

A wide-angle photograph of the Yellow Bridge in Pittsburgh, looking down the road towards the city skyline. The bridge's yellow steel structure is prominent, with a large arch in the center. The sky is blue with some clouds.

ASHE Pittsburgh

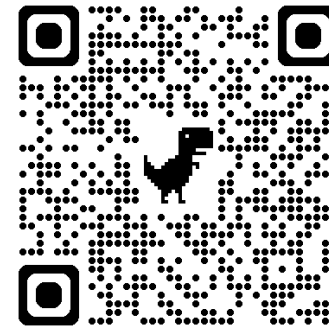
StarChapter FAQ

Presentation 01 – Signing In & Finding Help

September 17, 2026

Overview

- Signing In
- Updating contact info
- Finding help
- Not getting the emails?
- Conclusion



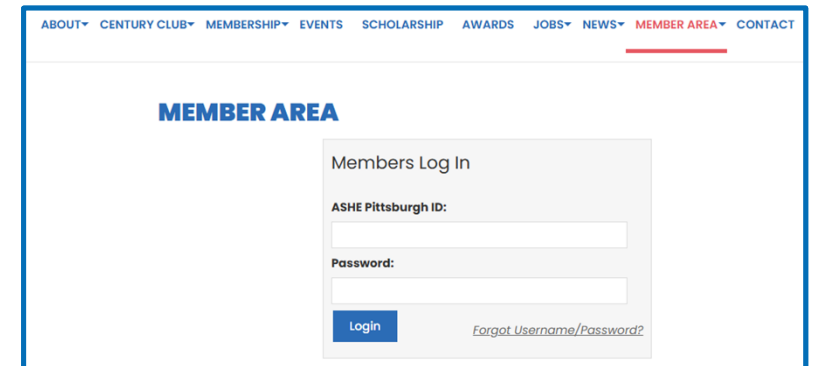
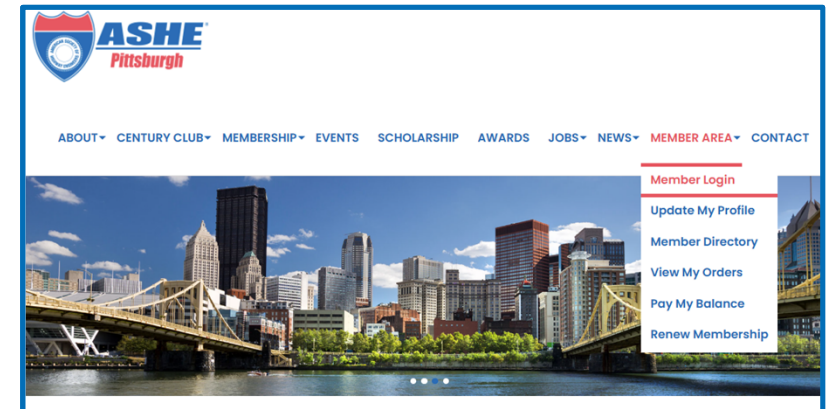
*Scan QR code to
follow along*

ashepittsburgh.org

Signing In

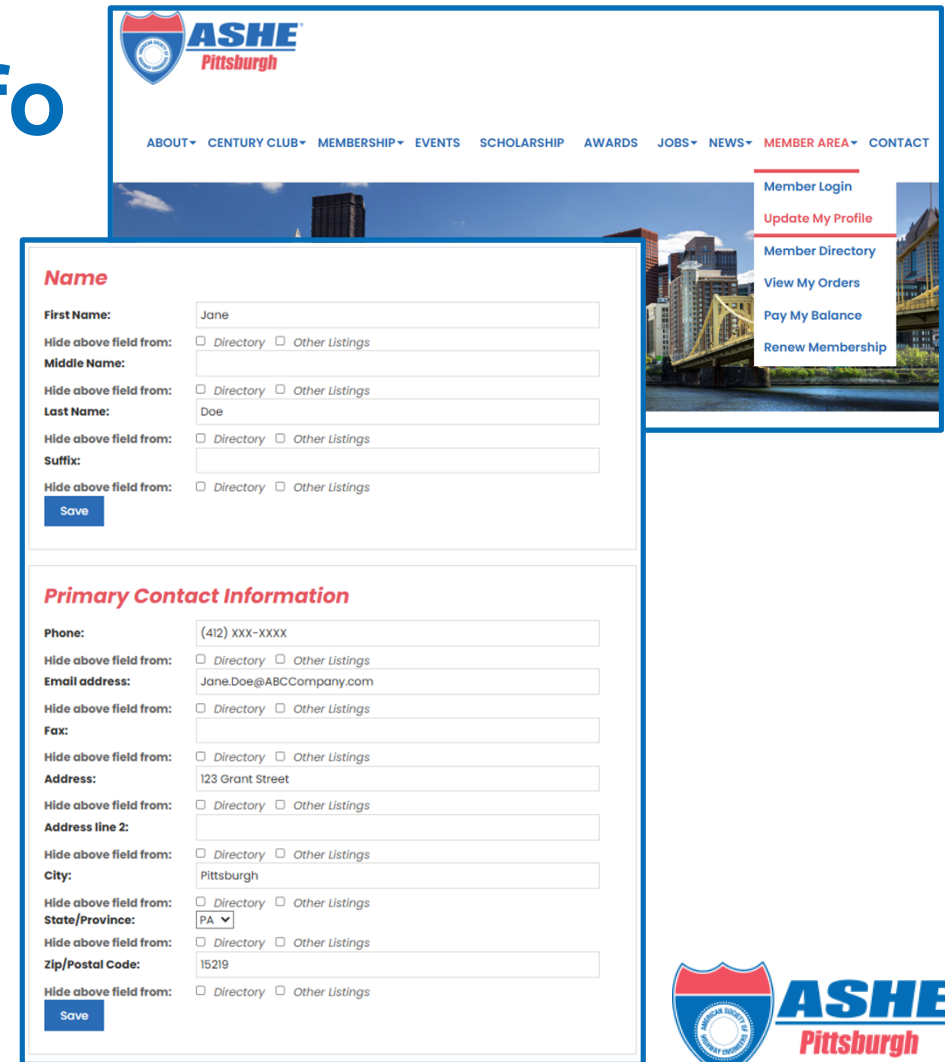
- **Step 1** – Navigate to ‘Member Area’ on the home page. Click ‘Member Login’.
- **Step 2** – use your email address for ‘ASHE Pittsburgh ID’. Password information was sent out to the membership last March.
 - Don’t have it? Select ‘*Forgot username/password*’ option and follow the prompts

NOTE: Only members in good standing can access the site!



Updating Contact Info

- **Step 1** – Navigate to 'Member Area'. Click 'Update My Profile'.
- **Step 2** – Scroll to different options
 - Login Info
 - Payment Information
 - Name
 - Primary Contact Info
 - Business Information
 - Custom Fields/ Image/ Biography



The screenshot displays the ASHE Pittsburgh website's Member Area. The top navigation bar includes links for ABOUT, CENTURY CLUB, MEMBERSHIP, EVENTS, SCHOLARSHIP, AWARDS, JOBS, NEWS, MEMBER AREA, and CONTACT. The MEMBER AREA dropdown menu is open, showing options: Member Login, Update My Profile, Member Directory, View My Orders, Pay My Balance, and Renew Membership. The 'Update My Profile' form is shown, divided into two sections: 'Name' and 'Primary Contact Information'. The 'Name' section includes fields for First Name (Jane), Middle Name, Last Name (Doe), and Suffix, each with a 'Hide above field from:' checkbox for Directory and Other Listings. A 'Save' button is present. The 'Primary Contact Information' section includes fields for Phone ((412) XXX-XXXX), Email address (Jane.Doe@ABCCompany.com), Fax, Address (123 Grant Street), Address line 2, City (Pittsburgh), State/Province (PA), and Zip/Postal Code (15219), each with a 'Hide above field from:' checkbox for Directory and Other Listings. A 'Save' button is also present at the bottom of this section.

Name

First Name: Jane

Hide above field from: ☐ Directory ☐ Other Listings

Middle Name:

Hide above field from: ☐ Directory ☐ Other Listings

Last Name: Doe

Hide above field from: ☐ Directory ☐ Other Listings

Suffix:

Hide above field from: ☐ Directory ☐ Other Listings

Save

Primary Contact Information

Phone: (412) XXX-XXXX

Hide above field from: ☐ Directory ☐ Other Listings

Email address: Jane.Doe@ABCCompany.com

Hide above field from: ☐ Directory ☐ Other Listings

Fax:

Hide above field from: ☐ Directory ☐ Other Listings

Address: 123 Grant Street

Hide above field from: ☐ Directory ☐ Other Listings

Address line 2:

Hide above field from: ☐ Directory ☐ Other Listings

City: Pittsburgh

Hide above field from: ☐ Directory ☐ Other Listings

State/Province: PA

Hide above field from: ☐ Directory ☐ Other Listings

Zip/Postal Code: 15219

Hide above field from: ☐ Directory ☐ Other Listings

Save



Finding Help

- **Step 1** – Navigate to ‘*Contact*’ on the home page
- **Step 2** – Contact us by filling out the prompts

CONTACT US

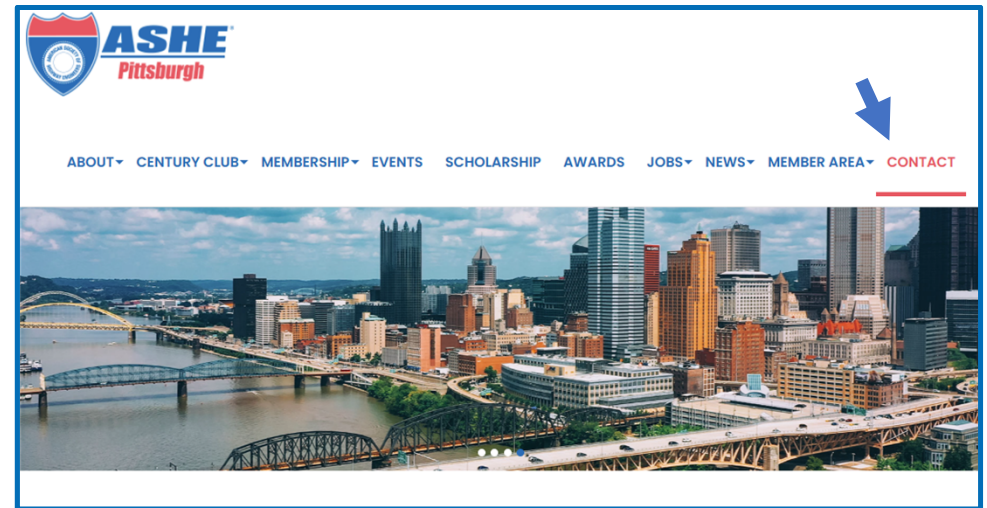
• Name

• E-Mail Address

• Question Or Comment

Submit

Clear



Emails Not Coming Through?

A couple things to check:

- Is it going to a spam/junk folder?
- Have you changed companies lately?
- Is your contact information correct?

Get your IT Dept Involved:

- Emails might be getting blocked by a firewall or spam filter
- Solution: add the following domains/ IP addresses to your local 'Allow List'



159.135.230.23
159.135.230.118
159.135.230.228
159.135.230.229
159.135.230.230
198.244.51.208

Conclusion

- ASHE Pittsburgh will have trainings throughout the year
- Have an idea for a training? Let us know!
- Thank you for your patience!

