

# MANAGING YOUR MEMBER DETAILS

*itsmf UK*

The Professional Network for  
IT Service Management

As the main ITSMF UK membership contact for your organisation, you will no doubt need to update your account from time to time - changing name and address details, adding new colleagues or removing those who have left the company.

To amend your member details, you need to **log in as main contact** on the [ITSMF UK home page](#). As well as your personal user name, which is usually your email address, your organisation has a master user name which allows you to administer the account and renew your membership. If you are not sure what your master user name is, please contact us at [membership@itsmf.co.uk](mailto:membership@itsmf.co.uk) for assistance.

## Adding members

Once logged in via the master user name, select **Manage profile** from the blue box on the right side of our home page, and then click on **Member** in the Information & Settings section.

You're now on the member admin page (see the picture below). At the top of the page, you can see how many member places are free within your chosen membership package. You can add new members up to the limit shown, but please contact us if you need to upgrade to a large allocation of seats. You can ignore **Activate all available seats**, which is only needed to re-instate members after a temporary membership lapse.

You can add new people either by clicking on **Create member**, and filling in their details, or putting their email address in the **Invite new members** section and sending them an invitation. The main difference between these two options is that, in the second case, the new member chooses what information to provide about themselves, whereas, with **Create member**, the administrator fills in the details.

## Removing members

To remove colleagues or ex-colleagues, scroll down the same page to the list of current members. There are various icons next to each name. If you click on the second one from the left – a figure in blue – that will detach the individual from your company membership.

We hope this helps, but please contact the office on 0118 918 6500 or [membership@itsmf.co.uk](mailto:membership@itsmf.co.uk) if you need any further assistance.

Best regards

**ITSMF UK Membership Team**