

**THIS MESSAGE APPLIES ONLY TO PREVIOUSLY REGISTERED CFAA TECHNICIANS, MEMBERS AND PUBLIC USERS.**

**LOGGING IN PROVIDES YOU WITH ACCESS TO YOUR CFAA ACCOUNT AND TO CONVENIENT ONLINE SERVICES THAT ARE NOT AVAILABLE TO THE GENERAL PUBLIC. (Account update, e-commerce, renewals, seminar registration , member news, distance learning, new manuals, etc.)**

**TO LOG IN YOU WILL NEED:**

- your correct email address (ID) and
- a valid password

**Please follow one of the procedures below that applies to you.**

**1. IF YOU HAVE ALREADY REGISTERED BOTH YOUR EMAIL ADDRESS AND A PASSWORD ON THIS SITE:**

- Simply log in to your account using the login link at the top right of the CFAA website page.

**2. IF YOU PREVIOUSLY PROVIDED US WITH YOUR EMAIL ADDRESS BUT HAVE NOT YET SET A PASSWORD:**

- You can now log in using your email address.
- The **FIRST TIME** that you log in, **you must select 'Forgot your password?'** and follow the directions on the screen to 'reset' your password.
- We will then immediately email you a temporary password.
- Then, once logged in, you should change your password to your preference.

**3. HOWEVER, IF YOU ARE NOT ABLE TO LOG ON AS DESCRIBED ABOVE, IT IS POSSIBLE THAT WE MAY NOT HAVE YOUR CORRECT EMAIL ADDRESS ON FILE:**

- You must either provide your email address to the CFAA or confirm that we have your correct current email address.
- **Please provide us with the following information by using the convenient form at this email link: >>> [TECHADMIN@CFAA.CA](mailto:TECHADMIN@CFAA.CA)**

- your full name
- your EMAIL address
- your CFAA Technician Number (if you are a CFAA Technician)
- company name (if you are our main contact for a CFAA Corporate Member)
- your phone number
- your full POSTAL mailing address
- We will confirm receipt by providing you with a temporary password in a return email.
- Then, once logged in, you should change your password to your preference.

**4. IF YOU DO NOT HAVE AN EMAIL ADDRESS:**

- Please do establish an email address and email us your identification information (see above).
- We will confirm receipt by return email and provide you with a temporary password.
- Once logged in, you should change your password.

**5. IF YOU ARE DEFINITELY UNABLE TO PROVIDE US WITH AN EMAIL ADDRESS:**

- You will be unable to access your account online or access any of the convenient online Member and Technician services.

- Please advise us that you do not have an email address and confirm the following identification information by phone or mail

- your full name
- your CFAA Technician Number (if applicable)
- company name (only if a Corporate Member)
- your phone number
- your full POSTAL mailing address

Phone: 905-944-0030 ext 101 or toll free 1-800-529-0552 ext 101

Mail to: The CFAA, 85 Citizen Court, Units 3&4, Markham, ON, L6G1A8