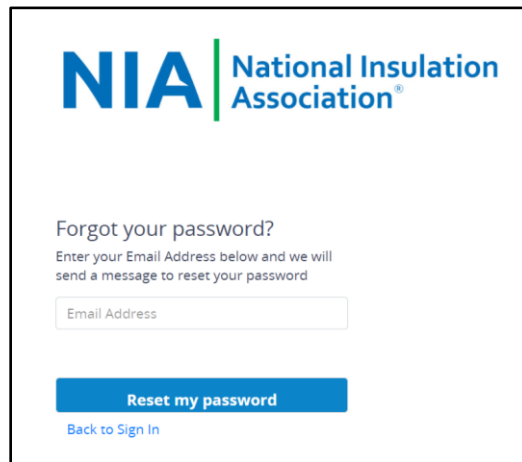
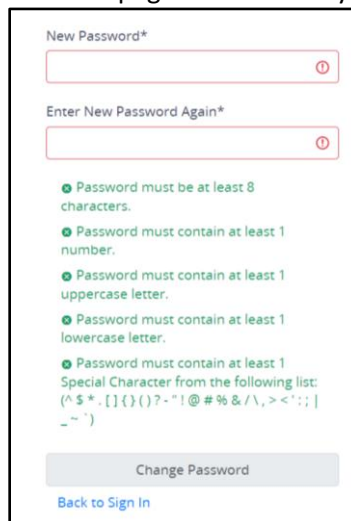


1. Click on this link: [Forgot your password? Click here](#). (This link also works to establish a new password.) Please type in the email address that you normally use for NIA member access. Then, click on the Reset my password button:



The screenshot shows the NIA National Insulation Association logo at the top. Below the logo, the text reads "Forgot your password?" followed by "Enter your Email Address below and we will send a message to reset your password". There is a text input field labeled "Email Address". Below the input field is a blue button labeled "Reset my password". At the bottom left, there is a link labeled "Back to Sign In".

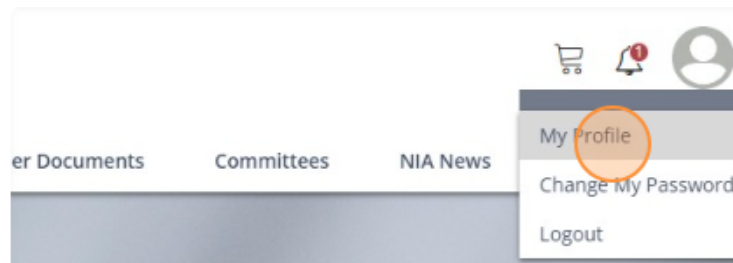
2. You will receive an email that contains a password reset link sent to that email address. (Note: if you do not receive an email in your inbox, please check your email's junk or spam folder. The email will come from messages@app.production.membersuite.com) Please click on the link in the email and you will be taken to this page below to set your new password:



The screenshot shows a "Change Password" form. It has two text input fields: "New Password*" and "Enter New Password Again*", each with a red error icon to its right. Below the input fields are five green bullet points listing password requirements: "Password must be at least 8 characters.", "Password must contain at least 1 number.", "Password must contain at least 1 uppercase letter.", "Password must contain at least 1 lowercase letter.", and "Password must contain at least 1 Special Character from the following list: (^\$*.[\{\}()?'!@#%&/\,><';|_~`)". Below the requirements is a grey button labeled "Change Password" and a link labeled "Back to Sign In".

3. Set up NIA as a Safe Sender in your email! Email is the most effective way to communicate with our membership and it is imperative that NIA communications reach your inbox. To ensure delivery of NIA emails to your inbox, please ask your I.T. department to add "@insulation.org" to your company's whitelist to prevent emails from being blocked by your firewall. When you receive emails from NIA, please add them to your contact list and mark them as safe senders. You can do this by RIGHT clicking on the email in your inbox, going to "Junk" in the menu, and choosing "Never block sender's domain (@example.com)".
4. For future reference, please bookmark the NIA Member Portal in your preferred web browser: <https://nia.users.membersuite.com/home>

Once your password is updated, please update your profile so we can better serve you in the future!



My Info

My Personal Information

We have made every effort to make this transition a smooth one and with the intention to serve our members in the best and most effective way possible. However, as with any transition, there will be questions and we are here to help! Please contact the NIA membership department at membership@insulation.org or call 703-464-6422, ext. 113 (Rianna Gleeson) or ext. 115 (Kristin V. DiDomenico) for assistance.