Requested: 1', 'Positions Available: N/A', 'Book: Test Book', 'Requirements: Report In: 06:00 AM', 'Worksite: 135 Main', 'Report To: 135 Main', 'Hourly Wage: 88.25', 'Strike: No', and 'Request Date: 07/26/2023'. An arrow points to the 'Show Details' button.

Bid	Employer	City	Start Date	Short call	Strike
No Bid	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No

Job Class: JRNYMN WRMN  
 Positions Requested: 1  
 Positions Available: N/A  
 Book: Test Book  
 Requirements:  
 Report In: 06:00 AM  
 Worksite: 135 Main  
 Report To: 135 Main  
 Hourly Wage: 88.25  
 Strike: No  
 Request Date: 07/26/2023

- To see details for a specific job, use the '+' button next to the job you want to see details for.



The screenshot shows the same web interface as the previous one, but with the details for the second job expanded. The first job's details are collapsed. The second job, 'GILDERSLEEVE ELECTRIC INC.' in 'Oakland, CA', has its details expanded, showing 'Job Class: JRNYMN WRMN', 'Positions Requested: 1', 'Positions Available: N/A', 'Book: Test Book', 'Requirements: Report In: 06:00 AM', 'Worksite: 135 Main', 'Report To: 135 Main', 'Hourly Wage: 88.25', 'Strike: No', and 'Request Date: 07/26/2023'. An arrow points to the '+' button next to the second job.

Bid	Employer	City	Start Date	Short call	Strike	
No Bid	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No	
+	No Bid	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+	No Bid	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

Job Class: JRNYMN WRMN  
 Positions Requested: 1  
 Positions Available: N/A  
 Book: Test Book  
 Requirements:  
 Report In: 06:00 AM  
 Worksite: 135 Main  
 Report To: 135 Main  
 Hourly Wage: 88.25  
 Strike: No  
 Request Date: 07/26/2023

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6. To hide details for **all** jobs, select the 'Hide Details' button.



The screenshot shows the top navigation bar with three buttons: 'Clear Filter', 'Show Details', and 'Hide Details'. The 'Hide Details' button is highlighted with a red arrow. Below the buttons is a table with the following columns: Bid, Employer, City, Start Date, Short call, and Strike.

	Bid	Employer	City	Start Date	Short call	Strike
+	No Bid	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No
+	No Bid	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+	No Bid	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

7. Bidding is conducted based on priority. For example, if there are 3 jobs available, you will see numbers 1, 2, 3 and 'No Bid' option in the 'Bid' dropdown field.

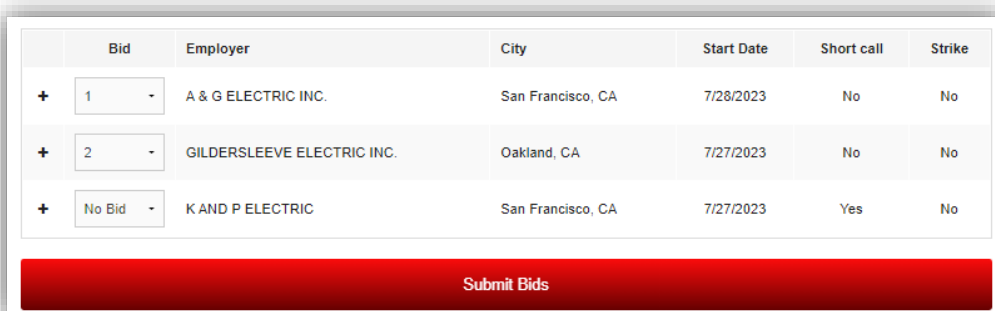


The screenshot shows the same table as in the previous image, but the 'Bid' dropdown menu for the first row is open, showing the options: 'No Bid', '1', '2', and '3'. The 'Submit Bids' button is visible at the bottom of the table.

	Bid	Employer	City	Start Date	Short call	Strike
+	No Bid	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No
+	No Bid	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+	No Bid	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

Submit Bids

8. To bid on your most desirable job, use the 'Bid' dropdown field and set it to '1'. If there are other jobs you want to bid on, set the bid field for that job using '2' or '3'. The lowest number is your highest priority job. Subsequently, your highest number bid is your lowest priority job. A 'No Bid' value means you are not bidding on that job.



The screenshot shows the same table as in the previous image, but the 'Bid' dropdown menu for the first row is set to '1'. The 'Submit Bids' button is visible at the bottom of the table.

	Bid	Employer	City	Start Date	Short call	Strike
+	1	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No
+	2	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+	No Bid	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

Submit Bids

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- After you have placed a priority bid on the jobs you are interested in, select the 'Submit Bids' button. You will receive a pop-up message that lets you know that the dispatcher has received your bids. If you have a valid email address on file, you will also receive a confirmation email.

**Roll Call starts at 8am over the phone, if you are selected, you must answer the dispatcher's phone call. You will receive two calls and two voicemails, if you do not answer the phone, the dispatcher will move on to the next applicant for employment.**

The screenshot shows a web interface titled "Bidding is Open". A white pop-up box with a close button (X) in the top right corner contains the text "Save Data" and "Your bid preferences have been submitted. An email confirmation has been sent to". Below this text is a red button labeled "OK".

Below the pop-up, there is a "Worksite" dropdown menu set to "All Worksites". To the right of the dropdown are three buttons: "Clear Filter", "Show Details", and "Hide Details".

Below these buttons is a table with the following columns: Bid, Employer, City, Start Date, Short call, and Strike. The table contains three rows of data:

Bid	Employer	City	Start Date	Short call	Strike
+ 1 -	A & G ELECTRIC INC.	San Francisco, CA	7/28/2023	No	No
+ 2 -	GILDERSLEEVE ELECTRIC INC.	Oakland, CA	7/27/2023	No	No
+ No Bid -	K AND P ELECTRIC	San Francisco, CA	7/27/2023	Yes	No

At the bottom of the interface is a large red button labeled "Submit Bids".

### Hiring Hall – Manage

- Under the 'Hiring Hall' menu, select the 'Mange' option.

The screenshot shows a web interface with a top navigation bar. The "Hiring Hall" tab is selected and highlighted in blue. To its right are "My Account" and "Log Out" links.

Below the navigation bar is a vertical menu with the following options: "Job History", "Jobs Available", "Manage", "Out of Work List", "Registration Info", and "Terminate Employment". The "Manage" option is highlighted in blue, and a mouse cursor is pointing at it.



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2. On this page you can register to a qualified book, or you can deactivate a current registration to remove yourself from a qualified book.

**Active Registrations**

**Deactivate**

**Test Book - Journeyman**

Active Position #	3
Registration Number	84
Registration Date	07/06/2023 14:37
Strikes	0

**Qualified Books**

**Register**

**SOUND AND COMM - Sound Comm - 4**

3. To deactivate a current registration, select the 'Deactivate' button for the book that you would like to be removed from.

**Active Registrations**

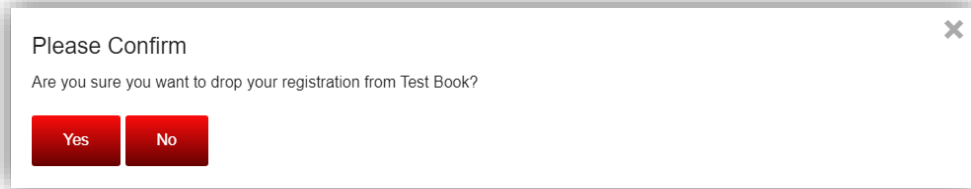
**Deactivate**

**Test Book - Journeyman**

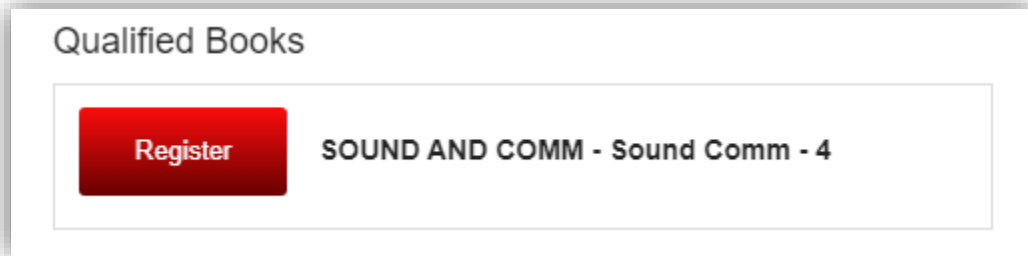
Active Position #	3
Registration Number	84
Registration Date	07/06/2023 14:37
Strikes	0

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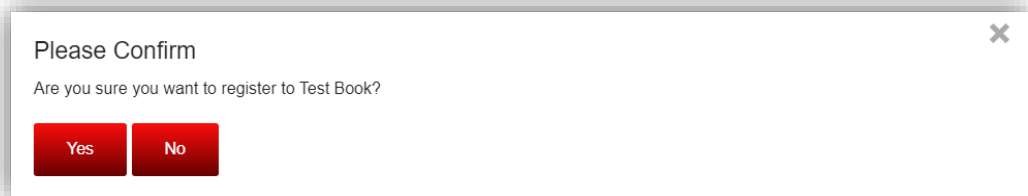
- When you select the 'Deactivate' button, you will get a confirmation pop-up message. If you wish to proceed with removing yourself from that book, select 'YES'. If you do not wish to proceed, select 'NO'.



- To register to a book you are qualified for, select the 'Register' button for the book that you would like to register to.



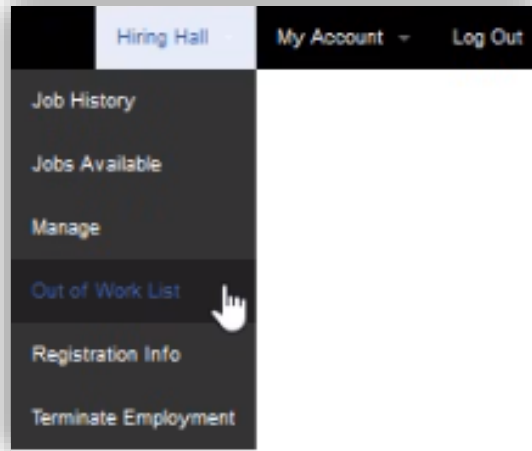
- When you select the 'Register' button, you will get a confirmation pop-up message. If you wish to proceed with adding yourself to that book, select 'Yes'. If you do not wish to proceed, select 'No'.



# Member Services Portal Instructions

## Hiring Hall – Out of Work List

1. Under the 'Hiring Hall' menu, select the 'Out of Work List' option.



2. When the page loads, you will see the Out of Work List.

A screenshot of the 'Out of Work List' page. At the top, the title 'Out of Work List' is centered. Below it, there are two filter sections: 'Book' with a dropdown menu showing 'Test Book : Journeyman', and 'View' with a dropdown menu showing 'Sort by position #'. Below the filters is a table with five columns: 'Position #', 'Local', 'Name', 'Registration Date', and 'Strikes'. The table contains three rows of data.

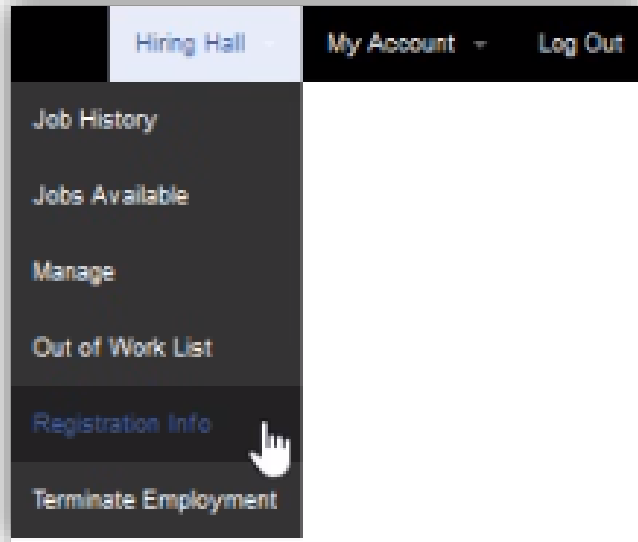
Out of Work List				
Book				
Test Book : Journeyman				
View				
Sort by position #				
Position #	Local	Name	Registration Date	Strikes
1		LUTHER, LEX	02/23/2023	0
2		ONE, LAST	07/06/2023	0
		EVIL, REAL	07/26/2023	0

3. This page is read-only with the exception of filters that can be used to help you look at the data you are interested in. You can filter based on the Book or the View. The book filter will allow you to look at a specific book, and the view filter will allow you to sort by Position # or Last Name.

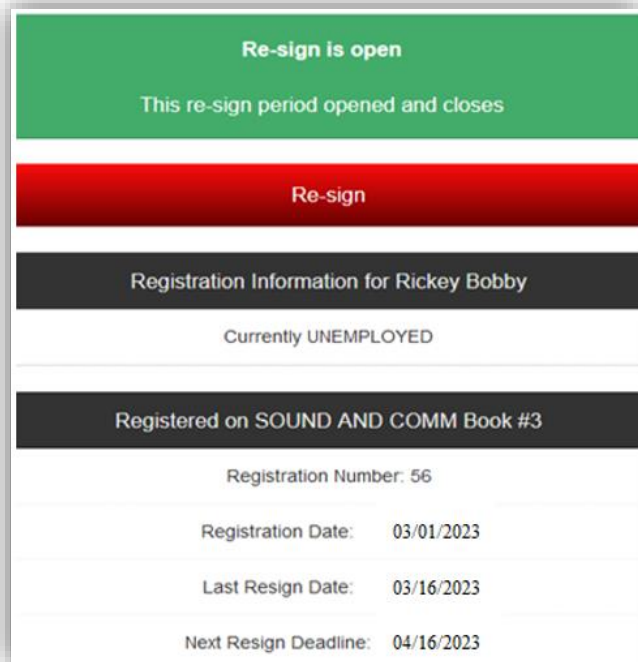
# Member Services Portal Instructions

## Hiring Hall – Registration Info

1. Under the 'Hiring Hall' menu, select the 'Registration Info' option. On the Registration Info page, you can Re-sign (available between the 10<sup>th</sup> and the 16<sup>th</sup> of the month), and view your current registration(s) information.



2. When the resign period is open, you will see the option to resign; select the 'Re-sign' button.



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3. After you have resigned, you will received a pop-up confirmation message. Select 'Ok' to clear the message.



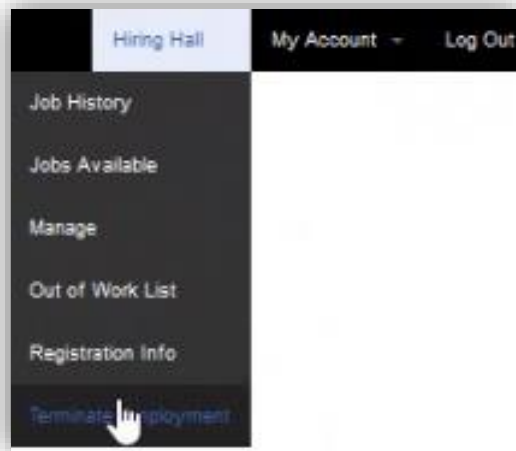
4. If resign is closed, the option to resign will not be available, and you'll need to return to the Member Services Portal during the open resign period between the 10th – 16th of the month.

<b>Re-sign is closed</b>
Your re-sign is due between 03/10/2023 - 03/16/2023
You must re-sign during the dates indicated or you will be REMOVED from the book.
<b>Your registrations are up to date</b>
<b>Registration Information for Rickey Bobby</b>
Currently UNEMPLOYED
<b>Registered on SOUND AND COMM Book #3</b>
Actual Position Number: 11
Registration Number: 59
Registration Date: 03/01/2023
Last Resign Date: 02/16/2023
Next Resign Deadline: 03/16/2023

# Member Services Portal Instructions

## Hiring Hall – Terminate Employment

1. Under the 'Hiring Hall' menu, select the 'Terminate Employment' option. On the Terminate Employment page you can terminate your employment.

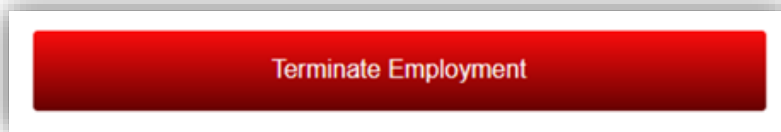


2. To terminate your employment, select the 'Termination Date' to the date your employment ended, and then select the 'Termination Reason' field and select the value that best represents the reason for your termination.

A screenshot of a web form titled 'Terminate Employment'. The form has a white background and a thin grey border. At the top, the title 'Terminate Employment' is in bold. Below it, the text 'Current Employer: A & G ELECTRIC INC.' is displayed. There are two main input fields: 'Termination Date' with a text input box, and 'Termination Reason' with a dropdown menu. Below these fields is a grey rectangular box containing the text: 'Remember that the union office needs a termination slip as soon as possible.' At the bottom of the form is a large red button with the text 'Terminate Employment' in white.

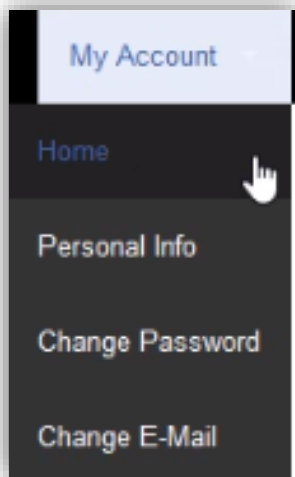
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3. After you have entered the Termination Date and the Termination Reason, select the 'Terminate Employment' button to submit the form to the hiring hall.



### My Account – Home

1. Under the 'My Account' menu, select the 'Home' option.

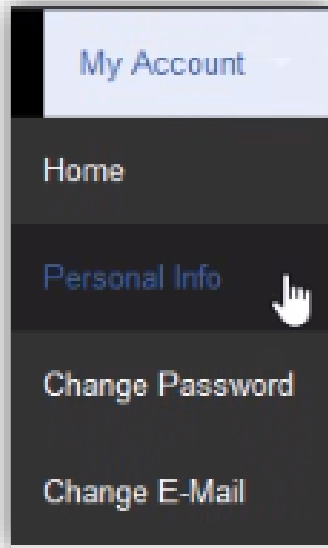


2. On the 'Home' page, you will see any current announcements.

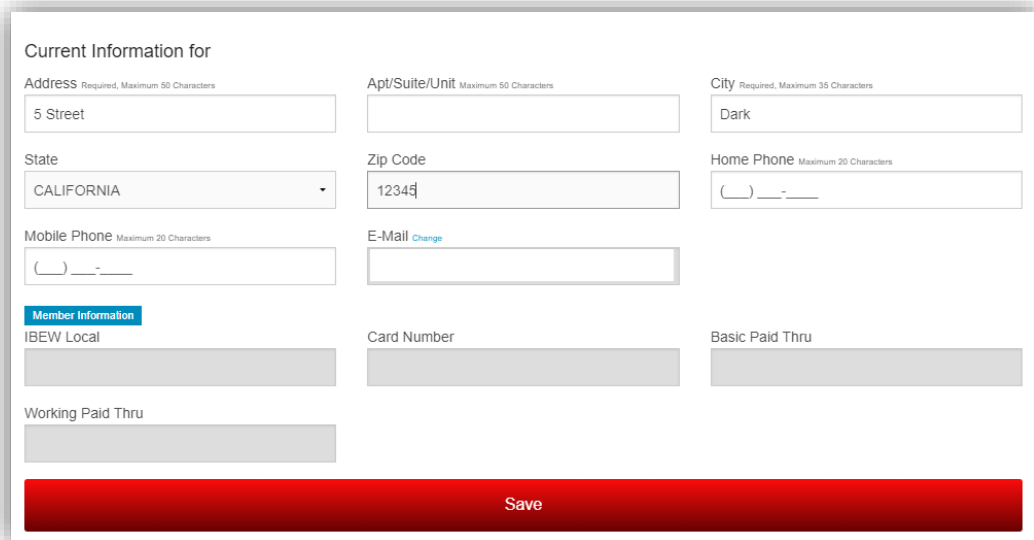
# Member Services Portal Instructions

## My Account – Personal Info

1. Under the 'My Account' menu, select the 'Personal Info' option.



2. The 'Personal Info' page will display with some of your personal information. Most fields on this page are editable. The only fields not editable on this page are: IBEW Local, Card Number, Basic Paid Thru, and Working Paid Thru

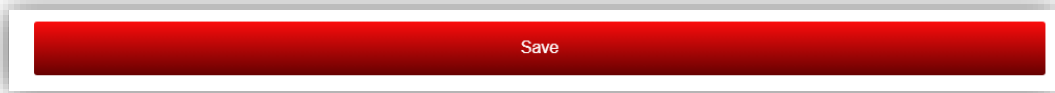
A screenshot of the 'Personal Info' page. At the top, it says 'Current Information for'. Below this are several input fields arranged in a grid. The first row contains 'Address' (with a subtext 'Required, Maximum 50 Characters'), 'Apt/Suite/Unit' (with a subtext 'Maximum 50 Characters'), and 'City' (with a subtext 'Required, Maximum 35 Characters'). The second row contains 'State' (a dropdown menu showing 'CALIFORNIA'), 'Zip Code', and 'Home Phone' (with a subtext 'Maximum 20 Characters'). The third row contains 'Mobile Phone' (with a subtext 'Maximum 20 Characters') and 'E-Mail' (with a 'Change' link). Below these is a section titled 'Member Information' in a blue box. This section contains four fields: 'IBEW Local', 'Card Number', 'Basic Paid Thru', and 'Working Paid Thru'. At the bottom of the form is a large red 'Save' button.

3. To edit any of your personal data, select the field you wish to edit.



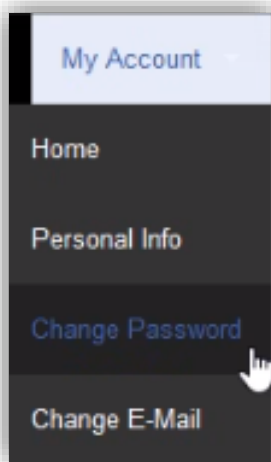
## Member Services Portal Instructions

4. Make the edit, and then select the 'Save' button

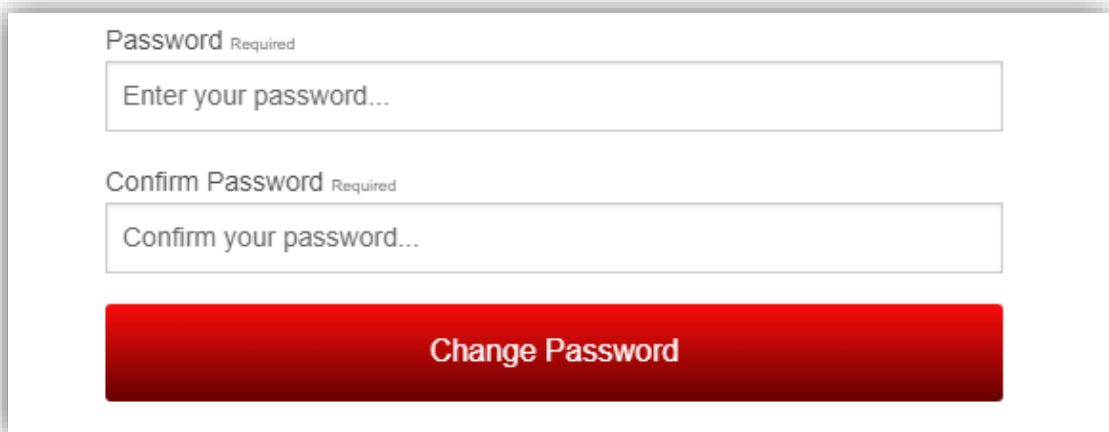


### My Account – Change Password

1. Under the 'My Account' menu, select the 'Change Password' option.



2. To change your password, you must meet the minimum password requirements.
3. Set the 'Password' field and the 'Confirm Password' field to the same value and select 'Change Password'.

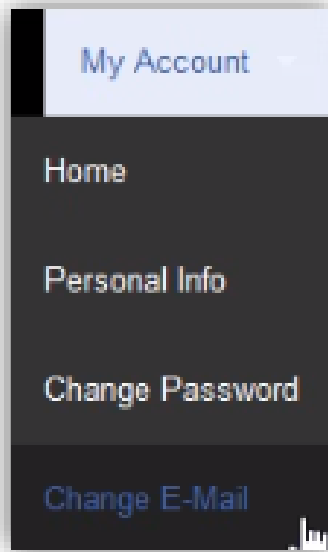


Important: Your new password MUST be a minimum of 8 characters that consists of at least (2) letters and (2) numerals.

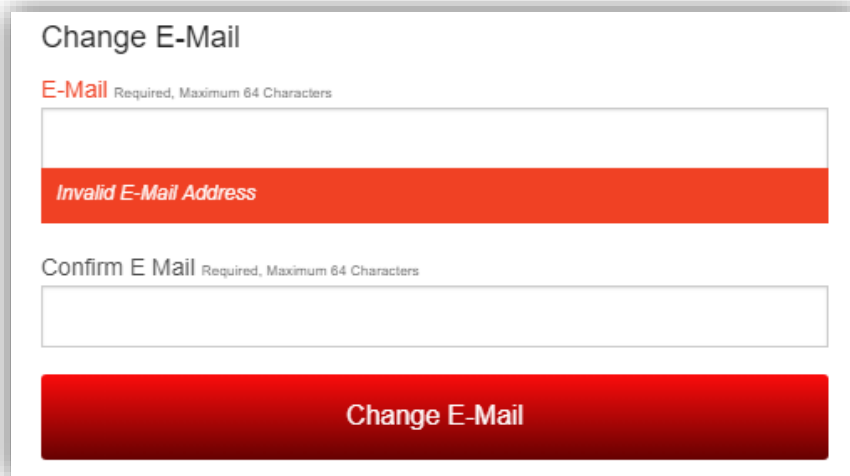
# Member Services Portal Instructions

## My Account – Change E-mail

1. Under the 'My Account' menu, select the 'Change Email' option.



2. To change your email, set the 'E-mail' field and the 'Confirm E Mail' field to the same value and select 'Change E-Mail' button.

A screenshot of the 'Change E-Mail' form. The form has a title 'Change E-Mail'. Below it, there is a label 'E-Mail' followed by 'Required, Maximum 64 Characters'. The input field is empty. Below the input field, there is a red error message bar that says 'Invalid E-Mail Address'. Below the error bar, there is a label 'Confirm E Mail' followed by 'Required, Maximum 64 Characters'. The input field is empty. At the bottom of the form, there is a red button labeled 'Change E-Mail'.