Member Portal Guide

St. Paul Area Chamber

MAKING CONNECTIONS THAT COUNT

A Member's Guide to the Members-Only Area

As a member of the St. Paul Area Chamber, you have access to self-service and exclusive benefits that only members and their employees can take advantage of.

To ensure only members receive these benefits, these areas of our site require a valid log in.

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 from your Chamber membership.

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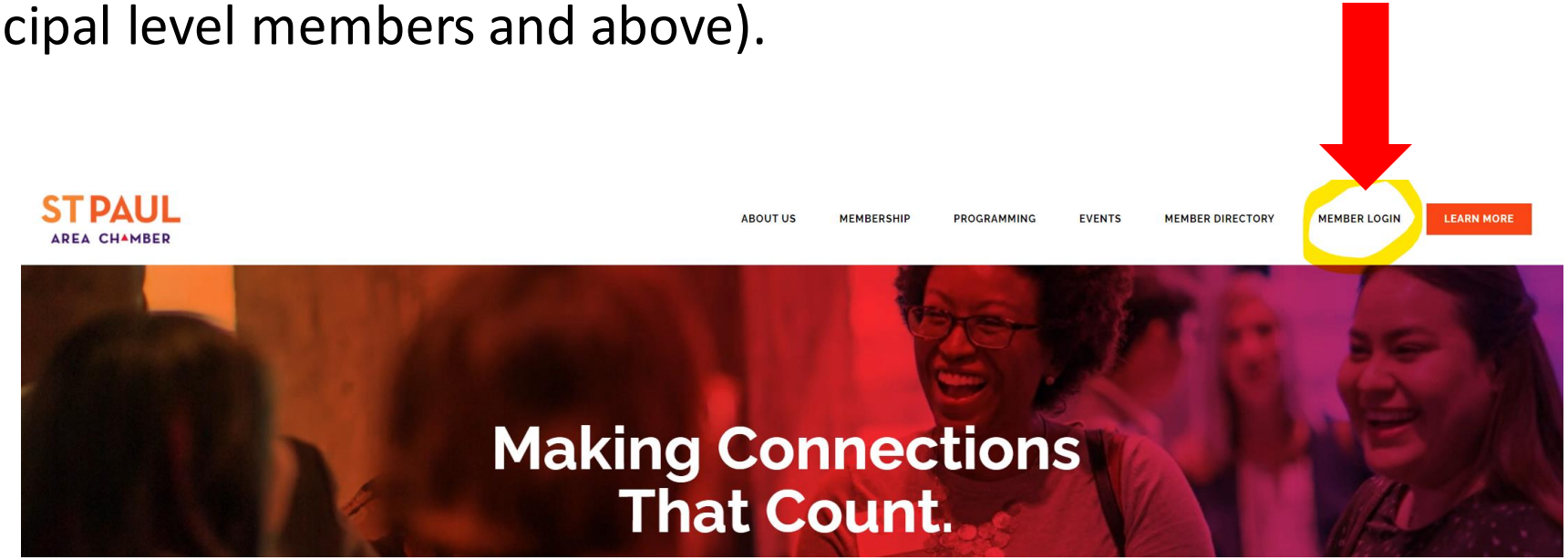
- Many of our events offer exclusive discounts for members and their employees.
- Make sure to log in to your account before registering to make sure you receive your member discount.
- You can also access your **Event Passes** that may part of your member benefits (available to Principal level members and above).



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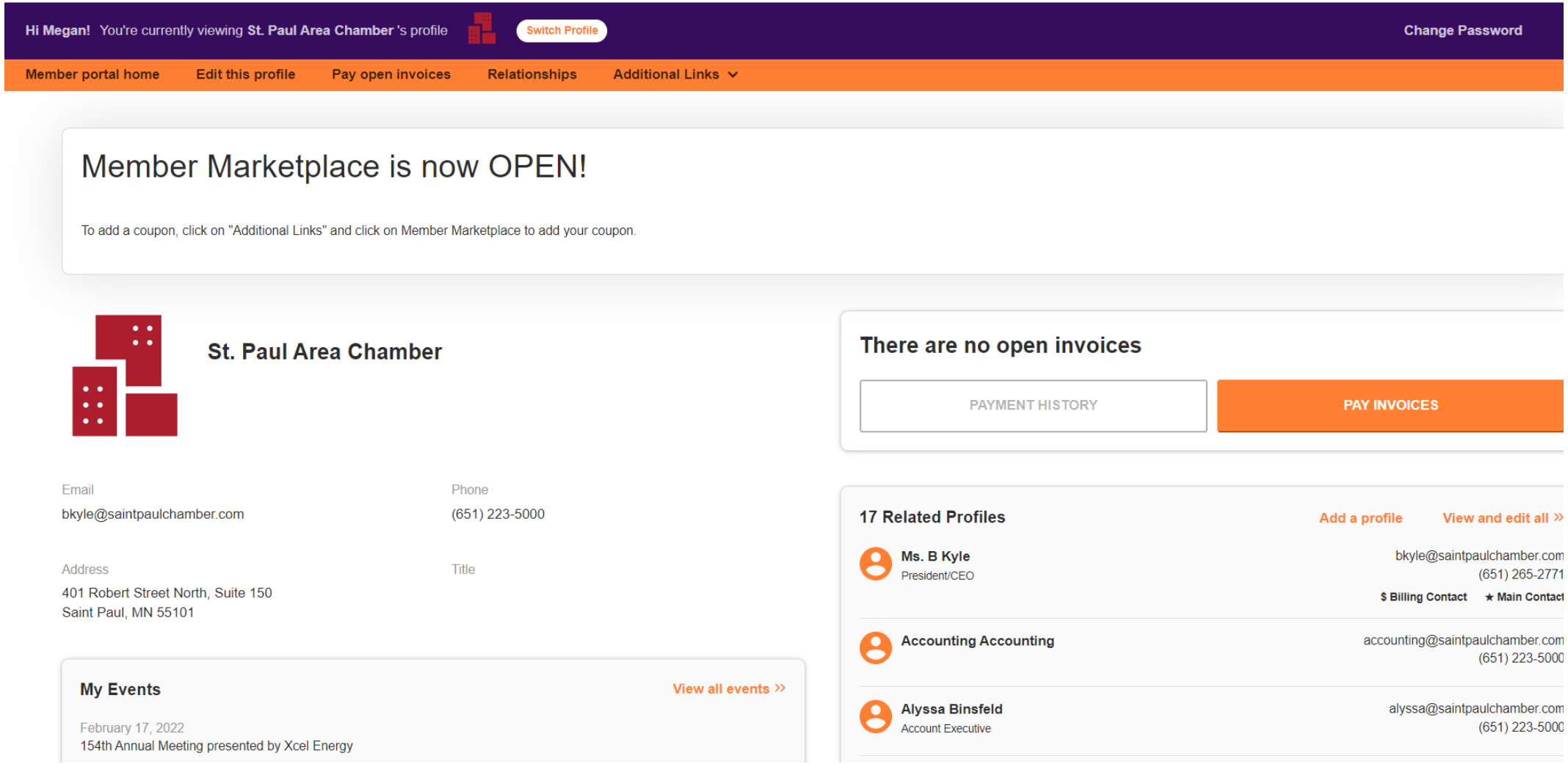

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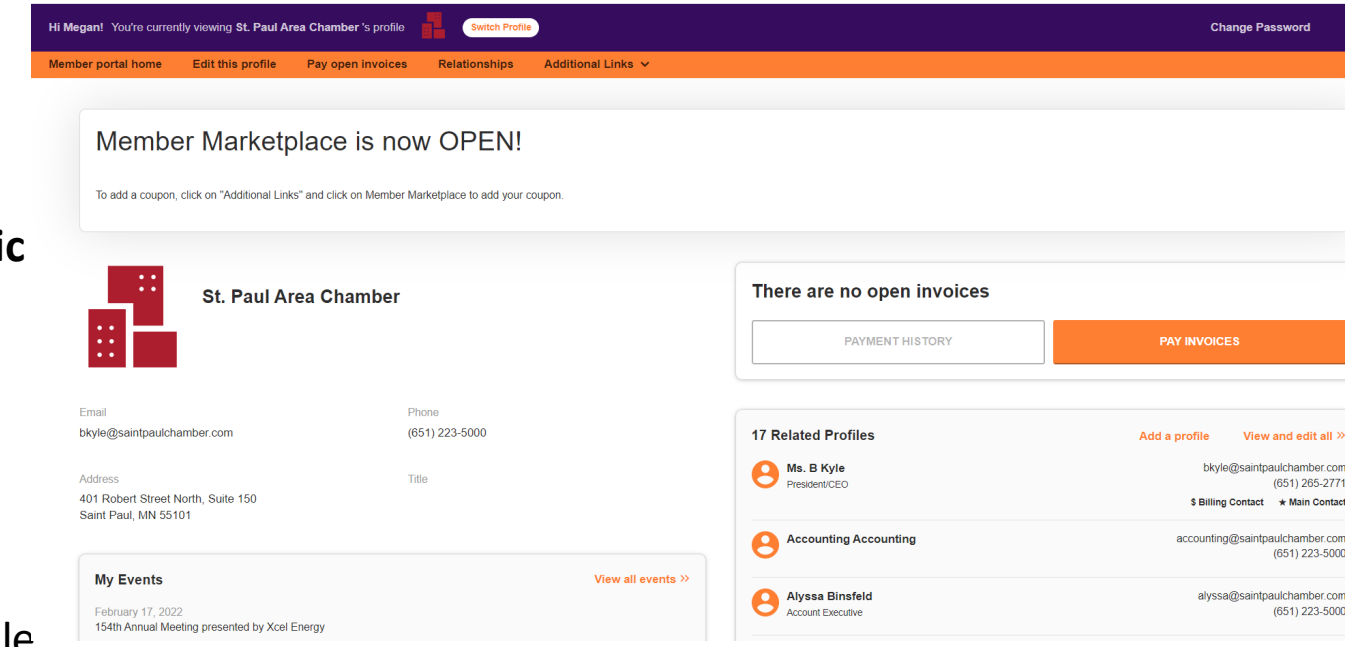
What can I do here?

- **Update your contact information** (plus organization information if you're the main contact or an editor).
- **Pay invoices** for any related profiles (main contacts/editors). You can also now **enroll in Automatic Recurring Billing (ARB)** if you choose.
- **Access members only content**.
- **View your benefits**.
- **Upload media** (company logo, staff pictures, directory photo gallery and video) depending on what is available for your membership level.
- **Change your password.**



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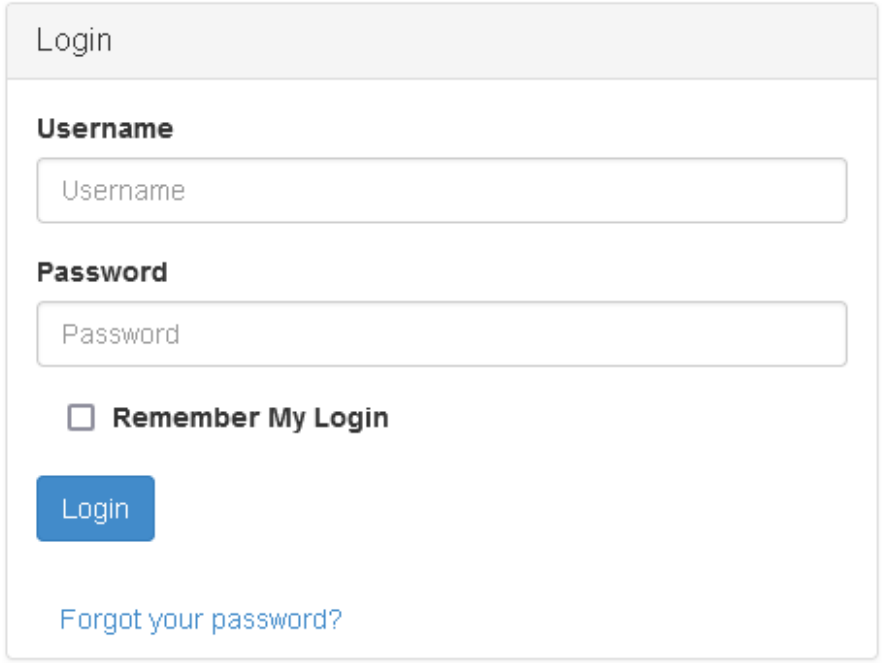
Log in to take control of your membership

- You will need to use your username and password to gain access to the private Members Only Area, or to receive special discounts on event registrations.
- If you ever forget your password, click **Forgot your password** to receive an email with a password reset link.



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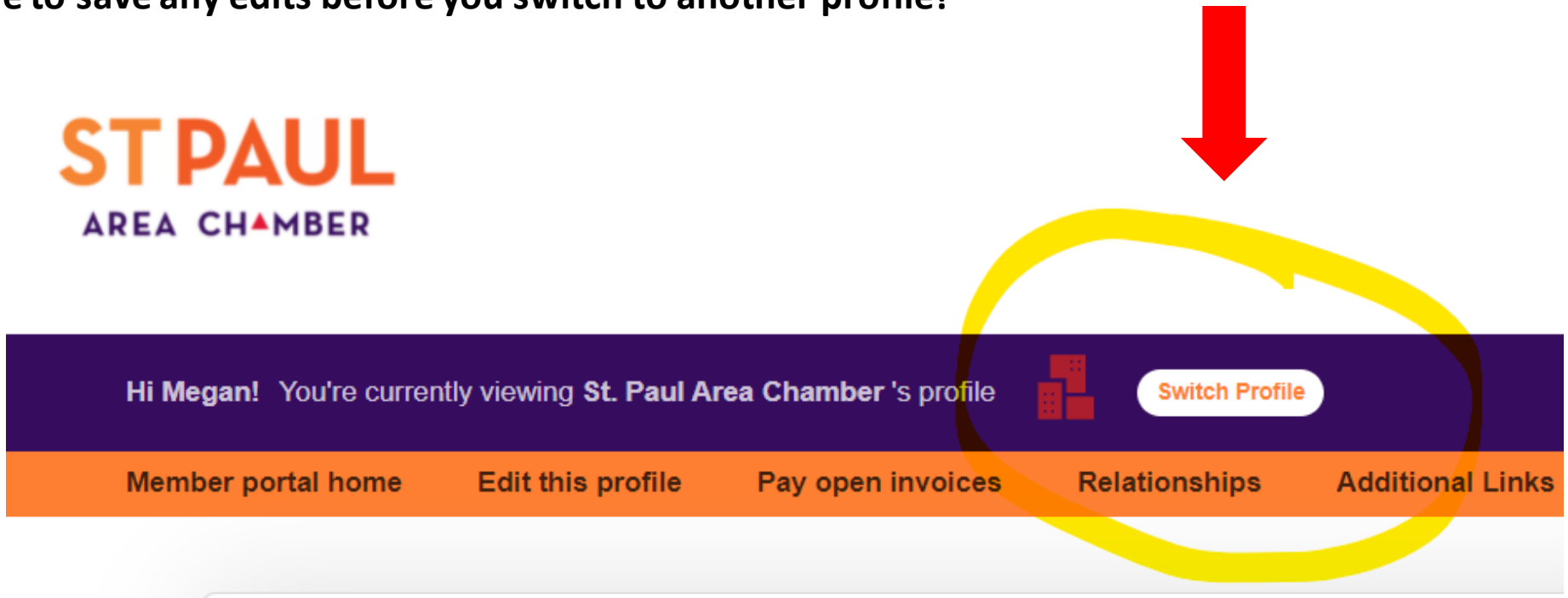
Switch Profiles

- 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!**



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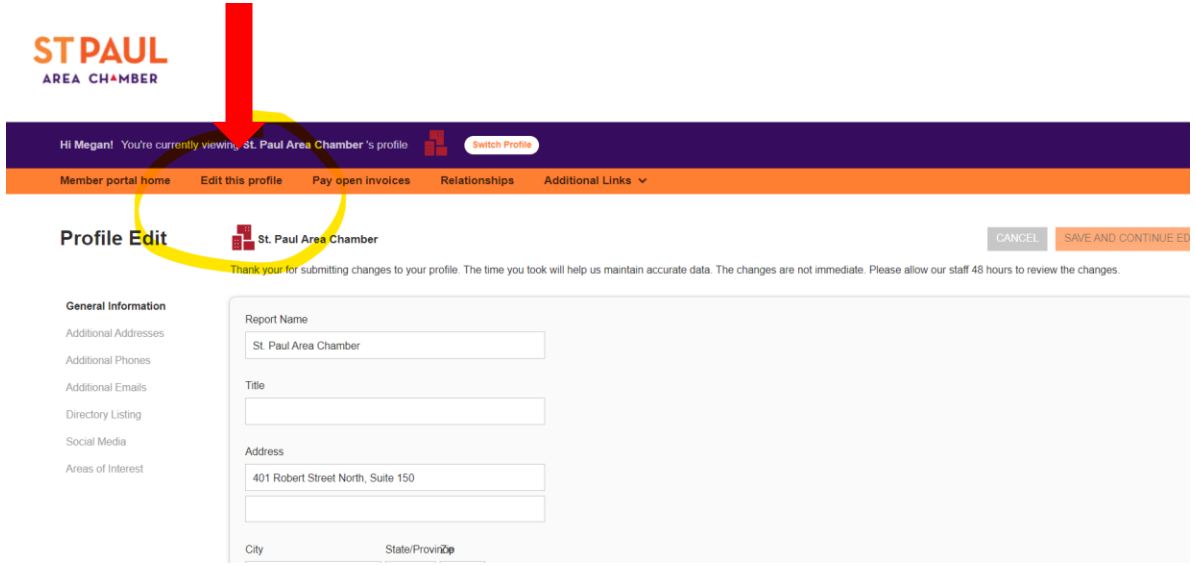
Edit this Profile

- This link will open a page that allows you to update much of the information on your profile. If you are an Editor for your related organization(s), you can click Switch Profile at any time to edit additional profiles. This helps us ensure we always have the latest information about you and your business.



You can edit the following information:

- Name, address, and other basic contact information
- Directory Listing category and descriptions
- Demographics, and Areas of Interest
- Social media accounts

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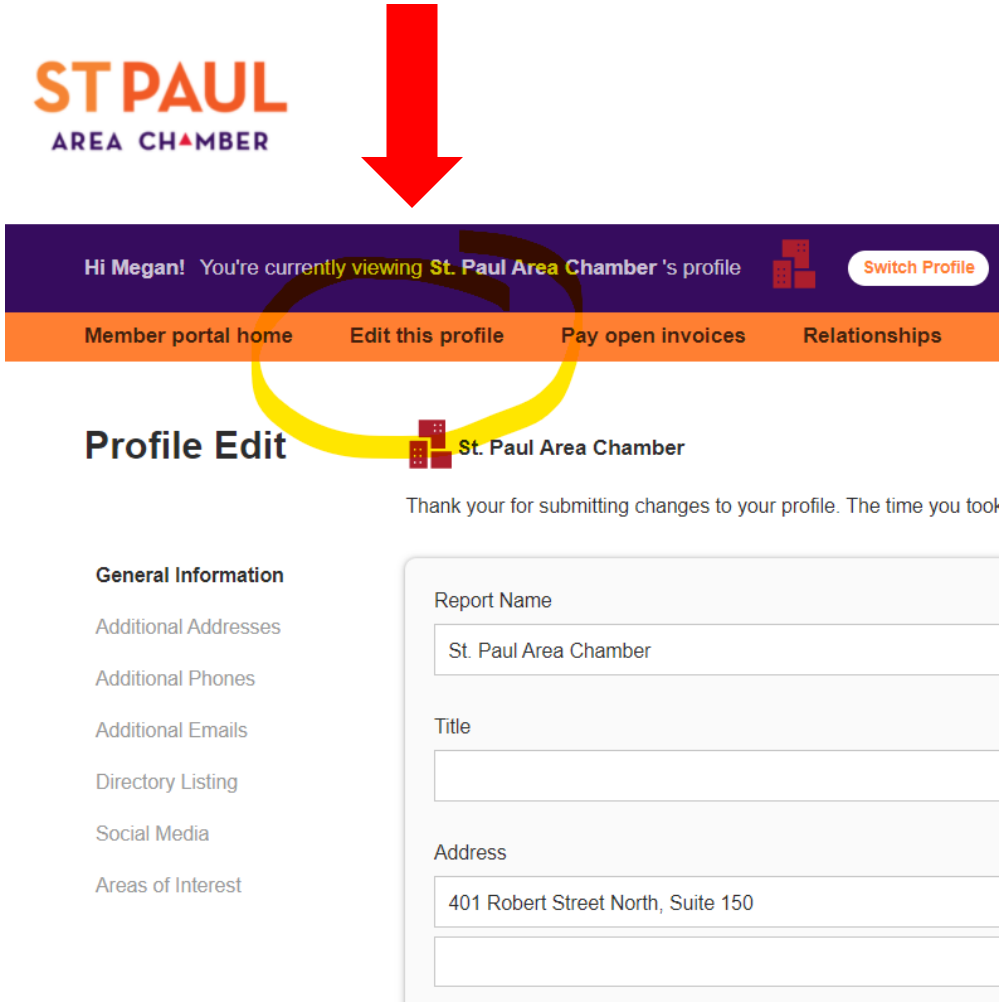
Edit this Profile

- You can edit your personal profile.
- Only staff marked as Main Contact or Editor can edit their related Organization(s).
- If you have editor permissions, you can also edit the profiles related to your organization.
- NOTE: Make sure to change the status of employees who leave your organization to "former employee".
- Once you make changes, they are submitted for approval by our staff. **Please note, profile changes may take up to 48 hours to be approved and activated.**



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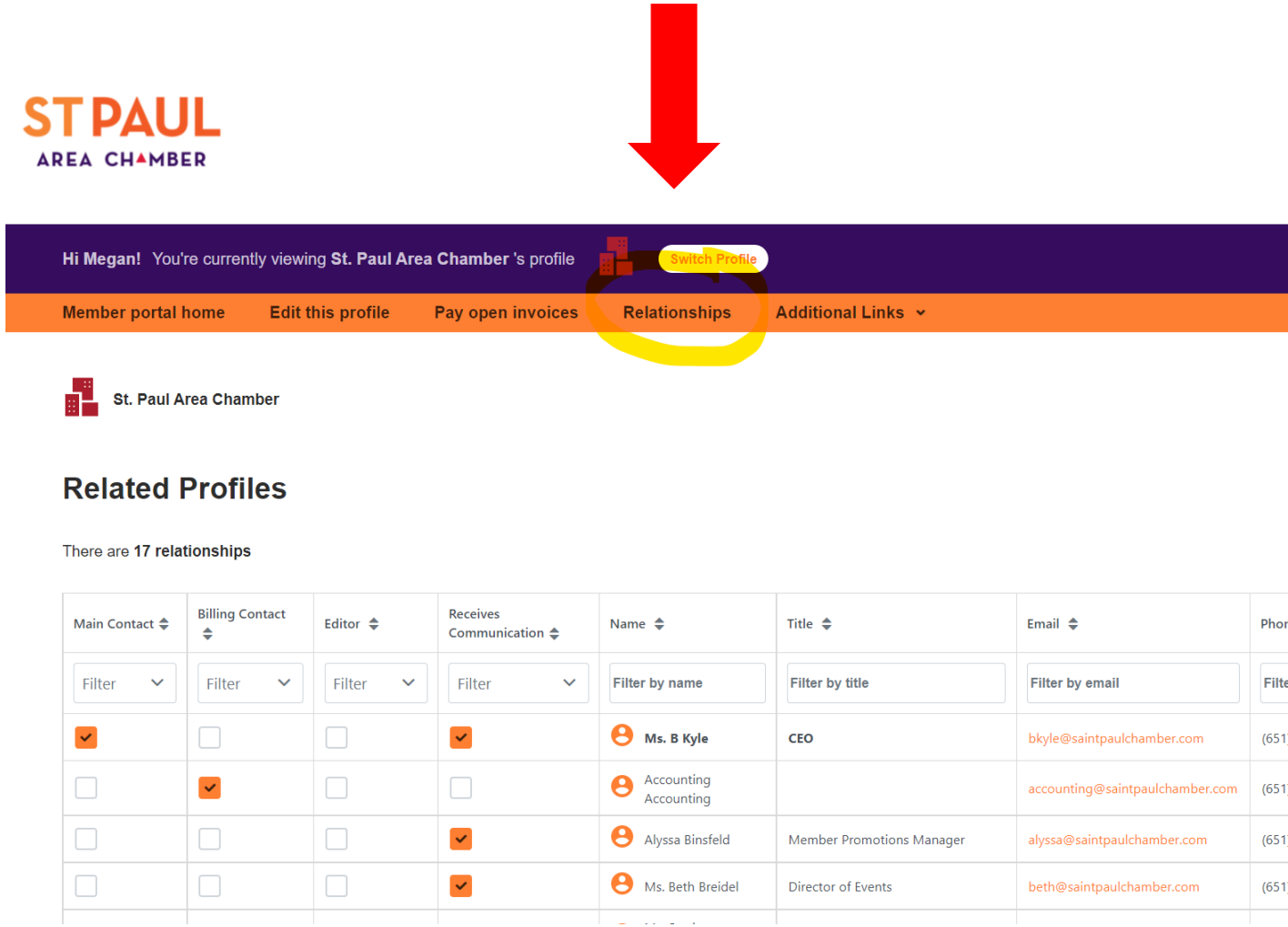
Relationships

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. **NOTE: Changes may take up to 48 hours for review and approval.**

- **Make sure to save any changes!**



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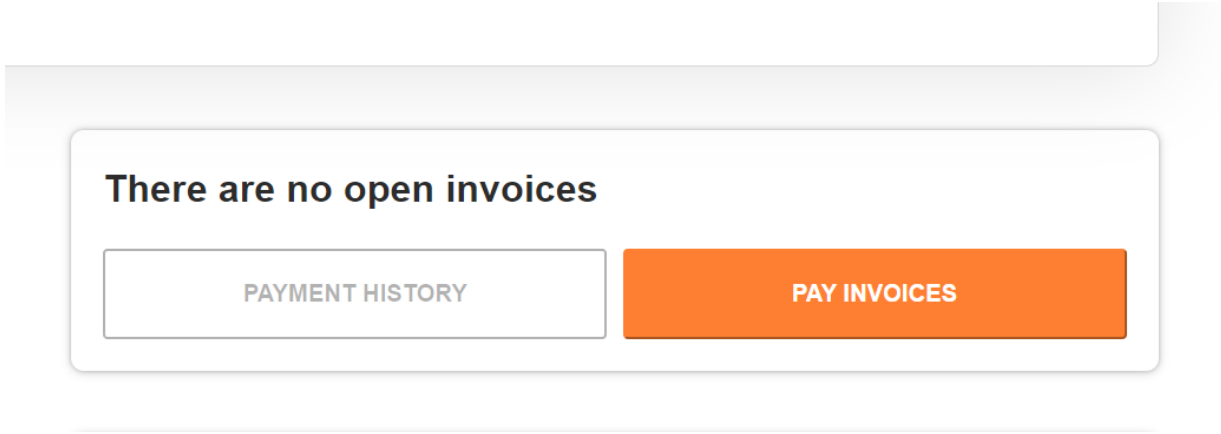
View invoices and renewal information

- 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 for membership dues) even if you don't have an open dues invoice.



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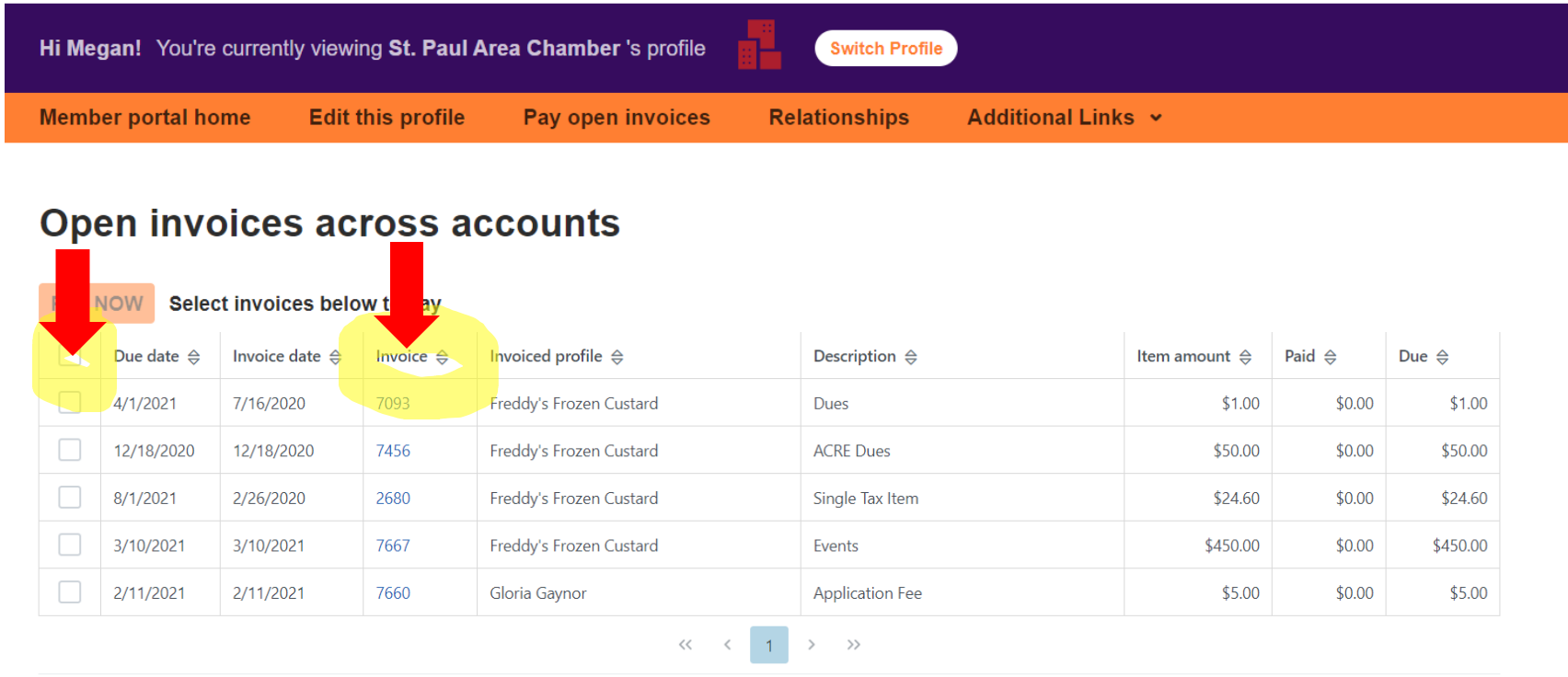
View invoices and renewal information

- **Click Pay Open Invoices** from top Navigation menu or the Pay Invoices button on the right side of the home page.
- Main Contacts and Editors will see company invoices, other staff will view only invoices connected to their individual profile.
- Select any invoices you would like to pay by checking the box in the first column.
- **To print an invoice, click on the Invoice Number link.**



Due date	Invoice date	Invoice	Invoiced profile	Description	Item amount	Paid	Due
4/1/2021	7/16/2020	7093	Freddy's Frozen Custard	Dues	$1.00	$0.00	$1.00
12/18/2020	12/18/2020	7456	Freddy's Frozen Custard	ACRE Dues	$50.00	$0.00	$50.00
8/1/2021	2/26/2020	2680	Freddy's Frozen Custard	Single Tax Item	$24.60	$0.00	$24.60
3/10/2021	3/10/2021	7667	Freddy's Frozen Custard	Events	$450.00	$0.00	$450.00
2/11/2021	2/11/2021	7660	Gloria Gaynor	Application Fee	$5.00	$0.00	$5.00

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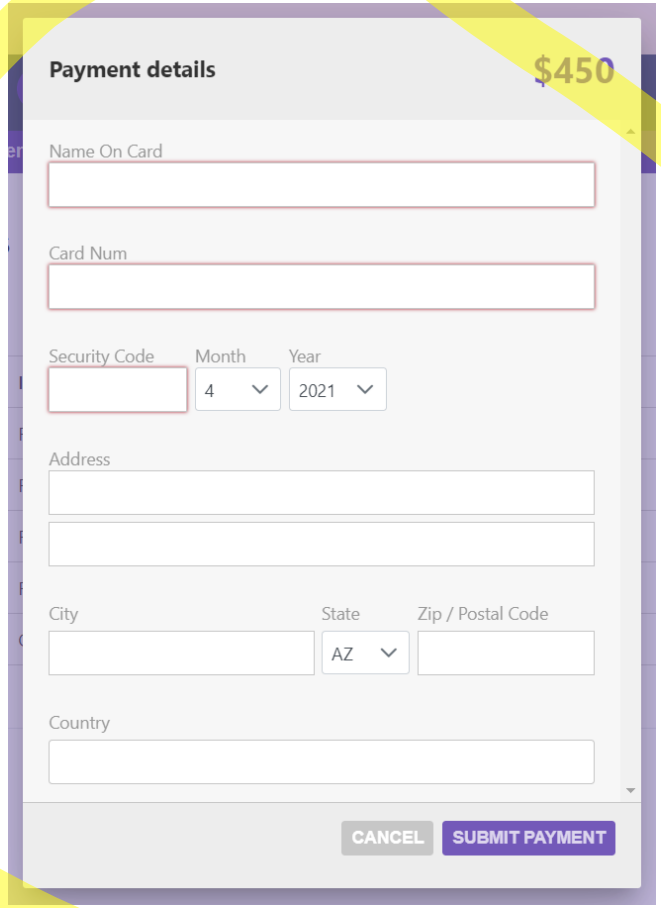
Paying invoices

- Once you select an invoice/invoices to pay, you will see a **Payment details** pop up screen, where you will enter your credit card and address payment information.
- If you would like to be automatically charged on your renewal schedule, you will see a checkbox above the Submit Payment screen detailing the amount and when you will be charged (annually, quarterly).



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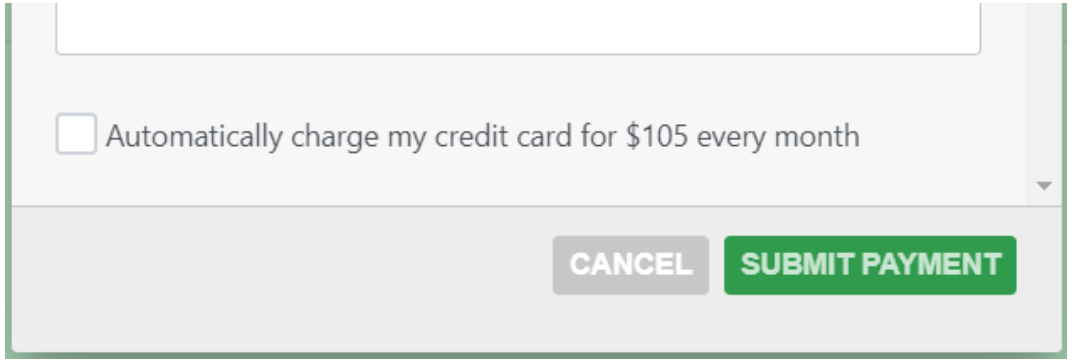
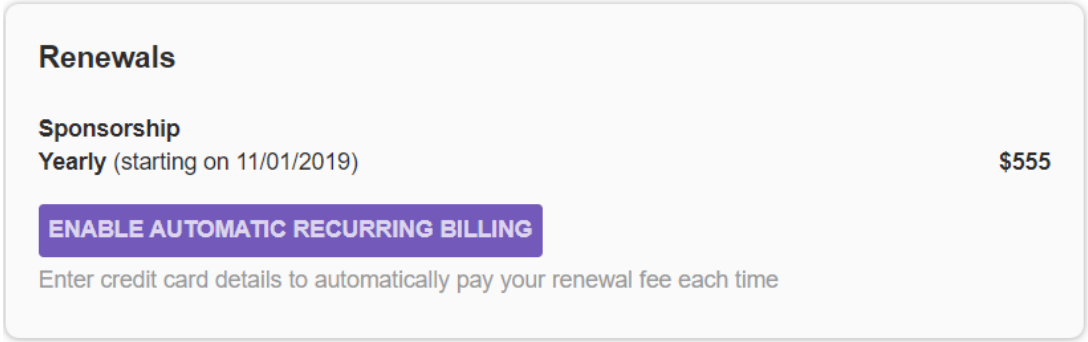
- If you would like to have your credit card charged automatically for membership on your membership schedule, you can Enable ARB (Automatic Recurring Billing) at any time.

- 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.





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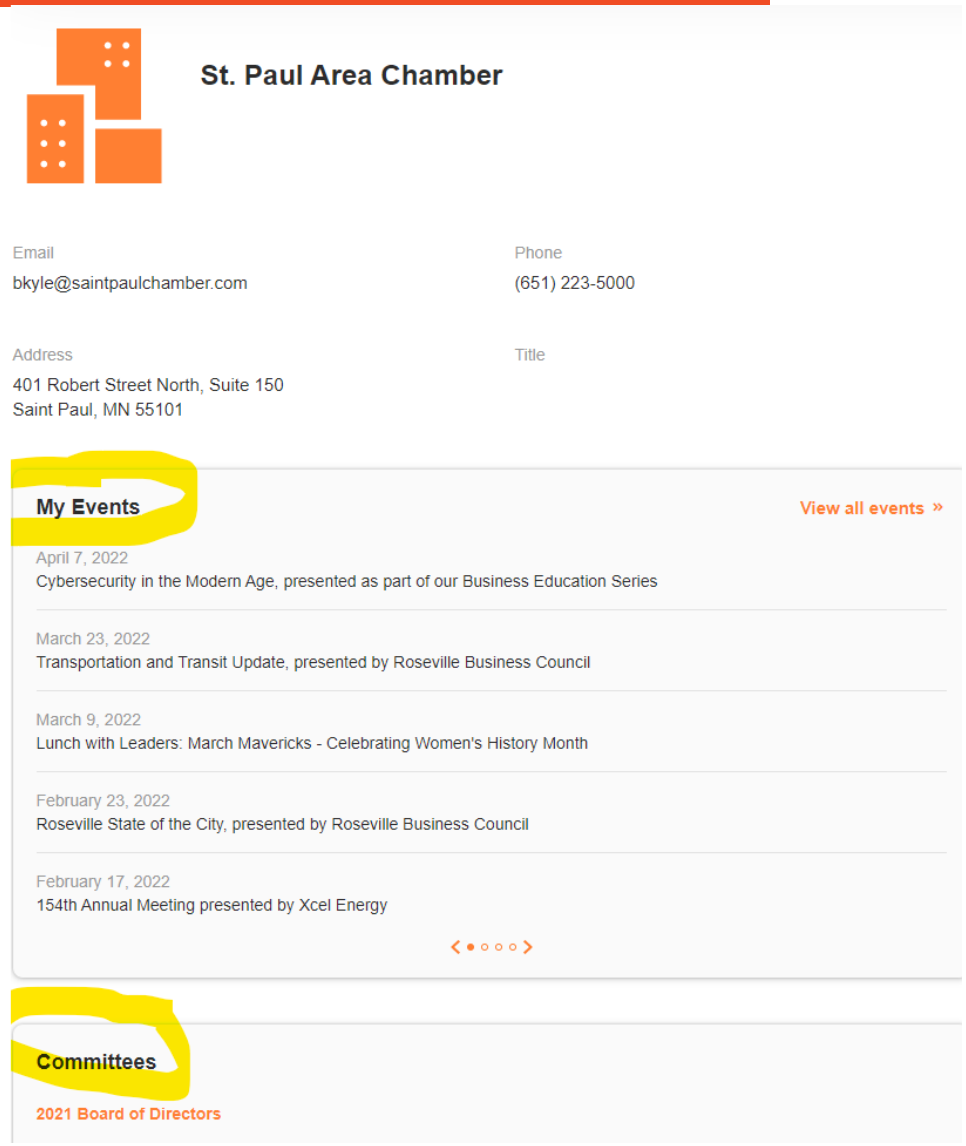
View benefits, committee involvement and recent activity

- From the **home page** of your profile and any related profiles (for main contacts and editors), you can view **event history**, **committee involvement**, and **member benefits**.



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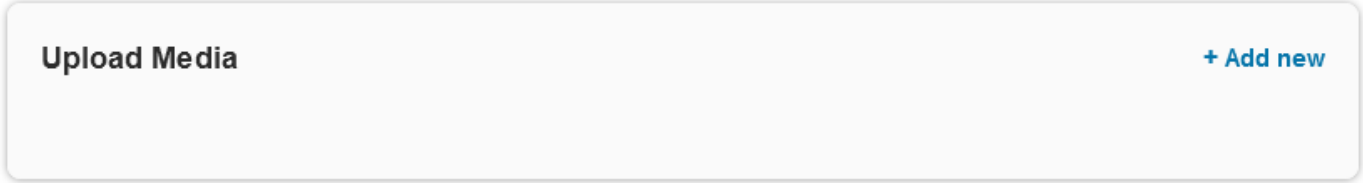
Upload Media (located below Committee listings in your portal)



- Member benefits for Principal and above levels allow you to upload logos and pictures directly to your account, for your directory listing.

- Our Online Member Directory can display images and videos on your listing, depending on your membership level. 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.

- If you have a Principal member level or above, the images or video will display automatically on your directory listing; if you don't have this member benefit, it will not appear and will be stored in your profile.

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

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Check out other areas of our website

- Make sure to review your **Directory Listing** to ensure your company information is correct.
- Become active in Member Marketplace and advertise discounts/specials for other Chamber members.
- Sign up for our Chamber newsletter
- View our Event Calendar for upcoming events

Questions? Our membership team is happy to help answer further questions!

Alyssa Binsfeld
Membership Promotions Manager
Alyssa@stpaulchamber.com

Tong Thao
Relationship Manager
Tong@stpaulchamber.com

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