

## Online Membership FAQ's

### Current Arden Club Members

All current Arden Club members now have an online membership account. The new membership platform affords you many advantages – no more forms to fill out, no more checks, postage stamps, or trips to the post office. You can review and make updates, and renew online - in fact once you've set your payment method your membership will automatically renew (you can choose to opt out of automatic renewal if you choose).

#### **Do I have to use the new electronic membership system?**

No, you can still renew your membership the way you always have, fill out the membership form and mail it with your renewal check and we'll take care of the rest.

If you have an account, read the sections below.

If you are a current member but didn't receive an email from the Arden Club with the subject line "Exciting News! Manage Your Arden Club Membership Online", follow the instructions in the "**I'm a current member but I didn't get an email from the Arden Club**" section below.

#### **How do I access my electronic membership information?**

Although you have an online membership account already, you first have to 'claim' your account. In the email you received click the "View Membership" button. Follow these steps;

1. An email will be sent to you to reset your password, click the link and choose a password.
2. When you log in with your email and your new password you will be taken to your membership account page.
3. That's it, your done! Read the next section to learn more about your membership account page.

### Your Membership Account Page

#### **Introduction**

Your membership account page contains all the information you provided in the membership form you sent us. In some cases, because of the nature of the old membership form we may not have everything.

#### **Do we have it right?**

Check that all the information is correct for you and each member of your membership (Dual and other group memberships), click "Edit Membership" to correct or add missing information.

#### **Why don't I see all the names of the people that are part of my membership?**

You may have joined at the Dual, Household or a Pathways level but, because of the nature of the old paper forms, only provided your name, and there are others your household who you want to be included in your membership. To add more members to your membership, click "**Group Registration**" on the right above your membership information. From there you can add more members to your membership by clicking the "**Add Members**" button. Add more members to your membership by repeating this process.

### **Join Date, Expiration Date and Renewing**

Above the member information you will see the joined date and expiration date. The joined date for existing members reflects the date the new membership system imported data from the old system, it doesn't reflect when you actually joined.

The Expiration date is correct. 30 days prior to the expiration of your membership you will be sent an email reminding you that your membership will be automatically renewed. You can change from automatic renewal to one-time renewal when you pay for your membership by doing the following;

1. Select "Renew Membership" next to the expiration date
2. Above the "Pay Now" button, click on "Switch to one-time"

Automatic renewal will now be disabled and when your membership expiration date is reached you will receive an email reminding you that you will need to renew your membership 'manually'. Follow the directions in the email to pay for your renewal.

### **How can I change my Membership Level?**

At this time, only members at the Single Level can change their membership level. At the time of renewal, you can change your membership level from what it currently is to any other level. Follow these steps;

1. Log into your membership account
2. Select "Renew Membership" next to the expiration date
3. Above the "Pay Now" button, click on "Switch Membership Type"
4. Choose which Membership Level want to change to and you'll pay at the rate of the new level you've switched to.

If you are a member at the Dual, Household, or Pathways level and wish to change your membership level email us a [member@ardenclub.org](mailto:member@ardenclub.org) with your request before your renewal date. \*

### **I'm a current member but I didn't get an email from the Arden Club**

There are several reasons why this may be the case.

1. When you joined no email address was provided on the membership form
2. The email address we have on file is old or not used any longer
3. The email address on the form was illegible or inputted incorrectly

Send an email to [membership@ardenclub.org](mailto:membership@ardenclub.org) with the email address you want to be associated with your membership account, we'll update your information and send you an email with directions on how to access your membership account.

\* This restriction is intended to prevent one member of a group from changing their group membership level without the knowledge of other group members.

## **New Arden Club Members**

The Arden Membership platform is a simple and easy way to become a supporting member of our organization.

Go to Arden Club website [ardenclub.org](http://ardenclub.org) and click on “Join” in the top menu. Click on “Become a Member” and you’ll be taken to our membership portal. Select the Membership Level you wish to join at and fill out the form, pay with a credit card of your choice and that’s it! All memberships are one year and renewable.

### **Important!**

In the case of all levels above Single, the first person you enter in the form will become the account ‘owner’. It’s important that you enter a valid email address for this person, they will receive renewal reminders, payment confirmations, and other email communications. Don’t worry, we won’t clog your inbox with unnecessary spam. Entering emails for other members of your group is optional but if provided will allow them to create an account and log in to their account.

### **Membership Levels**

Single, Dual, and Household membership are explained on the Membership Options page. Supporting the Arden Club at any of the Pathways Levels is much appreciated. The ‘bonus’ items listed in the various Pathways Levels are a token of our appreciation, a Thank You letter and gift coupons are mailed to you 2 – 4 weeks upon joining.

## **Additional Form Information**

In addition to the usual name, address, email, etc., information there are two additional pieces of information we need.

### **Select how you would like to receive the Arden Club Monthly Calendar (choose one!)**

As a member you have the option to receive the monthly Arden Club Calendar either in the US Mail, in your email inbox (as a PDF), or not at all if you choose to. Most users choose to receive the Club Calendar in the US Mail so they can read it at their leisure. If you choose to receive it the mail, make sure you fill out the Mailing Label Name Line.

### **Mailing Label Name Line - (e.g. John Smith or Smith Family or Smith/Jones Residence)**

As a member you will receive the Arden Club Calendar, a monthly newsletter with announcements and information about upcoming events. Fill out the box with how you would like the first line of the mailing label to appear. Single level it would just be your name, or (last name) residence. Dual and above it could be however you wish, see the examples in the field title. Limit the Name Line to 30 characters please.

We hope you will find this information useful and enjoy the benefits of having the Arden Club online membership system. If you have questions please contact us at [membership@ardenclub.org](mailto:membership@ardenclub.org).

Thank you  
Arden Club Membership Committee