



My AAPA Frequently Asked Questions (FAQ)

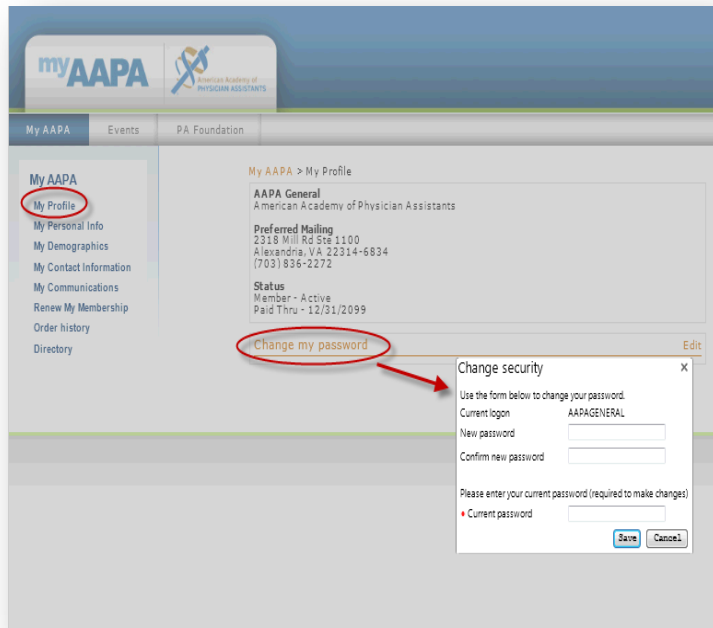
- Are there any requirements I need to follow when creating my Password?
 - What is my User Name?
 - How do I update my mailing address?
 - What can I do if my email address has changed and password is sent to wrong address?
 - In **My AAPA**, why are my selections not appearing on webpage after clicking on the topic?
 - I cannot log into My AAPA with logon information and I logged in okay last week. What am I doing wrong?
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Are there any requirements I need to follow when creating my Password?

My AAPA does not have any specific password requirements. However, as a user, you should follow the common guidelines for setting your password to reduce the likelihood of being discovered by intelligent guessing as follows:

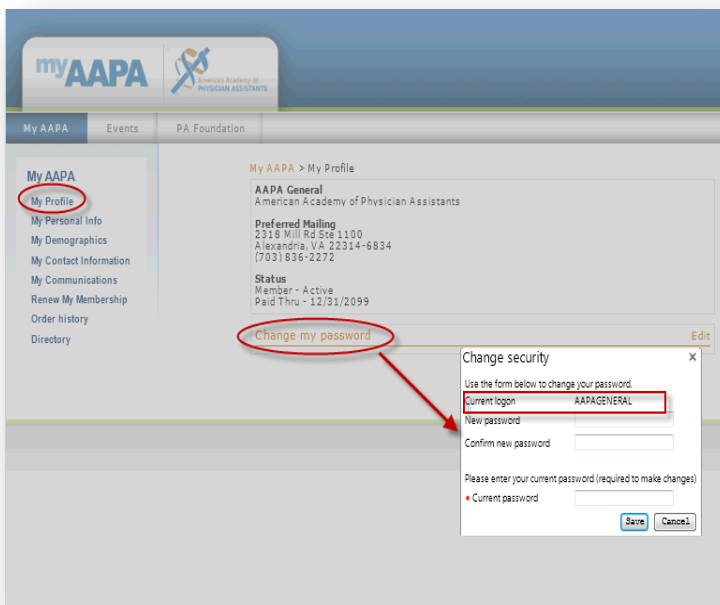
- Password length should be around 12 to 14 characters if permitted, and longer still if possible while remaining memorable
- Use randomly generated passwords where feasible
- Avoid any password based on repetition, dictionary words, letter or number sequences, usernames, relative or pet names, romantic links (current or past), or biographical information (e.g., ID numbers, ancestors' names or dates).
- Include numbers, and symbols in passwords if allowed by the system
- If the system recognizes case as significant, use capital and lower-case letters
- Avoid using the same password for multiple sites or purposes
- If you write your passwords down, keep the list in a safe place, such as a wallet or safe, not attached to a monitor or in an unlocked desk drawer

To change the My AAPA password, select "My Profile" from the left menu. Select change "password" located in the right frame.



What is my User Name?

The user name is the current logon as found in the change password selection (see below).



How do I update my mailing address?

Log onto My AAPA and select (1)“My Contact Information” from the left menu. Next in the right frame, (2) click “Edit” for the address (home or work) that needs to be changed and enter the changes. Finally, (3) click the “save” or “cancel” button to complete your address update. This procedure is shown in the screen shots below.

1. Select

2. Select

My AAPA > My Contact Information

Address

Update your Address Info here.

Work Address

• Address	2318 Mill Rd Ste 1100
• City	Alexandria
• State/Province	VA
• Postal Code	22314-6834
Country	
This is my preferred mailing address	Yes
This is my preferred billing address	Yes
This is my preferred shipping address	Yes
Phone	(703) 836-2272
County	Alexandria City

Home Address

• Address

• City

• State/Province

• Postal Code

Country

This is my preferred mailing address No

This is my preferred billing address No

This is my preferred shipping address No

Phone

County

• Edit

3. Select Save or Cancel

My AAPA > My Contact Information

Address

Update your Address Info here.

Work Address

• Address	2318 Mill Rd Ste 1100
• City	Alexandria
• State/Province	Virginia
• Postal Code	22314-6834
Country	
This is my preferred mailing address	Yes
This is my preferred billing address	Yes
This is my preferred shipping address	Yes
Phone	(703) 836-2272
County	Alexandria City

Home Address

• Address

• City

• State/Province

• Postal Code

Country

This is my preferred mailing address No

• Save • Cancel

What can I do if my email address has changed and the password is being sent to this wrong address?

My AAPA > My Personal Info

Update your personal information here.

ID

Member type Member

• First name AAPA

Middle name

• Last name General

Suffix

Designation (ex. CPA or PhD)

Informal name AAPA

Organization American Academy of I

• Email membership@aapa.org

Confirm email

Work phone (703) 836-2272

Home phone

Cell phone

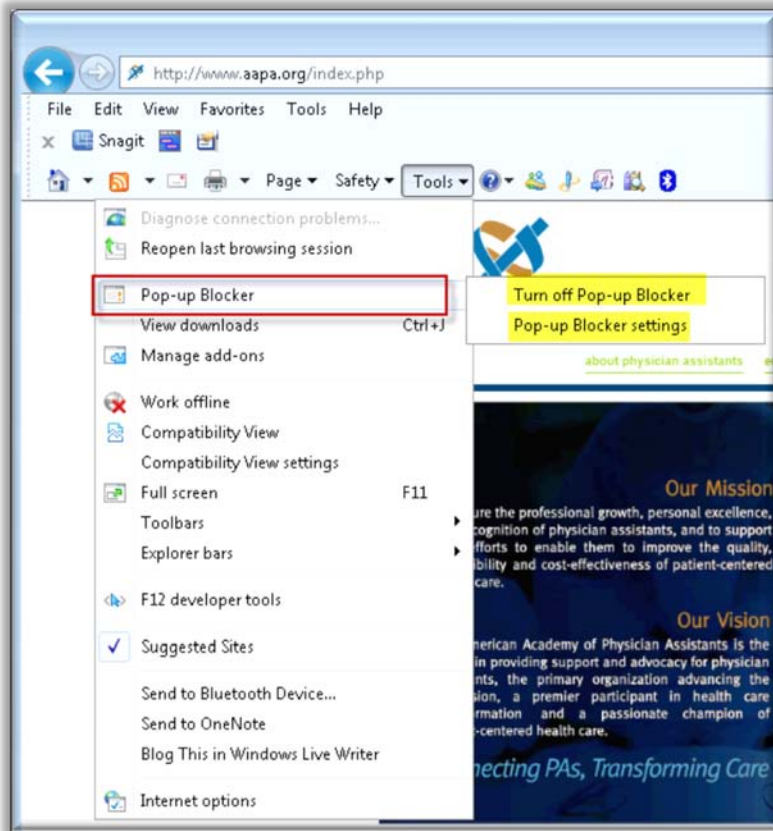
Fax (703) 654-1924

Chapter

The email address can be changed or added in My AAPA, selecting “My Personal Info” from the left menu. If you cannot log into My AAPA to change your email address please contact Member Services at 703.836.2272 or email us at membership@aapa.org.

In My AAPA, why are my selections not appearing on webpage after clicking on the topic?

When logging into **My AAPA**, remember to turn off pop-up blockers (for example, the pop-up blockers included with the Google™ and Yahoo!® toolbars).



I cannot log into My AAPA with logon information and I logged in okay last week. What am I doing wrong?

If you experience problems with the web browser displaying information correctly, try clearing some of the browser settings as follows:

- From Top Menu select “Tools” next “Internet Options” next select the “General” tab.
- In the “Browsing” section, there are two options regarding history, Delete or Setting. Select “Delete” and use the check boxes to select the type of information that you want to delete from the Browser memory. Generally removing cookies and temporary files will take care of the problem.

