

Having Trouble Joining myRWA?

Before you contact the RWA office, please read this troubleshooting FAQ:

1. I think I've signed up for myRWA, but I still can't log in.

a. Did you check the "click here to join myRWA" box in your profile on the RWA website (<http://www.rwa.org>)?

You must check the "click here to join myRWA" box in order to access my.rwa.org, as members must "opt in" to the myRWA community. If you do not check the box, then you will not be able to participate in myRWA.

b. Have you created a user first name?

Like other networking sites, myRWA allows users to go/be known by a user name, which will show when you post to discussion boards, comment on RWA blogs, etc. In this field, you should type in the first name you'd like to use in the myRWA community. (This is a required field.)

c. Have you created a user last name?

In this field, you should type in the last name you'd like to use in the myRWA community. Together, the user first and last name will be your unique myRWA user name. (This is a required field.) Note: If another user already selected the first and last name combination you selected, you will be prompted to try another name.

d. Have you typed in an e-mail address to be used for all myRWA communications?

Your user name and e-mail address are viewable by other myRWA members, so you may choose to display/use an e-mail address that differs from the primary e-mail address RWA uses to communicate with you. **Note: You will continue to use your primary e-mail address to log in to <http://www.rwa.org>. (Your primary e-mail address is the one that is attached to your RWA member record.) You will always use your primary e-mail address to log in to <http://www.rwa.org> and myRWA.**

e. Did you click the Save button?

f. Did you log out of the RWA website?

You will not be able to access myRWA until you log off the RWA website completely and then log back in again. (This act syncs your information with the myRWA system.) After you've completed the form (as shown below), please be sure to log off and close all your Internet browser windows. Then, you should be able to log back in to <http://www.rwa.org> and access myRWA.

My.rwa.org Information

IMPORTANT NOTE: Once you've completed this information you must close all your internet browser windows and reopen the website in order to participate.

click here to join myRWA (required):

myRWA user first name (required):

myRWA user last name (required):

Choose a first and last name to be used on myRWA. This is the name you'll be known by in the community. You may use a pseudonym or your real name.

myRWA e-mail address (required):

This e-mail address will be used for correspondence in the myRWA community. Please make sure the e-mail address you list is active.

IMPORTANT NOTE: You must continue to use your primary email address to log onto www.rwa.org.

your primary public website:

This website will be displayed in the myRWA community. A website is not required.

your second alias (if you have one):

your second website (if you have one):

These boxes are your opportunity to list a second alias/ pseudonym or a second website if you have one.

These 4 fields are required, the rest are optional.

2. I've done all that and I still can't get in.

- a. Once you've refreshed your security settings by logging off the RWA website and closing all of your Internet browser windows, you can either log in through the RWA website at <http://www.rwa.org>, or you can go directly to the myRWA community at <http://my.rwa.org>. Either way, you will be asked to log in using your primary e-mail address and your password.

3. If you've tried all the troubleshooting hints above and you still cannot access myRWA, please e-mail us at info@rwa.org or call the office at 832-717-5200, Ext. 121 or 123.

IMPORTANT NOTE: You must continue to use your RWA membership e-mail address to log in to <http://www.rwa.org> and <http://my.rwa.org>.