



Member Portal Frequently Asked Questions

How do I update my account information?

Navigate to your account profile by clicking “Hi, (first name)” at the top of the screen.

From your account profile page you can edit your:

- Name
- Address
- Email
- Phone Number
- Profile Picture
- Company
- Contact Preferences

How do I order store items?

Under the “Members” menu item click, “NRWA Store”

From this screen choose an item(s) you would like to order.

Select the quantity of the item you would like to order, then select add to cart.

To place your order, click the cart icon in the top of the screen.

The cart will display all items you have in your cart, as well as the total charges.

You can choose your shipping address, apply discount codes, and enter your payment information.

When you are ready, click “Submit Order” to complete your purchase.

How do I search for a contact?

In the “Keyword Search”, type in the name of the contact you are looking for.

In the “Search Results” it will display the results, and from there you can find the contact you were looking for.

How do I become a participant of a community?

Under the “Communities” menu item, select a community you would like to be a participant of.

On the right side of the screen will be a “Follow” button, click this button to follow the community and become a participant of the community.

How do I navigate to communities I am a participant of?

There are two ways to navigate to communities that you are a participant of:

1. Under the "Communities" menu item, your communities will drop down and you simply click which community you would like to go to.
2. Go to your member home screen by clicking "Member Portal" (this is the first screen you see when you log in.)

Then your communities will display under "My Communities" on the left side of the screen, or you can click to "View All Communities" and it will display in a list format.

How do I become an Individual Member?

There are two ways to become an individual member:

1. Navigate to nrwa.org > Members tab > Become a Member > Individual Membership > Join Now (red button at bottom of page)
2. Navigate to members.nrwa.org. If you are signed in, you can click on the "Hi, (First Name)." From there, you will see your member profile and a red "Join Now" button on the right of your screen. Follow the steps to complete your checkout.

How do I become a Corporate Member?

Navigate to nrwa.org > Members tab > Become a Member > Corporate Member

On this page, there is a section titled "Join NRWA Today, please click on the "Complete Online Membership Form" button. From here, you will complete a form, and a member of NRWA's staff will contact you directly, so please enter the appropriate contact information.

What if I do not receive the Password Reset email?

Contact us at members@nrwa.org or (580)-252-4896 and we will assist you.

What if I have a question that isn't listed here?

Contact us at members@nrwa.org or (580)-252-4896 and we will assist you.