



AUTOMATIC FIRE ALARM ASSOCIATION

MEMBER GUIDE FAQ's



FAQ's

How do I upgrade? You can purchase the appropriate upgrade package from the shopping cart at www.AFAA.org. Once purchased, please give us a couple of days to upgrade your site. We will contact you when this is complete and work with you to update your showcase page and explain all the benefits.

Where is my management area? To manage your account, and to review any of the free services that come along with your new AFAA online member guide account, go to:
<http://www.fire-professionals.com/myaccount.php> .

Log in with your user name (email address) and password.

How do I get help? Please email CustomerService@fire-professionals.com or call 781.626.4256. Cathy Tabor is handling the web and administrative aspect of this for AFAA and will be happy to assist you.

What if I don't see what I want in the AFAA Shopping Cart? Some items are more specialized and may not be in the shopping cart. Feel free to contact Tom Hammerberg or Cathy Tabor with questions. We are working together and can customize packages if needed. To take advantage of any Free opportunities, simple email CustomerService@fire-professionals.com

What are "Connections"? And what is the difference between Gold and Silver Connections to a platinum level sponsor. Connections are for those that want more than one listing. They are only available to Platinum level at this time. Connections are very handy for organizations with several offices or companies under their umbrella. For example:

Platinum with Gold Connections: For a parent company with several individual companies, ie: Tyco, Honeywell, GE, UTC ... where the individual companies under the umbrella all specialize in different aspects of the industry, and each company needs their own identity. [Sample](#)

Platinum with Silver Connections : For parent or headquarters, where each company under the umbrella is a district or branch office. This option only provides a "Contact Me" link for the Parent. However, it DOES include a showcase page for the "child" company that is visible when the Parent Company is searched on.

[Sample](#)