

Not receiving IIA Las Vegas Chapter Emails?

There may be a few reasons why you are not receiving our chapter emails. Please go through this “how-to” to make sure you are properly enrolled.

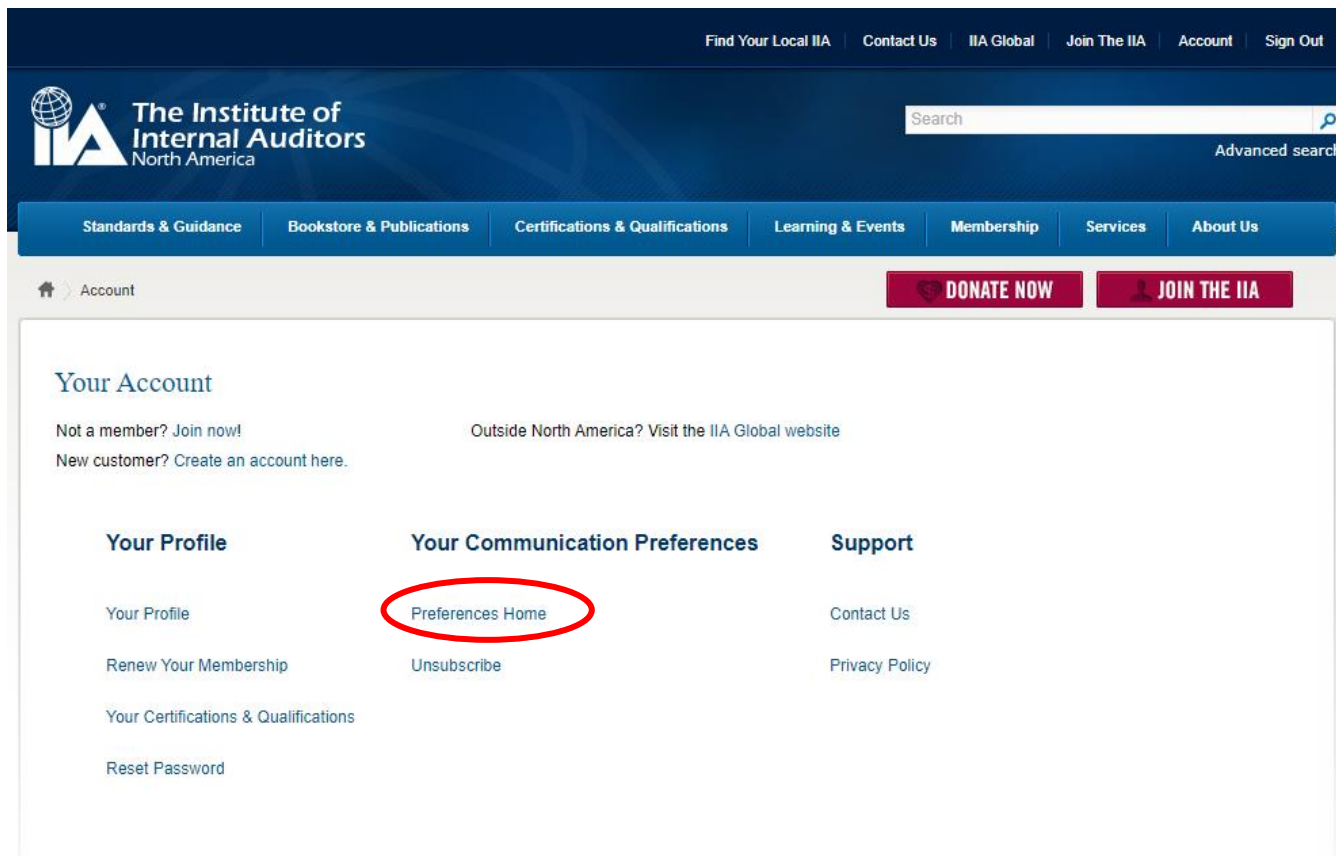
(Also, please check you junk/spam mailbox)

Check Email Subscription	3
Check Email Address Registered with The IIA (make sure email is up to date)	4
Check Membership Information	5

Note: Page 2 will show you how to log into the website in order to navigate to the possible solutions.

Start any of these steps by logging into The IIA website by following these directions:

- Go to www.theiia.org
- Click on “Account” in the top right corner
- Once the “Your Account” page loads (below), click on “Preferences Home”



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Account

DONATE NOW **JOIN THE IIA**

Your Account

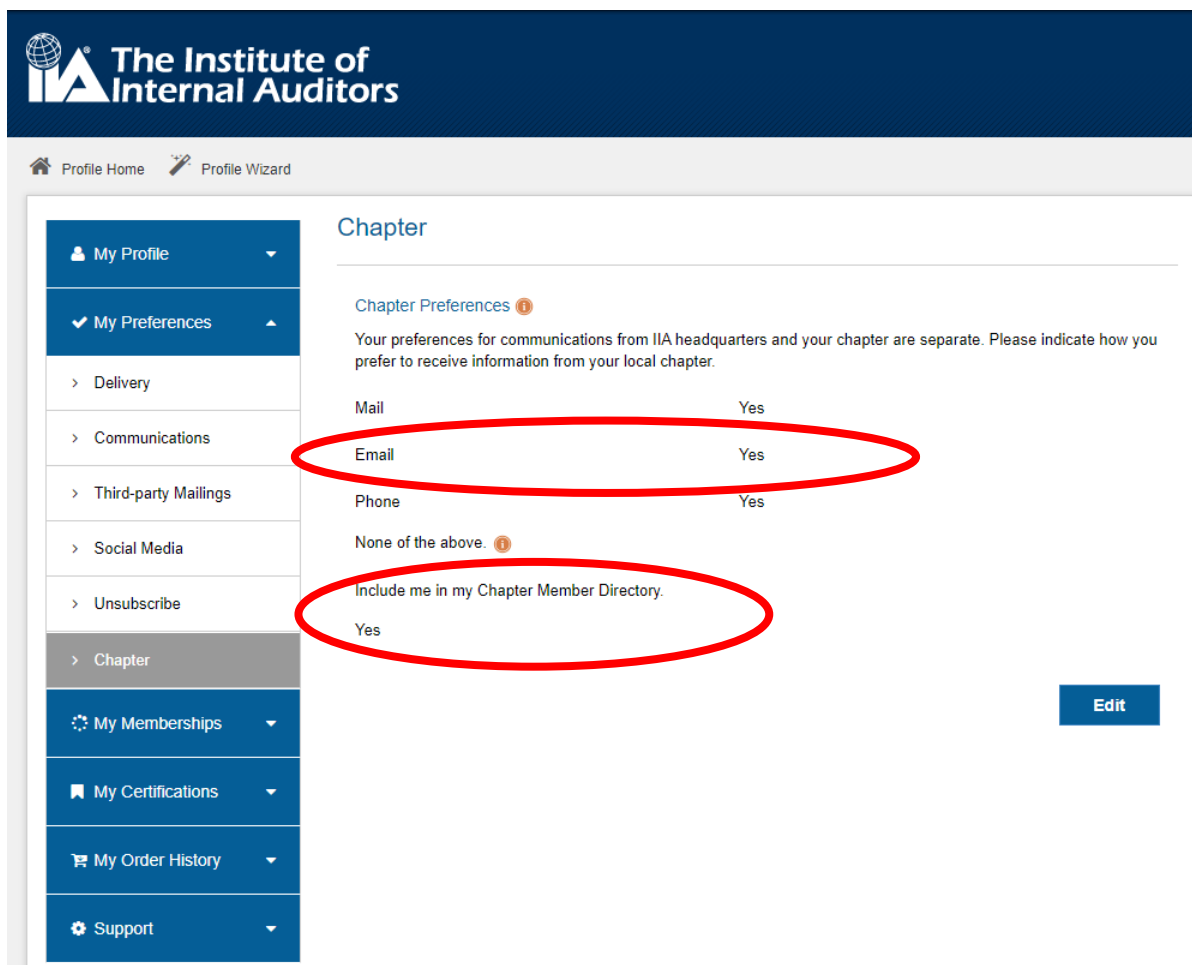
Not a member? [Join now!](#) Outside North America? [Visit the IIA Global website](#)

New customer? [Create an account here.](#)

Your Profile	Your Communication Preferences	Support
Your Profile	Preferences Home	Contact Us
Renew Your Membership	Unsubscribe	Privacy Policy
Your Certifications & Qualifications		
Reset Password		

Check Email Subscription

- Click on “Chapter” in the left column
- Make sure your email preferences show “Yes” and it reads “Yes” for include me in my Chapter Member Directory. (Click “Edit” if you need to change these)



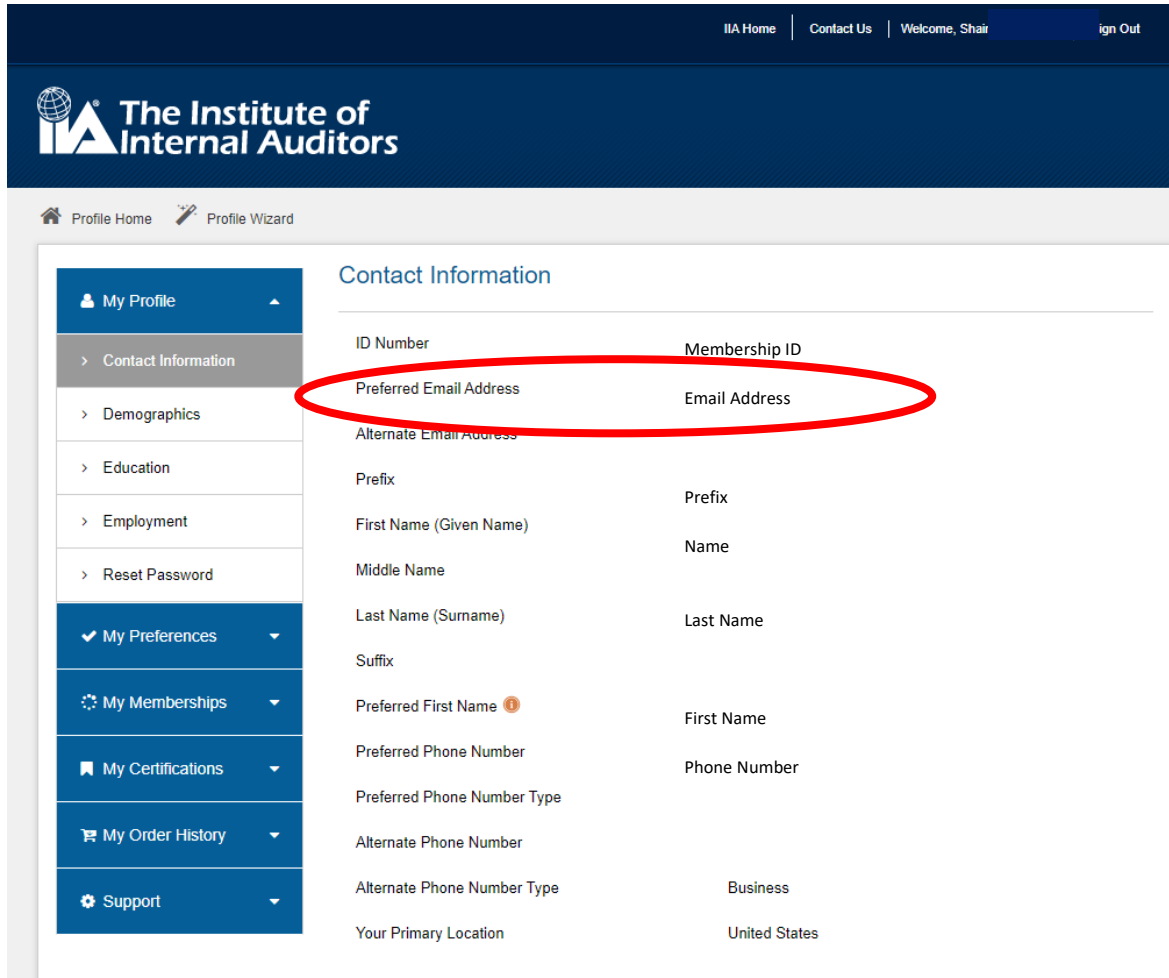
The screenshot shows the user interface for 'The Institute of Internal Auditors' profile. The left sidebar contains navigation options: My Profile, My Preferences (expanded), Delivery, Communications, Third-party Mailings, Social Media, Unsubscribe, Chapter (selected), My Memberships, My Certifications, My Order History, and Support. The main content area is titled 'Chapter' and contains 'Chapter Preferences' with an information icon. Below this is a note: 'Your preferences for communications from IIA headquarters and your chapter are separate. Please indicate how you prefer to receive information from your local chapter.' The preferences are listed as follows:

Mail	Yes
Email	Yes
Phone	Yes
None of the above.	?
Include me in my Chapter Member Directory.	Yes

An 'Edit' button is located at the bottom right of the preferences section.

Check Email Address Registered with The IIA (make sure email is up to date)

- Click on “Account” in the top right corner > Once the “Your Account” page loads (below), click on “Preferences Home”
- Click “Contact Information” under My Profile and see what email address you have registered
 - If you need to update, click “Edit” at the bottom right corner

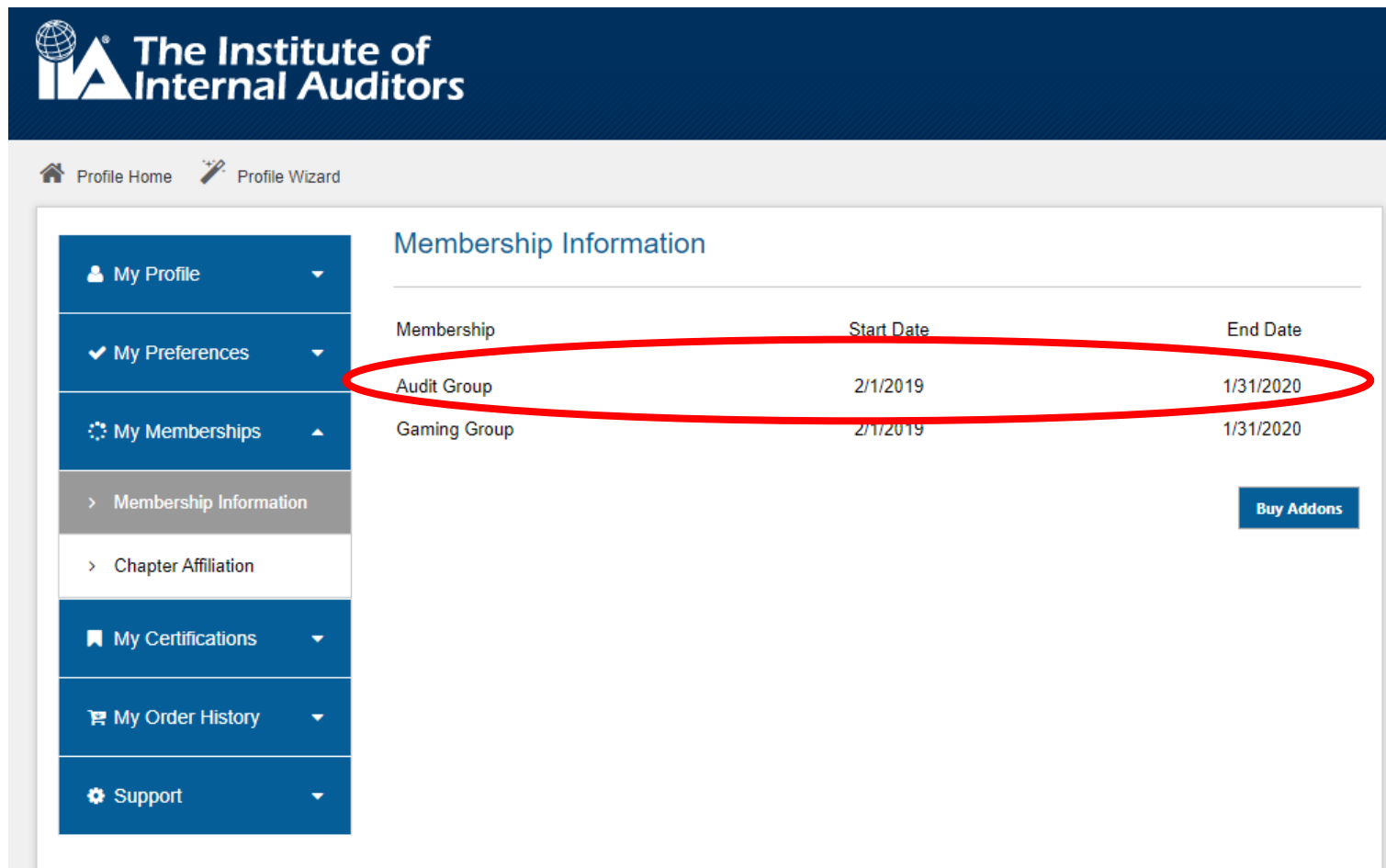


The screenshot shows the 'Contact Information' page of a user's profile. The page has a dark blue header with the IIA logo and navigation links. A sidebar on the left contains a menu with options like 'My Profile', 'Contact Information', 'Demographics', 'Education', 'Employment', 'Reset Password', 'My Preferences', 'My Memberships', 'My Certifications', 'My Order History', and 'Support'. The main content area is titled 'Contact Information' and contains a form with various fields. A red circle highlights the 'Preferred Email Address' field, which is currently empty. Other fields include 'ID Number', 'Membership ID', 'Email Address', 'Alternate Email Address', 'Prefix', 'First Name (Given Name)', 'Middle Name', 'Last Name (Surname)', 'Suffix', 'Preferred First Name', 'Preferred Phone Number', 'Preferred Phone Number Type', 'Alternate Phone Number', 'Alternate Phone Number Type', and 'Your Primary Location'.

ID Number	Membership ID
Preferred Email Address	Email Address
Alternate Email Address	
Prefix	Prefix
First Name (Given Name)	Name
Middle Name	
Last Name (Surname)	Last Name
Suffix	
Preferred First Name	First Name
Preferred Phone Number	Phone Number
Preferred Phone Number Type	
Alternate Phone Number	
Alternate Phone Number Type	Business
Your Primary Location	United States

Check Membership Information

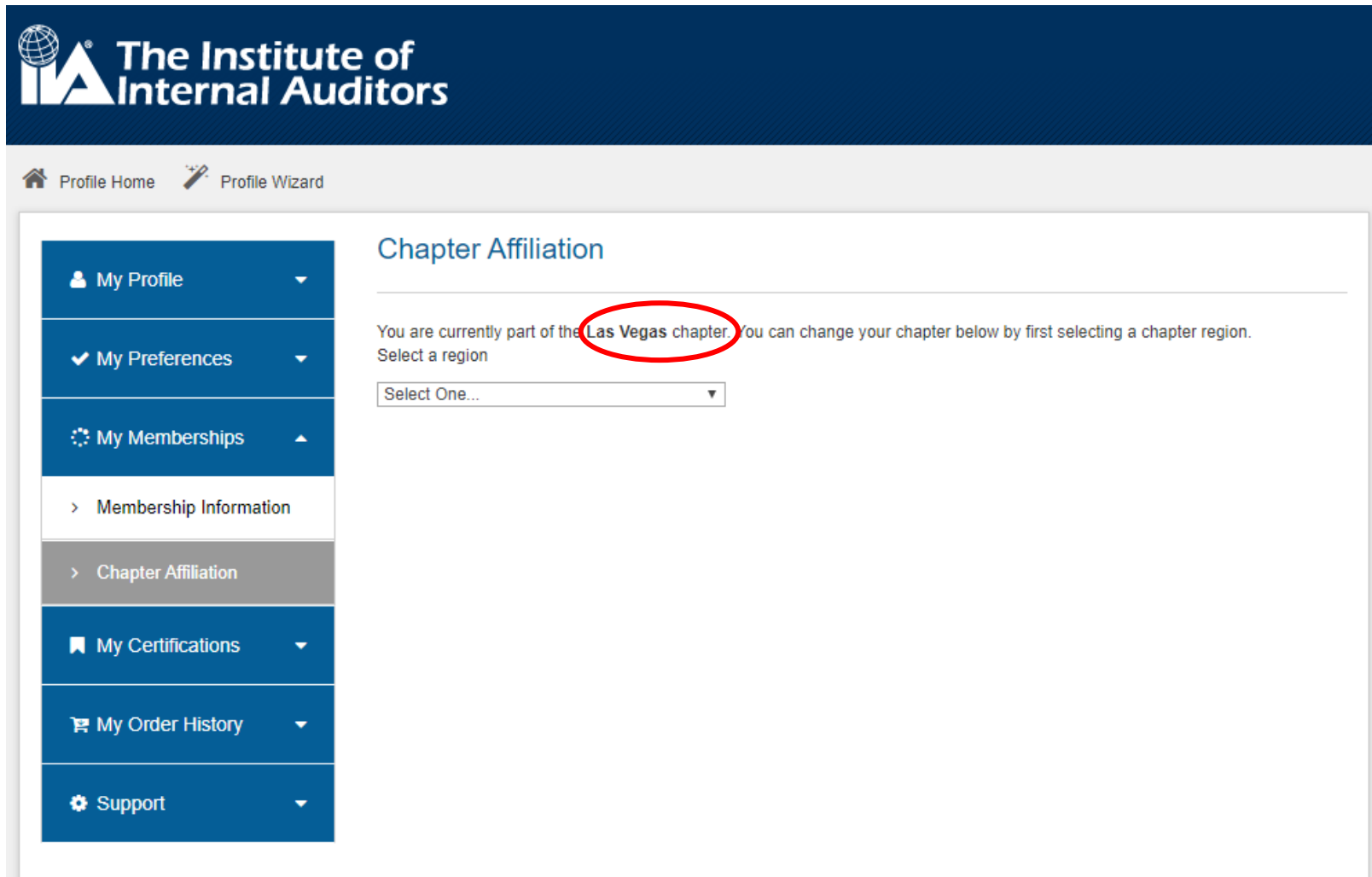
- Click on “Account” in the top right corner > Once the “Your Account” page loads (below), click on “Preferences Home”
- Click “Membership Information” in the left column and verify that your member is current and active



Membership	Start Date	End Date
Audit Group	2/1/2019	1/31/2020
Gaming Group	2/1/2019	1/31/2020

[Buy Addons](#)

- Click “Chapter Affiliation” and make sure it shows you are affiliated with the Las Vegas Chapter
 - If not, please select the Las Vegas Chapter through the drop downs



The screenshot shows the user interface for 'The Institute of Internal Auditors'. At the top is a dark blue header with the IIA logo and name. Below the header is a navigation bar with 'Profile Home' and 'Profile Wizard'. A left sidebar contains menu items: 'My Profile', 'My Preferences', 'My Memberships', 'Membership Information', 'Chapter Affiliation' (highlighted), 'My Certifications', 'My Order History', and 'Support'. The main content area is titled 'Chapter Affiliation' and contains the text: 'You are currently part of the Las Vegas chapter. You can change your chapter below by first selecting a chapter region. Select a region'. Below this text is a dropdown menu with the text 'Select One...'. The text 'Las Vegas chapter' is circled in red.

If everything was already correct and you are not receiving the emails, please contact CustomerRelations@theiia.org or 1-407-937-1111 for assistance. The Las Vegas Chapter does not have the ability to revise member emails. Great segregation of duties!