Frequently Asked Questions

"I can't log on": If you have forgotten your username, please *click here*. If you are still having

trouble, please email connect@ccas.net for further assistance.

"I need an invoice": You can access our *invoice here*. If you have questions or require a more
detailed or personalized invoice, please follow these steps:

Once you log in, you will be directed to your Welcome Page. Click the MEMBERSHIP
RENEWAL link in the Members-Only Pages box, to process your renewal. Instead of filling out
your credit card information, click "invoice" and submit. It will automatically generate a detailed
invoice for you. If you need additional assistance, please contact the CCAS office at
connect@ccas.net.

"Who is the billing contact": Whoever was listed as <u>Dean</u> of the <u>paying unit</u> last year is
currently listed as the billing contact. If you would like to change the billing contact to someone
else this year, please contact connect@ccas.net.

"How do I make updates to my account":

NEW FEATURE - Changes in deans can be entered into the database by the billing contact.
You can now add, remove, and edit individuals. VERIFY MEMBERSHIP INFORMATION by
logging into your billing contact's membership account. Next, click the link at the top left area of
your Welcome Page, "Org Profile," and then "Individuals" on the next page, members of your
decanal team can be updated here. Do not overwrite member information but instead use "Add
New" and click the X to "Make Inactive." *Note* that associate and assistant deans are eligible for
membership at no additional charge. *Note* that if you make a dean who was listed as a billing
contact inactive, you will first have to add the new dean and designate them as billing contact.
Please make sure to provide the new dean's name, title, email, and academic discipline. To add
them to the listserv, click "edit" individual, "settings", then "directory settings" and click "all
directories" for each one listed. If your university has more than one college, make sure to edit
that individual's address and under the "location" tab select the college they belong to.