

Logging In

It may have been a while since your account was created so we have a few scenarios that may best apply to your situation to help you through this process.

You know your Username and Password and are ready to get started

From the Community Partner page, select the “Edit an Existing Listing” link.

Login, then from the “Manage Your Listings” page select an option and continue until all edits have been completed, or new listings created.

New listings will be pending until it has been approved by the Operational Review Committee. Approval may take up to 3 business days. Once your update has been approved your information will be posted for everyone to view.

You know your Username but not your Password

Enter your user name, click the “Lost Password?” link and a new password will be auto-generated for you and sent to the email address on file at the time your account was originally created.

If we have the correct email address on file for you, you should receive within minutes of your request, an email providing you a new password. If you do not receive an email, chances are good that the email on file has changed and the auto-generated email cannot be sent.

If this is the case, you’ll need to contact someone on the Arvada Web Team. Email Sandra@arvada.org to change the email address on file. In the subject line of your email to Sandra, please put “Community Partner Assistance Needed” and provide the information needed to help identify who you are and how we can help you.

You see your organization listed but you don’t remember your username or password

You know someone, sometime, created an account to create the listing but that’s all you know.

If this is the case, you’ll need to contact someone on the Arvada Web Team to help you further. Email Sandra@arvada.org to obtain the username on file and change the email information. In the subject line of your email to Sandra, please put “Community Partner Assistance Needed” and provide the information needed to help identify who you are and how we can help you.

Once your Username has been identified for you, you’ll then be able request through our website login tools, a new password.

Creating a new Community Partner Account

Navigate to Arvada's Community Partner page:

Click the "Submit a New Listing" link.

Click the "Don't have A Community Partner Account?" link to create one.

Enter the information on the registration page and click the Register button at the bottom. You will now be at the "Manage Your Listing" to either create new or edit existing listings.

Passwords

- The only time you'll be able to have a password that you have chosen personally is when you create a new account.
- We cannot reset passwords manually for you or tell you what the current password is. Passwords are encrypted in our database so the data we see relates in no way to the actual password related to your username.
- Passwords are auto-generated randomly when you request a new one, to help maintain a secure login for you.
- Once you receive the auto-generated password, commit this to memory or record it for future use as you will not be able to change it to something personal. Or, request a new password each time you login.

Creating New Community Partner listing

From the "Manage Your Listing" page click the [+] Add a New Listing link.

At a minimum, enter the required information and click Add Listing at the bottom.

Your request or update will be pending until it has been approved by the Operational Review Committee. Approval may take up to 3 business days. Once your update has been approved your information will be posted for everyone to view.

Other "Stuff"

You are listed as a CP and would like to remove your organizational information

If this is the case, you'll need to contact someone on the Arvada Web Team. Email Sandra@arvada.org to request that your listing be removed. In the subject line of your email to Sandra, please put "Community Partner Assistance Needed" and provide the information needed to help identify who you are and how we can help you.

"I only see that only one thing needs to be changed for my organization. Here's my info, please change it for me."

The Arvada Web Team will not update your listings for you. We will assist you with logging in but creating and maintaining your information will be your responsibility.

"I don't see a category that my organization fits into. Can I create one? What do I do now?"

Use the Ask Arvada service tool offered on Arvada.org to Make a Service Request.

<http://user.govoutreach.com/arvada/faq.php>