**Phone answering instructions for Ellen’s lines**

303-450-3150; **National Women in Roofing**

<https://nwir.memberclicks.net/administrator/index.php> (AMS)

Login with: imiphonesupport

Password: westminster

<https://nationalwomeninroofing.org/wp-admin/> (website backend)

Login with: imiphonesupport

Password: westminster

[www.nationalwomeninroofing.org](http://www.nationalwomeninroofing.org) (website frontend)

**Passwords for NWIR**

Several of the pages are password protected. You may give these passwords to members after verifying their membership.

[Membership Benefits](https://nationalwomeninroofing.org/membership/membership-benefits/) - nwirmembersinc2016;

[Resources for Council chairs](https://nationalwomeninroofing.org/councils/) - nwircouncilsinc2016;

[Resources for the board of directors](https://nationalwomeninroofing.org/resources-for-the-board-of-directors/) - nwirbodinc2016

[Resources for sponsors](https://nationalwomeninroofing.org/sponsorship/resources-for-sponsors/) – nwirsponsorsinc2016

[Webinar Archives](https://nationalwomeninroofing.org/home/education/webinars/) – nwirmembersinc2016
[Content Resource Library](https://nationalwomeninroofing.org/home/education/resource-library/) – nwirmembersinc2016
[Members Only Mentoring Blog](https://nationalwomeninroofing.org/member-category/member-blog/) – nwirmembersinc2016

* **What is my member number?** Start at the AMS
	+ Click on search in the upper right hand corner
	+ Enter the last name
	+ Click on the correct name
	+ Click on view profile
* **I can’t get into the member database, can you please reset my password?** Start at the AMS
	+ Click on search in the upper right hand corner
	+ Enter the last name
	+ Click on the correct name
	+ Click on view profile
	+ Confirm the member’s username/current or best email address (if they want to change their username, see below)
	+ Click on reset password, reset it as 1234 and then the member can change it later
* **I need to check to see if my email is accurate OR change my email or username.** Start at the AMS
	+ Tell the member what their current username/email address is
	+ They will tell you what they want it changed to
	+ Click on edit next to the username and change it to the new one
	+ Click on edit next to the Email and change it to the new one
	+ Ask member to re-attempt login while you are on the phone
	+ If it doesn’t work for the member, then reset password to nwir1234 and have them try again
	+ If it still doesn’t work, email Elizabeth with their name, new email address, and phone number and she will follow up with them
* **Who do I talk to about \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ?** start at the website
	+ Sponsorships, give them Ellen’s email: ellen@nationalwomeninroofing.org
	+ Upcoming events, refer to calendar on the website (About, Events)
* **Can I use a member logo on my email?** Start at website
	+ Yes, if your membership is current, download from Membership Benefits (Membership)
* **How do I get in touch with the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Council (chapter)?** Start at website
	+ Invite the member to look up the Councils list on the website at: <https://nationalwomeninroofing.org/councils/>
	+ You look at the same time, if the leaders don’t have their emails listed, then you look it up on our internal tracking document here: <https://drive.google.com/open?id=16NYgO4wRu5tk9GjwAV8vxIiWIB5FrgkZF6d0zH492sc> and provide 1-2 email addresses to the member
* **Is there a Council/chapter in my area?** Start at website
	+ Look through list with member
	+ If no Council near them, explain that they can start a Council and provide link to toolkit in first paragraph <https://nationalwomeninroofing.org/councils/>
	+ If there is a council and they want to be contacted, they need to update their profile in the AMS and select the council they want as their “Primary Council.”
	+ They can email Elizabeth with further questions or leave a voicemail
* **Can you add my email to the contact list for the Council?**
	+ If there is a council and they want to be contacted, they need to update their profile in the AMS and select the council they want as their “Primary Council.”
	+ They can email Elizabeth with further questions or leave a voicemail
* **I’m interested in being a member. Can you give me more information?** Start at website
	+ Read out a link on the website to the membership page or the newsletter, or
	+ referring to Christee Holbrook, the Membership chair at christee@grahamroofing.com
* **I’m a Council leader and can’t get into the website to access my Council page to update it**
	+ **Confirm that they are starting from the website backend dashboard (the website, NOT the AMS or member database)** <https://nationalwomeninroofing.org/wp-admin/>
	+ Click on users on the left hand side
	+ Tell her the username of her council
	+ Verify or Update the email address the council is attached to
	+ Scroll down towards the bottom and reset her password if necessary to nwircouncilsinc2016 (that’s nwir for national women in roofing, councils, inc for incorporated and 2016 for the year that the association was incorporated)
	+ If she does not have a council username set up already (doublecheck the name if you don’t see it), then she should email Elizabeth

If you can’t help the caller, and if I’m not there, then the caller goes to voicemail and Elizabeth gets an email message that there is a voicemail waiting.  She’ll then respond to the voicemail in a 24 hour period.

Ellen email: ellen@nationalwomeninroofing.org

Elizabeth email: elizabeth@nationalwomeninroofing.org

Ellen cell: 202-276-7054 (ok to hand out to members if you think it seems urgent)

Elizabeth cell: 303-883-7455 (do not give to members; they can email her and she will call them if necessary)