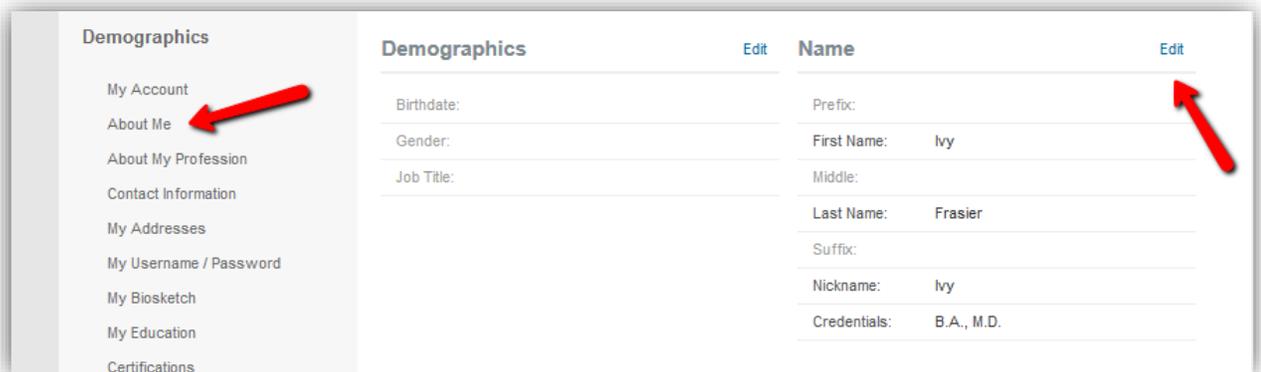


# Troubleshooting Making Changes to Your Contact Information

Below are some tips for changing your contact information in the My ASRM portal. If you continue to have trouble updating your contact information, please contact ASRM Member Services at [membership@asrm.org](mailto:membership@asrm.org) or (205) 978-5000.

## Changing Your Name or Credentials

To change your name or credentials, go to My Account > About Me and click Edit beside Name. From here, you can change your name and degrees. Note that you will not be able to change your name from My Addresses.



The screenshot displays the 'My ASRM' portal interface. On the left is a navigation menu under the heading 'Demographics' with the following items: My Account, About Me, About My Profession, Contact Information, My Addresses, My Username / Password, My Biosketch, My Education, and Certifications. A red arrow points to 'About Me'. The main content area is divided into two sections. The 'Demographics' section has an 'Edit' link. The 'Name' section contains the following fields: Prefix, First Name (Ivy), Middle, Last Name (Frasier), Suffix, Nickname (Ivy), and Credentials (B.A., M.D.). A red arrow points to the 'Edit' link in the 'Name' section.

## Changing Your Phone Number

For phone number changes, click on Contact Information. If it's a non-U.S. number, you will need to select the correct country in order to put in it in the proper format.

Account How-To Guides

**Demographics**

- My Account
- About Me
- About My Profession
- Contact Information
- My Addresses
- My Username / Password
- My Biosketch
- My Education
- Certifications
- Disclosure Questions
- Membership Questionnaire

**Contact Information**

Edit Phone Number

\* Required

Phone Type: Mobile

Phone Location: Other

Country: Australia

\* Phone Number: 61 (293) 3861315\_

Set as Main Phone Number

Do Not Call

Include in Member Directory (ASRM Members Only)

Save Cancel

## Changing Your Address

If you want to make changes to an address that's grayed out, it is likely because your company name is linked to an actual company record in our system. To reinforce system integrity, the system will not let you change the company address from your own record.

By clicking the "Change" link next to the Company Name line, you can type in a new company, which the database will try to match to a different company record in the database. If no record is found, or you click "None of the Above" in the company list that comes up, then your address won't be tied to a company record, and you can change the address.

The screenshot displays a user profile management interface. On the left is a sidebar with navigation links under three categories: Demographics, Membership & Participation, and Education. The 'My Addresses' link is highlighted with a red arrow. The main content area is titled 'Addresses' and 'Edit Address'. It contains a form with several fields, some of which are grayed out. The 'Company Name' field is 'ASRM' and has a blue 'Change' link next to it, which is also highlighted with a red arrow. Other fields include 'Address Type' (Work), 'Full Name' (Ivy Frasier, M.D., B.A.), 'Job Title' (Nurse Supervisor), 'Address Line 1' (1209 Montgomery Hwy), 'City' (Vestavia), 'State' (Alabama), and 'Zip Code' (35216-2809). There is a checkbox for 'Include in Member Directory (ASRM Members Only)' which is unchecked. At the bottom are 'Save' and 'Cancel' buttons.

Field	Value	Notes
* Required		
* Country:		
* Address Type:	Work	
* Full Name:	Ivy Frasier, M.D., B.A.	
Job Title:	Nurse Supervisor	
Company Name:	ASRM	Change
* Address Line 1:	1209 Montgomery Hwy	
Address Line 2:		
Address Line 3:		
* City:	Vestavia	
* State:	Alabama	
* Zip Code:	35216-2809	
Include in Member Directory (ASRM Members Only)	<input type="checkbox"/>	

## Addresses

### Edit Address

\* Required

Address Type:

Company Name:

City:

\* State:

\* Country:



## Addresses

### Edit Address

\* Required

Address Type:

Company Name:

City:

\* State:

\* Country:

If you don't want your address tied to your company record, click "None of the Above".

Select	Company
<input type="radio"/>	ASRM 1209 Montgomery Hwy Vestavia, 35216-2809
<input type="radio"/>	ASRM Corporate Member Council 1209 Montgomery Hwy Vestavia, 35216-2809
<input type="radio"/>	None of the Above



## To Change Your Address Type

Once an address is saved as "Home", "Work", etc. the system will not allow changes to this field. The easiest way to make this change is to click "Add Address" and re-enter your address with the proper designation. You can then delete the other address. Note that if an address is designated as the "Main Address", it cannot be deleted. You must make the new address the main address.

### Addresses

**Main Address (Home)** [Edit](#)

---

Ivy Frasier, M.D., B.A.  
1209 Montgomery Hwy  
Vestavia, AL 35216-2809

[Add Address](#)



## Addresses

### Add Address

\* *Required*

\* Country:

United States of America ▾

\* Address Type:

Home ▾

\* Full Name:

Ivy Frasier, M.D., B.A.

\* Address Line 1:

Address Line 2:

Address Line 3:

\* City:

\* State:

Alabama ▾

\* Zip Code:

Make this my Main Address

Include in Member Directory  
(ASRM Members Only)

Save

[Cancel](#)