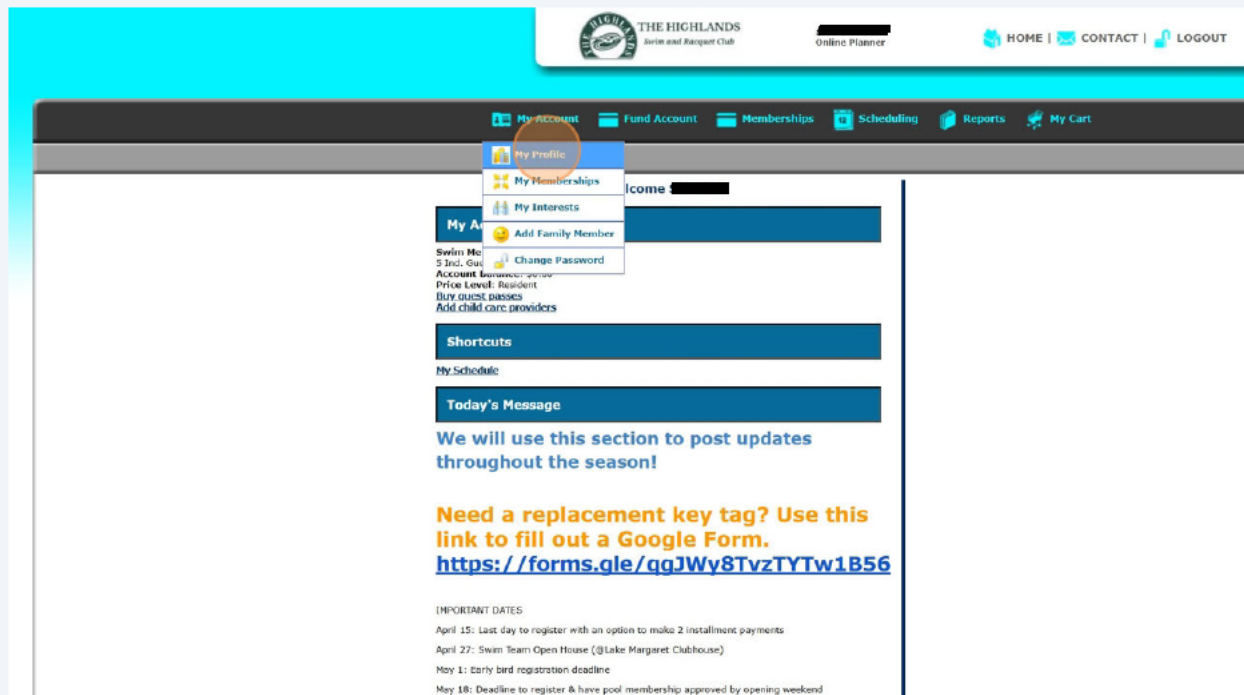# How To Update Your Profile Picture As A Client in eSoft Planner

1 Login to eSoft Planner, hover over your "My Account" tab and click on "My Profile".

2 From your profile page, click the "Choose File" button next to where your profile image should be! Once you click this, you will be able to select a photo from your device to upload.

Profile Information

*First Name	▮	*Last Name ▮
Organization/Team:		
*Address	▮	
*City	Chesterfield	*State VA ∨
*Zip	23838	*Primary Phone ▮
Work Phone		Secondary Phone
Fax		
*Email	▮	
Secondary Email		
*Birthdate	▮ ∨ ▮	*Gender Male ∨

No Image

Upload New Picture: [Choose File] No file chosen
*(must be jpg, gif, or png)

Email Reminders ☑ Select if and when you would like to receive email reminders for your scheduled events.
○ 6:00 am - day of event | ⦿ 6:00 pm - day before event | ○ Both

Text Reminders ☐ Select if and when you would like to receive text reminders for your scheduled events.
○ 6:00 am - day of event | ○ 6:00 pm - day before event | ○ Both
Phone Number ▮ Mobile Carrier (Choose One) ∨

Promotional Emails ☐ (Check if you want to receive promotional emails from The Highlands Community Association)
HOA Active: Active

Parent/Guardian:
(If you are under 18 years old please enter you parent/guardian's name)
Barcode: ▮

Initiation Fee History

Initiation Fee Value: $300.00

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3 To change profile pictures for family members, scroll down on the same page and click the "Choose File" button next to each individual family member!

Sponsor Phone Number(if applicable):

[Update]

Family Member 1 Information

No Image

*First Name	▮
*Last Name	▮
*Birthdate	▮ ∨ ▮
Gender	Female ∨
Barcode ID	▮

Upload New Picture: [Choose File] No file chosen
*(must be jpg, gif, or png)

Family Member 2 Information

No Image

*First Name	▮
*Last Name	▮
*Birthdate	▮ ∨
Gender	Male ∨
Barcode ID	▮

Upload New Picture: [Choose File] No file chosen
*(must be jpg, gif, or png)

Family Member 3 Information

No Image

*First Name	▮
*Last Name	▮
*Birthdate	▮ ∨ ▮
Gender	Female ∨
Barcode ID	▮

Upload New Picture: [Choose File] No file chosen
*(must be jpg, gif, or png)

Family Member 4 Information

*First Name ▮

**4** Once the profile pictures are uploaded, scroll all the way to the bottom of the page and click the "Update" button to save all of your changes.

ℹ️ If you update your profile picture but don't see the change right away, your browser may be displaying a cached version of the image. Try clearing your browser's cache to see the updated picture. Below, I'll walk you through how to do this in Google Chrome. If you're using a different browser, you may need to search online for specific instructions.
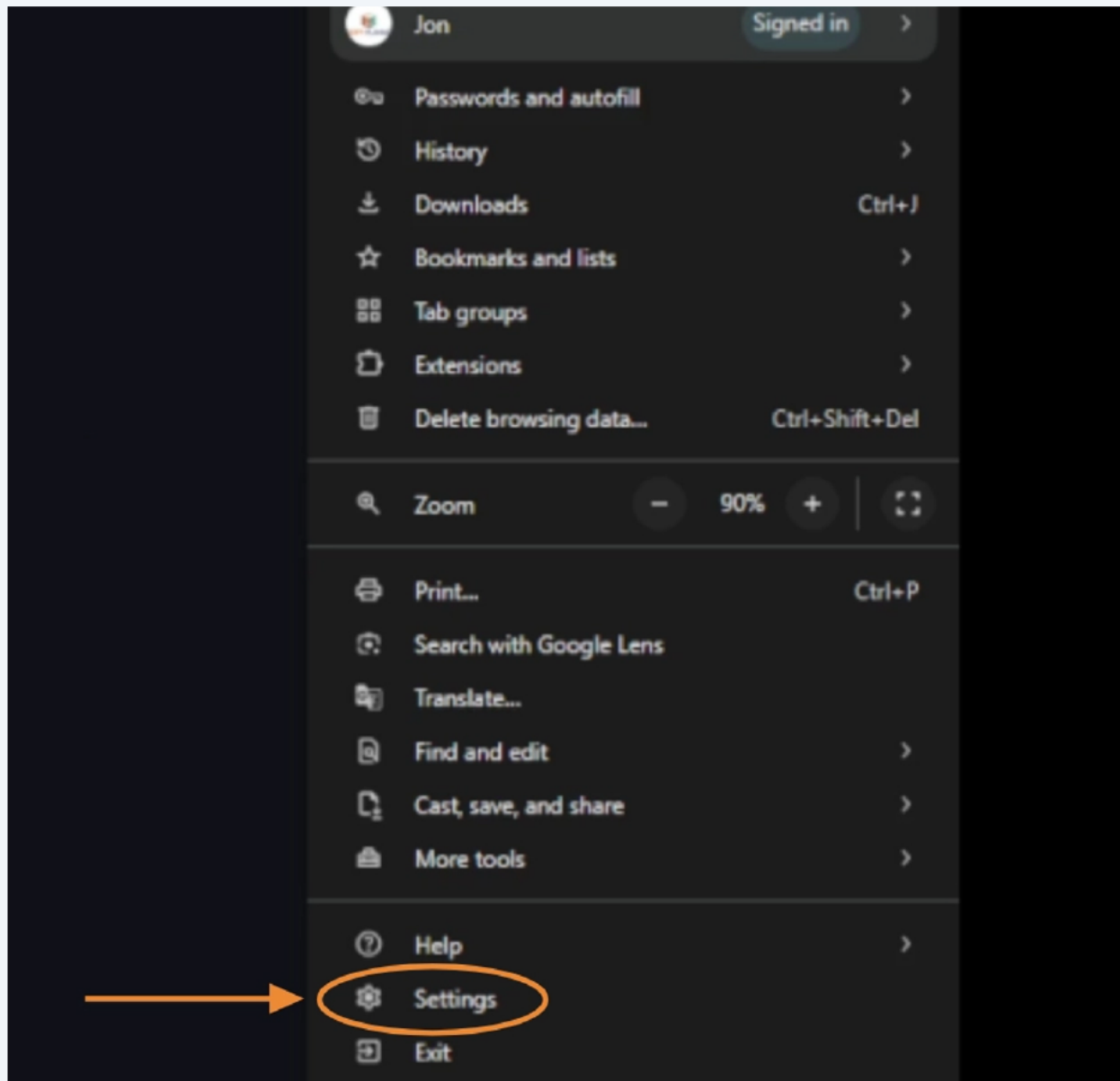
5 Open your Chrome browser and click the 3 dots in the top right hand corner of your screen.
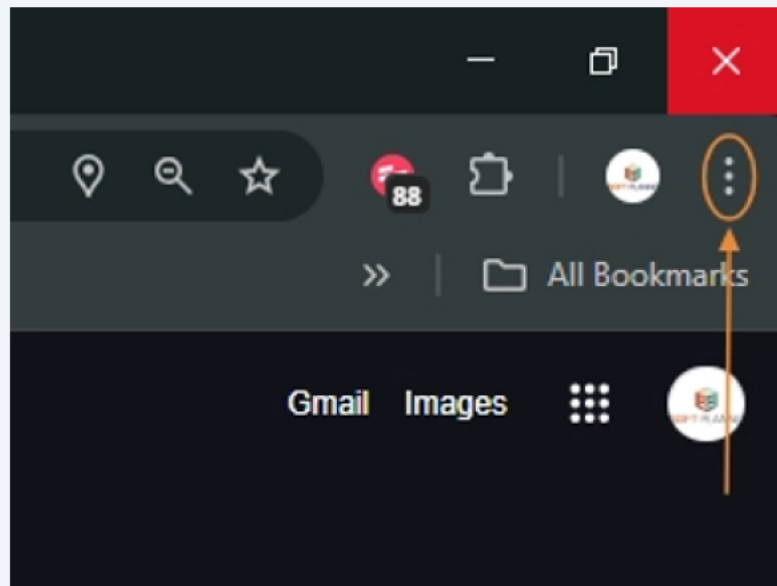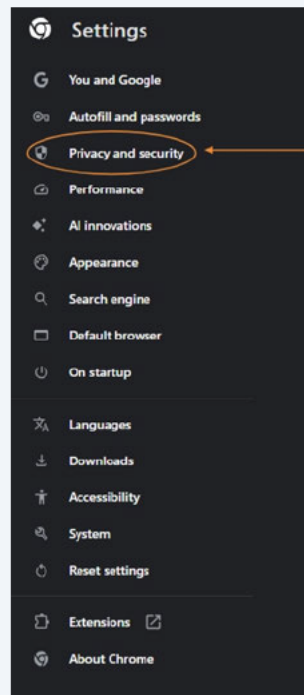
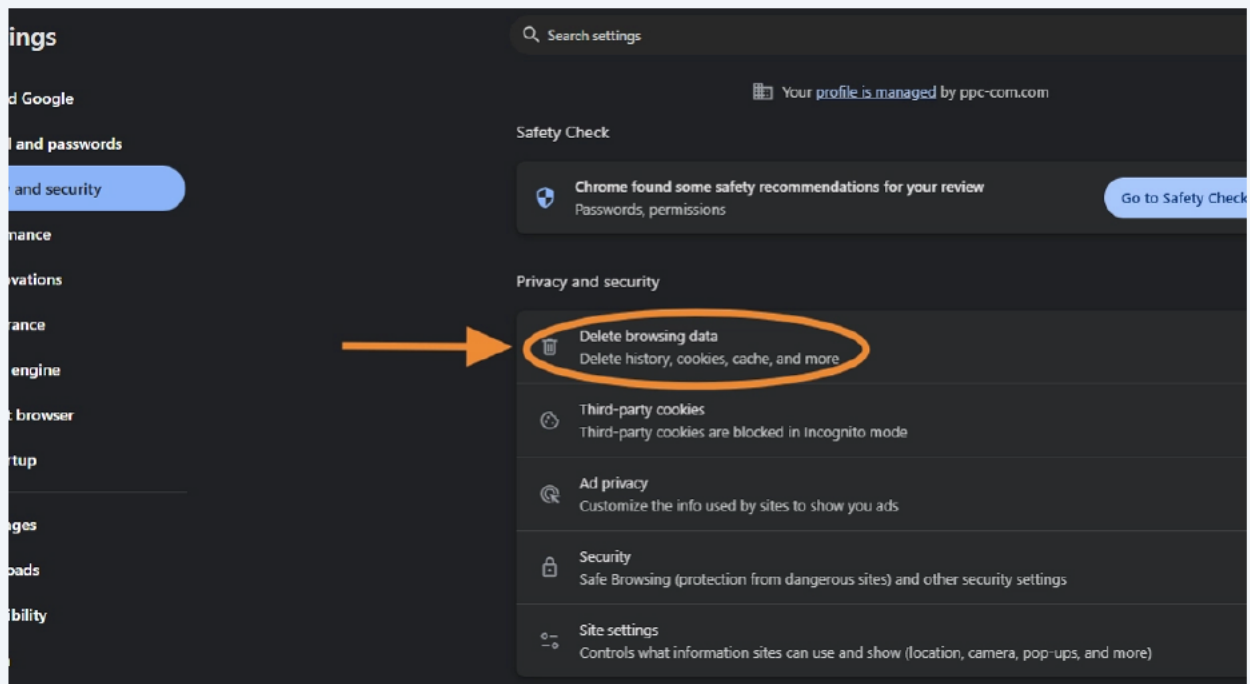**6** Now you will need to click on "Settings" when the drop down menu appears after clicking the three dots.

7 Next, click on the "Privacy and Security" tab on the left hand side of the screen.

8 Now click on the "Delete Browsing Data" tab.

9 For the last step, delete your "cached images and files". You can also delete your "Browsing History" & "Cookies and Other Site Data" but it is not required. You will need to check the box next to "Cached Images And Files" and select to delete it using the "Delete Data" button at the bottom of the small screen.