Not receiving IIA Las Vegas Chapter Emails?

There may be a few reasons why you are not receiving our chapter emails. Please go through this “how-to” to make sure you are properly enrolled.

(Also, please check you junk/spam mailbox)

Check Email Subscription ................................................................. 3
Check Email Address Registered with The IIA (make sure email is up to date) ................................................................. 4
Check Membership Information ........................................................................................................ 5

Note: Page 2 will show you how to log into the website in order to navigate to the possible solutions.
Start any of these steps by logging into The IIA website by following these directions:

- Go to [www.theiia.org](http://www.theiia.org)
- Click on “Account” in the top right corner
- Once the “Your Account” page loads (below), click on “Preferences Home”
Check Email Subscription

- Click on “Chapter” in the left column
- Make sure your email preferences show “Yes” and it reads “Yes” for include me in my Chapter Member Directory. (Click “Edit” if you need to change these)
Check Email Address Registered with The IIA (make sure email is up to date)

- Click on “Account” in the top right corner > Once the “Your Account” page loads (below), click on “Preferences Home”
- Click “Contact Information” under My Profile and see what email address you have registered
  - If you need to update, click “Edit” at the bottom right corner

![Screenshot of IIA website showing Contact Information page](image)
Check Membership Information

- Click on “Account” in the top right corner > Once the “Your Account” page loads (below), click on “Preferences Home”
- Click “Membership Information” in the left column and verify that your member is current and active
• Click “Chapter Affiliation” and make sure it shows you are affiliated with the Las Vegas Chapter
  ○ If not, please select the Las Vegas Chapter through the drop downs
If everything was already correct and you are not receiving the emails, please contact CustomerRelations@theiia.org or 1-407-937-1111 for assistance. The Las Vegas Chapter does not have the ability to revise member emails. Great segregation of duties!