



Nonprofit Connect Membership Management System Instructions

On August 10, 2011 Nonprofit Connect launched its new Membership Management System that changes how everyone interacts online with the organization in regard to your membership and event registration, as well as payment for job postings.

These changes enable Nonprofit Connect to streamline the delivery of the benefits of our new membership structure. In addition to simplified registration procedures (such as prepopulating your contact information into forms), our new membership database platform gives you the ability to:

- Manage your contact information and password.
- See a record of your purchases and print duplicate receipts.
- Track your training for continuing education purposes.
- View your event registration history.
- Join or renew your membership.
- Register for upcoming events.

Members have access to “Members Only” benefits, and Visitors are still able to access the site to learn more about Nonprofit Connect and register for events.

What is different?

- If you work for a Nonprofit or Business that has an organizational membership, that Nonprofit or Business is the member of record. As long as you work or volunteer for them, you receive the benefits of their membership. It will be up to your organization’s Primary Contact to keep their list of users current.
- Each time you visit www.npconnect.org, you will need to log in to register for an event or gain access to member resources. This applies to members and non-member alike. This interaction will be done through a new log-in page on www.npconnect.org.
- All registrations and payment transactions will be conducted through a new Online Store.

What do I do?

- Check to see if your primary email is recognized by the system by logging in at www.npconnect.org/page/login/. Enter your **primary email address and initial password of ‘Password1’**. If your email is in the system, you will be prompted to change your password to something else with at least 6 characters.
 - Once you have logged in, you can always click on “My Profile” to check your membership status and indicate your account preferences.
 - You will want to log in every time you visit www.npconnect.org so you can always access your custom member benefits (including correct registration pricing, member-only access, and event history).
 - If you are interested in staying connected with Nonprofit Connect, subscribe to our electronic newsletter, the *Link Weekly*, by [signing up here](#).

- If your email is not recognized by the system, please complete the New Visitor Registration on the log-in page of www.npconnect.org/page/login/
 - **If your organization is a member and you are logging in for the first time**, please choose the “Create Account & Enter Your Organization Info” option after you enter all of your contact info and account preferences. This will take you to a screen where you will see your organization’s name. Be sure to select your organization and click “Continue.” You will then need to choose the “I am an Employee” item at the end of the registration form (even if you are a volunteer). These last two steps are important so your information gets linked to your organization’s membership and you receive all of the benefits of that membership level.
 - If your organization is a member but has a generic email address (i.e. @gmail.com, @kc.rr.com) instead of a unique email address (i.e. @npconnect.org), this automatic link up is not possible. Your organization’s Primary Contact will need to contact Amy Mulligan Kennedy at akennedy@npconnect.org with a list of all eligible staff/volunteers to link to your organization. Please go ahead and complete the New Visitor Registration, knowing that your benefits will not activate until this manual link up has been completed.
 - **If your organization is NOT a member**, please choose the “Create Account” option after you enter all of your contact info. This will enable you to quickly register for events, purchase a membership, track your events, etc.
 - Once you have logged in, you can always click on “My Profile” to check your membership status and indicate your account preferences.
 - You will want to log in every time you visit www.npconnect.org so you can always access your custom member benefits (including correct registration pricing, member-only access (if applicable), and event history).
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If you have any comments or concerns, please email Amy Mulligan Kennedy at akennedy@npconnect.org or call 816-235-5528. We appreciate your patience while new functions are being implemented. Meanwhile, your comments about this new system are welcome. As always, we appreciate your ongoing support of Nonprofit Connect.