

Carpenters.org
Member Account
Troubleshooting
Guidelines

UBC INFORMATION
TECHNOLOGY

Registration for 101 Constitution: US Government and Labor Law is not required through the PMA unless the participant has never attended a DET program previously. Since the course is housed on the LMS; participants will need to access through the Carpenters.org portal at: <https://ubc-det.carpenters.org/> and log into the system.

Any previous attendee of a DET program should already have an LMS account that is set up with the email address that is in Personify and tied to the their UBC ID.

Upon entering the LMS site at the address above; participants should click on the banner for 101 Constitution; and follow the steps to self-enroll in the course.

The following pages will help with troubleshooting access to the system for members with a previously established account. If you have staff who does not have an account with the LMS; please head to the PMA system for registration. The session should be visible on your dashboard.

Please feel free to contact Amy McCarron (amy.mccarron@carpenters.org) with any questions or for assistance. Please note: you will need to provide your staff with the web address above to access the course. The DET will not be sending out a separate confirmation to each participant.

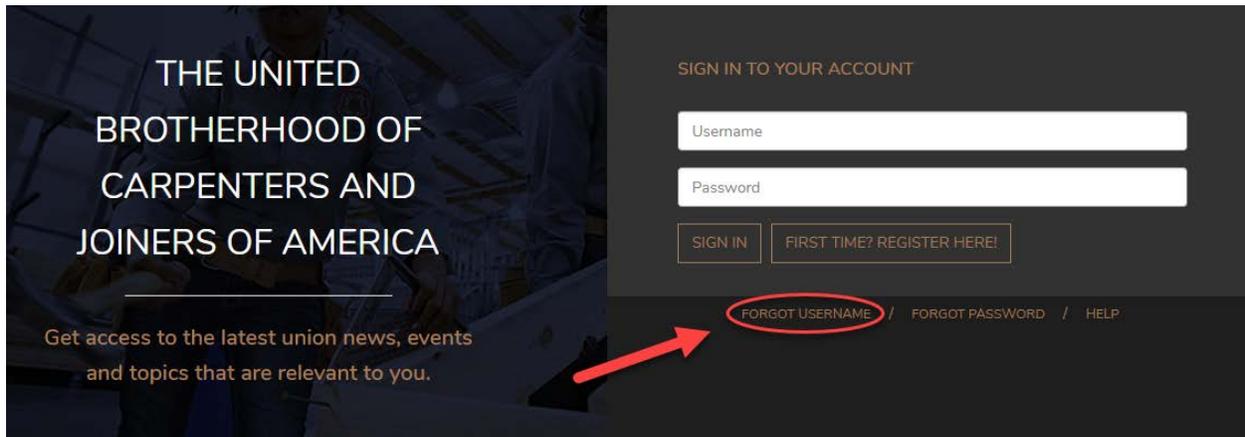
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Forgot Username

If you have forgotten your username please follow these steps to retrieve it.

1. Click the “Forgot Username” link from the login screen.



2. Enter your UBC Member ID - This can be found on your Training Verification Card (TVC) then enter the e-mail address originally used to sign up for your account and click submit. If you do not know your UBC Member ID or the e-mail address used to create your account please reach out to your Local Union Office or Regional Council for assistance <https://www.carpenters.org/regional-council/>

Request Username

* - denotes a required field

If the information entered matches our records, a verification email will be sent to the specified email address. Follow the instructions in the email to retrieve your Username.

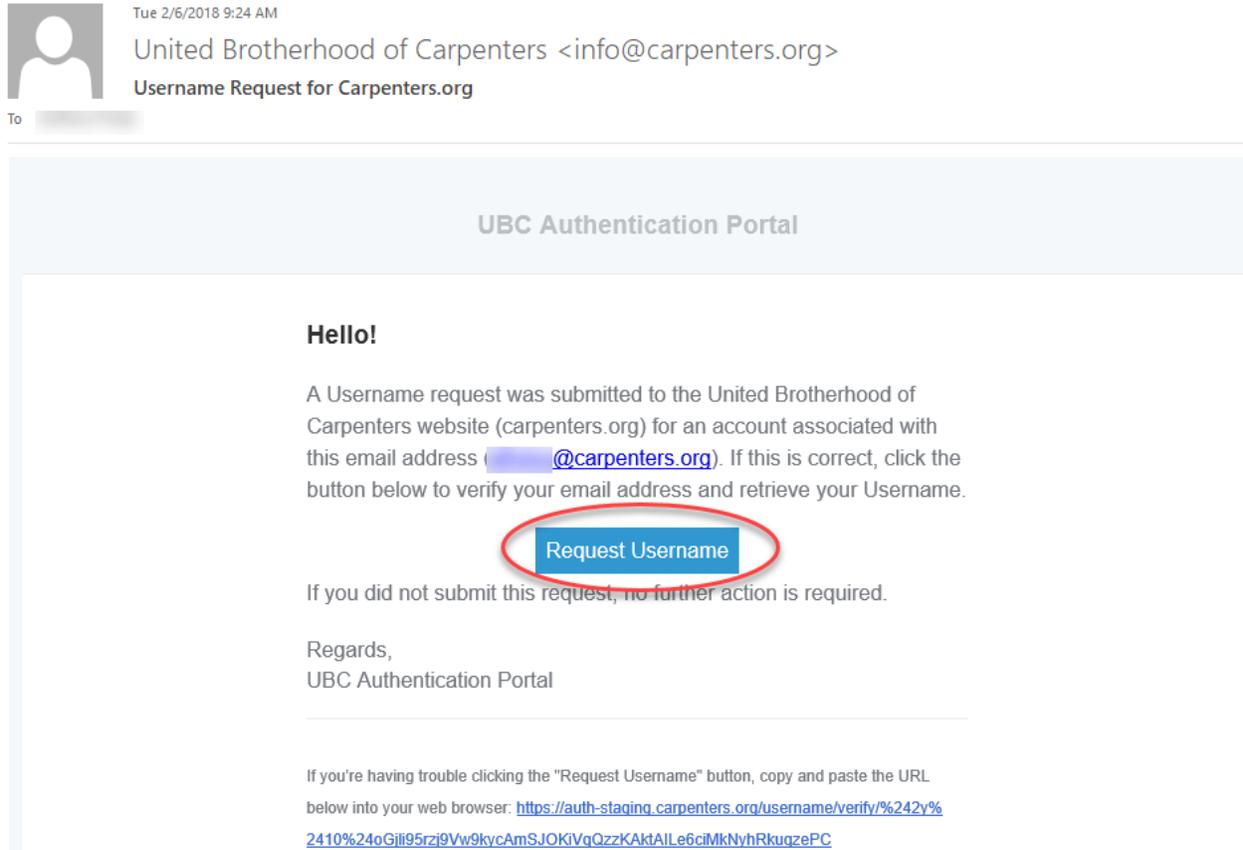
UBC Member ID *

E-mail Address *

I'm not a robot  reCAPTCHA
Privacy - Terms

3. If the submission is successful, you will receive an e-mail containing a link to your username within 10 minutes.

4. Upon receiving the e-mail, click on the "Request Username" button.



5. You will then be directed to a screen displaying your username and an option to log into carpenters.org.

Request Username

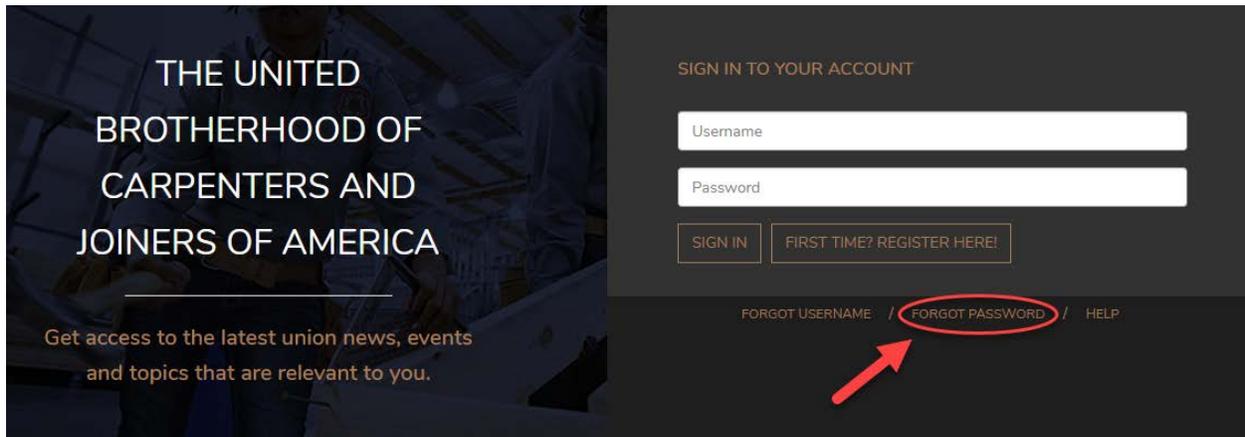
Your Username is: test



Forgot Password

If you have forgotten your password please follow these steps to retrieve it.

1. Click the “Forgot Password” link from the login screen.



2. Enter your UBC Member ID, this can be found on your Training Verification Card (TVC), then enter the e-mail address originally used to sign up for your account and click submit. If you do not know your UBC Member ID or the e-mail address used to create your account please reach out to your Local Union or your Regional Council for assistance <https://www.carpenters.org/regional-council/>

Password Reset Request

* - denotes a required field

If the information entered matches our records, we will email you a one-time login and instructions to reset your password.

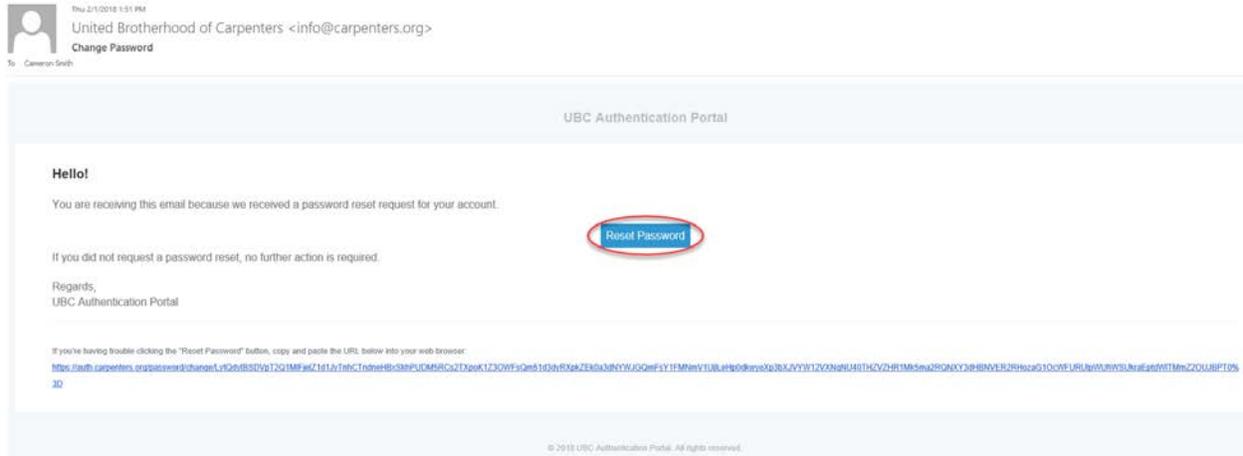
UBC Member ID *

E-mail Address *

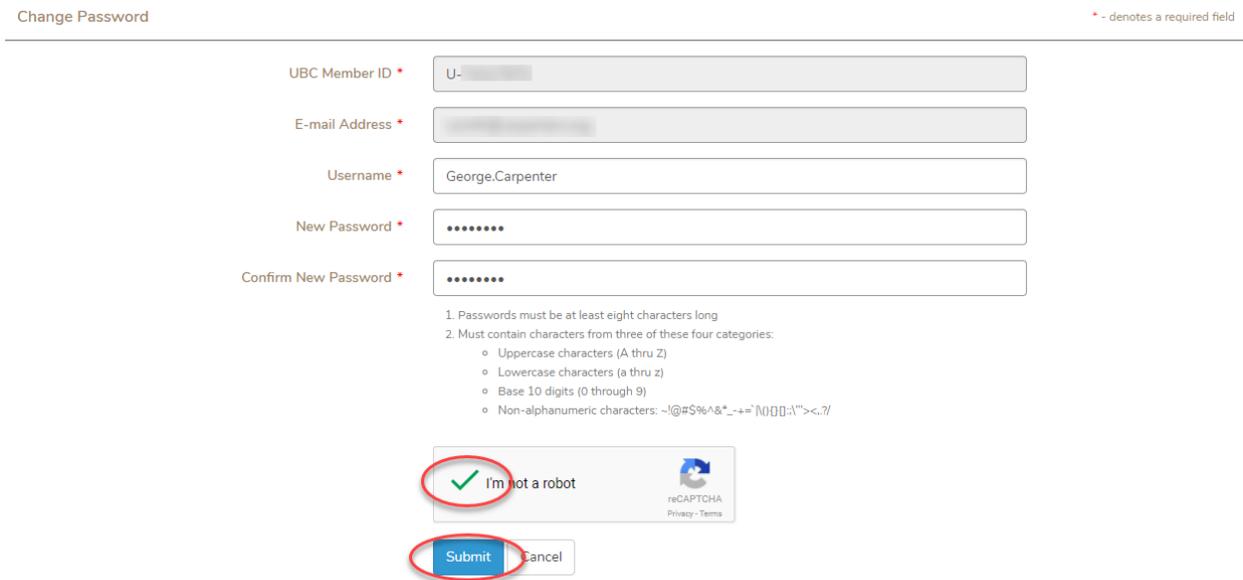
I'm not a robot  reCAPTCHA
Privacy - Terms

3. If the submission is successful, you will receive an e-mail containing a link to retrieve your password within 10 minutes.

4. Upon receiving the e-mail, click the “Reset Password” button.

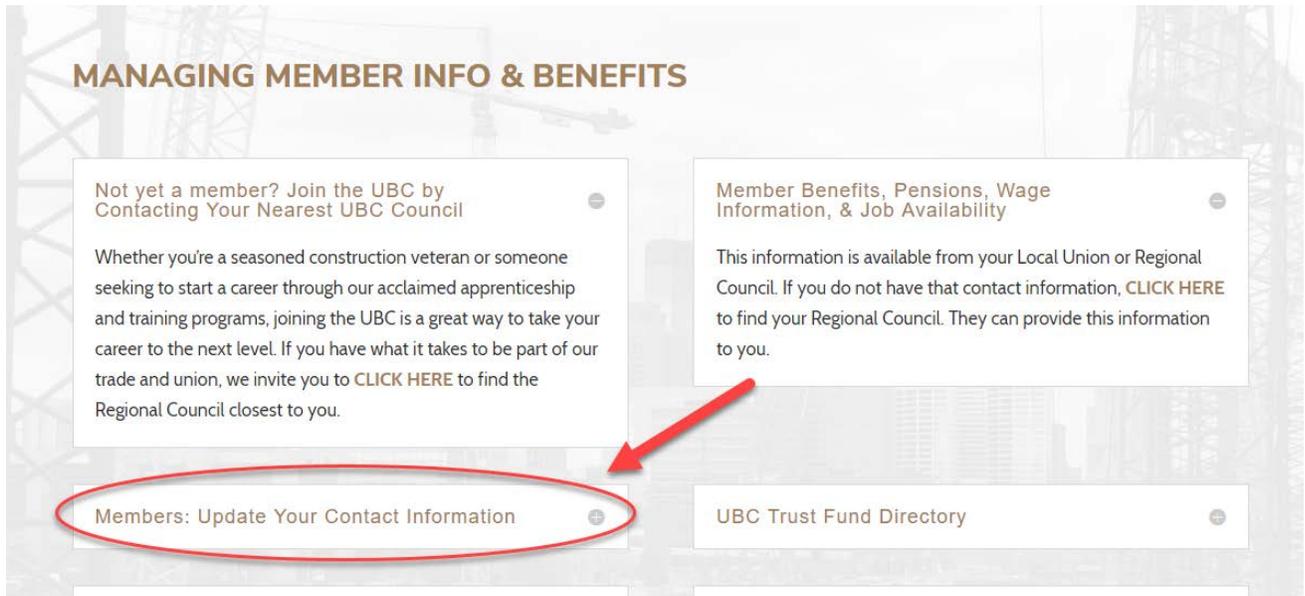


5. A new webpage will load asking you to confirm your Username, and then create and confirm your New Password. When you have filled out all of the required fields, click the “I’m not a robot” button, then click “Submit”.



Update Password

1. Navigate to the Carpenters.org website. Select the Members link from the home screen.
2. Under the “Managing Member Info & Benefits” heading, select “Members: Update Your Contact Information”.



3. On the profile page click “Change Password”

ZIP/Postal Code *

Country *

Phone

Mobile Phone

Receive Newsletter?

4. Enter in your current carpenters.org password then enter in your new password and confirm. Click “Submit.”

Change Password * -

Old Password *

New Password *

Confirm New Password *

1. Passwords must be at least eight characters long
2. Must contain characters from three of these four categories:
 - o Uppercase characters (A thru Z)
 - o Lowercase characters (a thru z)
 - o Base 10 digits (0 through 9)
 - o Non-alphanumeric characters: ~!@#\$\$%^&*_-+=\|(){}:;'"><.,/?

5. Upon successful completion you will be taken back to the profile page and receive a message displaying “password updated.”