Frequently Asked Questions: forensicnurses.org Accounts

I have an IAFN account, and this is the first time I am logging into the new portal. How do I log in?

Everyone must create new login credentials when logging into the new member portal for the first time. Log into the portal here, or by clicking on the "MY ACCOUNT" button at the top of the right-hand corner of forensicnurses.org. You will see this:

1. Click the “Set Up an Account” option.

2. Enter your email address you use for your IAFN, new password, first and last name.

3. Click the “Set Up” button.
4. Enter your full name and click on the "Check for Existing Records" button.

![Welcome](image)

5. Select your account and click the “Continue” button.

![Any of these look familiar?](image)

6. Select the "Select verification code to email…” option and click on the "Send verification code" button.

![Verification Code Sent!](image)

7. Open your email and click the verification link.
8. You will be directed to your account page.
I have an account, but I’m not a member. How can I join IAFN once I’m logged into my account?

1. Navigate to “My Membership Overview” under the “Membership” tab.

2. If you have identified yourself as a registered nurse in your account profile, Select the “Join Now RNs! – Join Now” option on the right side of the page and complete the membership form.

3. If you are not a registered nurse, select the “Join Now – Non-Nursing Colleagues” option on the right side of the page.
How do I buy and access my courses?

Note: You must have an account to buy and/or access our online learning center. If you do not have an account, set up an account here.

1. Log into the IAFN portal - https://myonline.forensicnurses.org/profile/myAccount

2. Navigate to the online learning page under the Education tab.

3. Once the system has redirected you to the online learning center, verify that you're logged in by checking for your name in the top right-hand corner.

4. Browse the catalog and/or search for a course on a particular topic or by specific title to find a course. Below is an example of a search for "Adult/Adolescent, Pediatric, and IPV Video Bundle".

5. From the search results, select the course you desire.
6. On the course page, click the "Add to Cart" button. Then, you will be redirected to the Cart page.
7. On the Cart page, if you click the "Proceed to Checkout" button, the system will redirect you to the checkout page. If you click the "Continue Shopping" button, the system will redirect you to the catalog; continue selecting courses and adding them to the cart until you are done. Then click the "Proceed to Checkout" button, and the system will redirect you to the checkout page.

8. On the checkout page, enter a coupon code if you have one and your payment details. Click the "NEXT" button to proceed to the next page.
9. Review your order details. Click the "Process Order" button if everything is accurate.

![Checkout](image1)

10. Once your order is processed, you will see a “Success!” screen. Click the “Online Learning Center” button to proceed.

![Success](image2)

11. You will be directed back to the Online Learning Center, and you will see a "Thank you for your purchase!" message. You should now see the "Start" button next to the course title.

![Thank you for your purchase!](image3)
Where can I find my course history and the CE I earned before IAFN switched its portals?

1. Navigate to the “Online Learning Center.”

2. Click on “My Education History.”
3. Your transcript will be available here.

How do I update my contact information?

1. Log into the portal here, or by clicking on the “LOGIN” button at the top of the right-hand corner of forensicnurses.org.

2. You should be redirected to your profile page. Click the "Update Profile" button.
3. Update each field of information that needs to be changed in your profile, then click the "Save Changes" button.

4. You will be directed back to your profile page, and a "Success" message will be displayed on top of the page.
How do I reset my password?
1. After you have logged in, click the drop-down arrow to the right of your name and ID number. Select “Change Password.”

2. In the new window, enter your password information. Select “Change Password” to save your new password.
What is my local Chapter and how do I join?
Local chapters are a way to network with local IAFN members via regional meetings educational programs, and other opportunity to connect with peers to discuss local issues. If you do not see a chapter in your area and would like to start one, contact us at membership@forensicnurses.org.

You can join a chapter anytime. If you are already a member of IAFN, click on “Add a Chapter” from your membership overview. If you are becoming an IAFN member, you will have the option to join a chapter during your membership purchase and account setup.

How do I access the online community?
Collaborate with your peers in an exclusive members-only online forensic nursing community, the world’s largest! (If you are not yet a member, read more about how to become one here.)

From forensicnurses.org, select the “Community” button.
How do I subscribe to the Journal of Forensic Nursing (JFN)?

All memberships include an online subscription to the Journal of Forensic Nursing! We also offer a print version of the JFN to our members for an additional $29 per year.

1. In your portal, click the dropdown for “Membership” in the top menu bar and click the option for “Join/Renew.”

2. Select the membership renewal option of your choice or select Print Journal of Forensic Nursing and click next.

3. On the next screen, select the option for “Print Journal of Forensic Nursing” and click “Next.”
4. Scroll to the bottom of the screen and enter payment details. Select “Next” to be brought to the next screen.

5. Finish processing the order as usual and ensure details are correct.

6. Add JFN to any renewal or when joining IAFN by following the renewal process and ensuring you select the option for JFN as shown above.

If you are not yet a member, read more about how to become one here.
If you are not a member, you may subscribe to the Journal of Forensic Nursing here.
How do I change what emails I receive from IAFN?

1. In your portal, select the dropdown for “Account” and select “Manage Your Profile.”

2. Select “Update Profile” at the bottom of the screen.
3. Scroll to the bottom of this page to opt out of emails from IAFN or select the emails you would like to receive.

4. Click “Save Changes” to see a green “Success” banner at the top of your profile page.
How do I update my email preferences in the member community?
1. In the online community, click on the drop-down to the right of your profile picture. Click the “Profile” button.

2. Click the “My Account” tab.
3. Click on “Email Preferences” and select “Yes” or “No” for each. Note: You will always receive system emails such as membership renewals, course registrations, and invoices.

**Email Preferences**

In addition to community notifications, other messages are routinely sent to users. These messages - system, Community, Participation, and Promotional - will always be sent to your online inbox. By default, they are also emailed to your preferred email address. Select “no” below to opt-out of receiving certain emails per your preferences. You will always receive these messages in your profile inbox regardless of these settings.

Email notifications and communications will be delivered to the email address below:

 cwight@forescnurses.org [Change]

**System Emails**

Emails required to confirm user participation. Users cannot opt out of these emails.

**Community Emails**

Emails typically sent from Community Admins or the Community Manager via automation rules (ex: moderation notifications, Component Manager emails). Some automation rules-based emails may be in other categories. By default, you receive Community emails from all your Communities unless you explicitly opt-out. [Manage Opt out List]

**Note:** Discussion and consolidated digest settings are on the Community Notifications page.

**Participation Emails**

Emails reflecting one-on-one interactions (ex: reply to sender, contact requests, @mentions, real-time notifications).

**Promotional Emails**

Emails that promote the outcome of purchase (ex: purchase the book of an annual conference speaker).

**Smart Newsletter**

Smart newsletter is a periodic email that contains highly personalized content from community and other sources.

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**What is IAFN’s Refund Policy?**

Read the detailed IAFN Return/Exchange Policy [here](#).
How do I view and/or print my invoice/receipt?

1. From the Member Portal, select the option for “Financial Summary” in the right-hand menu.

2. Scroll to the bottom of the page and select the invoice number for which invoice you would like to view. Please note, a paid invoice is a receipt.
3. Once you have selected the Invoice you would like to view, you will see the following screen. To print the invoice, select “View Printable Invoice” in the top right corner.

View Invoice

4. From here, you can print this screen or download it as a PDF; the steps for this differ depending on your computer system or browser.