

# NEW! HOW TO ACCESS YOUR PROFILE ON NEWWA'S COMMUNITY HUB

To access your profile, go to <https://communityhub.newwa.org/>.

If it is your first-time logging into the new database, enter the email address we have on file for you, and click "Forgot Password."

communityhub.newwa.org/NC\_Login?startURL=%2F

NEWWA  
New England  
Water Works  
ASSOCIATION

Upcoming Events Log In

Welcome  
Please log in or create an account to continue.

Log In

Email

Password

Log In

Forgot your password?  
Don't have an account?

Then, enter the email address we have on file for you and click "Reset Your Password."

communityhub.newwa.org/NC\_Login?startURL=%2F

NEWWA  
New England  
Water Works  
ASSOCIATION

Upcoming Events Log In

Welcome  
Please log in or create an account to continue.

Reset Your Password

For assistance in resetting your password, please contact the office.

Email

Reset Your Password

Nevermind, I've remembered my password.

You should receive an automatic email from [info@newwa.org](mailto:info@newwa.org) within five minutes of resetting your password that includes a link to reset your password. Click the link and continue through the steps.

**If you do not receive an email, please check your spam filter.** If an email is ultimately not received, please contact NEWWA at (508) 893-7979. **If the email sends you back to the login page,** please email [KTodesco@newwa.org](mailto:KTodesco@newwa.org) for a manual password reset.

**NOTE: No two records can have the same email address in the system,** so generic emails such as [admin@abcwaterworks.com](mailto:admin@abcwaterworks.com) are discouraged. The email address in NEWWA's database will be your username and **will grant access to all your personal certification information, therefore, you must be the sole user of the email address.**

**If you do not have an email address, go to [www.gmail.com](http://www.gmail.com), click "Create Account" and follow the prompts to create a free email address. You must then call NEWWA at (508) 893-7979 and ask someone to add your new email address to your profile.**

Once you are logged in, you can **edit your profile by clicking "Edit My Profile" on the left.**

communityhub.newwa.org

NEWWA  
New England  
Water Works  
ASSOCIATION

Personal Snapshot Upcoming Events Checkout Log Out My Payment Methods

Personal Snapshot  
View your latest notifications and snapshots of your profile.

Personal Snapshot

Edit My Profile

Security & Login

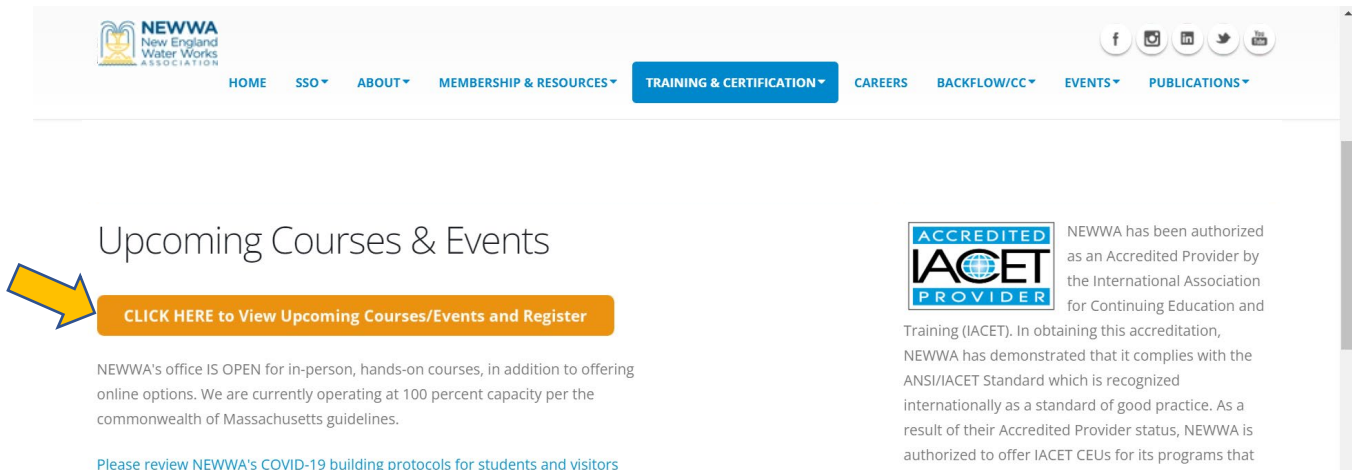
My Employer

MRS Katelyn Todesco  
Events & Marketing Specialist

Personal

# NEW! HOW TO REGISTER ONLINE USING NEWWA'S COMMUNITY HUB

To register, click on the orange "CLICK HERE..." button on NEWWA's Upcoming Courses & Events page at newwa.org.



**Upcoming Courses & Events**

**CLICK HERE to View Upcoming Courses/Events and Register**

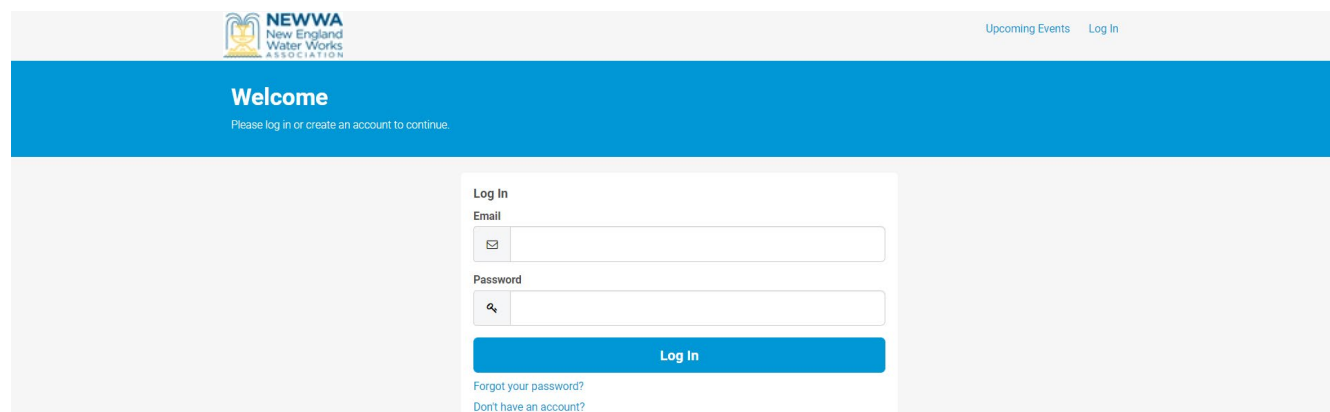
NEWWA's office IS OPEN for in-person, hands-on courses, in addition to offering online options. We are currently operating at 100 percent capacity per the commonwealth of Massachusetts guidelines.

Please review NEWWA's COVID-19 building protocols for students and visitors

**ACCREDITED IACET PROVIDER**

NEWWA has been authorized as an Accredited Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, NEWWA has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Accredited Provider status, NEWWA is authorized to offer IACET CEUs for its programs that

Upon clicking the orange button, you will be prompted to login. **If is your first-time logging into the new database, follow the instructions above.**



**Welcome**  
Please log in or create an account to continue.

Log In

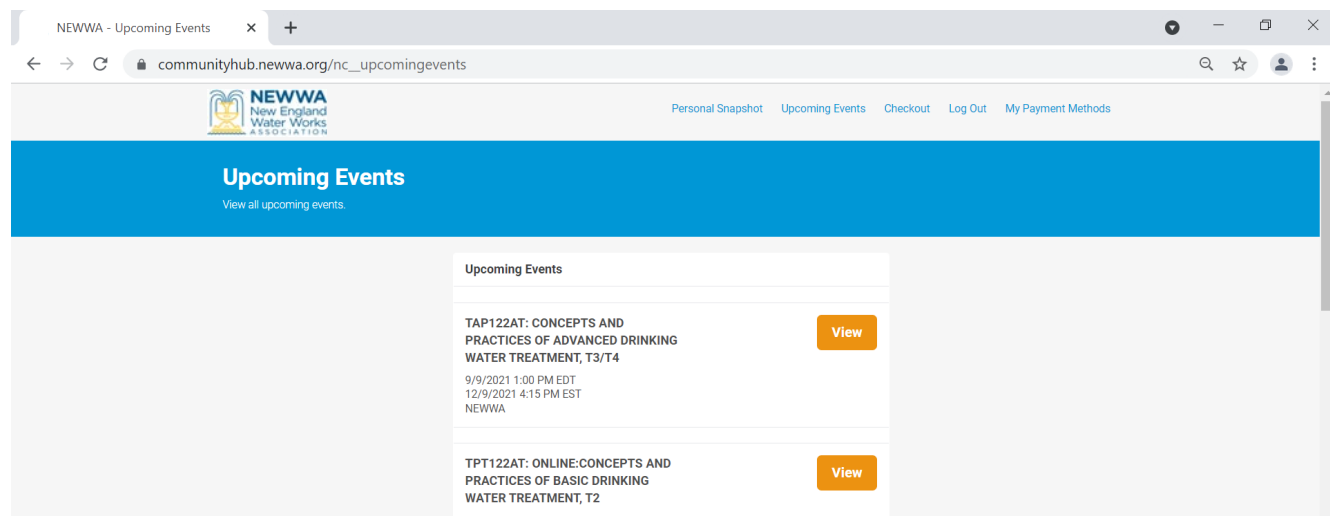
Email

Password

**Log In**

[Forgot your password?](#)  
[Don't have an account?](#)

- Once logged in, click on "Upcoming Events" on the top right to view all upcoming courses and events in order by start date. There are multiple pages of events, so be sure to look through them all.



**Upcoming Events**  
View all upcoming events.

**Upcoming Events**

**TAP122AT: CONCEPTS AND PRACTICES OF ADVANCED DRINKING WATER TREATMENT, T3/T4** **View**

9/9/2021 1:00 PM EDT  
12/9/2021 4:15 PM EST  
NEWWA

**TPT122AT: ONLINE: CONCEPTS AND PRACTICES OF BASIC DRINKING WATER TREATMENT, T2** **View**

9/14/2021 1:00 PM EDT

- Click "View" for the course description, and then click "Register".
- Select registration type checkbox and click "Next."

- Enter badge preferences and click “Checkout.”

- You can register for another event by clicking “Add Another Registration” or complete the order by selecting the appropriate payment type.

## How do I register a colleague?

- **Once logged in**, click on “Upcoming Events” on the top right.
- Click “View” for the course, then click “Register”.
- Select “Register a Colleague” and select the colleague you would like to register.

- If the employee you are looking for is not listed, then the employee you are looking for is not tied to the organization in the database. Please contact NEWWA at (508) 893-7979 to add the employee to the list.
- If you do not see the “Register a Colleague” button, your account is not tied to the organization. Please contact NEWWA at (508) 893-7979 to activate your affiliation.

# NEW! HOW TO VIEW YOUR CREDIT HOURS ON NEWWA'S COMMUNITY HUB

- NEWWA is going green! All certification paperwork will be available online through NEWWA's Community Hub.
- Click the **login button** on the top right of newwa.org homepage.
  - If this is your first-time logging into the new database, enter the email address we have on file for you, and click "Forgot Password." View screen captures of this process on the first page.
  - If you are unsure of the email we have on file, contact NEWWA at (508) 893-7979.
    - Note: No two records can have the same email address in the system, so generic emails such as [admin@abcwaterworks.com](mailto:admin@abcwaterworks.com) are discouraged. The email address in NEWWA's database will be their username and will grant access to all personal certification information, therefore, they must be the sole user of the email address.
  - If you do not have an email address, go to [www.gmail.com](http://www.gmail.com), click "Create Account" and follow the prompts to create a free email address.
    - Once you have created a unique email, contact NEWWA at (508) 893-7979 to add it to your record in the database.

**See instructions and screen captures on page one for more details about logging into Community Hub!**

- Enter your email address on file and click "Reset Your Password."
- You should receive an automatic email from info@newwa.org within five minutes that includes a link to reset your password. Click the link and continue through the steps.
- Passwords must include: uppercase, lowercase, and numbers. You will also see this note on the screen.
- Once logged into NEWWA's Community Hub, click on "My Credit Hours" on the left side. This will show all earned CEUs/TCHs (pending they have been processed by NEWWA staff in the system). They are listed in order of most recent.

The screenshot shows the 'My Components' page on the NEWWA Community Hub. The page has a blue header with the NEWWA logo and navigation links: Personal Snapshot, Upcoming Events, Checkout, Log Out, and My Payment Methods. Below the header, there's a blue bar with 'My Components' and the subtitle 'View your continuing education progress'. The main content area is divided into three columns. The left column is a navigation menu with items: Personal Snapshot, Edit My Profile, Security & Login, My Employer, My Invoices, My Payment Methods, My Scheduled Payments, Backflow / CC Certifications, My Credit Hours (highlighted with a blue arrow), and My Registrations. The middle column shows 'Total Units Earned: 5.60' and 'Credit Hours'. Below this is a table with columns for Meeting Name, Event Name, Session, Status, Component Date, Location, and Units Earned. The first entry is for 'DECEMBER 2020 MEMBERSHIP MEETING' with a status of 'Approved' and '0.00' units earned. A 'Print Certificate' button is located below the table. The right column has a 'Checkout' section with the text 'You currently have items in your cart.' and a 'Checkout' button.

- Click on "Print Certificate" to view the TCH/CEU.
- **If you have not paid**, you will **NOT** see the "Print Certificate" button. Click on the "My Invoices" button to pay the open invoice. See screen capture on next page.

NEWWA - Personal Snapshot x NEWWA - My Orders x +

communityhub.newwa.org/nc\_myorders

NEWWA New England Water Works ASSOCIATION

Personal Snapshot Upcoming Events Checkout Log Out My Payment Methods

## My Orders

View and pay your orders.

Personal Snapshot

- Edit My Profile
- Security & Login
- My Employer
- My Invoices** ←
- My Payment Methods
- My Scheduled Payments
- Backflow / CC Certifications
- My Credit Hours
- My Registrations

If you don't see any invoices listed, your bill may be under your employer. Please contact your admin first. If they do not have record of an open invoice please contact NEWWA at 508-893-7979 or email [mkeating@newwa.org](mailto:mkeating@newwa.org).

### Current Orders

Order 0001452

Bill To	Kirsten King
Invoice Date	9/17/2021
Balance	\$160.00

[Schedule A Payment](#) [Pay Now](#)

### My Orders

All orders billed to you.

- If you don't see any invoices listed, your invoice may be under your employer. Please contact your admin first. If they do not have record of an open invoice, please contact NEWWA at 508-893-7979 or email [codell@newwa.org](mailto:codell@newwa.org) for more information.

***Still have questions – give us a call at (508) 893-7979.***

NEWWA staff are available, Monday – Thursday 8:30AM – 5:00PM and will return your calls as soon as possible.

Thank you for your patience!