

CPE Member Services – info, procedures, troubleshooting and FAQ's

**Renewal is not required to access your member services page
Paper ID cards are no longer mailed
Print your personal Member Services main page as an ID card**

At least 95% of emails for Member Services questions can be answered somewhere below, and it will be faster than waiting for an emailed reply as emails are done in the order received, and the other office work must also be completed

**If you don't find your answer, email CPE at cpe@charter.net
Include your full name, ID number, email address that should be on file with CPE with details of your question, and any other necessary info per below issues**

All dog Q records will be updated each January (once all December shows are processed – usually by mid January), regardless if dues are paid or not. Members who renew for a respective year will periodically have their records updated throughout that year. Member Services is updated each week on Thursday or Friday, unless the office is closed for an extended timeframe (see contact us at www.k9cpe.com for closures). See the gray box when you sign in for the items included in that week's update (the dates will change if updated).

Dues expire each December 31 of the dues paid year listed on your member services page. If your dues year is 2014, your dues expire 12/31/14; if you've paid for a future year, your dues would expire 12/31 of that listed year. See the online rulebook for full renewal info; see the membership form for current renewal fees. Renewals are per membership, not per dog – dogs are registered for life.

Note to juno and netzero users (also applies to users with the same issue): I know of no juno user who has been able to get a password, and many netzero users say the same. They have contacted their ISP's without resolution – CPE cannot control an ISP blocking the emails. The best solution is to send CPE an email (cpe@charter.net) and to change to an alternate email. Free email providers such as hotmail, yahoo and gmail have not had issues (these are the most popular that I know of, there are others out there).

An email is required to access Member Services – you do not need a computer! Libraries are usually free and there are free email addresses to use (most popular that I know of – hotmail, yahoo, gmail). If you need to add an email to your membership, send an email to CPE at cpe@charter.net Include your full name, ID number and the email address you will be using

We have tested several member's pages, however, with thousands of members, it's impossible to test every page ourselves, that's where you, the member comes in!

Please let us know if you see anything that isn't correct. The info has been migrated from the main CPE program, that program is still in use at the present time, so any issues will be taken care of. This does not include changing information on the membership

Known issue that is being worked on

The main program migrates the data for Member Services, this does NOT affect earned titles (certificates verify a title was earned), it is a viewing issue only

A few dogs with multiple C-ATCH/C-ATE's (any height category) are shown to be "skipping" a number usually in the middle of the multiples

If you have this issue, please send an email to CPE at cpe@charter.net, and include:

Your full name
Dog's call name (not name for titles)
Dog's ID number
Title that is missing

To get to Member Services

Make sure the entire address is copied/typed to your browser (not the search box) – the https:// MUST be included for the page to load:

<https://www.k9cpe.com/memberservices>

Or, go to the CPE website main page (www.k9cpe.com), click on online records to see the following:

Online Records have been replaced by:

[Member Services](#) (click to link to new page) - Click on the underlined “member services” (the underline denotes the link) on the page to go there

To create a password – CPE cannot create a password for you

Add donotreply@k9cpe.com to your email’s allowed list to try to avoid spam/trash folders

Go to member services

Click the link on the left hand side of the page:

Create first time password

—OR—

Forgot password?

Enter your email that is on file with CPE; click “create new password”

If a current member, the email that is on file with CPE is the same used for trial confirmations

You will be directed back to the main Member Services page if the password was created and sent within an email to you from

Once you sign in with your password, see the upper right corner for the link to change your password to something more personal – make sure to remember it or write it down, CPE cannot tell you what it is. If forgotten, you’ll need to request a new password through “Forgot password”.

If you do not get an email

Check your spam/trash folders

Wait 24 hours before requesting another password

Contact your ISP to make sure they are not blocking k9cpe.com

If your email is through a personal or private company’s website, make sure the website settings are not blocking emails from k9cpe.com

If you get a red error message

There are a few different error messages, one says cannot reset password, but you haven’t requested a password yet: when testing was being done, passwords were assigned to many memberships for testing purposes – no one can see them and the password will be changed when you request a new one – once you are past the error message for another reason (see below)

Make sure to use only small letters, no CAPS within your email address

Try to send yourself an email, then copy and paste that email address to the page – for some reason some people’s computers (pc and/or browser version) will accept that, but won’t accept the email address hand keyed.

If you still get a red error, send CPE an email with your full name, ID number, and email address that should be on file with CPE for verification or change (note: if you’ve been getting trial confirmations – use that email to sign in as it’s the address on file with CPE)

The password that was sent doesn't work

Make sure you are entering your id or email correctly (only one is needed)

Copy and paste the password from the email to the password box – the passwords are very unique, easier than keying

If you requested multiple passwords, you must use the last one received or request a new one – but only request one new password (if you keep requesting multiple passwords, you'll continue to have this issue)

If the above doesn't work, send CPE an email with your full name, ID number, and email address that should be on file with CPE – attaching the last password email you received, to the email you are sending to CPE

The password pulls up an unexpected membership, or there are multiple memberships linked to the same email address

When a member their email linked to more than one membership, the email address will only show the lowest numbered membership when signing in. This happens when a member signs up as "new" more than once (only add dogs when you already have a membership with CPE) or there are multiple memberships within a household (includes Jr Handlers) with one family email address.

If an old membership is no longer being used, it can be inactivated and the email would then be available for the higher numbered membership.

If multiple memberships are still active, a different email would be required for each membership ID.

When signed into your Member Services main page

To go back to a previous page, use your browser's back arrow

To go back to your main Member Services page, click on the "home" button or CPE logo (upper left corner)

The membership info is shown (phone #2 is not being used yet)

Address/phone/email changes – send to CPE (include your full name and ID) at cpe@charter.net

Each active/retired dog info is shown

Borderline measurements will not show yet, a dog that needs another measurement (or a measurement has not yet reached CPE for processing) will remain as TEMP and needs to be measured at the next show

See the online rulebook for how to change membership name and/or dog info, and what the fee is (if added within the last 3 months, email CPE first in case of a typo)

Bottom of page – Member Record Notes (not being used yet)

Would contain any notes on your membership from CPE, once in play, it would not print when you print your member services page as your ID card

The gray date box tells you:

When member and/or dog info was last updated on your first page

What trial date trials have been processed through and will show on your Q records (only Q's are recorded)

What trial date titles were last mailed through

What trial date C-ATCH and C-ATE plaques (all height categories) have been mailed through (other updates for major title plaques are listed on the CH/EX web page, www.k9cpe.com)

Upper right corner – Click for member letter

Click that underlined sentence to open the current dues year letter (the next year's letter will usually be posted in November – the year the letter is for will appear under Canine Performance Events, Inc. on the letterhead)

Click "logout" in the upper right corner to log out

Q Records – for members prior to 2007 who have dummy legs, they will not be seen on the web Q records

If you click Q records and you are not directed there but it is highlighted (if not highlighted, no Q's are recorded for that dog yet), try a different browser if using Internet Explorer version 8 or earlier – those versions will not open the Q records. Mozilla Firefox and Google Chrome will work (use google or other web search to find their main pages for downloads)

There are tabs for different levels, and tabs for different height categories – before emailing CPE, please make sure you are where you need to be for what you are verifying. Also, check other levels/height categories before emailing regarding a missing leg.

Missing legs (see above paragraph first) – see www.k9cpe.com, online records for what needs to be sent for research purposes – if you do not have this info, the leg cannot be researched. Legs over 2 years old cannot be researched. Note: ribbon labels are not official – only the posted results at the show are official.

Transfers – only level 4, 5 & C legs can be transferred – handwritten form no longer needed

Go into your dog's Q records

Click the transfer button

Click the type of transfer you would like to do

Click the boxes of the legs you wish to transfer

Click open transfer form

Print the form and mail with the fee per the transfer form (one fee per type of transfer) to CPE (address is on the form)