

# FAQS

## Have questions?

Your Membership Services Committee has answers to some common member inquiries

### I didn't get an email from AUPE. What should I do?

- Check your spam or junk folder.
- If you haven't set up an account on the AUPE website, do that here: [www.aupe.org/user/register](http://www.aupe.org/user/register).
- If you have an account, log into it and check your personal contact details are up to date.
- You may have received an earlier email and clicked on the button saying you don't want to receive them anymore. Contact the Member Resource Centre (MRC) to find out how to get reconnected.
- AUPE also has a digital support form you can use to get help with AUPE emails, MyAUPE accounts, landing pages for Locals and the messaging tool used by Local and Chapter chairs. That form can be found here: [www.aupe.org/about/contact/digital-support-form](http://www.aupe.org/about/contact/digital-support-form).

### How do I notify AUPE if my personal contact information changes?

- You can edit your profile in your MyAUPE account to change your personal information. There is a digital form to do that here: [www.aupe.org/update-info](http://www.aupe.org/update-info). These changes are sent to the records department to add to the union's main database, so won't be adopted instantaneously.

### What do I do if my Local or Chapter changes?

- If your Local or Chapter changes, let AUPE know by contacting the Member Resource Centre (MRC).
- If you have problems or don't know what your new Local or Chapter is, contact the Member Resource Centre (MRC).

### How can I find my AUPE ID number?

- You can use our digital look-up tool to find your ID number here: [www.aupe.org/user/register](http://www.aupe.org/user/register). If you have problems, contact the Member Resource Centre (MRC).

### I am having problems registering for an AUPE education course. What should I do?

- Call the Member Resource Centre (MRC) or go to the MRC website. You can also email: [registrar@aupe.org](mailto:registrar@aupe.org).

### Why can't I see which education courses are available while I am in the registration process?

- The registration software only allows members to sign up for courses for which they are eligible. Prerequisites must be met and the same course must not have been taken in the last five years.

### Who is the Membership Services Officer (MSO) assigned to my work site?

- Contact the Member Resource Centre (MRC).

### What do I do if I can't get through to the Member Resource Centre (MRC) on the phone?

- Wait time on the phone can vary. Sometimes, all agents may be busy handling other calls. If you have limited time (you might be calling on your work break), try emailing the MRC using the contact form on the MRC home page. This is monitored by agents throughout the day.

## Member Resource Centre (MRC)

1-800-232-7284  
[www.aupe.org/  
contact-member-  
resource-centre](http://www.aupe.org/contact-member-resource-centre)



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