

Troubleshooting Tips: Instructions to ensure you are receiving the DVP APIC chapter communications

Since we transitioned to all communications being shared through the Delaware Valley/Philadelphia APIC (“DVP APIC”) website in the spring of 2019, there is no list for the membership committee to maintain for chapter communications. When messages are pushed out to the membership, the system will disseminate the message to all **active** members of the chapter.

Please log on to apic.org and click on the **MY APIC** button:

1. Verify under **My Login** that your preferred email is the email that you see on your APIC profile, and that there are no typos in your email.
2. Confirm that your APIC user profile is showing connection to DVP APIC under the **Chapters** section of your APIC profile.

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ID [REDACTED]
Join date [REDACTED]
Type Full/active member
Status Active
Paid through [REDACTED]
[Renew ATO](#)

[Chapter Management](#)
[Schedule Chapter Meeting](#)

My Participation Demographics Leadership Member Savings

My Current Billing

Description	Amount
APIC Text Online Subscription	169.00
Total	169.00

Chapters

MEMCHAP/Delaware Valley & Philadelphia

My Login

Need to update your APIC email and/or password?
Current email C-JPAOLINE@PA.GOV
[Change Email or Password](#)

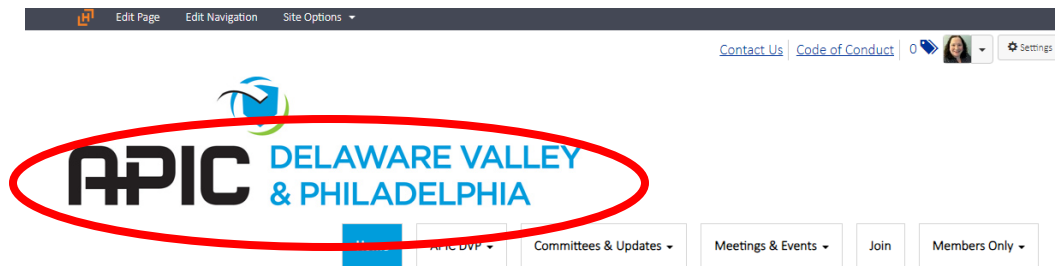
Sections

Public Health

Committee

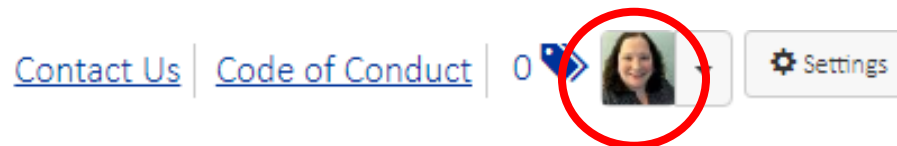
Also, check your **chapter notification settings**.

- Sign into our local website with your APIC username and password
 - Local website: <https://community.apic.org/delawarevalleyphiladelphia/home>



Welcome to APIC Delaware Valley and Philadelphia

- Click on your profile –this can be accessed by clicking the photo (or photo placeholder) in the upper right corner



- Click the Profile button – this appears is in the upper right corner of the screen after clicking the photo or photo placeholder



- Under the **My Account** tab – click **Community Notifications**

My Profile ▾ My Connections ▾ My Contributions ▾ **My Account ▾** My Inbox

- Make sure notifications are selected to be received in Real Time

Notification Settings

7 Communities

Community	Discussion Email
Annual Conference Committee	Daily Digest ▾
Chapter Leaders	Real Time ▾
Chapter Membership Chairs	Real Time ▾
Delaware Valley and Philadelphia	Real Time ▾
IP Talk	Daily Digest ▾
MEMCHAP/Delaware Valley & Philadelphia	Real Time ▾
Public Health	Daily Digest ▾

Additional helpful hints

- Determine if you are receiving communications from APIC national and the local chapter
- Check your Junk and Spam folders regularly
- Consider if you need to set a rule for your email inbox to forward or redirect messages from the chapter
- Add the following domains to your safe senders list in your email settings; this may require working with your IT if you are using a health system/organization email address
 - @connectedcommunity.org
 - @apic.org
 - @e2ma.net

If you believe you are still not receiving chapter communications after completing these troubleshooting steps, please reach out to the DVP APIC Membership Chair, Julie Paoline (c-jpaoline@pa.gov) for additional technical assistance.