



CANADIAN VETERINARY
MEDICAL ASSOCIATION
L'ASSOCIATION CANADIENNE
DES MÉDECINS VÉTÉRINAIRES

Get to Know the New CVMA Portal

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Get to Know the New CVMA Portal

How to log in

1. Locate your *Welcome to the portal* email** sent by the CVMA confirming your username and randomly generated password.
2. Go to <https://canadianveterinarians.net>.
3. At the very top of the homepage, click **My Portal**.
4. Input your credentials.
5. Click **Login**.

**If you can't locate your login credentials or experience problems connecting, contact the CVMA office.



Member Login

Sign in using your registered account:

[Forgot Password?](#)

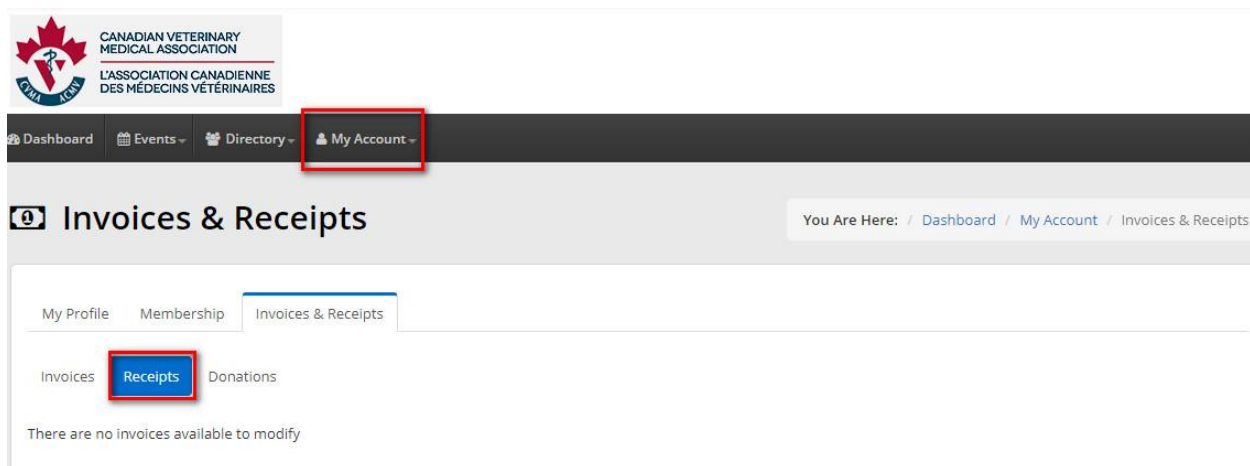
How to renew/pay your membership fees

1. Upon renewal, you will be sent an email to the email address that we have on file.
2. In this email, there will be a link inviting you to renew your membership through the portal. Follow the link.
3. After going through the renewal process, a payment processing option will display.
4. Choose the payment method and complete the payment transaction.
5. An automated confirmation email will be sent to you.

Tip: You can opt-in to the **automatic recurring billing** option. CVMA will notify you in advance before renewing your annual membership and you can opt-out at any time.

How to download your membership receipt

1. Click **My Account** on the top navigation bar
2. From the drop-down list, select **Invoice & Receipts** and click the **Receipt** link
3. Your receipt will be available for download here.



How to update your email address or contact information

Email address

1. Click **My Account** on the top navigation bar
2. From the drop-down list, select **My Profile**
3. Under the **Personal Info tab**, update your email address and click the **Update My Profile** button at the bottom to confirm your changes.
4. The following message will appear: *Your profile has been successfully updated. A confirmation email has been sent to your new address. Please check your email and confirm the email change by selecting the link.*
5. Click the link provided in the email which will take you back to the portal login page.

6. We recommend that you log in again with your new credentials to confirm the changes.

Contact information

1. Click **My Account** on the top navigation bar
2. From the drop-down list, select **My Profile**
3. Under the **Contact Info tab**, update your contact information under the **Business tab** and the **Residential tab**.
4. Click the **Update My Profile** button at the bottom to confirm your changes.

Tip: The Organization names are pulled from a pre-populated list of clinics/organizations. Start typing your clinic/organization name until an alphabetical list appears. Click on the clinic name. If the name you are looking for does not appear in the list, please contact the CVMA by email to let us know so that we may add it to the master list.

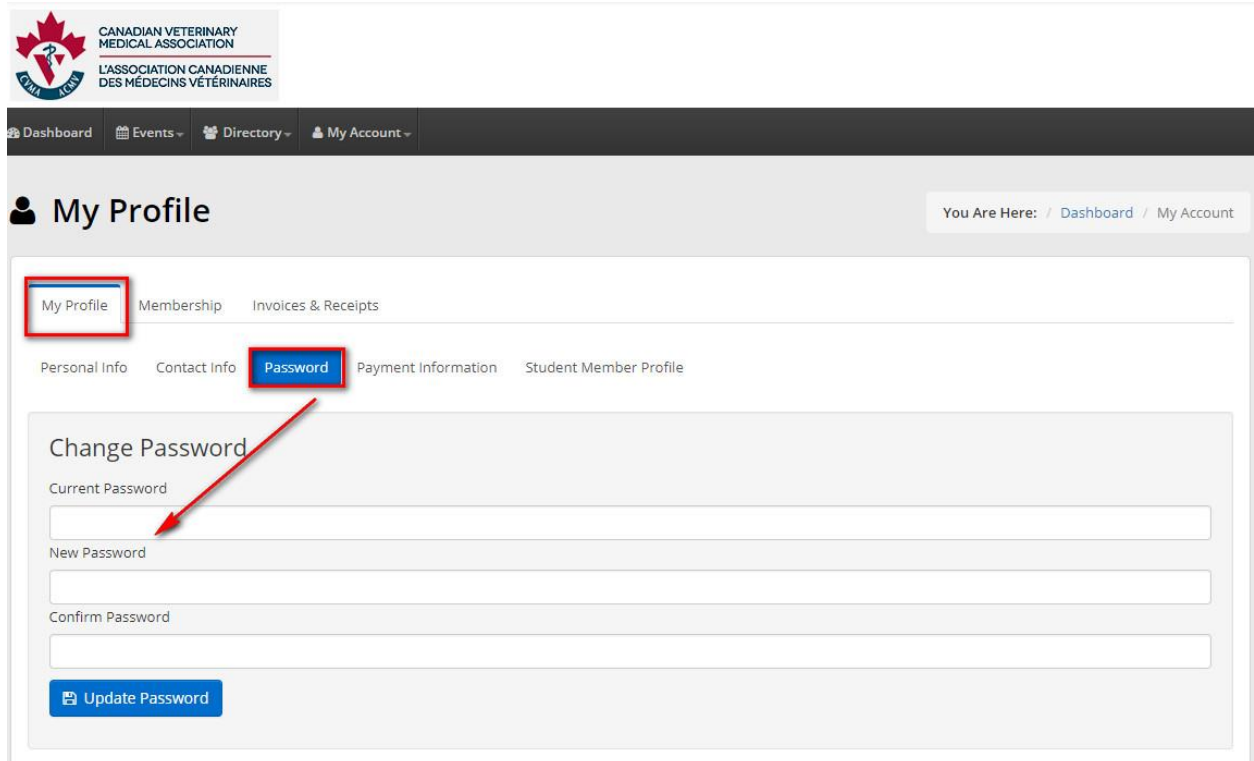
The screenshot displays the CVMA website's 'My Profile' page. At the top left is the CVMA logo with the text 'CANADIAN VETERINARY MEDICAL ASSOCIATION' and 'L'ASSOCIATION CANADIENNE DES MEDECINS VETERINAIRES'. Below the logo is a navigation bar with 'Dashboard', 'Events', 'Directory', and 'My Account'. The main heading is 'My Profile' with a breadcrumb trail 'You Are Here: / Dashboard / My Account'. Underneath, there are tabs for 'My Profile', 'Membership', and 'Invoices & Receipts'. Below these are sub-tabs: 'Personal Info', 'Contact Info', 'Password', 'Payment Information', and 'Student Member Profile'. The 'Contact Info' tab is active and highlighted in blue. Under 'Contact Info', there are three sub-sections: 'Business', 'Residential', and 'Social Media'. The 'Business' and 'Residential' tabs are highlighted in red. Below these tabs, a note states 'This information will appear in the Member Directory' and a radio button is selected for 'This is my preferred contact address.'. The 'Organization:' field contains 'Canadian Veterinary Medical Association (CVMA)'. The 'Address Line 1:' field contains '339 Booth St' and the 'Address Line 2:' field is empty. Red boxes and arrows highlight the 'My Profile', 'Contact Info', 'Business', and 'Residential' elements.

How to update your password

1. Click **My Account** on the top navigation bar
2. From the drop-down list, select **My Profile**
3. Under the **Password tab**, fill in your current password, enter your new password and confirm it again.
4. Click the **Update Password** button when finished to confirm your changes.

Tip: Your password must be a minimum 8 characters long and contain at least:

- one uppercase character
- one digit
- one special character (e.g.: ! & %)

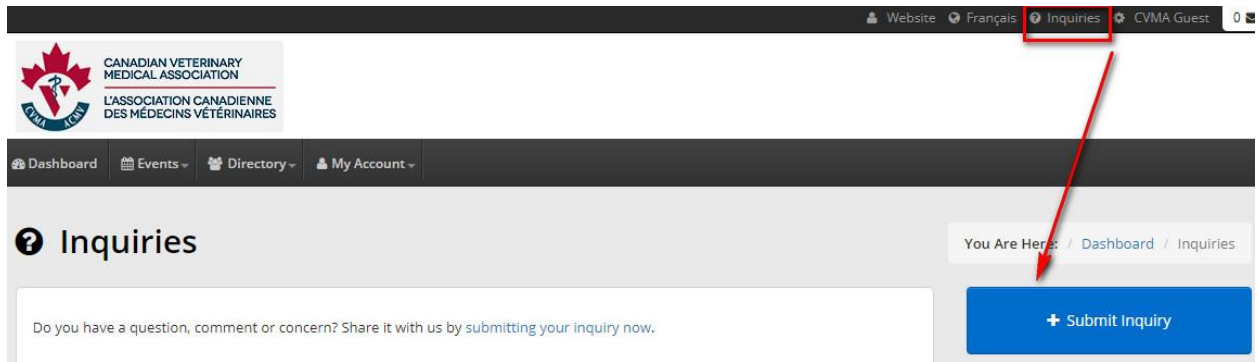


The screenshot shows the CVMA website's 'My Profile' page. At the top left is the CVMA logo with the text 'CANADIAN VETERINARY MEDICAL ASSOCIATION' and 'L'ASSOCIATION CANADIENNE DES MÉDECINS VÉTÉRINAIRES'. Below the logo is a navigation bar with 'Dashboard', 'Events', 'Directory', and 'My Account'. The main heading is 'My Profile' with a breadcrumb trail 'You Are Here: / Dashboard / My Account'. Underneath, there are tabs for 'My Profile', 'Membership', and 'Invoices & Receipts'. Below these are sub-tabs: 'Personal Info', 'Contact Info', 'Password', 'Payment Information', and 'Student Member Profile'. The 'Password' tab is selected and highlighted with a red box. A red arrow points from this box to the 'Current Password' input field in the 'Change Password' form. The form has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. At the bottom of the form is a blue 'Update Password' button.

How to submit a general membership inquiry to CVMA

1. Click **Inquiries** on the top navigation bar (right hand side).
2. Click on the blue **Submit Inquiry** button to open a dialogue box and write your message.
3. Click the green **Submit Inquiry** button to send your message.

Tip: You can always use your default email software to send us a message at admin@cvma-acmv.org.



Any information that you need to update within the Member Portal you can find under My Account > My Profile. This includes:

- Email address
- Organization
- Profile picture
- Contact information (business and residential)
- Password reset
- Payment information
- Purchase receipts

If you have any questions or experience problems with the Member Portal, we invite you to contact the CVMA office at admin@cvma-acmv.org or 1-800 567-2862.