Member's Area
Frequently Asked Questions

Q: What are my login credentials?
A: Your login is your email address. Your password is what you set when you joined or if you changed your credentials.

Q: I submitted "Forgot Password" and I didn't get a reset email.
A: Sometimes the password reset links get caught in your spam filters or firewalls. If not, contact 703.281.4043 x 4 for assistance.

Q: Are my login credentials case sensitive?
A: Yes

Q: I know my login information and am still not able to login.
A: Have you renewed for the current calendar year? If not, click here to renew online, request a new invoice from Moayad Zahralddin, or you may call in your payment to 703.281.4043 x 4.

Q: I just joined, and I can't login.
A: Please allow 24-48 hours to process online applications.

Q: I've recently changed jobs, how do I update my profile?
A: Click here to update your profile. Scroll over to "My Account" and click "Change Email or Password" to update your login credentials.

Q: I just reset my password and I still can't login.
A: If you are trying to login after having recently having your login credentials changed (by yourself or the National Office Staff), you may need to refresh your browser (clear history, cookies, restart your browser, etc.) before you're able to login.

Q: I'm logged into the Member's Area and I'm unable to check my CEUs.
A: Your login to check your CEUs is different from the National Website. To check your CEUs, please click here. Any questions about your recertification can be sent to Kristen Reamy in the AAHAM Certification Department.

If you are still having issues logging in, require assistance with updating or resetting your information, or need any other support, please email Moayad Zahralddin or call 703.281.4043 x 4.