

Updating your Registered Organisation details

Troubleshooting

1. **Question:** The “Update registered organisation details” button does not seem to work



Answer: Make sure you are logged in as the Responsible Post Holder (RPH) or Second Responsible Post Holder (SRPH) before you start. Only the Responsible Post Holders can access this information.

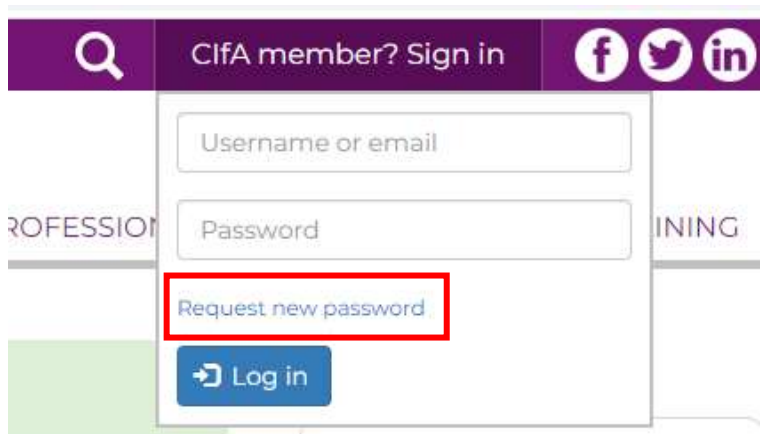
The password can be reset by the RPH/SRPH to something neutral to allow administrative staff access but be aware they will still be able to access the personal details of the RPH/SRPH.

2. **Question:** I have forgotten my password.

Answer: Request new password

Your Username is your first name and second name and is not case sensitive eg Howard Carter.

Your new password will be sent to the email address you registered with originally. If this has now changed, contact us and we will update it.



3. **Question:** The fields on the form are blank. Do I have to enter everything again?

Answer: You have landed on the wrong page. The update form can be found here <https://www.archaeologists.net/update-contact-details>

4. **Question:** I have updated the organisation’s details, but I cannot save the changes.

Answer: You need to scroll down to the bottom of the page and click SUBMIT, otherwise nothing will be saved or sent. If the Submit button does not work, check you have not started to complete details for subsidiary offices (office1, office2 etc). There are compulsory fields in this part of the form (marked with an asterisk). If they are not filled in, the edited form will not be saved.

5. **Question:** I want to change other details but cannot see where to do this on the form.

Answer: Contact admin@archaeologists.net if you need to make other changes and we will do that for you

6. **Question:** Is Office 1 our main office?

Answer: No. Office 1 is your first subsidiary office. Your headquarter details appear in the first part of the form.