

Keep Your Member Data Current

Created by Dorothy Creswell, (Past) CAB Chair, February 24, 2020

Updated by Linda Wallers, Region IX CAB Representative, September 24, 2021

Edited by Martha Raup, CAB Chair

Nobody knows your correct contact information better than you do. If your address, phone, or email is out of date, you may lose out on valuable NARFE member benefits.

NOTE: With NARFE's online system, the recommended Internet browsers are Google Chrome or Mozilla Firefox on Windows PCs and Macs. Microsoft Edge and Apple Safari has been used successfully, but NARFE has not recommended them.

If you have problems logging in, contact NARFE Member Records (toll-free) at 1-800-456-8410, 8 am to 5 pm, Monday through Friday, Eastern Time, or send an email to memberrecords@narfe.org and be sure to include your NARFE member ID# and name.

MEMBER UPDATES

Members may update their information (address, phone, email, or member type such as annuitant, active federal employee, etc.) in several ways.

- Go to www.narfe.org to log in; select "My Account" then "My Profile", then click the "Update Contact Information" button. See detailed instructions below.
- Call NARFE Member Records at 1-800-456-8410, toll free from 8 am – 5 pm ET.
- Email memberrecords@narfe.org.
- Mail to NARFE Member Records, 606 N Washington St; Alexandria VA 22314. ☒ If you have problems, ask your Chapter Secretary to help you.

On the main NARFE home page, log in under the **For Members** tab.

Then **Log in to the Member Portal**

On the next page, at the bottom, you can **Sign In** OR **Join NARFE**. Select **Sign In** which will present you with a page that shows two forms. Use the form on the left that says **Sign In**.

[This procedure may change as the website updates. If so, [Contact CAB](#) to update instructions.]

Provide a username and secure password. Then select the blue Sign In button. If you have any problem logging in with your existing password and username, you can try the username and password combinations suggested below the form. Or you can follow the instructions for contacting NARFE member records at the very bottom of the form.

JOIN NOW Contact Us Log In

MEMBERSHIP ADVOCACY FEDERAL BENEFITS INSTITUTE ABOUT NARFE

FOR MEMBERS

Welcome to our new website! Having trouble finding what you need? Drop us a line. [Social Feedback](#)

Log In to the Member Portal
Renew Your Membership
NARFE News
Officer Resources

Our member portal has a lot to offer

Upcoming Webina
Tax Moves for Federal
Employees

Sign In

Username
wallersl@yahoo.com

Password
.....

Keep me signed in if I close the browser

Sign In

Join NARFE

Sign in with your username and password. You can't see advanced options. Join NARFE online today!

Do you need help signing into our site?

Attention Members! Our Web Portal is in Transition

Your log in will be one of these combinations:

Username	Password
Member ID	Member ID
Last Name	Member ID
Email	Member ID
Email	Password
Member ID	Password

If you are still unable to log in DO NOT Create a New Account!
Call 800-456-8410 or email memberrecords@narfe.org.

Find my account by e-mail address
 I forgot my password
 Contact customer service

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New to NARFE? Create an Account Here.
If you are a current or former member of NARFE –
DO NOT CREATE a NEW Account.
Call 800-455-8410 or email memberrecords@narfe.org

A strong password should have: length = 8, numeric characters = 1, upper case characters = 1, lower case characters = 1, symbol characters = 1.

First Name

Enter E-mail

Create Password

Secret Question
What is the name of your favorite place?

Primary Phone

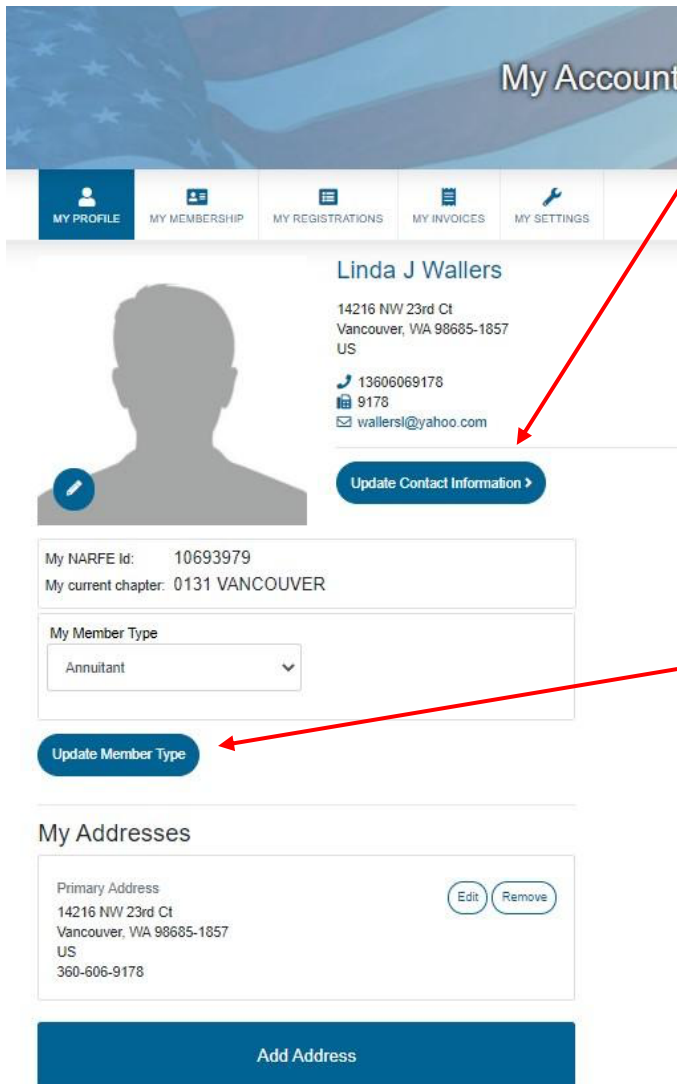
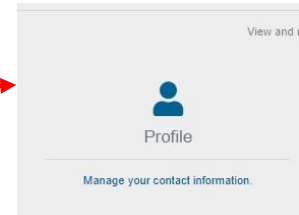
Country
United States

[Create New Account and Sign In](#) [Cancel](#)

DO NOT USE THE FORM ON THE RIGHT.

The second form on the sign-in page is only for new NARFE members who have not yet created an account. If you use this form, you will create a duplicate membership ID in the database.

After signing in, you will see another welcome page with a selection for **PROFILE** at the bottom. Select **PROFILE**.



My Account

MY PROFILE MY MEMBERSHIP MY REGISTRATIONS MY INVOICES MY SETTINGS

Linda J Wallers

14216 NW 23rd Ct
Vancouver, WA 98685-1857
US

13606069178
9178
wallersl@yahoo.com

[Update Contact Information](#)

My NARFE Id: 10693979
My current chapter: 0131 VANCOUVER

My Member Type
Annuitant

[Update Member Type](#)

My Addresses

Primary Address
14216 NW 23rd Ct
Vancouver, WA 98685-1857
US
360-606-9178

[Edit](#) [Remove](#)

[Add Address](#)

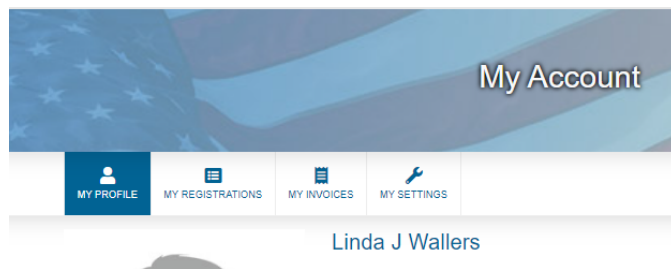
Your profile will look something like this. If you select the **Update Contact Information** button, you will be able to edit your name or email address; add a mobile or second phone number, a Job title (if you are still working), and a nickname; edit country, street address, city, state, zip code+; and add a URL for a FaceBook page, LinkedIn page, and Twitter feed. Then select **SAVE**. You can also **Update Member Type** and include or update your chapter membership information from the Update form. [You can see an image of this form on page 5.]

You also can change your member type by selecting the **Update Member Type** button below the **My Member Type** text box on the **My Profile** page.

Your address, as it appears in the database, is at the bottom of the **My Profile** page. There is a **Remove** button and a redundant **Edit** button as well as another **Add Address** entry form at the bottom. At this time, the NARFE database will not allow more than one address per member.

ALWAYS REMEMBER TO SAVE.

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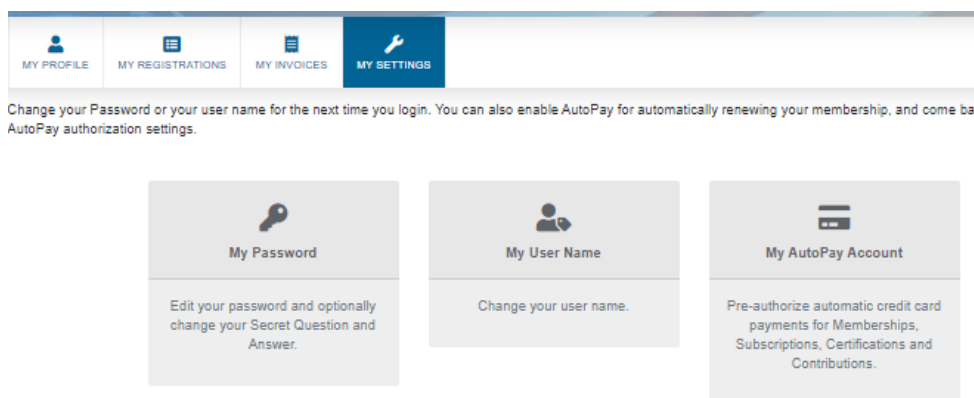


Now let's look at other things you can find on the **My Accounts** pages. The menu, at the top of the **My Profile** page shows **My Registrations**, **My Invoices**, and **My Settings**.

My Registrations will show you if you have registered for any of the NARFE-offered webinars.

My Invoices will take you to membership dues invoices, where you can pay your dues, and invoices for NARFE PAC contributions (if automated deductions) and past Webinars.

My Settings allows you to change your password, change your username, and pre-authorize payments for memberships, subscriptions, certifications, and contributions (those invoices will appear on the **My Invoice** page).



MEMBER UPDATES BY CHAPTER OFFICERS

Key chapter officers may submit online updates to member contact information (mailing address, phone, and email), and report a member's death. Allow a business day. Key chapter officers include President, 1st VP, Secretary, Treasurer, Secretary/Treasurer, and Membership Chair. If you are a key officer and do not have access, contact [NARFE Member Records](#).

To make an update, select the **Chapter Member List** button, locate the member in the list and then click on their row. After clicking on the row, a key officer will see an update form. Check the box that says "Is this a member information update?" On address updates be sure to enter all the address lines including street, city, state, and zip code. Any information NOT entered will be lost from the database. You may also update the phone and email. Once the information has been entered, click the "Save" button at the bottom of the screen. It is recommended when updating a mailing address to use the www.USPS.com site to look up the 9-digit zip code and correct address formatting. (See [Chapter Member Update Request and Notification of Death](#) CAB video tutorial.)

Postal addressing prefers the suite or apartment be included at the end of the street address. The update screen doesn't provide a field to enter that information on a second line. If you need to change a member's address that currently has data in the "Suite/Apt." entry, send an email to memberrecords@narfe.org providing the member's ID#, name as it appears on the roster, and the full new address.

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To report a death, access the same screen, scroll down, and click the checkbox “Is this a notification of death?”. Fill in the requested information. For the spouse, provide any information that is different from the deceased member such as mailing address or phone, and specify if the surviving spouse is already a NARFE member. Also, please notify your Federation Secretary of any deaths so they may be included in the state conference Memorial program. (See [Chapter Member Update Request and Notification of Death](#) CAB tutorial video.)

It is advisable to set up a process to regularly contact your chapter members to confirm their postal address, telephone number, and email address. Start with those who attend your meetings. If you send out email messages to members and get an error, contact the member to get the right address.

When mailing, print “Address Service Requested” directly above the mailing address. If the member’s address has changed, the USPS will forward the item to the member, and send a postcard with the old and new address to you (currently \$.67 each).

Whenever you get corrected information, be sure to submit the updated information to NARFE. If other data needs to be changed, such as a member’s name or congressional district, contact Member Records and provide the member’s ID#, name, the correction, and your name, chapter, and officer title.

Additional CAB Tutorials can be found at: <https://sites.google.com/view/narfecabweb/tutorials>

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My Profile/Update Contact Information example form:

The image shows a 'My Account' profile update form. At the top, there are navigation tabs: MY PROFILE, MY REGISTRATIONS, MY INVOICES, and MY SETTINGS. The form fields include:

- First Name: Linda
- Last Name: Walker
- Suffix: (dropdown arrow)
- Email: walker@yahoo.com
- Website: (empty)
- Primary Phone: 1380609178
- Home Phone: 360
- Mobile Phone: 606
- Fax: 9178
- Job Title: (empty)
- Nickname: (empty)

Below these is an 'Enter Address' section with a checkbox checked. Fields include:

- Country/Region: United States (dropdown arrow)
- Street 1: 14216 NW 23rd Ct
- Street 2: (empty)
- Street 3: (empty)
- City: Vancouver
- State/Province: WA (dropdown arrow)
- ZIP/Postal Code: 98685-1857

Social media links are provided for Facebook, LinkedIn, and Twitter, each with a 'http://www.[platform].com/' prefix.

Buttons for 'Save' and 'Cancel' are present. Below them, the user's information is displayed: My NAIFE ID: 10693979, My current chapter: 0131 VANCOUVER. The 'My Member Type' dropdown menu is currently set to 'Annuitant' and is highlighted with a red arrow. A dropdown menu is open, showing the following options: Annuitant, AE (Active Employee), AE Spouse, Annuitant Spouse, Survivor Annuitant, Supporting, Honorary, Subscription, Complimentary, Prospect, AE, AFE, and Annuitant.

The 'My Addresses' section shows the primary address: 14216 NW 23rd Ct, Vancouver, WA 98685-1857, US, 1380609178. There are 'Edit' and 'Remove' buttons for this address. An 'Add Address' button is at the bottom.