

# Frequently Asked Questions

[www.nats.org](http://www.nats.org)

Website User Guide



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NATS FAQ - 20110801

# NATS Website User Guide - Frequently Asked Questions

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# How do I access the Member Area of the NATS website?

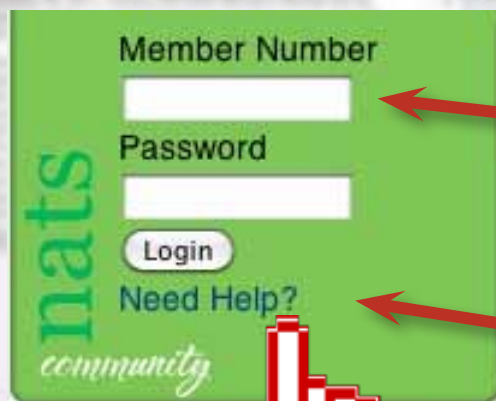
FAQ : Log In to NATS.org



The image shows a screenshot of the NATS website's login area. A red callout box labeled "Member Login Area" points to the login form. Another red callout box labeled "Use only numbers to Log In." points to the password field. A third red callout box labeled "If you don't remember your Member Number and/or Password, click Need Help." points to the "Need Help?" link. A pixelated hand cursor is shown clicking on the "Need Help?" link.

Member Number  
 Password  
 Login  
 Need Help?

community  
 journal of singing  
 nats foundation  
 Student nats  
 find a teacher  
 nats chat  
 advertising opportunities  
 job center  
 online store  
 contact us  
 home



A close-up of the login form showing the Member Number and Password fields, the Login button, and the Need Help? link. A pixelated hand cursor is shown clicking on the "Need Help?" link.

Member Number  
 Password  
 Login  
 Need Help?

community

If you don't remember your Member Number and/or Password, **click** Need Help.



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- How do I find my Member Number? See page 4.
- How do I find my Password? See page 8.



# What if I don't know my Member Number?

FAQ : Log In to NATS.org : Lost Member Number : Part 1



**Member Login Area**

Member Number  
 Password  
 Login  
 Need Help?

**Use only numbers to Log In.**

**If you don't remember your Member Number and/or Password, click Need Help.**



Clicking on Need Help in the Member Login Area will reveal this screen:

## KEY CONCEPT:



**Your Member Number can be found on your *Journal of Singing* mailing label above your name.**



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- How do I find my Password?  
See page 8.
- I'm confused. Call NATS at 904-992-9101.

# What if I don't know my Member Number?

FAQ : Log In to NATS.org : Lost Member Number : Part 2

Click on the square box next to **Lost Member Number** to "check" it.

1

Lost your Member Number or your Password ?

Reminder needed for: ☒ Lost Member Number  
☐ Lost Password

If you lost your Member Number, please enter your E-mail Address, then click the Send Member Number button, and your Member Number will be sent to your email address.

E-mail Address:

Type your E-mail Address in the box.

2

Click on the **Send Member Number** button.

3

After checking **Lost Member Number**, typing in your **E-mail Address**, and clicking the **Send Member Number** button, if the email address you entered matches the email address **NATS** has on file, you will see this message:

Member Number reminder sent to your email address **lynne@nats.org**. Please check your email (and if needed your spambox too)!



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- Check email for your Member Number (page 6).
- My email address doesn't exist? See page 7.



# What if I don't know my Member Number?

FAQ : Log In to NATS.org : Lost Member Number : Part 3

Click on the square box next to Lost Member Number to "check" it.

Lost your Member Number or your Password ?

Reminder needed for: ☒ Lost Member Number ☐ Lost Password

If you lost your Member Number, please enter your E-mail Address, then click the Send Member Number button, and your Member Number will be sent to your email address.

E-mail Address:

Type your E-mail Address in the box.

Click on the Send Member Number button.

After checking Lost Member Number, typing in your E-mail Address, and clicking the Send Member Number button, if the email address you entered matches the email address NATS has on file, you will see this message:

Member Number reminder sent to your email address [lynne@nats.org](mailto:lynne@nats.org). Please check your email (and if needed your spambox too)!

Log in to your Email account to find a message similar to this one:

National Association of Teachers of Singing - Member Number reminder

User Registration

Sent: Wednesday, August 17, 2011 10:11 AM

To: [lynne@nats.org](mailto:lynne@nats.org)

Hello,

A Member Number reminder has been requested for your National Association of Teachers Singing account.

Your Member Number is: 74096

To log in to your account, click on the link below:  
<http://www.nats.org>

Thank you.

NOTE: This email was automatically generated from National Association of Teachers of Singing (<http://www.nats.org>).

If you don't find it, check your Junk or Spam folder.  
 The message is sent from [no-reply@nats.org](mailto:no-reply@nats.org).



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- I can't find the email with my Member Number.
- Check your Junk or Spam folder for an email from [no-reply@nats.org](mailto:no-reply@nats.org).

# What if I don't know my Member Number?

FAQ : Log In to NATS.org : Lost Member Number : Part 4

Click on the square box next to **Lost Member Number** to "check" it.

1

Lost your Member Number or your Password ?

Reminder needed for: ☒ Lost Member Number  
☐ Lost Password

If you **lost your Member Number**, please enter your E-mail Address, then click the Send Member Number button, and your Member Number will be sent to your email address.

E-mail Address:

Type your E-mail Address in the box.

2

Click on the **Send Member Number/Password button**.

3

It says my email address does not exist on this site!

The email 'address@domain.com' does not exist on this site.

Lost your Member Number or your Password ?

Reminder needed for: ☐ Lost Member Number  
☐ Lost Password

- If you see this error, then NATS does not have the same email address on file for you as the one you entered in this form.
- If you don't know which email address that NATS has on file for you, then please call NATS at 904-992-9101 Monday-Friday between 8am and 3pm EST.

- I don't know what my password is. See page 8.
- I'm confused. Call NATS at 904-992-9101.





# What if I know my Member Number but not my password?

FAQ : Log In to NATS.org : Lost Password : Part 1

8

Click on the square box next to **Lost Password** to “check” it.

1

Type your Member Number in the box.

2

Type your E-mail Address in the box.

3

Click on the Send Member Number/Password button.

4

Lost your Member Number or your Password ?

Reminder needed for: ☐ Lost Member Number ☒ Lost Password

If you lost your password but know your Member Number, please enter your Member Number and your E-mail Address, press the Send Password button, and you will receive a new password shortly. Use this new password to access the site.

Member Number:

E-mail Address:

- If you lost your password, you must enter **both** your Member Number **AND** your E-mail Address on this screen to have a new password sent to you.
- If you **only** enter your E-mail Address and **don't** include your Member Number, the system will only send you your Member Number.

- How do I find my Member Number? See page 4.
- It says my Member Number is not found! See page 10.





# What if I know my Member Number but not my password?

FAQ : Log In to NATS.org : Lost Password : Part 2

Click on the square box next to **Lost Password** to "check" it.

1

Type your Member Number in the box.

2

Type your E-mail Address in the box.

3

Click on the **Send Member Number/Password** button.

4

- After checking **Lost Password**, typing in your Member Number and E-mail Address, and clicking the **Send Member Number/Password** button, if the information you entered matches what NATS has on file, you will see the following message.
- If you don't find it, check your Junk or Spam folder. The message is sent from [no-reply@nats.org](mailto:no-reply@nats.org).

New User Password created and sent to your email address [lynne@nats.org](mailto:lynne@nats.org). Please check your email (and if needed your spambox too)!



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- Check your email to get your Member Number. See page 11.
- It says my Member Number was not found! See page 10.

# What if I know my Member Number but not my password?

FAQ : Log In to NATS.org : Lost Password : Part 3

1 Click on the square box next to Lost Password to "check" it.

2 Type your Member Number in the box.

3 Type your E-mail Address in the box.

4 Click on the Send Member Number/Password button.

It says my Member Name was not found!

If you **only** enter your Member Number and **don't include** your E-mail Address, **AND** if you enter your Member Number incorrectly, the system will not be able to complete your request (as illustrated below).

Sorry, no corresponding member was found

Lost your Member Number or your Password ?

Reminder needed for:

- ☐ Lost Member Number  
☐ Lost Password



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- I didn't receive a password email. See page 11.
- I don't know my Member Number. See page 4.



# What if I know my Member Number but not my password?

FAQ : Log In to NATS.org : Lost Password : Part 4

11

**After you successfully request a new password,  
log in to your Email account to find a message similar to this one:**

## National Association of Teachers of Singing – New password for: loconnor

User Registration

Sent: Wednesday, August 17, 2011 11:23 AM

To: lynne@nats.org

The member account loconnor has this email associated with it.  
A member from <http://www.nats.org> has just requested that a new password be sent.

Your New Password is: tzthh801

If you didn't ask for this, don't worry. You are seeing this message, not them. If this was an error just log in with your new password and then change your password to what you would like it to be.

NOTE: This email was automatically generated from National Association of Teachers of Singing (<http://www.nats.org>).

- If you don't find it, check your Junk or Spam folder. The message is sent from [no-reply@nats.org](mailto:no-reply@nats.org).
- Your new password is randomly generated. You will want to change it to something you can easily remember by editing your Member Profile.



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- How do I change my password? See page 12.
- I'm confused. Call NATS at 904-992-9101



# How do I change my password?

FAQ : Log In to NATS.org : Change Password : Part 1



Member Number  
  
 Password  
  
 Login  
 Need Help?

*nats community*

**Use only numbers to Log In.**

**Enter Current Password**

To change your Password, you must log in and access your Member Profile.

After you log in, you will see the Members-Only site navigation area on the left.



**Members-Only Site Navigation**

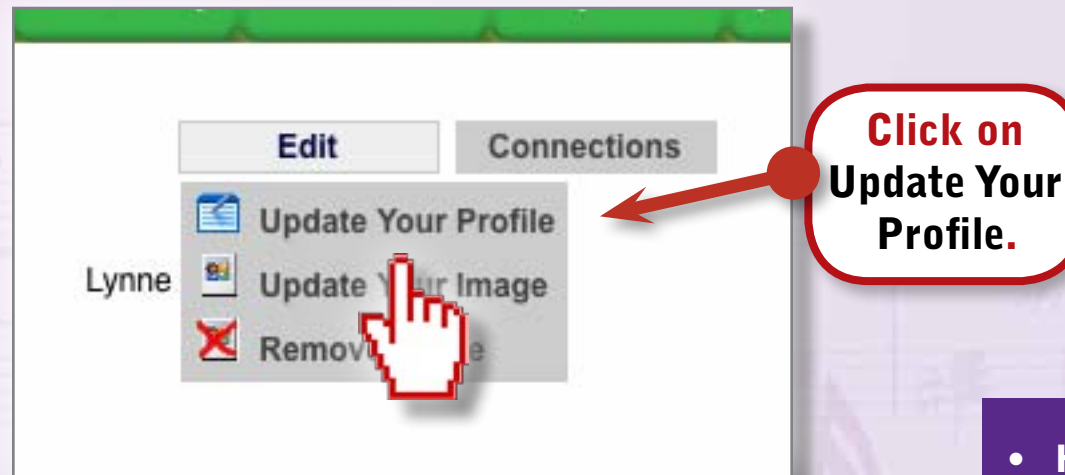
**Click on Member Profile to Change Password**



- How do I log in to NATS? See page 3.
- How do I create a new password? See page 13.

# How do I change my password?

FAQ : Log In to NATS.org : Change Password : Part 2



- How do I change my Member Profile? See page 12.
- How do I create a new password? See page 14.





# How do I change my password?

FAQ : Log In to NATS.org : Change Password : Part 3

After logging in, clicking on Member Profile, and selecting Update Your Profile from the Edit tab, you will see the Edit Your Details screen (below) where you can create a new Password.

Hi, Lynne

Logout

Member Profile  
Member Directory  
Member Forums  
Inter Nos  
Member News

Community  
Journal of singing

search

### Edit Your Details

Login Info | Photo | Member Details | Teacher Profile | Forum Settings

Password:  ⓘ  
 Verify Password:  ⓘ  
 temp:

Update Cancel

Required field ⓘ Information: Point mouse to icon

1 Type your desired Password.

2 Verify Password by typing it a second time.

3 Click on the Update button.

Successfully changing your Password will result in the following message being displayed.

Your settings have been saved.

Edit Connections

- How do I get found on NATS Find A Teacher? Learn how to modify your Teacher Profile on page 16.





# How do I print out my NATS Membership Card?

FAQ : Members Only : Print Membership Card



**Member  
Login Area**

**Use only numbers  
to Log In.**

**If you don't remember your  
Member Number and/or  
Password, click Forgot login.**

After you Log In to the NATS website, select Membership Card from the Membership menu.



Click on 2011 Membership Card to display your card in a new window, which you can then print.



- How do I log in to NATS.org?  
See page 3.
- What is my Member Number?  
See page 4.



# How do I get found on the NATS Find A Teacher page?

FAQ : Members Only : Member Profile : Teacher Profile : Part 1



Member Number  
  
 Password  
  
  
[Need Help?](#)

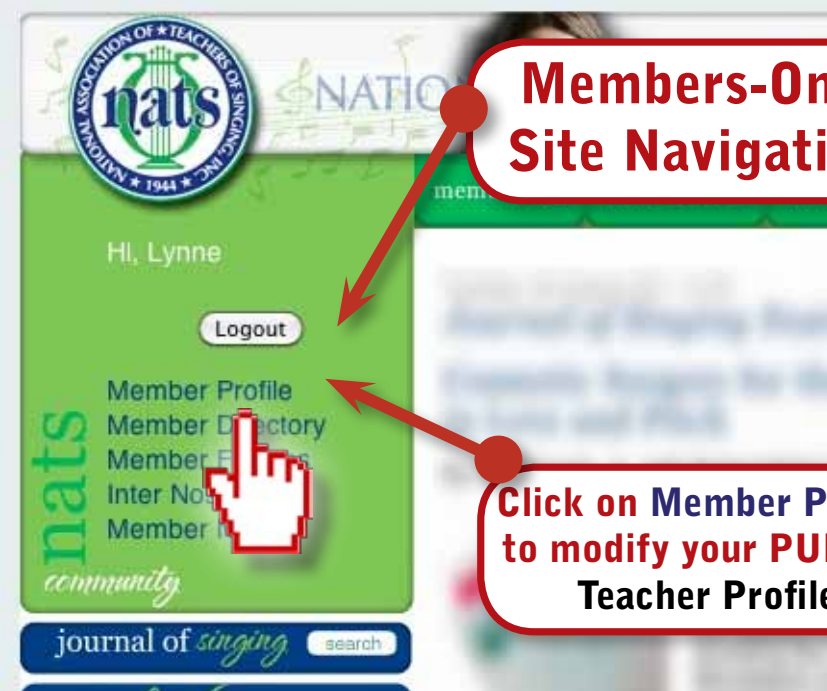
*nats community*

**Use only numbers to Log In.**

**To modify your Teacher Profile, you must log in and access your Member Profile.**

**Enter Current Password**

**After you log in, you will see the Members-Only site navigation area on the left.**



HI, Lynne  
  
 Member Profile  
 Member Directory  
 Member Events  
 Inter-National  
 Member News

*nats community*

journal of singing

**Members-Only Site Navigation**

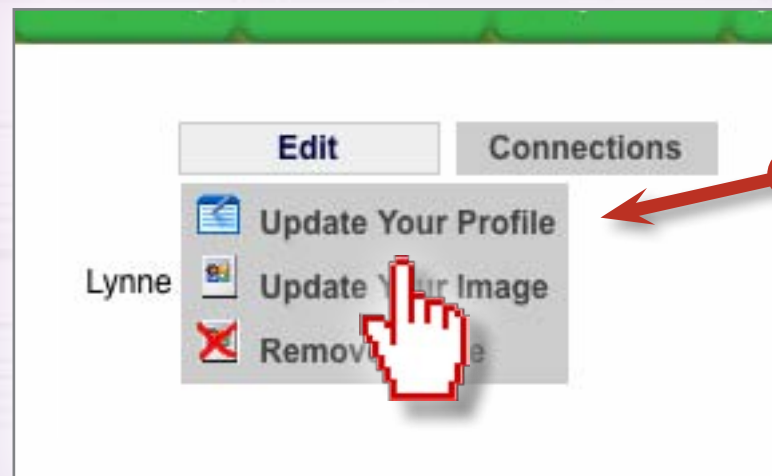
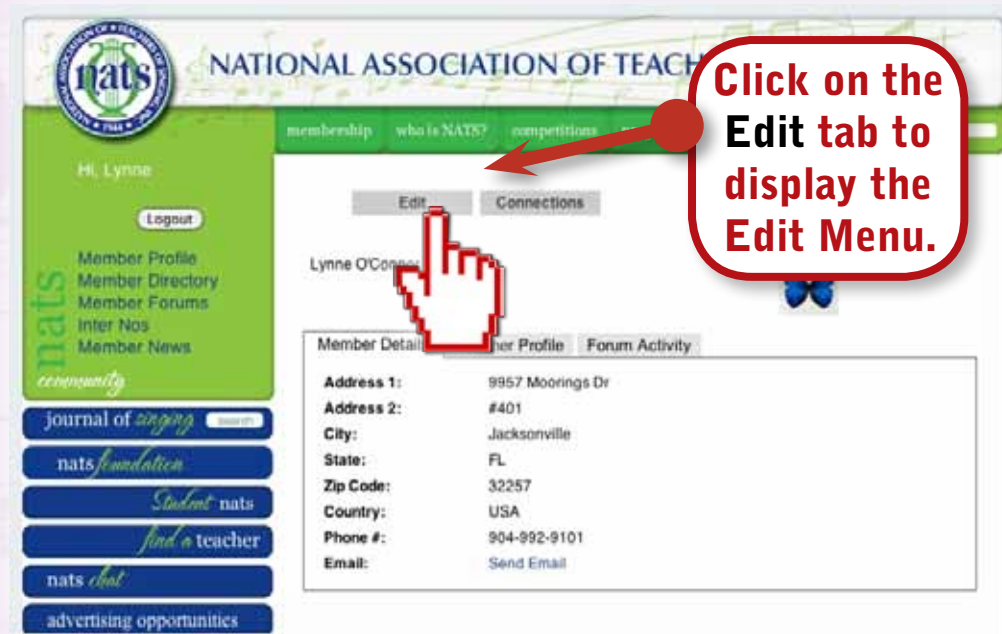
**Click on Member Profile to modify your PUBLIC Teacher Profile**

- What is my Member Number? See page 4.
- I don't know what my password is. See page 8.



# How do I get found on the NATS Find A Teacher page?

FAQ : Members Only : Member Profile : Teacher Profile : Part 2



- How do I log in to NATS.org? See page 3.
- I'm confused. Call NATS at 904-992-9101.





# How do I get found on the NATS Find A Teacher page?

FAQ : Members Only : Member Profile : Teacher Profile : Part 3

After logging in, clicking on **Member Profile**, and selecting **Update Your Profile** from the **Edit** tab, you will see the **Edit Your Details** screen (below) where you can modify your **PUBLIC** Teacher Profile.

Hi, Lynne

Logout

Member Profile  
Member Directory  
Member Forums  
Inter Nos  
Member News

nats community

journal of singing

membership who is NATS? competitions programs NATS Events search

## Edit Your Details

Login Info Photo Member Details Teacher Profile Forum Settings Name

Password:  ⓘ

Verify Password:  ⓘ

temp:

Update Cancel

Required field ⓘ Information: Point mouse to icon

Required field ⓘ Information: Point mouse to icon

**Click on  
the Teacher  
Profile tab.**

## KEY CONCEPT:



**Your Teacher Profile information is PUBLIC and OPTIONAL.** It will be displayed to anyone who searches for singing teachers on the Find A Teacher page. Only include details that you want the PUBLIC to see.

**Your Member Details are part of the NATS Member Database used by the Executive Office to send Journal of Singing and other membership mailings.** They are only displayed to active NATS members who log in to the NATS website and click on **Member Directory** in the **Member Navigation Area**.

- How do I change my password? See page 13.
- How do I change my Profile Photo? See page 23.



# How do I get found on the NATS Find A Teacher page?




FAQ : Members Only : Member Profile : Teacher Profile : Part 4

**Edit Your Details**

Login Info Photo Member Details **Teacher Profile** Forum Settings Name



You may optionally participate in the NATS Online Teacher Database and allow the public (non-NATS members) to see the following information.

**Participate:** ☒ Yes ☐ No

**Studio Description:**      
 ...tin et liquis... autem repro quias dolupta aut  
 ...raest officia tassim... et eicianda pos enda  
 ...illores erferspice te sunt... eum fuga. Et reped  
 ...ate prerenimos escient ulpa... molorum  
 ...ra sintatibusdae exerro ipsum... arum  
 ...s quiam quam qui te velicaetur a sequos  
 ...eptatur, sit ommo qui con nobisciae dent  
 ...i descima voles modia que que vollaut minverest  
 ...volent, utat qui niaecto erest, que vello dolorem apeles is  
 ...esciet que sa quo essinime nus denis ditatiam, ut

**Address 1:** 123 Main Street  
**Address 2:** Suite 456  
**Address 3:** Room 789  
**City:** Jacksonville  
**State:** Florida  
**Zip:** 32257  
**Country:** USA  
**Phone:** (904) 992-9101  
**Email:** lynne@nats.org  
**Website:** www.nats.org  
**Voice Type:** Soprano  
**Music Styles Taught:** ☒ Opera ☒ Classical  
 Jazz ☐ Folk ☐ World  
**Availability:** ☒ I am currently accepting private lessons. ☐ I am not currently accepting private lessons. ☐ I offer lessons through a program. ☐ I offer lessons as a clinician or presenter.

**Update** **Cancel**

 Required field  Information: Point mouse to icon

The most important step in getting your profile found on the NATS Find A Teacher page is for you to manually Participate.

**Click the Yes button next to Participate.**

**Complete remaining fields as desired. You MUST click Update (with the Participate - Yes button selected) to enable your profile to be found.**

## KEY CONCEPT:



To increase the likelihood of getting found on the NATS Find A Teacher page, include as much information as possible. Because potential students can limit their search by state and city, it is essential to complete these in your profile, even though they are not required fields.



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- How do I log in to NATS.org? See page 3.
- I'm confused. Call NATS at 904-992-9101.



# How do I get found on the NATS Find A Teacher page?

FAQ : Members Only : Member Profile : Teacher Profile : Part 5

**Edit Your Details**

Login Info Photo Member Details **Teacher Profile** Forum Settings Name

You may optionally participate in the NATS Online Teacher Database and allow the public (non-NATS members) to see the following information.

Participate: ☒ Yes ☐ No

Studio Description:

Address 1: 123 Main Street  
Address 2: Suite 456  
Address 3: Room 789  
City: Jacksonville  
State: Florida  
Zip: 32257  
Country: USA  
Phone: (904) 992-9101  
Email: lynne@nats.org  
Website: http://www.nats.org  
Voice Type: Soprano

Music Styles Taught: ☒ Opera ☒ Classical ☒ Musical Theatre ☐ Pop ☐ Rock ☐ Gospel ☐ Jazz ☐ Folk ☐ World

Availability: ☒ I am currently accepting private students ☐ I have a wait-list for private lessons ☐ I accept students through a college or university program ☐ I offer lessons in a group environment ☐ I am available as a clinician or presenter ☒ I am available as a performer

Information: Point mouse to icon

On the left is a completed Teacher Profile. The profile will be found because the Participate - Yes button is selected. Shown below is the Teacher Profile as it appears to the public in a NATS Find A Teacher search.

Lynne O'Connor

**Teacher Profile**

Studio Description:

Address 1: 123 Main Street  
Address 2: Suite 456  
Address 3: Room 789  
City: Jacksonville  
State: Florida  
Zip: 32257  
Country: USA  
Phone: (904) 992-9101  
Email: lynne@nats.org  
Website: www.nats.org  
Voice Type: Soprano

Music Styles Taught:

- Opera
- Classical
- Musical Theatre
- Pop

Availability:

- I am currently accepting private students
- I am available as a performer

## KEY CONCEPT:



You must Log Out of the NATS Website to find your own profile on the Find A Teacher page. While you are logged in as a NATS Member, you will not be able to view your own profile as it is seen by the public.

- How do I change my Profile Name? See page 21.
- How do I change my Profile picture? See page 23.

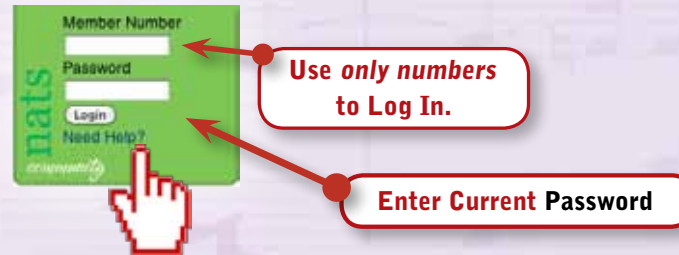




# How do I change my Profile Name?

FAQ : Members Only : Member Profile : Name : Page 1

To modify your **Profile Name**, you must log in and access your **Member Profile**.



After you log in, you will see the **Members-Only** site navigation area on the left.




- How do I log in to NATS.org?  
See page 3.
- What is my Member Number?  
See page 4.



## How do I change my Profile Name?

**FAQ : Members Only : Member Profile : Name : Page 2**



A screenshot of the LinkedIn profile dropdown menu. The menu is open, showing options: "Update Your Profile", "Update Your Image", and "Remove Profile Picture". A red arrow points to the "Update Your Profile" option. The name "Lynne" is visible to the left of the menu.

**Click on  
Update Your  
Profile.**

**Click on the Name tab to edit your name as it will appear on your Teacher Profile and in the NATS Membership Database. Click Update when you are done.**

## Edit Your Details

[Login Info](#)
[Photo](#)
[Member Details](#)
[Teacher Profile](#)
[Forum Settings](#)
[Name](#)

**Title:**

**First Name:**  ⓘ

**Last Name:**  ⓘ ⓘ

ⓘ ⓘ Field Information: Point mouse to icon



- **How do I get found on NATS Find A Teacher? Learn how to modify your Teacher Profile on page 16.**



# How do I change my Profile picture?

FAQ : Members Only : Member Profile : Image : Page 1

To modify your Profile Image, you must log in and access your Member Profile.

Use only numbers to Log In.

Enter Current Password

After you log in, you will see the Members-Only site navigation area on the left.



Members-Only Site Navigation

Click on Member Profile to modify your PUBLIC Profile Picture

## KEY CONCEPT:



Your Profile photo is visible to the public only if you have selected **Yes to Participate in your Teacher Profile**, which allows people to find you on the NATS Find A Teacher pages.



Click on the Edit tab to display the Edit Menu.

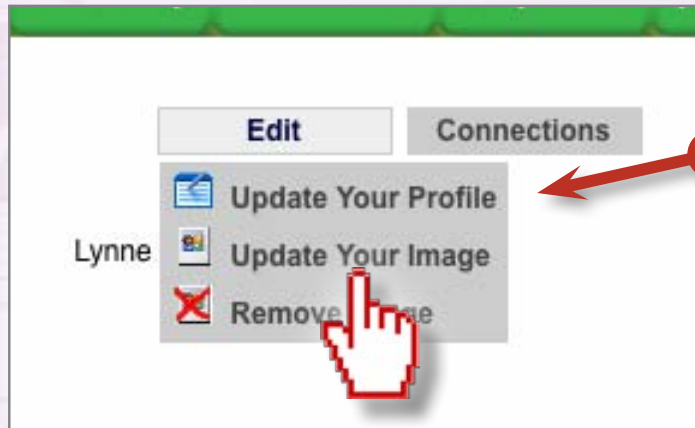
- How do I get found on NATS Find A Teacher? Learn how to modify your Teacher Profile on page 16.



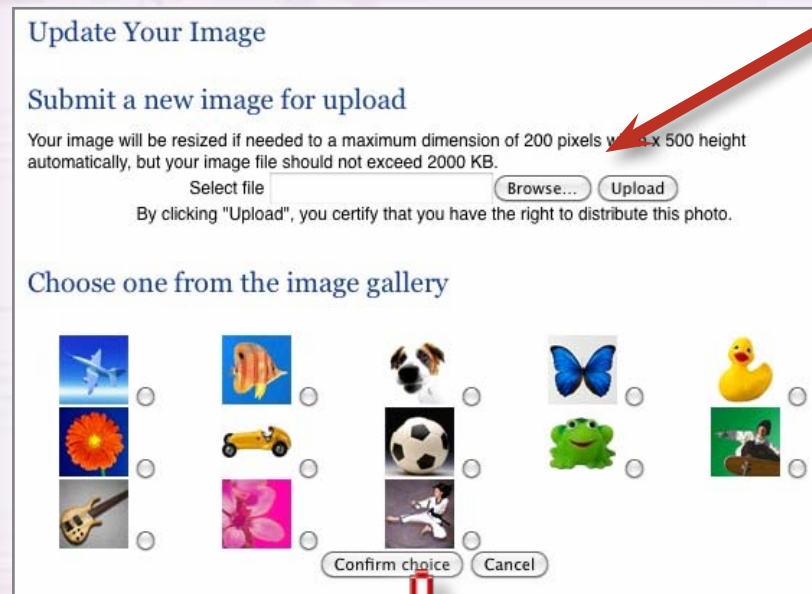
# How do I change my Profile picture?

FAQ : Members Only : Member Profile : Image : Page 2

24



**Click on  
Update Your  
Image.**



**Click on Browse to select an image from your computer's hard drive. After you have chosen the file (the file name will appear in the Select file box), click Upload. Instead, you may select one of the images shown. Click Confirm choice when you are done.**



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- How do I change my Profile Name? See page 21.
- Where is my Membership Card? See page 15.