

# 3

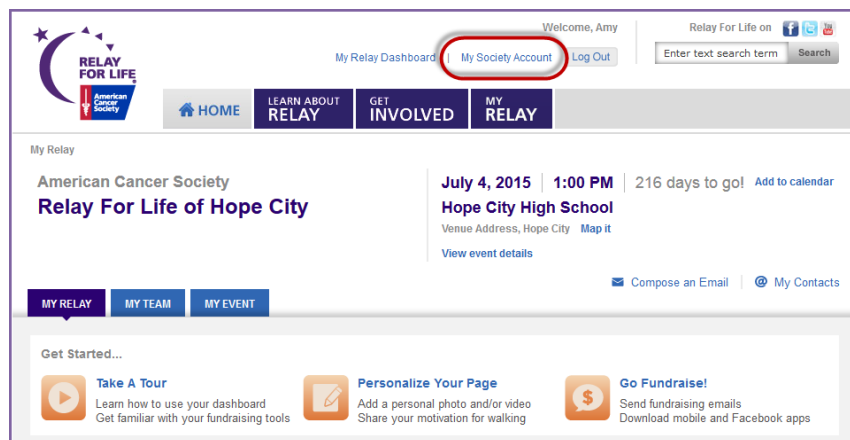
## Chapter 3: Managing Your Online Information

- Update Your Relay For Life Online Profile
- Update Your Login Preferences
- Update Your Email Preferences
- Trouble accessing your Relay Dashboard? Try these steps.

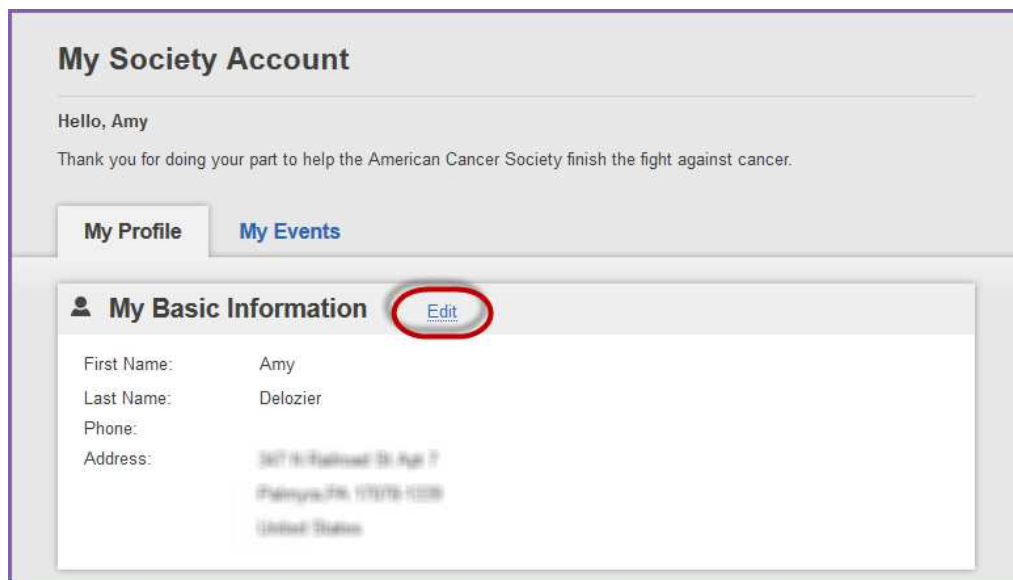
After you register online to participate in Relay For Life, you can manage and update your profile – including your name, contact information, username/password, and email preferences.

### Update Your Relay For Life Online Profile

1. Using your username and password, log into your **Society Account** (see [Chapter 1](#) for more information on your Society Account). You will be automatically taken to your Relay Dashboard.
2. In the upper right-hand corner of the screen, click on the **My Society Account** link next to your name.

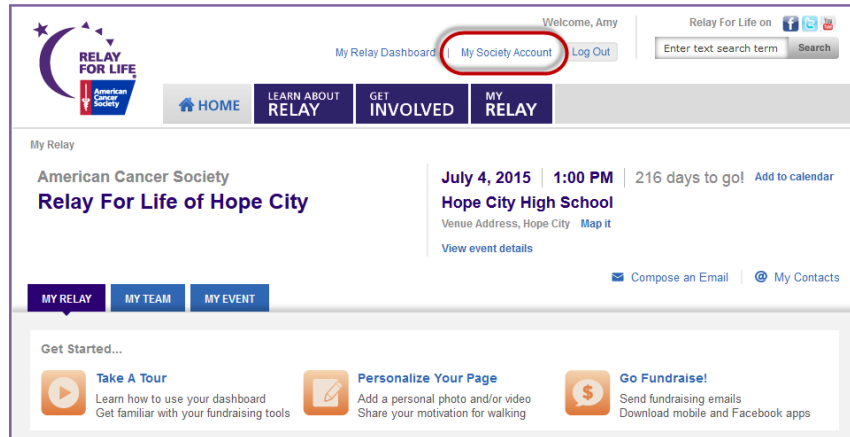


3. Click the blue **Edit** link to make changes to your biographical and contact information. Click **Update** to save your changes.

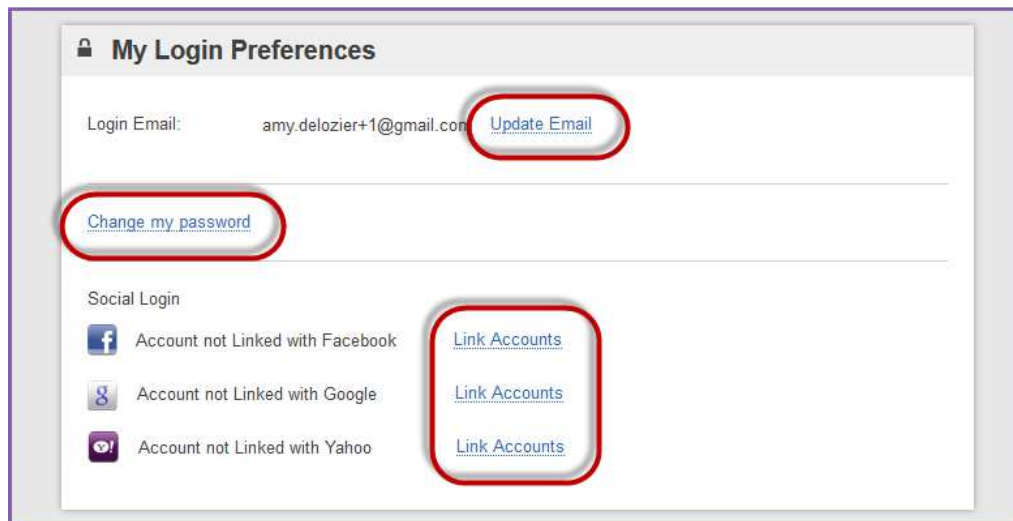


## Update Your Login Preferences

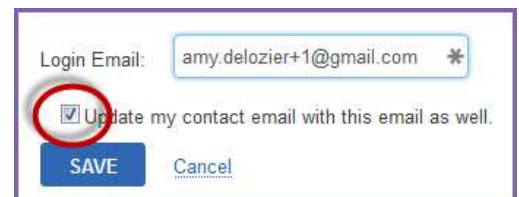
1. Using your username and password, log into your **Society Account** (see [Chapter 1](#) for more information on your Society Account). You will be automatically taken to your Relay Dashboard.
2. In the upper right-hand corner of the screen, click on the **My Society Account** link next to your name.



3. Scroll down to the **Login Preferences** section.



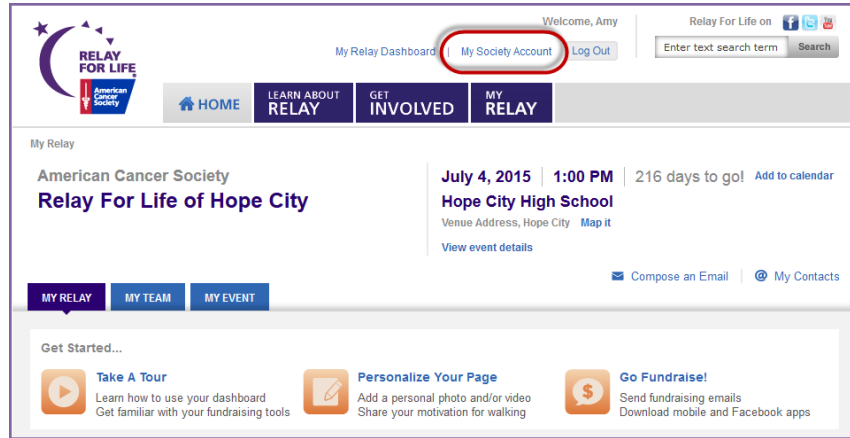
4. Click the appropriate blue links to make changes to your login email and/or password. Make sure you always click **Save / Update** once you've made the desired changes.
  - a. **Note:** If you want to simultaneously update your contact email, so you also receive emails at your new email address, check the box before saving.



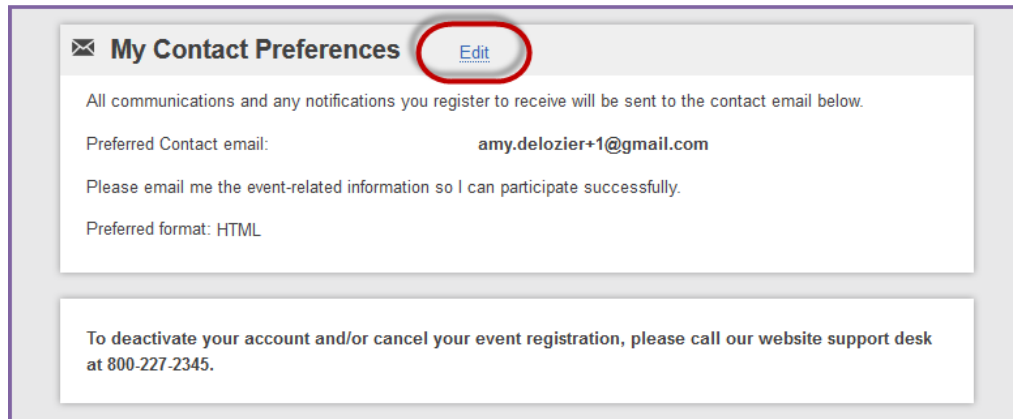
5. You can also choose to link your Society Account to your Facebook, Google or Yahoo login, which will allow for easier login in the future.

## Update your Email Preferences

1. Using your username and password, log into your **Society Account** (see [Chapter 1](#) for more information on your Society Account). You will be automatically taken to your Relay Dashboard.
2. In the upper right-hand corner of the screen, click on the **My Society Account** link next to your name.



3. Scroll down to the **My Contact Preferences** section.
4. Click the blue **Edit** link to make changes to your contact preferences. Click **Update** to save your changes.
  - a. You can change your contact email address
  - b. Opt in/out of receiving emails
  - c. Select HTML or Plain Text as your preferred email format. HTML is recommended, as that allows you to get the full Relay For Life experience from each email, with photos and links.



## Trouble accessing your Relay Dashboard? Try these steps.

### Clear your Browser's Cache

Most browsers have what we call "caching issues," which basically means your computer is remembering something you don't want it to. This is common when you frequently use the back button on a site, and can also happen to if you're using a shared computer. To clear your cache, follow the instructions below based on which browser you're using:

#### Firefox:

- Go to 'Tools'
- Click 'Options'
- Go to the 'Privacy' tab
- In the center of the page, click the 'Clear your recent history' link
- Go to the 'Advanced' tab, and click on "Network"
- Under "Offline Storage", click 'Clear now'
- Click OK.

#### Internet Explorer:

- Go to 'Tools'
- Click 'Internet Options'
- In the General tab, click "Delete" under the 'Browsing history' section
- Check all desired options, then click 'Delete'
- Click OK.

#### Google Chrome:

- From the menu, select 'Tools'
- Select Clear browsing data
- In the dialog that appears, select the checkboxes for the types of information that you want to remove
- Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything
- Click Clear browsing data

Please note that clearing your cache may take several minutes, during which time your computer may appear to freeze or the browser may appear to stop responding/lock up. Please be patient and allow this process to finish. If you continue to experience problems after clearing your cache, completely quit the browser (close all open windows, regardless of what site is open in that window), then reopen the browser. This will clear session data, which can also cause caching issues.

**Note:** *If this is your first time logging in since November 2014, you may also need to migrate your participation record to the new Society Account. Learn more about the new Society Account in [Chapter 1](#). If you need additional assistance creating or accessing your new Society Account, feel free to call our web site support desk at 877-957-7848. We're always ready to assist you with any question you might have.*