Your Guide to the New

# Edmonds Chamber of Commerce

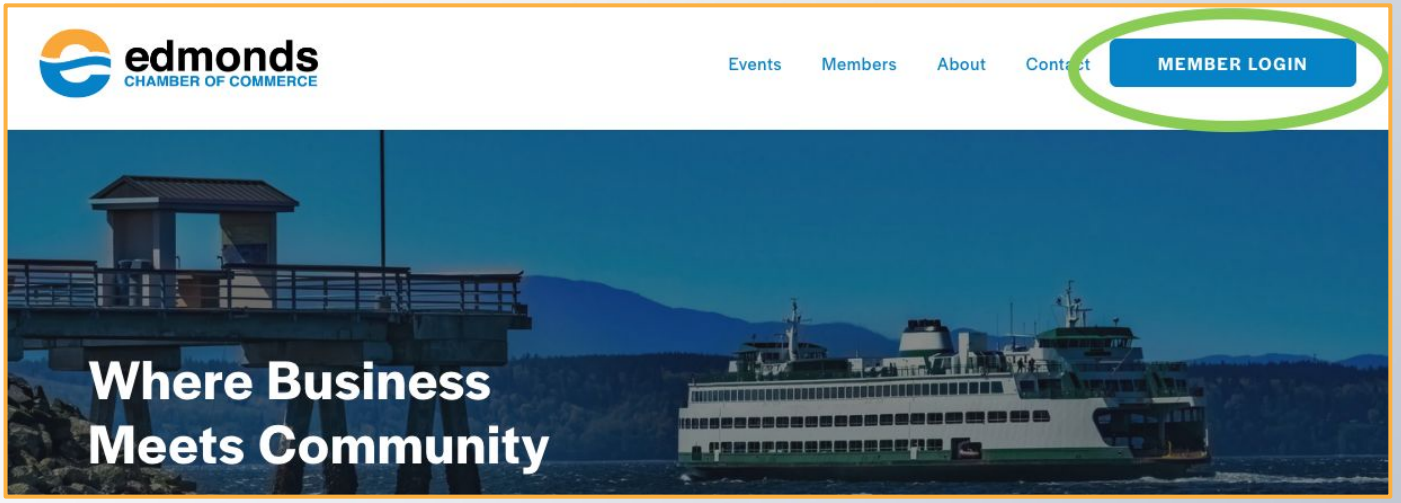
# Members-Only Portal

Brought to you by

MemberClicks

The chamber website offers self-service and exclusive benefits that only members and/or their employees can take advantage of.

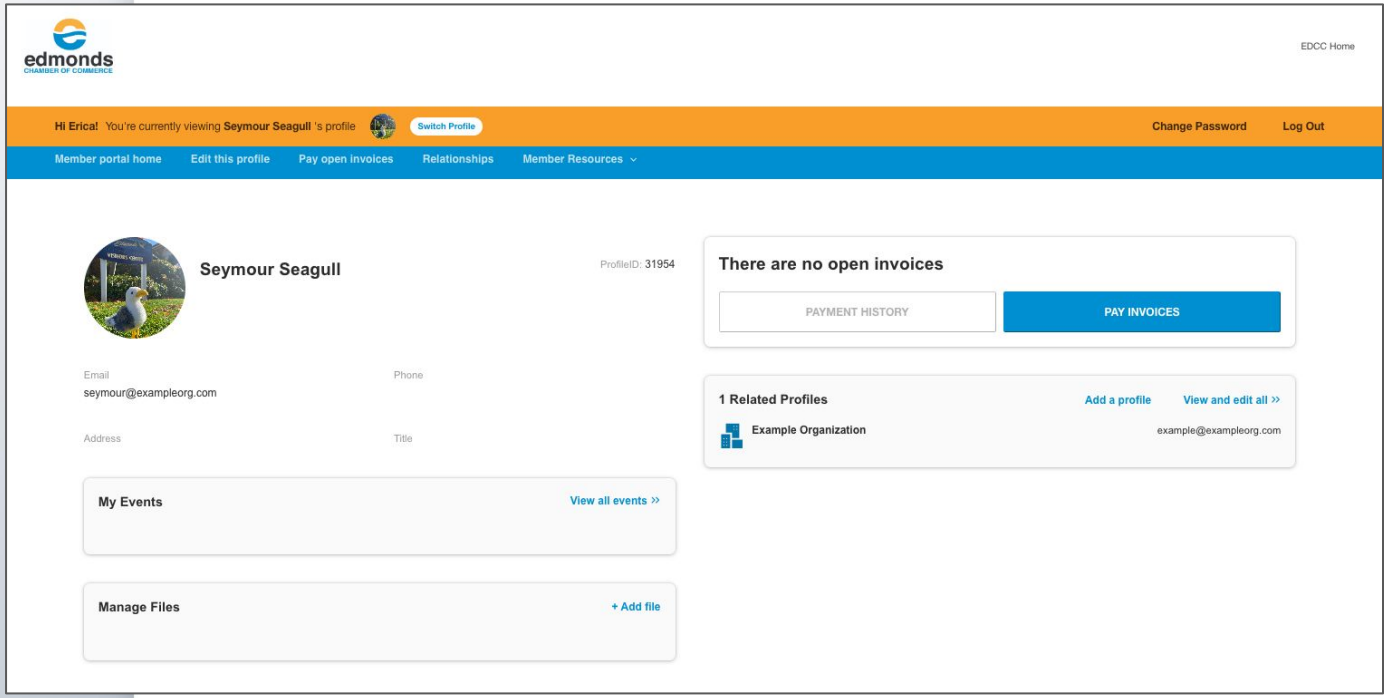
This guide will teach you how to log in and update your information, as well as take advantage of as many benefits as possible. The more you update and personalize your membership, the more value you will receive!



# Welcome to your new member portal.

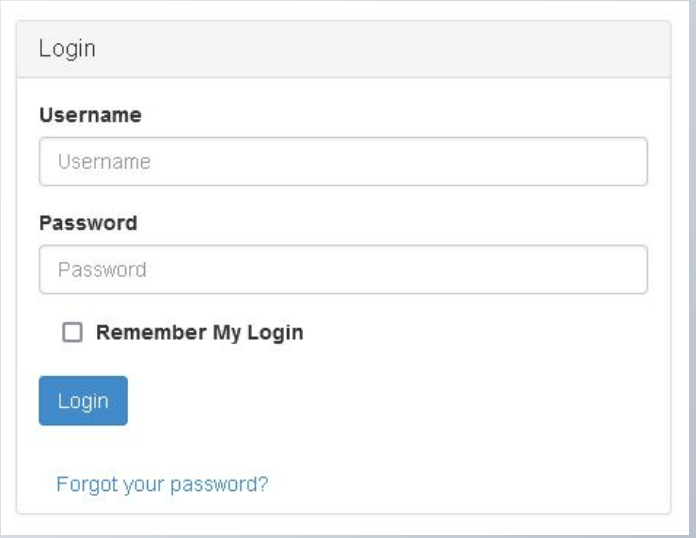
**What you can do here:**

- Update your contact information
- Update your organization's listing information (if you're the main contact or an editor)
- Pay invoices [as well as enroll in ARB (Automatic Recurring Billing)]
- Access members only content
- Upload media (company logo, staff pictures, directory photo gallery and video)
- Change your password



# Logging In

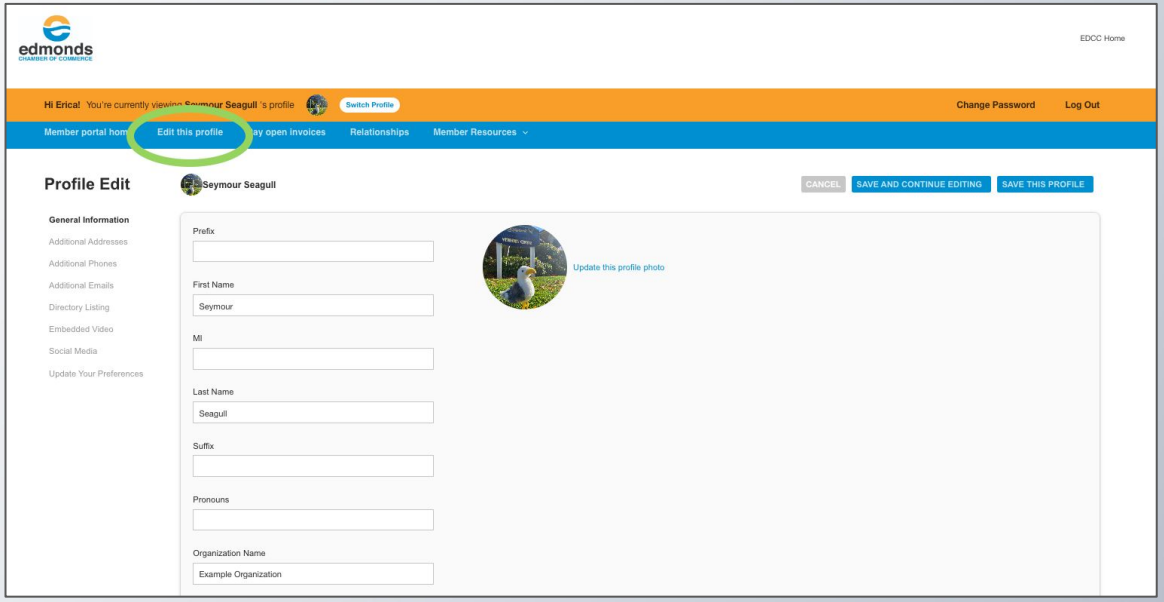
- You will need to use your username and password to gain access to our Members Only Area.
- **Your username is your email address. You will need to create a new password when first logging in.**
- To create a new password, or if you ever forget your password, click the ‘Forgot your password?’ link to receive an email with a password reset link



# Editing Your Profile

**This link will open a page that allows you to update much of the information on your profile.**

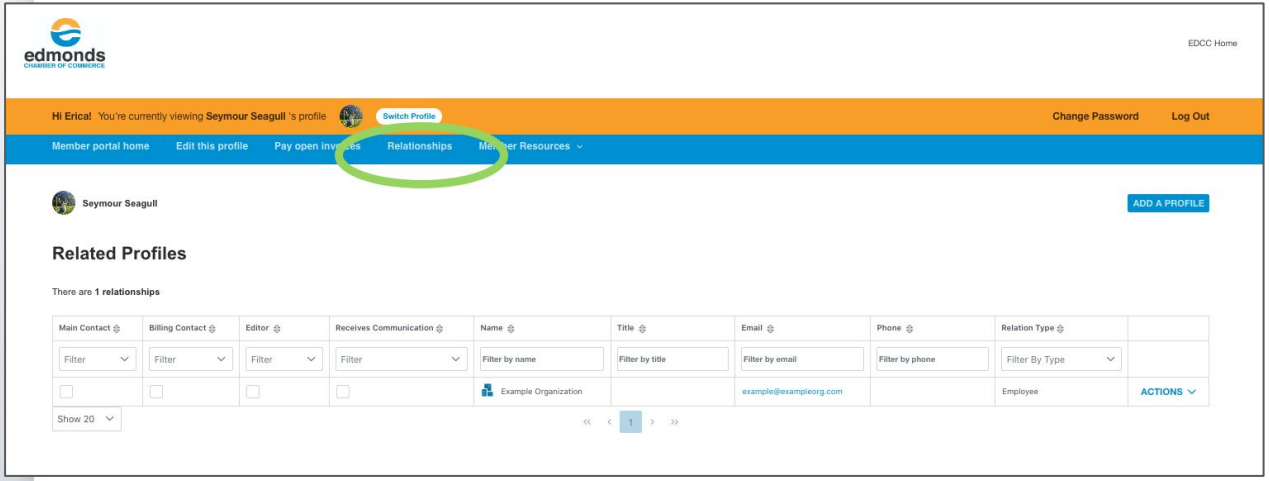
- Once you make changes, they are submitted for approval by chamber staff.
- If you have the right permissions, you can also edit the profiles related to your organization. Click “Switch Profile” to do this.




Keep your profile up to date to ensure we always have the latest information about you and your business.

# Relationships

- The Relationships menu item (and Related Profiles area of the home page) shows all profiles related to the profile you're editing
- You can add new staff or relationships, as well as update existing relationships such as marking staff as former or marking new editors or main contacts for organizations
- All updates you make are submitted for approval.
- Make sure to Save.



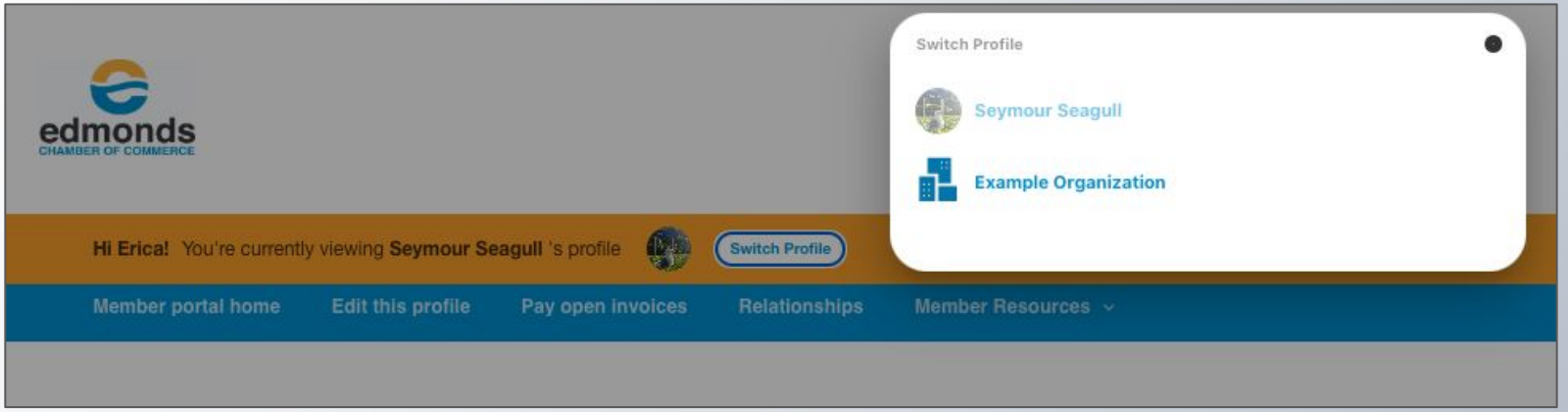

**Note:** This is one important difference between our old and new system. In the previous system, a member organization had one profile with one or more "reps" listed. In the new system, every individual has their own profile. Individuals' profiles are linked to the respective organization. Designated individuals will have Editor access to the organization's profile.

Chamber staff can assist with managing these relationships; just reach out if you have questions.

# Switching Profiles

- If you are the main contact or an Editor of related organization profiles, you will be able to easily switch the profile you are editing at any time.
- Make sure to save any edits before you switch to another profile!

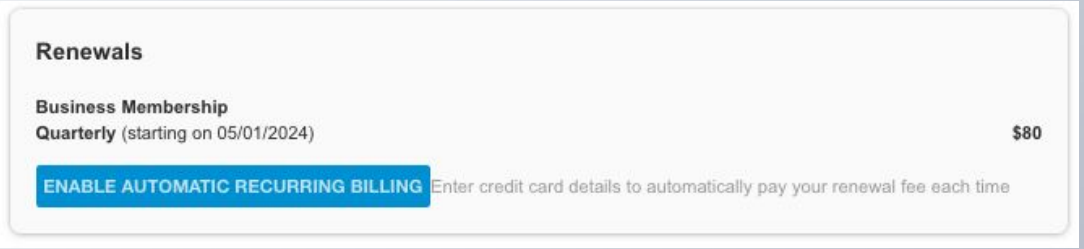
**Note:** This is a change from our old system. If you were expecting to have access to edit your organization's profile but are not seeing it, reach out to Chamber staff for assistance.



# Viewing Invoices and Renewal Information

- From the Members Only home page, Main Contacts and Editors can view all open invoices for their related profiles as well as renewal information.

- You can view Payment History and click to Pay Invoices, [as well as Enable ARB (Automatic Recurring Billing) even if you don’t have an open dues invoice]

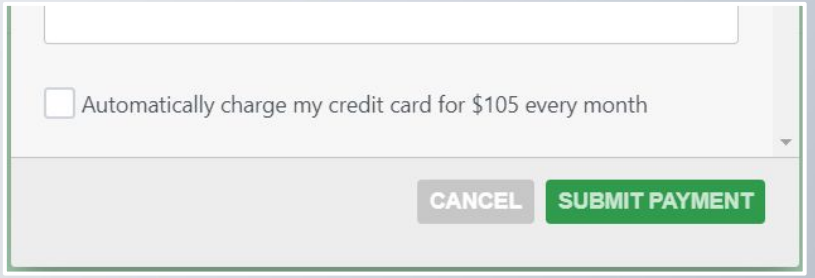


# Enabling ARB (Automatic Recurring Billing)

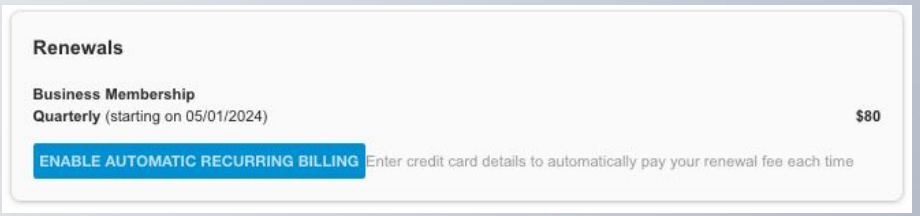
ARB (Automatic Recurring Billing) is *required* for memberships on a quarterly or monthly billing schedule.

If you are on an annual renewal schedule, you have the *option* of enabling ARB at any time for your convenience.

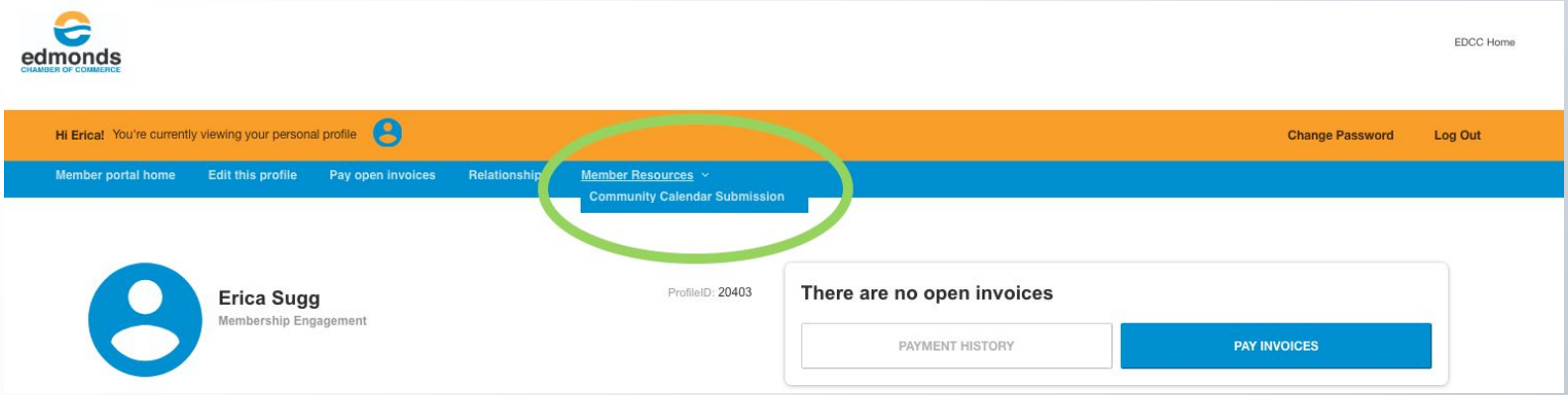
- If you have an open dues invoice, when you go to pay the invoice, there will be a checkbox on the payment details screen allowing you to opt in to ARB.




- If you do not have an open invoice, you can enable ARB from the Renewals section of the Members Only home page.



# Submitting Calendar Events & Additional Resources



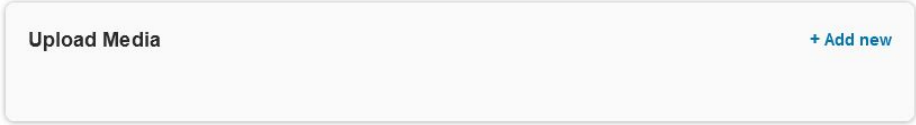

- You can access members only content and resources under the Member Resources link in the top navigation menu.
- This is where you can submit events for the Community Calendar.
- Additional resources may display depending on your organization affiliations or membership level.

# Uploading media

You have the ability to upload logos, pictures, and documents directly to your account, as well as images and videos for your directory listing.

Our Online Member Directory can display images and videos on your listing. When accessed, this section of your members-only area will allow you to upload this media directly to your listing on the directory, so you can promote yourself as best as possible.

**Click the '+ Add new' button to add new content!**

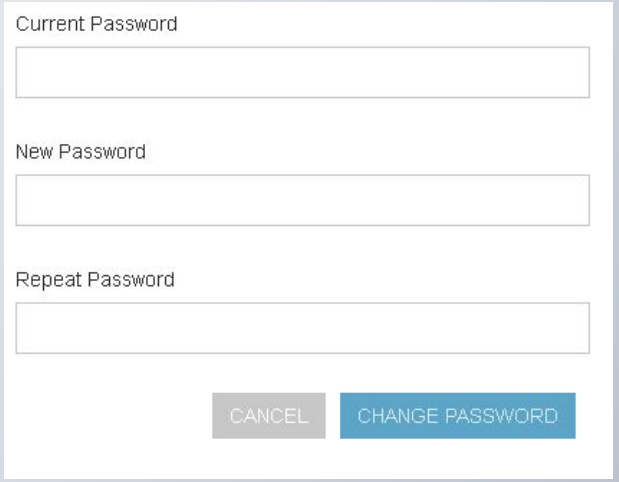



**Note:** Any media you uploaded before this transition did not transfer. You will need to upload your logo, pictures, and any other media to the new portal.

This is a good time to make sure you have high-quality image files of your company logo!

# Changing your password

- Parts of our website are restricted to only be used by members and their approved employees or related profiles. You can change your password at any time on the top right menu of the Members Only page.
- Once you have a username and password, you can use it to access any members-only or restricted items, like event discounts and other self-service items we offer.



# Returning to the main Edmonds Chamber website

- You can return to the Chamber website by clicking “EDCC Home” in the upper right hand corner of your browser.
- Our main website is where you can find all public resources like the business directory, upcoming event information, and more.

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