

## Frequently Asked Questions: For Service Providers on NEDIC's nation-wide Directory

1. How do I find my password/username?
  - a. We have created a guide to help you find your lost username and password. Please find this guide here:  
<http://nedic.ca/sites/default/files//How%20to%20Find%20Your%20User%20Name%20and%20Password.pdf>
2. I updated my listing but I don't see my changes yet. Did I do something wrong?
  - a. Don't worry! If you clicked "save" at the bottom of the page when you updated your listing, and you didn't receive an error message, then your changes have been saved! Before your changes are published, they need to be reviewed by a NEDIC staff member. This can often take a few days as we currently have over 700 service providers on our database.
3. Why do I have to update my listing every year?
  - a. Taking the time to update your listing with us once a year allows us to give correct information about you and your services to our clients. This means that we can send you better referrals.
4. How do I change my phone number, last name, fee, organization name, etc.?
  - a. We have created a guide to help with updating information on your listing. Please find this guide here:  
<http://nedic.ca/sites/default/files//How%20to%20Update%20Your%20Listing.pdf>