

# A Guide to AHEPA Online Membership

## Presented by

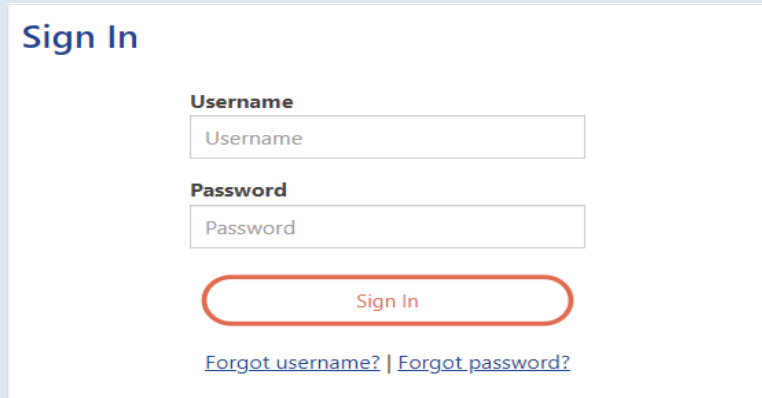
Rosalind N. Ofuokwu, MBA-Director of Membership

- Review of key membership portal functions
- You will learn how to:
  - ✓ Sign-on as first-time user
  - ✓ Manage personal account
  - ✓ Manage chapter/member account (**for assigned chapter officers only**)
  - ✓ Chapter dues payment (**for assigned chapter officers only**)
  - ✓ Download reports (**for assigned chapter/district/national officers only**)
  - ✓ Join New Member online

**IMPORTANT INFORMATION: ONLY assigned Chapter Officers can pay for their members' dues online at this time.** Individual members however can view/download their membership card and manage their account profile

# Q. HOW DO I ACTIVATE MY ACCOUNT

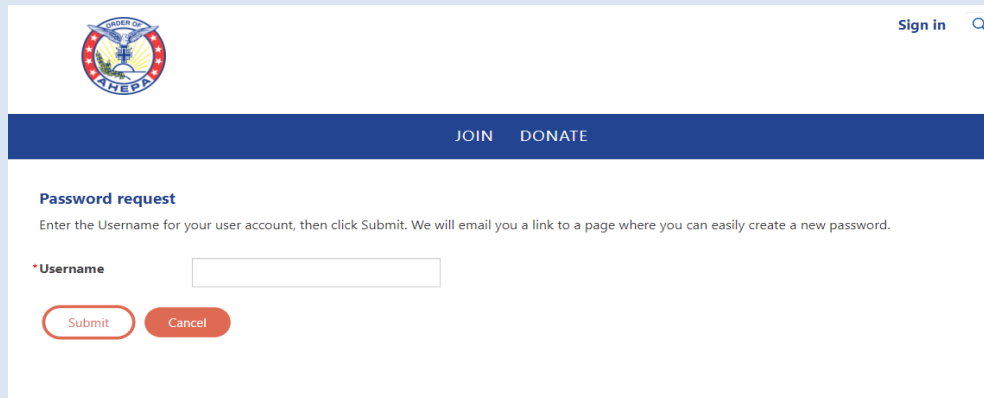
- Go to <https://members.ahepa.org>
- You will be routed to the Sign-in Membership Home Page – see below screen shot
- Activate your account by clicking on “Forgot password” Link



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Username** label above a text input field containing the placeholder text 'Username'.
- Password** label above a text input field containing the placeholder text 'Password'.
- A red-outlined button labeled **Sign In**.
- Two blue links: [Forgot username?](#) and [Forgot password?](#)

- A dialog box will open up – see below screen shot
- At the 'Username' field, enter an email address and hit submit (**please note, the email address entered will be cross referenced to the email address on file at headquarters to complete your request to activate your online account**)



The screenshot shows a 'Password request' dialog box with the following elements:

- Logo of the Order of the Arrow, Boy Scouts of America (AOA).
- Navigation links: [JOIN](#) and [DONATE](#).
- Section Header: **Password request**
- Text: Enter the Username for your user account, then click Submit. We will email you a link to a page where you can easily create a new password.
- \*Username label above a text input field.
- Two buttons: **Submit** and **Cancel**.

## Q. HOW DO I ACTIVATE MY ACCOUNT CONT'D

- Once your email address is submitted, the system validates the address
- Please check your email inbox on instructions for resetting password.



[Sign in](#) 

[JOIN](#) [DONATE](#)

Thank you. If the username entered is associated with a valid email address, you will receive an email from us with instructions for resetting your password. If you do not receive this email, please check your junk mail folder or contact us for further assistance.


[Close](#)

# Q. HOW DO I ACTIVATE MY ACCOUNT CONT'D

- Click on the link as provided to reset your password.

• AHEPA Password reset request Yahoo/Inbox ★

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 **membership@ahempa.org** <membership@ahempa.org> 🖨️ Thu, Feb 3 at 1:48 PM ★  
To: Rosalind Ofuokwu

We received a request to reset the password. If you made this request, [go to the password reset page](#). This link is valid for 20 minutes after the time it was requested.

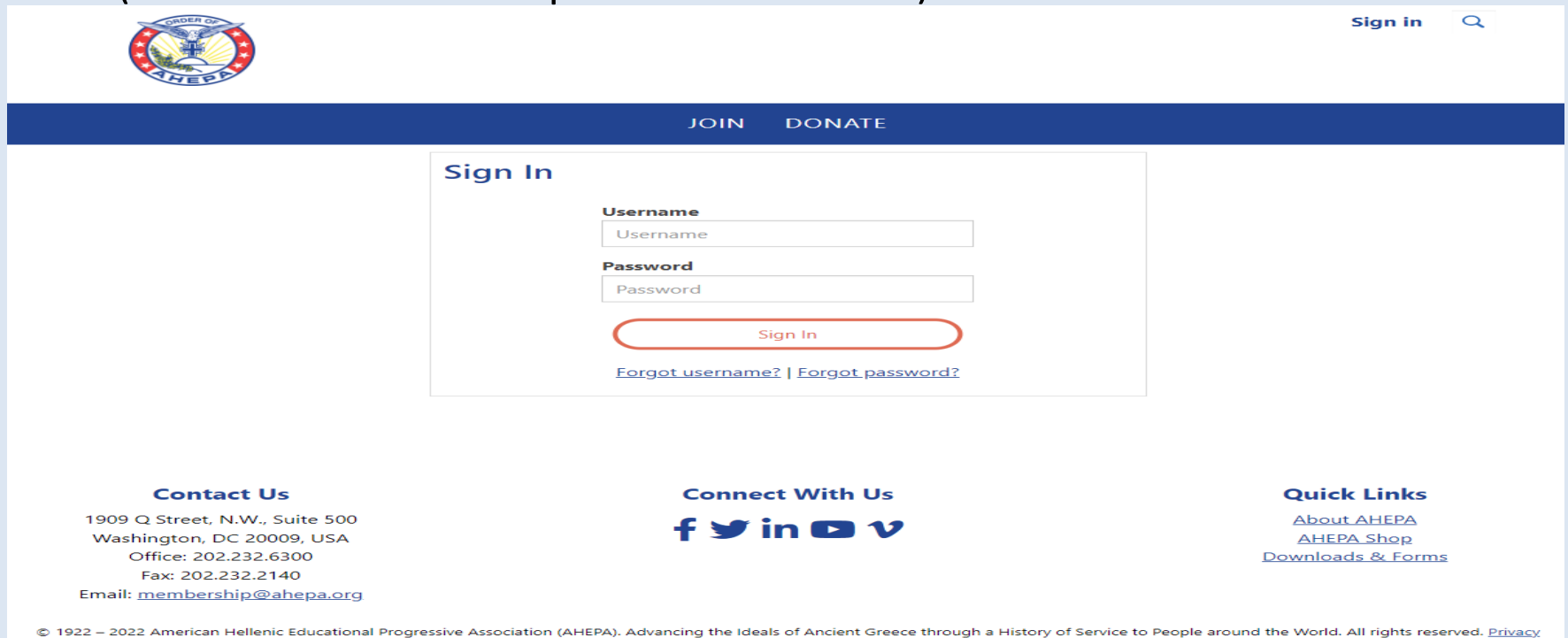
If you did not request to have your password reset, you can safely ignore this email.

If clicking on the link does not work, you can copy and paste the following link into your browser's address window.

[https://members.ahempa.org/AHEPA/Contacts/Sign\\_In.aspx?  
resettoken=OURFemI4U1ImcDRQMTINM3dIWHByZz09dURsWkx4VHIYcTNBMWNDZGtBZjQzRIN2MkJRPW42QWFvYjRzSmtXT2U3ZkZLZCt3YkFIYXJkQUdQOWRRRmJmcGdSdGk5RG9YOWIQNCsxcEZ2SXdPR3R2blU2cmk0TFdhcDZZVIIHUW9HRStLbkdFT002N29YN0h0NTNuNmI6QUJ6R3RaM1Q1bFdHSm5TNDMyWk85bGlpd01kYWIRVzgrcjlwb2Z1aXhJSU9jaTV4M01ic1Z6eTlvdW9ERW5NRnVvdGR3R2dMTE1hR0JQdldLQzNVKzRoNzNxK3ljbkE0SVhtK3ZHdDZLaJoaGtzYUVzVXc9PQ](https://members.ahempa.org/AHEPA/Contacts/Sign_In.aspx?resettoken=OURFemI4U1ImcDRQMTINM3dIWHByZz09dURsWkx4VHIYcTNBMWNDZGtBZjQzRIN2MkJRPW42QWFvYjRzSmtXT2U3ZkZLZCt3YkFIYXJkQUdQOWRRRmJmcGdSdGk5RG9YOWIQNCsxcEZ2SXdPR3R2blU2cmk0TFdhcDZZVIIHUW9HRStLbkdFT002N29YN0h0NTNuNmI6QUJ6R3RaM1Q1bFdHSm5TNDMyWk85bGlpd01kYWIRVzgrcjlwb2Z1aXhJSU9jaTV4M01ic1Z6eTlvdW9ERW5NRnVvdGR3R2dMTE1hR0JQdldLQzNVKzRoNzNxK3ljbkE0SVhtK3ZHdDZLaJoaGtzYUVzVXc9PQ)

# Q. UNABLE TO LOGIN (SYSTEM NOT RECOGNIZING MY EMAIL)

- Please email [membership@ahempa.org](mailto:membership@ahempa.org) and provide your current email address and membership ID. Once email has been updated in the system, you will receive an email to re-activate your account by going to the Sign-in home page – see below screen shot, click the **Forgot password** link (follow instructions as provided on screen)



**Sign In**

**Username**

**Password**

[Sign In](#)

[Forgot username?](#) | [Forgot password?](#)

**Contact Us**  
1909 Q Street, N.W., Suite 500  
Washington, DC 20009, USA  
Office: 202.232.6300  
Fax: 202.232.2140  
Email: [membership@ahempa.org](mailto:membership@ahempa.org)

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## FOR CHAPTER OFFICERS: GENERAL INFORMATION ON INITIATING/REINSTATING MEMBER ONLINE

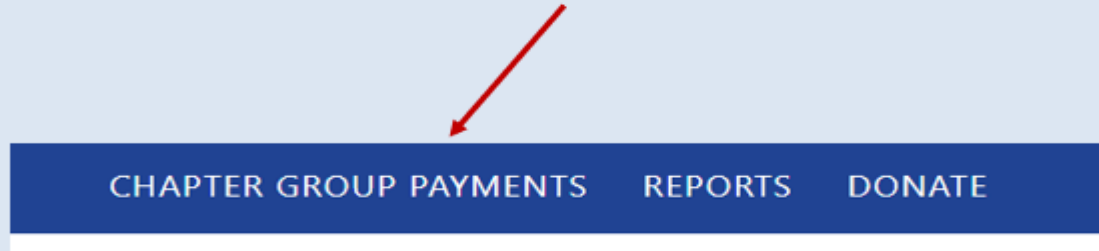
- ✓ For chapters whose members were initiated online, in order for “Membership Certificates” to be mailed, endorsed application forms **MUST** be mailed to Headquarters (1909 Q St., NW, Ste 500, Washington, DC 20009) **OR** emailed to [membership@ahempa.org](mailto:membership@ahempa.org).

## **Q: CAN HEADQUARTERS COLLECT CHAPTER DUES?**

- According to the IRS, we are a 501(c)(10) operating under a lodge system.
- If Headquarters is to collect chapter and district dues at varied amounts, we would not be operating under a lodge system and would therefore lose our exemption as a 501(c)(10) organization.
- However, if Chapters were to agree on a fixed amount for membership dues, Headquarters would be able to collect the chapter amount and issue the chapter's portion back to the chapter.

# CHAPTER DUES PAYMENT PROCESS

- If you are a chapter officer, use your login credentials to log in to your member page
- Click on the “**Chapter Group Payment**” tab and click on the **Chapter Name**



- Click on chapter link (circled in red)

A screenshot of a web application interface. At the top left is the AHERA logo. At the top right are links for 'Sign out', 'Cart', and 'Hi, Test Member1'. Below the logo is a dark blue navigation bar with 'CHAPTER GROUP PAYMENTS', 'REPORTS', 'DONATE', and 'EVENTS'. Below the navigation bar is a breadcrumb trail: 'MyAccount > Chapter Group Payments'. The main heading is 'Select Company'. Below this is a table with two columns: 'Company\_Sort' and 'Company\_Id'. The first row of the table has '700 TEST CHAPTER' in the 'Company\_Sort' column and '900724' in the 'Company\_Id' column. The text '700 TEST CHAPTER' is circled in red.


Company_Sort	Company_Id
700 TEST CHAPTER	900724



# CHAPTER DUES PAYMENT PROCESS - CONT'D

➤ Click on “Pay Members Invoice”

CHAPTER GROUP PAYMENTS    REPORTS    DONATE



ID	Member type	Chapter	Category	Status
331	Chapter			Active

Pay Members Invoice

# CHAPTER DUES PAYMENT PROCESS - CONT'D

- To begin payment, first uncheck the **“Pay”** box for selection
- Click on **show all** OR you may expand the **“Page size”** by highlighting the default number and enter number as shown on the **“Item section”**. E.g. below screenshot shows 31. Click **“Proceed to Checkout”** once selection is completed

The screenshot displays a web interface for dues payment. At the top, a summary table shows:

	Count	Amount
Members with balance due	31	1,395.00
Total selected for payment	31	1,395.00

Below this is a filter bar with options: Show  All  Pay now  Pay later  Cancelled  Search members

The main table has columns: Pay, Description, Balance Due, Edit, and Cancel. The 'Pay' column contains checkboxes, with the top one circled in red. A large blue rectangular area obscures the middle of the table. The 'Description' column lists 'Reinstatement Dues' and 'Renewal Dues'. The 'Balance Due' column shows '45.00'. The 'Edit' and 'Cancel' columns contain links. At the bottom, there is a pagination control showing 'Page: 1 of 4 Go', a 'Page size: 10 Change' dropdown (circled in red), and 'Item 1 to 10 of 31' (circled in red). A 'Proceed to Checkout' button is at the bottom right.

- **Important note: Please DO NOT click on “Edit” or “Cancel” or “Cancelled” these are system administrator functions**

## CHAPTER DUES PAYMENT PROCESS - CONT'D

- **Payment options include credit card and e-check.** A confirmation receipt will be emailed after payment is complete.
- **Note:** The credit card address entered **MUST** match the credit card billing address. If the card billing address does not match, before entering card information, please click on “***Choose another address***” *at the bottom* to update and click “***OK***” when finished

## PAYING BACK DUES & OFFICER ACCESS

- **Back dues cannot be paid online.** Chapter officer paying back dues (years missed) for members should remit payment to headquarters via postal mail for processing.
- The top four Chapter Officers have access to their chapter reports (Chapter President, Chapter Vice President, Chapter Secretary/Recording Secretary, and Chapter Treasurer).
- The top four District Officers have access to the chapter reports within their district. (District Governor, District Lt. Governor, District Secretary, District Treasurer)

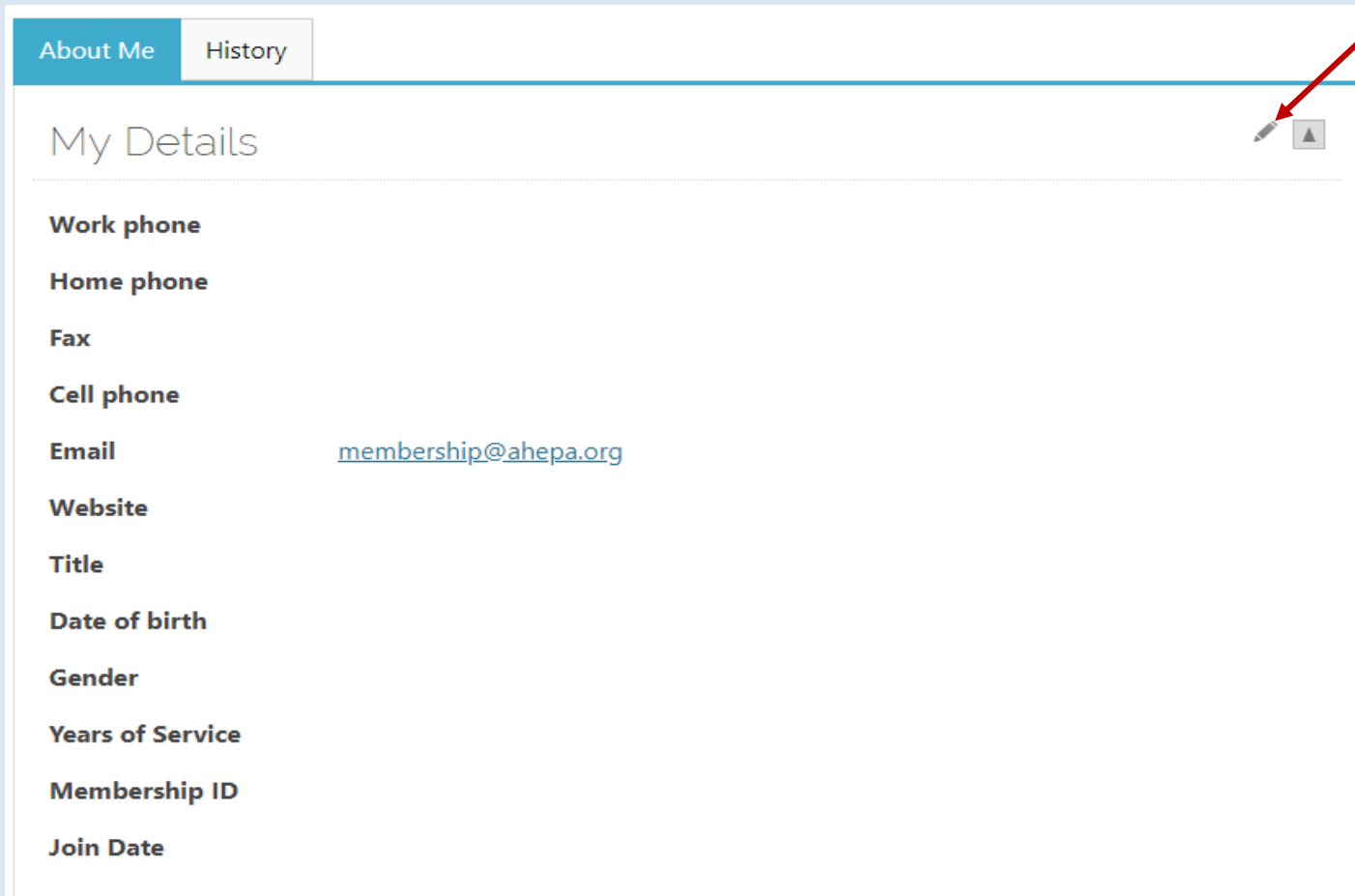
## MANAGING MEMBER INFORMATION (Chapter Officers)

- To manage members' information, click on **Chapter link (see below screenshot)** on the left corner of your page; scroll down to “Chapter Roster” section, click on the member name you wish to update contact information; click on the edit button (looks like a pen), once update is completed click on ‘Save’ – **Note: You cannot edit Title, Date of Birth, Gender, Years of Service, Membership ID and Join Date - these are system administrative functions**



## MEMBER PROFILE – ABOUT ME TAB

- Under the About Me tab, click on the pen in the right hand corner (see arrow) to edit your information.
- Note: You cannot edit: Title, Date of birth, Years of Service, Membership ID or Join Date



About Me History

My Details

Work phone

Home phone

Fax

Cell phone

Email [membership@ahepa.org](mailto:membership@ahepa.org)

Website

Title

Date of birth

Gender

Years of Service

Membership ID

Join Date

# MEMBER PROFILE – HISTORY TAB

- Under the History Tab, you can view recent transactions, interactions and billing history.
- For example, once you pay your membership dues online or any other transaction, you will be able to view the transaction on this tab

The screenshot displays the 'History' tab of a member profile. At the top, there are two tabs: 'About Me' and 'History'. A red arrow points to the 'History' tab. Below the tabs, the page is divided into three sections, each with a table header and a message indicating no records are present.

**Recent Transactions**

Order Number	Order Date	Type	Amount	Balance
There are no records.				

**Recent Interactions**

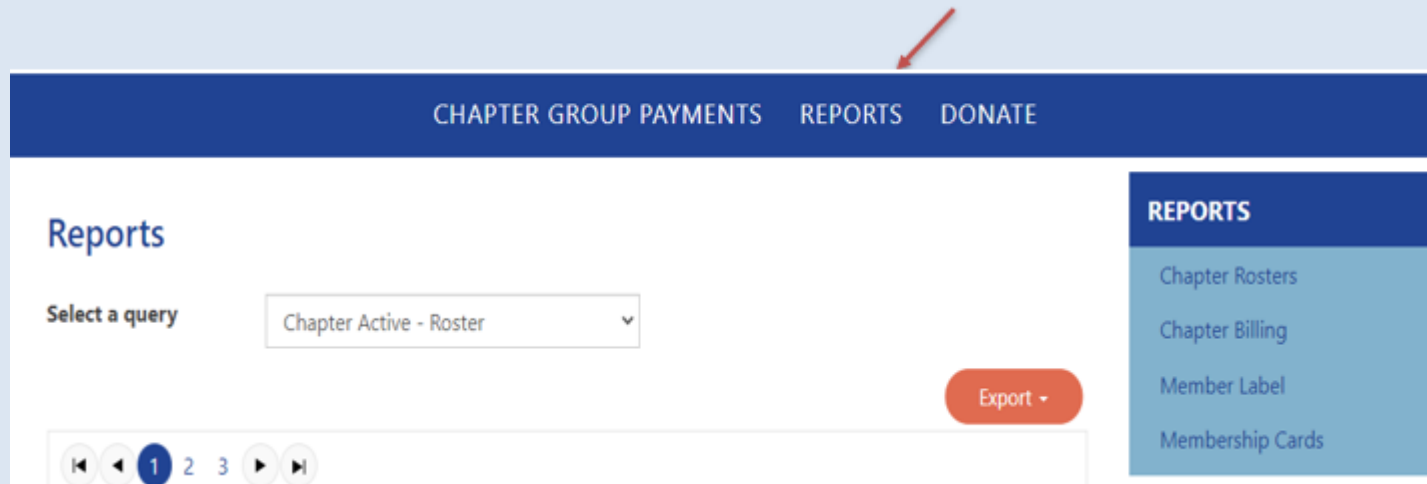
Date	Type	Subject	Owner
There are no records.			

**Billing History**

Date	Item	Beginning	Ending	Amount
There are no records.				

# DOWNLOADING REPORTS AND MORE

- To view/download reports, click the **Reports tab** on the top right corner and then click on the link labeled **Chapter Rosters** which takes you to the report page to download chapter rosters; member labels & chapter billing and more (Chapter Billing download for Chapter Officers only)





# EXPORTING THE REPORT TO DOWNLOAD

- On the report page, the below screen will appear. Choose the reports you wish to view by selecting the report via the **drop down menu** where it says **Select a query**. Select the desired report by clicking on the drop down report menu. Once the report is selected, click on **Export** to download (please note, pop-up must be enabled for reports to download)
- **Note:** for District or National officers, to select by Chapter number, enter (3) characters- e.g. for chapter 1 enter 001. By District number enter (2) characters – e.g. for district 1 enter 01. For International chapters, to select by chapter (5) characters, e.g. Greece to select chapter 001, first enter for 'HJ' followed by the (3) chapter character (HJ001) for Canada 'CJ' followed by the (3) chapter number and so forth

CHAPTER GROUP PAYMENTS    REPORTS    DONATE

## Reports

Select a query    Chapter Active - Roster

Export

1 2 3

Show all 41

DistrictID	ChapterID	MemberID	Prefix	First Name	Middle Name	Last Name
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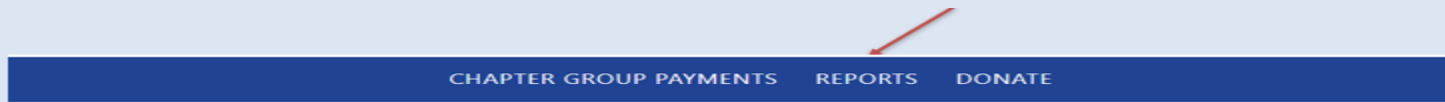
Excel  
CSV  
XML

# DOWNLOADING DELINQUENT ROSTERS

- Please note when downloading Delinquent Roster, select by member's '**Paid Through Date**' (delinquency range starts from "Paid Through Between" **12/31/2010** and **12/31/2020**)

# EXPORTING/PRINT THE CHAPTER BILLING

- To view/download chapter billing, click the **Reports tab** in the top right corner and then click on the link labeled **Chapter Billing** which takes you to the report page to download the report



- Click the **PDF** icon to the left to download for printing

A screenshot of a PDF viewer interface. On the left, there is a red PDF icon. The main content area shows a document with the following text:

ORDER OF RETURN TO NATIONAL HEADQUARTERS, WITH REMITTANCE

**AHEPA** **CHAPTER BILLING**

Founded July 26, APPLICATION FOR NEW AND REINSTATED MEMBERS  
1922

MUST ACCOMPANY THIS FORM

Page: 1

DISTRICT CHAPTER NO. & LOCATION


The viewer includes a navigation bar at the top with page numbers '1 of 1' and 'Find | Next'.

# DOWNLOADING MEMBERSHIP CARDS

- To print membership cards, click on the **Reports tab** on the right corner of your profile page and click on the link labeled **Membership Cards**

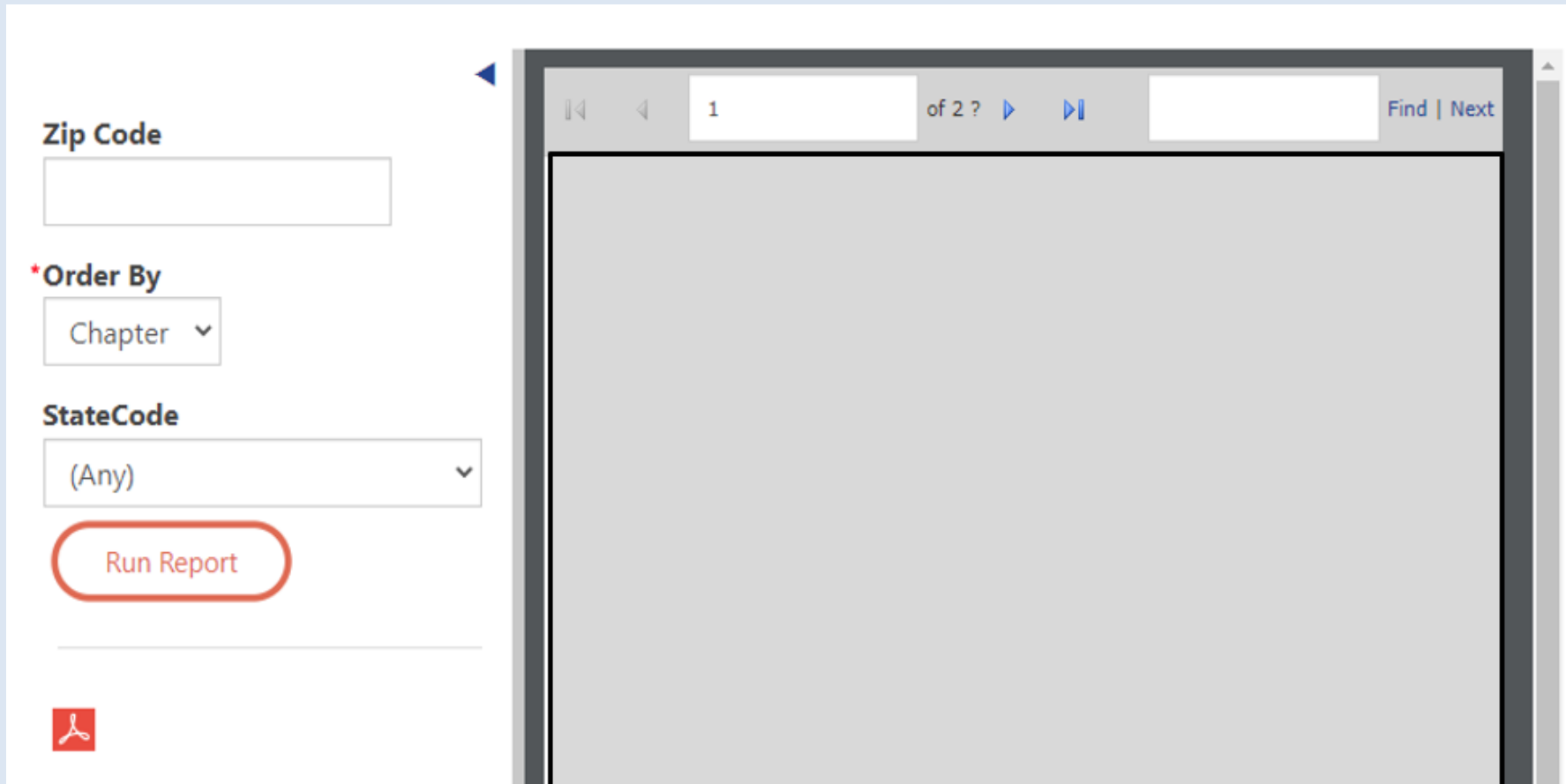


The screenshot shows a web interface with a dark blue header containing the navigation menu: CHAPTER GROUP PAYMENTS, REPORTS, and DONATE. On the left side, there is a search form with three input fields: TransactionDate (with a calendar icon), CheckNumber, and MemberId. Below these fields is a red-outlined button labeled 'Run Report'. At the bottom left of the form area is a red PDF icon. On the right side, a preview window shows a search bar with '1' entered, 'of 1' results, and 'Find | Next' options.

- You may download cards by: **(please note: selection is one field per search)**
- MemberID**
- Check Number**
- Transaction Date** (This option is **ONLY** for online credit card & E Check payment – please enter the date payment was made online)
- Click **Run Report (you will see the print preview)**
- Click on PDF  to complete download (please make sure pop-up is enable)
- Please note: paper style (perforated template Avery 5390 or similar dimension) – please make sure to adjust your printer if necessary by going to your printer option “more settings” and on **Scale**, select “Fit to printable area”**

# DOWNLOADING MEMBERSHIP LABELS

- To print labels, click on the **Reports tab** and click on the link labeled **Chapter Member Label**; **click on Run Report to download** **Note: for District or National officers, to select by Chapter number, enter (3) characters. By District number enter (2) characters. For International chapters, to select by chapter (5) characters, e.g. Greece to select chapter 001, first enter 'HJ' followed by the (3) chapter character (HJ001) for Canada 'CJ' followed by the chapter number and so forth**



Zip Code

\*Order By


Chapter ▾

StateCode

(Any) ▾

Run Report

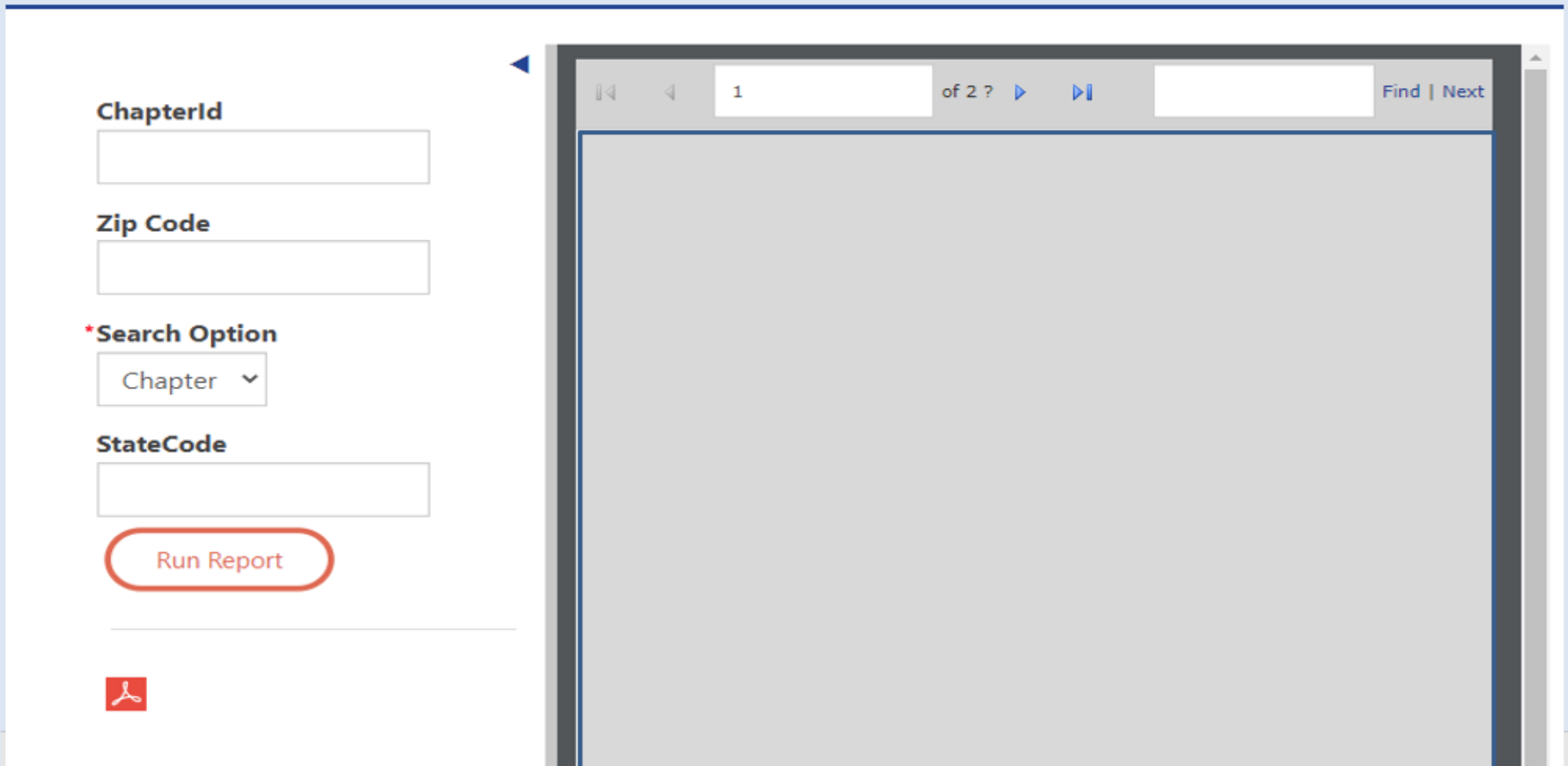
1 of 2 ? Find | Next



# REPORTS DOWNLOAD – MEMBER LABELS

## Member Labels

- Click **Run Report**; click on PDF icon for download
- Insert Avery 5160 or 5960 return labels in your printer tray and print



The screenshot displays a web application interface for generating member labels. On the left side, there are several input fields and a button:

- ChapterId**: A text input field.
- Zip Code**: A text input field.
- \*Search Option**: A dropdown menu currently set to "Chapter".
- StateCode**: A text input field.
- Run Report**: A red button with rounded corners, highlighted with a red oval.

At the bottom left, there is a red PDF icon. On the right side, a preview window is visible, showing a document viewer with page 1 of 2. The viewer includes navigation controls (back, forward, search) and a "Find | Next" button.

# JOINING NEW MEMBER ONLINE

- Go to <https://ahepa.org>
- Click on “**Membership**” tab
- Click on “**Start Here**” under “**Chapter**”
- Complete information as shown on screen. (**PLEASE DO NOT** Sign in to your personal account to join a new member)
- On **Organization** field, enter chapter number. **For local chapter number, enter (3) characters- e.g. for chapter 1 enter 001. By District number enter (2) characters – e.g. for district 1 enter 01. For International chapters, to select by chapter (5) characters, e.g. Greece to select chapter 001, first enter ‘HJ’ followed by the (3) chapter character (HJ001) for Canada ‘CJ’ followed by the (3) chapter number and so forth**

# GENERAL INFORMATION

- Please feel free to contact headquarters at [membership@ahempa.org](mailto:membership@ahempa.org) should you have any questions
- AHEPA Membership website: <https://members.ahempa.org>