



National Phlebotomy Association

Setup Guide

# NPA Member Account Setup Guide





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## Document Revisions

Date	Version Number	Document Changes
8/29/2019	1.0	Version 1 of Setup Guide



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## 1 Introduction

### 1.1 Scope and Purpose

*This setup guide will assist customers in accessing their member information online. By the end of this guide the customer will have accessed their user account and generated their necessary documents.*

### 1.2 Process Overview

The National Phlebotomy Association has implemented a Member Management System for the benefit of its customers. This system provides members the ability to access and maintain their member information, tracking their renewal date, and generate their necessary documentation relating to their certification. To access their account for the first time a member will need to follow some steps to ensure they are able to access their Member Account.

1. Navigate to the Member Portal
2. Reset the Member password
3. Login to the Member Portal
4. Access the Certification Documents
5. Print Certification Documents

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## 2 Accessing your Membership Account

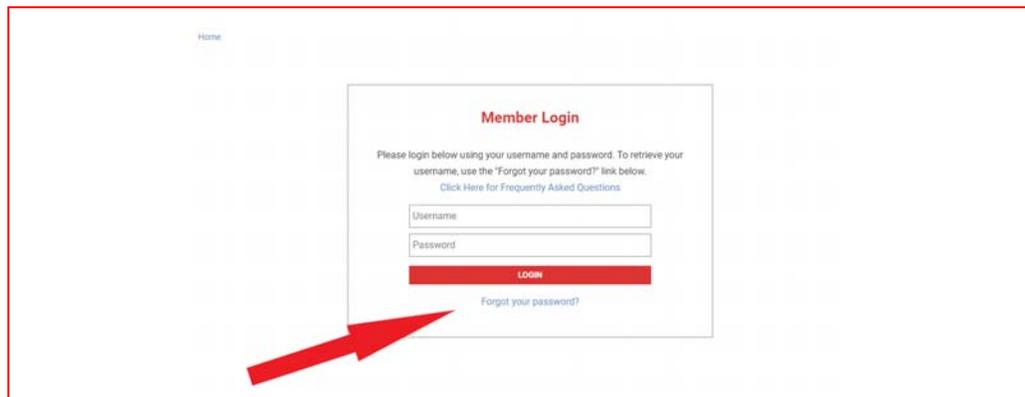
As of today, access to the Member Portal is only for current National Phlebotomy Association Certified Phlebotomist Technologists. If you are unsure if you are a current or member needing to reinstate their certification, please call our office at 301-386-4200 Option 2 or email our Certification Department at [certification@nationalphlebotomy.org](mailto:certification@nationalphlebotomy.org). In order to gain access to your membership account, you will have needed to provide a current email address. If you are unsure of the email that you have provided us is current, please notify us by email or filling out the form at <https://www.nationalphlebotomy.org/Register>.

### 2.1 Resetting Your Password

*The initial account access process begins with resetting your password for the first time. If you are unsure if you have a current email on file with us, please read the above statement...*

#### 2.1.1 Reset Your Password

1. Navigate to <https://www.nationalphlebotomy.org>.
2. Click on Members at the top of the page
3. On the member login screen click, "Forgot Password".



4. On the Forgot Password Screen, enter your email address and click "I am not a robot".
5. Click Retrieve Username & Password
6. You will see the message:

Your username and a temporary password will be sent to the email address on file. If you do not receive an email, please check your spam filter.

**\*\*Note if you receive the message Your email address was not found in our system. Please contact our staff for further assistance or try again with a different email. Try a different email address. If that does not work contact our office at the methods listed above. \*\***

7. Note the temporary password provided. Click the Login button

- 
8. Please enter your email address as your username
  9. Please enter the temporary password provided in the email
  10. Click Login
  11. You will be prompted to create a new password. Enter a new password.
  12. Click the Change Password Button

## Change Password

Password:*	<input type="text"/>
Confirm Password:*	<input type="text"/>

Change Password

13. Congratulations you have successfully gain access to your Membership Account

### 2.1.2 Membership Account Information

The National Phlebotomy Association is providing our members the ability to generate their new certification card, a letter of good standing, and a certification with their current expiration date. The Membership Portal also allows our members to see their current renewal date and pay for the next renewal year.

1. Login to your Membership Account
  - a) Navigate to <https://members.nationalphlebotomy.org>
  - b) Click the Sign In button at the top of the page
  - c) Enter your username (email address) and password
  - d) Click the Login button
2. You are now logged into your Membership Account.
3. Navigate your Member Information and update your address, phone number accordingly. \*\*Please maintain your email address as the login as changing this will impact your account working correctly\*\*
  - Notice the Options on the Left Navigation. These options provide the features of your Membership Account. Explore these options by clicking them.

### POINTS OF CONTACT

My Profile  
My Billing Information

### BOOKMARKS

Main Page  
Events & Registrations  
My Certifications  
My Exams  
My Store

### ACCOUNT DETAILS

My Transactions  
My Invoices  
Membership Renewal  
My Events

### REPORTS

Event History

Logout

## My Profile

### Personal Profile Information

Please review your information below and r  
To modify your username or password type  
at the bottom of your Profile. Passwords an  
make your password something easy for yc

**\*\*Please Note\*\*** If you notice that your Ren  
into this system may have been completed  
month of July and August, and your inform

Prefix:

First Name:\*

Middle Name:

Last Name:\*

Suffix:

Member Type:

## 2.2 Paying your Renewal

The National Phlebotomy Association Member Management System allows you to pay your renewals right from your account. The system will ensure you are paying the correct amount for your renewal.

**\*\*Note if you go past 30 days of paying your renewal, your account access is suspended and you will need to pay the Reinstatement Fee located at <https://store.nationalphlebotomy.org>.\*\***

1. Login to your Membership Account
  - a) Navigate to <https://members.nationalphlebotomy.org>
  - b) Click the Sign In button at the top of the page
  - c) Enter your username (email address) and password
  - d) Click the Login button
2. You are now logged into your Membership Account.

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3. Click the Left Navigation Option “Membership Renewals”

## **ACCOUNT DETAILS**

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My Transactions

My Invoices

Membership Renewal

My Events

4. Please read the disclaimer and choose the appropriate option.  
**\*\*Clicking Accept navigates you to the next step in the Renewal Process\*\***
5. Note the Renewal Fee (Late Fee will be included if applicable) and click Next
6. Click the Register & pay Online button
7. Enter the appropriate billing information
8. Click I’m not a Robot
9. Click Accept and Complete
10. You will receive an email receipt with your payment details.
11. Congratulations, you have paid your renewals for the year.

### **2.3 Generating Your Documents**

The National Phlebotomy Association Member Management System allows you to generate your certification documents that we would normally email or mail to you. The document will provide your current expiration date details. Please ensure that you are current on your certification prior to generating your documents.

***\*\*Note if you go past 30 days of paying your renewal, your account access is suspended and you will need to pay the Reinstatement Fee located at <https://store.nationalphlebotomy.org>.\*\****

1. Login to your Membership Account
  - a) Navigate to <https://members.nationalphlebotomy.org>
  - b) Click the Sign In button at the top of the page
  - c) Enter your username (email address) and password
  - d) Click the Login button
2. You are now logged into your Membership Account.

3. Click the Left Navigation Option “My Certifications”

## BOOKMARKS

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Main Page

Events & Registrations

My Certifications

My Exams

My Store

4. Notice the Certification Documents Listed on your Account **\*\*Note if you do not have your certification documents listed, please call our office and we will promptly add them to your account. You may also email your request to [support@nationalphlebotomy.org](mailto:support@nationalphlebotomy.org).**

## My Certifications

Medical industries are constantly changing. Continuing education is important for workers to stay current with the latest developments, skills, and new technologies required for their fields.

Certain professions also require continuing education to comply with laws, remain licensed or certified, or maintain membership in an association or licensing body. Overall, continuing education is considered a way for professionals to keep abreast of their fields so they don't lag behind.

Below is a record of your commitment to continuing your pursuit of knowledge and maintaining your continuing education units with NPA.

### **\*\*To Print Your Documents\*\***

- 1.) Click Print Certificate
- 2.) Right-Click the Document or Press Ctrl + P
- 3.) Click Print

Filter By Date: Month  Day  Year   
Through: Month  Day  Year

Print Summary View: [Click Here](#) Print Detail View: [Click Here](#)

Certification Name	Additional Information	Date Completed	Expiration Date	Course Number	CEU Value	Status	Options
Certification Card		8/26/2019			0	Active	<a href="#">Print</a> <a href="#">Certificate</a>
NPA Digital Certificate		7/29/2019			0	Active	<a href="#">Print</a> <a href="#">Certificate</a>
Letter of Good Standing		7/6/2019			0	Active	<a href="#">Print</a> <a href="#">Certificate</a>

5. Click Print Certificate next to the appropriate document. The Document will appear in a pop-up window. Please ensure pop-ups is enable for our website.

**\*\*Note if the document appears misaligned, do not be alarmed. This is in response to the viewing window. The Document will be in alignment during the print process. \*\***

6. Right-Click on the document once it pops up and select print.  
7. Congratulations, you can now print your certification documents



**If you encounter issues not addressed by this user guide, please contact our office for additional support.**