



WELCOME TO THE NEW IAEM DIGITAL EXPERIENCE

Member Guide to the IAEM Website,
IAEM Portal & IAEMconnect

*A Comprehensive Guide to Membership,
Certification, Events, Communities, and Website Navigation*

June 2026
Version 1.0

International Association of Emergency Managers

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Welcome to the New IAEM Experience

On June 8, 2026, the International Association of Emergency Managers (IAEM) launched a new integrated technology platform designed to better connect, support, and serve emergency management professionals worldwide.

The launch includes a redesigned public website, a new portal, and a modernized online community platform that together create a more streamlined and user-friendly experience for IAEM members.

These improvements reflect IAEM's ongoing commitment to investing in tools and resources that strengthen member engagement, simplify access to benefits, and support collaboration across the emergency management profession.

Technology continues to shape how associations communicate, educate, and connect with their members. By modernizing its digital infrastructure, IAEM is creating a more connected and accessible experience that supports collaboration, professional growth, and member value across all sectors of emergency management.

This guide will help you navigate the new digital experience and take full advantage of the tools and resources now available to members.

Finding Your Way Around IAEM

One of the biggest changes members will notice is that IAEM now operates through three connected platforms that work together to support different aspects of your membership experience.

The IAEM Website

The public-facing website is your primary destination for learning about IAEM programs, events, advocacy efforts, certifications, scholarships, awards, and membership opportunities.

Use the website when you want to:

- Learn about IAEM programs and services.
- Explore membership benefits.
- Find conference and event information.
- Access advocacy resources.
- Read news and publications.
- Learn about IAEM leadership and governance.

The new website features improved navigation, enhanced accessibility, a mobile-friendly design, and a streamlined content structure.

The IAEM Portal

The IAEM Portal is your personal account dashboard.

Use the portal when you need to:

- Manage your membership.
- Update your profile.
- Renew membership.
- Access invoices and receipts.
- View transaction history.
- Manage communication preferences.
- Apply for and renew certification.
- Register for events.

IAEMconnect

IAEMconnect is the association's online community platform.

Use IAEMconnect when you want to:

- Participate in discussions.
- Connect with colleagues.
- Access committee resources.
- Collaborate with caucuses and commissions.
- Share files and documents.
- Participate in virtual meetings.
- Access group archives and resources.

Quick Reference Guide

I Need To...

Update my contact information
Renew my membership
Pay an invoice
Download a receipt
Register for a conference
Renew my certification
Find committee resources
Participate in discussions
Learn about scholarships
Access advocacy information
Find leadership information

Go To...

IAEM Portal
IAEM Portal
IAEM Portal
IAEM Portal
Website / IAEM Portal
IAEM Portal
IAEMconnect
IAEMconnect
Website
Website
Website

Managing Your IAEM Account

Logging In for the First Time

If you already have an IAEM membership record, your account has already been established within the new system.

Follow these steps to access your account:

1. Click Login/Signup in the upper-right corner of the website.
2. Select Login.
3. Click Forgot Your Password?
4. Enter the email address associated with your IAEM membership.
5. Click Reset Password.
6. Follow the instructions sent to your email.

It is important to know that your **username** is the email address associated with your IAEM membership record.

Creating a New Account

If you are new to IAEM, create an account by following these steps:

1. Click Login/Signup on the [IAEM Portal](#).
2. Select Create New Profile.
3. Enter your first and last name.
4. Enter your email address.
5. Select Sign Up.

If your email address already exists in the system, you will be directed to the login page.

Updating Your Profile

Keeping your information current helps ensure you receive important communications and member benefits.

1. Log in to the [IAEM Portal](#).
2. Select your profile icon.
3. Click My Profile.
4. Ensure My Info is selected.
5. Click the pencil icon under My Personal Information.
6. Update the desired information.
7. Select Update.

Managing Communication Preferences

The new platform includes updated communication categories.

To review and update your preferences:

1. Log in to the [IAEM Portal](#).
2. Select your profile icon.
3. Click My Profile.
4. Scroll to the Communication Preferences section.
5. Review available options.
6. Save your changes.

Members are encouraged to review communication preferences following their first login.

Managing Your Membership

Joining IAEM

Existing Account Holder

If you are already an account holder, please follow these steps to join IAEM:

1. Log in to the [IAEM Portal](#).
2. Select your profile icon.
3. Click Individual Membership.
4. Select your membership type.
5. Confirm your assigned region or council.
6. Complete checkout.

New Users

After creating your profile, the system will prompt you to purchase a membership. Follow the prompts to complete enrollment.

Renewing Your Membership

When it comes time to renew your membership, follow these steps:

1. Log in to the [IAEM Portal](#).
2. Navigate to My Profile.
3. Select Membership.
4. Click Renew.
5. Review and update profile information.
6. Select your membership type.
7. Select your chapter or region.
8. Complete membership questions.
9. Review optional add-ons.
10. Add renewal to your cart.
11. Complete checkout.

Organization Memberships

Members renewing organizational memberships should ensure they are viewing the organization profile before beginning the renewal process.

Membership Certificates

Current membership certificates are available directly within the [IAEM Portal](#).

1. Navigate to Membership.
2. Open your membership record.
3. Scroll to the bottom of the page.
4. Select Download My Membership Card.

Need a previous membership certificate? Contact [IAEM staff](#) for assistance.

Billing & Payments

Managing your financial transactions is now easier through the IAEM Portal. Members can access invoices, payment history, receipts, and saved payment methods in one centralized location.

Viewing Current Invoices and Payment History

To view your account history:

1. Log in to the [IAEM Portal](#).
2. Click your profile icon.
3. Select My Profile.
4. Click My Account.
5. Select View Account History.

From this screen, you can view:

- Past invoices.
- Payment history.
- Membership transactions.
- Event registration transactions.
- Certification payments

Paying an Invoice

To pay an outstanding balance:

1. Navigate to My Profile.
2. Select My Account.
3. Locate the invoice.
4. Select Pay.
5. Complete checkout using your preferred payment method.

Downloading and Printing Receipts

To access a receipt:

1. Navigate to My Profile.
2. Select My Account.
3. Click View Account History.
4. Select the applicable Order ID.
5. Select Print Invoice.
6. To view a payment receipt, select the Payment ID.

Did you know? Receipts and invoices are stored separately. Memberships, certifications, and event registrations can all be accessed through your account history.

Events & Professional Development

IAEM events remain one of the most valuable benefits of membership. Event information is available through the IAEM website, while registrations are managed through the IAEM Portal.

Registering for an Event

1. Visit the IAEM website.
2. Navigate to Events.
3. Select the event you wish to attend.
4. Click Register.
5. Log in when prompted.
6. Complete registration and payment.

Managing Existing Registrations

To review or modify your registrations:

1. Log in to the [IAEM Portal](#).
2. Navigate to My Events.
3. Select the event registration.
4. Review available options.

Frequently Asked Question

- How do I make changes to an existing registration? Most registration updates can be managed through My Events. If additional assistance is required, contact [IAEM staff](#).

Annual Conference

The IAEM Annual Conference now operates through a dedicated conference microsite designed to provide easier access to:

- Registration information.
- Program updates.
- Speaker information.
- Exhibitor resources.
- Hotel information.

Members will continue to receive conference announcements through email and the website.

Regional Conferences & Symposia

Regional conferences and symposiums are now organized under:

- Events → Regional Events

This centralized structure makes it easier to discover events across IAEM regions.

Attendance Certificates

Attendance certificates from previous events are not available within the new platform. If you require a historical attendance certificate, contact [IAEM staff](#).

For current and future events, attendance certificates will continue to be distributed to attendees via email following the event. Please allow time for processing and distribution after the event concludes.

Certification Management

The IAEM Certification Program remains one of the association's most important professional development offerings. Certification information is now integrated directly into the IAEM Portal.

Finding Certification Information

Navigate to:

- Certification → View My Certification

Here, you can access:

- Certification type.
- Status.
- Expiration date.
- Recertification information.

Renewing Your Certification

1. Select Certification from the top navigation.
2. Choose View My Certification/Pay Recertification Fee.
3. Select your active certification.
4. Click Renew.
5. Complete the required information.
6. Select Review & Confirm.
7. Complete checkout.

IAEMconnect

The new IAEMconnect platform builds upon the community experience users already know while introducing new collaboration capabilities.

Accessing Your Groups

To access your communities:

1. Log in to IAEMconnect from the [IAEM Portal](#).
2. Locate My Groups in the left navigation.
3. Select the desired group.

Your current memberships transfer automatically.

New Collaboration Features

The upgraded IAEMconnect platform includes:

- Discussion forums.
- Resource libraries.
- File sharing.
- Collaboration boards.
- Virtual meeting tools.
- Enhanced networking features.
- Group archives.

Additional IAEMconnect Features

In addition to providing access to groups and resources, IAEMconnect offers tools to build professional connections and stay engaged with the emergency management community.

Users can:

- Create and maintain a professional profile highlighting their experience, education, skills, and interests.
- Search the Community Directory to connect with other IAEM users.
- Customize notification preferences and communication settings.
- Access community events and activities.
- Discover and request membership in additional communities and interest groups.
- Participate in discussions, resource sharing, and collaborative projects across the association.

Users are encouraged to complete their profile and review their settings when accessing IAEMconnect for the first time to ensure they receive relevant notifications and maximize their community experience.

Finding Group Resources

Many resources previously stored on webpages have moved into IAEMconnect.

To access resources for your groups or region:

1. Open your group.
2. Select Resources.

Frequently Asked Questions

- *Will my group memberships transfer? Yes.*
- *Will I lose access to my groups? No.*

- *Where did my group files go?* Most committee and caucus files and resources now reside within IAEMconnect within each group's individual pages.

Getting Started with IAEMconnect

Below is a quick guide to accessing and navigating IAEMconnect. For full details, explore the IAEMconnect User Guide available to users.

Step 1: Access IAEMconnect

To access IAEMconnect:

1. Click Login/Signup in the upper-right corner of the [IAEM website](#).
2. Select Login.
3. Enter your username, which is the email address associated with your IAEM account.
4. Enter your password. This will bring you to the [IAEM Portal](#) homepage.
5. Select IAEMconnect in the top navigation bar.
6. After selecting IAEMconnect, you will be taken to the IAEMconnect homepage, where you can proceed with step 2.

If this is your first time accessing the new [IAEM Portal](#), enter the email address associated with your IAEM account and select Forgot Password? Follow the instructions sent to your email to establish your password.

Step 2: Complete Your Profile

Your profile helps other community participants learn about your experience, interests, and areas of expertise.

To update your profile:

1. Select the Profile Icon in the upper-right corner of the screen.
2. Select Profile in the dropdown menu.
3. Add your profile pic by clicking the edit pencil icon.
4. Complete the following sections. Be sure to click the Save icon (floppy disk symbol) to save your changes:
 - About.
 - Experience.
 - Education.
 - Skills.
 - Interests.

A complete profile helps foster meaningful connections throughout the IAEM community.

Step 3: Review Your Settings

To edit your settings:

1. Select the Profile Icon in the upper-right corner of the screen.
2. Select Settings in the drop-down menu.
3. Review the setting options for:
 - Notification Preferences.
 - Daily Digest Email.
 - Timezone.
 - Event Reminder Emails.

- Privacy.
 - Messenger.
 - Camera and Microphone.
4. The system will automatically save your settings.

Step 4: Review the Community Guidelines

Before participating in discussions or joining groups, review the IAEMconnect Community Guidelines. The guidelines are available through Quick Links in the left-side navigation panel. If the navigation panel is not visible, select the hamburger menu icon (☰) in the upper-left corner of the screen to expand the panel and display the available navigation options.

The guidelines outline:

- Community expectations.
- Discussion etiquette.
- Content sharing practices.
- Privacy considerations.
- Terms of use.

Navigating IAEMconnect

IAEMconnect includes two primary navigation areas that help users access community features, resources, discussions, and events, which include:

- Top navigation bar.
- Left-side navigation panel.

The top navigation bar provides access to the primary areas of IAEMconnect:

1. Home Page.
2. All Community Groups.
3. Community Directory.
4. Community Events.

The left-side navigation panel serves as a shortcut menu for frequently accessed areas of IAEMconnect. Users can use this panel to access Quick Links, navigate directly to communities listed under My Groups, and quickly locate resources and tools related to their interests, memberships, and volunteer activities.

If the navigation panel is not visible, select the hamburger menu icon (☰) in the upper-left corner of the screen to expand the panel and display the available navigation options.

Interested in Joining a Community?

1. Select the community from the All Groups page.
2. Review the group's purpose and activities.
3. Complete the group's interest form if available. Note: Some groups may require approval before membership is granted. If you experience issues accessing the form or have questions about joining a group, please contact info@iaem.com.

Need More Information on IAEMconnect?

This section above provides users with a high-level overview of IAEMconnect and addresses common questions from users. For detailed instructions, platform features,

profile management, notification settings, community participation, and advanced functionality, please refer to the IAEMconnect User Guide available to users.

Website Navigation Guide

The new IAEM website was intentionally redesigned to create a cleaner, more intuitive experience for members, partners, and visitors. The previous website had grown significantly over time, resulting in deep navigation menus, duplicate content, and inconsistent page structures. Our new site is organized around how users naturally search for information.

Main Navigation

About

- Learn about IAEM's history, governance, leadership, staff, groups, and regions.

Programs

- Access information on Certification, Scholarships, Awards, 40 Under 40, and other current programs.

Events

- Find information about the Annual Conference, regional events, symposiums, and special initiatives.

Members

- Explore membership types, benefits, and resources.

News

- Access IAEM's publications, announcements, and press releases.

Advocacy

- Review IAEM's advocacy priorities, statements, testimony, and policy work.

Where Did This Content Move?

About IAEM

<i>Previous Content</i>	<i>New Location</i>
History of IAEM	About → History of IAEM
Bylaws and Policies	About → Bylaws and Policies
IAEM-USA Leadership	About → IAEM-USA Leadership
IAEM-USA Regional Pages	About → Groups → USA Regions
Staff Directory	About → Staff

Groups

<i>Previous Content</i>	<i>New Location</i>
Committees	About → Groups
Caucuses	About → Groups
Consortiums	About → Groups
Commissions	About → Groups

Programs

<i>Previous Content</i>	<i>New Location</i>
Certification	Programs → Certification

<i>Previous Content</i>	<i>New Location</i>
Scholarships	Programs → Scholarships
Awards	Programs → Awards
40 Under 40	Programs → Awards → 40 Under 40

Events

<i>Previous Content</i>	<i>New Location</i>
Annual Conference	Events → Annual Conference
Safe Events Initiative	Events → Safe Events Initiative
National Emergency Management Awareness Month	Events → National EM Awareness Month
Regional Conferences & Symposia	Events → Regional Events

Membership

<i>Previous Content</i>	<i>New Location</i>
Join IAEM	Members → Join
Membership Benefits	Members → Benefits
Membership Types	Members → Membership Types
Member Resource Center	Members → Resource Center

News & Advocacy

<i>Previous Content</i>	<i>New Location</i>
IAEM Bulletin	News → IAEM Bulletin
Press Releases	News → Press Releases
Advocacy Letters, Statements & Testimony	Advocacy → Letters, Statements & Testimony

Retired Content

As part of the transition, some content was intentionally retired rather than migrated.

Examples of retired pages include:

- Archived event registration pages.
- Historical sponsorship pages.
- Legacy activity feed tools.
- Duplicate resource libraries.
- Outdated award archives.
- Obsolete committee and council pages.
- Historical conference microsites.

If you cannot locate information that existed on the previous website, please contact [IAEM staff](#) for assistance.

Frequently Asked Question

- *Why doesn't my previous website bookmark work anymore?* Many pages were reorganized as part of the redesign. If a saved bookmark no longer works:
 - Use the website navigation menus.
 - Use the website search function.
 - Reference the Website Navigation Guide in this document.
 - Contact IAEM staff if you need assistance locating information.

Need Further Assistance?

IAEM staff are available to help you navigate the new digital experience.

General Assistance

Email: info@iaem.com

For questions regarding:

- Membership.
- Billing.
- Events.
- Portal access.
- Website navigation.
- IAEMconnect.

Certification Assistance

Email: certificationinfo@iaem.com

For questions regarding:

- Certification applications.
- Recertification.
- Certification records.
- Certification eligibility.