

Get ready for an enhanced NAEYC member experience! We're thrilled to announce a major upgrade to our Member Portal later this month. To make this transition as smooth as possible, the portal will be temporarily unavailable from **9:00 AM on February 21, 2025, until 11:00 AM on March 3, 2025.**

What to Expect During the Shutdown:

During this brief period, you will lose access to the current Member Portal, which includes profile updates and other account management features. This downtime is essential for implementing our new, more intuitive and robust system.

A Few Quick Tips Before the Shutdown:

To ensure a seamless experience, we recommend taking a few quick steps before the end of February 20th:

- **Download electronic publications:** If you want to keep them, please download them beforehand. They will not be available in the new portal.
- **Renew your membership:** If your membership expires soon, renew now to avoid any interruption in your benefits.
- **Place resource orders:** Order any resources before the system upgrade.
- **Complete Learning Lab training:** Please complete any required training in the Learning Lab. If you need an extension, contact trainings@naeyc.org.

We're Here to Support You:

Our dedicated Customer Care Team will assist you throughout the transition. **From February 21st through March 7th, 2025 (excluding weekends)**, you can reach them via email (info@naeyc.org) and phone (800-424-2460), with **extended hours from 8:00 AM to 8:00 PM ET.**

We understand that transitions sometimes require adjustments, and we sincerely appreciate your patience. We're confident that these exciting

upgrades will significantly enhance your NAEYC experience, making it more efficient and enjoyable than ever before.

Stay tuned for more information and updates at www.naeyc.org/cares2025.

Thank you for your continued support and for being a vital part of NAEYC's mission!



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