

# A Guide to AHEPA Online Membership

## Presented by

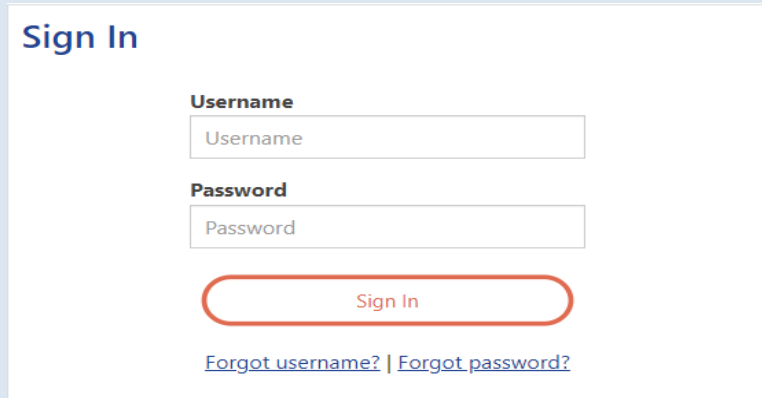
Rosalind N. Ofuokwu, MBA-Director of Membership

- 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

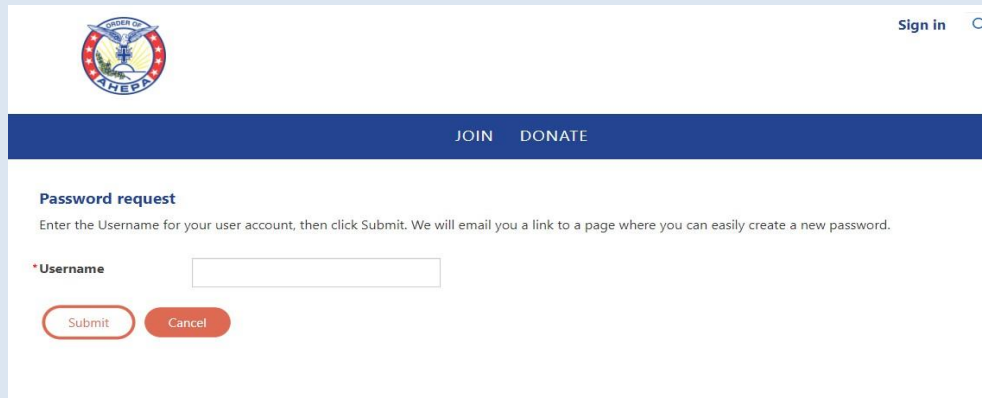
- Go to <https://members.ahepa.org>
- You will be routed to the Sign-in Membership Home Page – see below screen shot
- Activate your account by clicking on “Forgot password” Link



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:

- ORDER OF AREPA** logo in the top left corner.
- Sign in** and a search icon in the top right corner.
- JOIN** and **DONATE** buttons in a dark blue navigation bar.
- Password request** (Section Header).
- 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 ★



• **membership@ahepa.org** <membership@ahepa.org>

To: Rosalind Ofuokwu



Thu, Feb 3 at 1:48 PM



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.

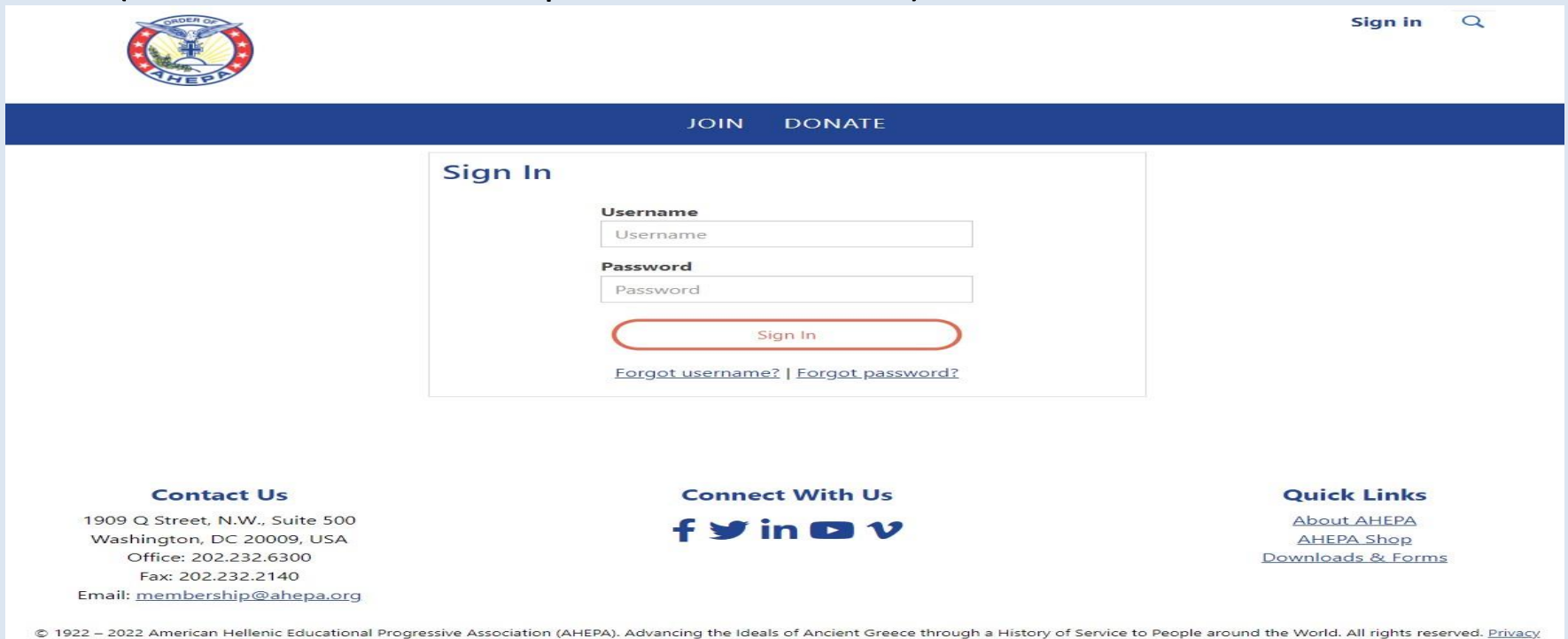
If clicking on the link does not work, you can copy and paste the following link into your browser's address window.

[https://members.ahepa.org/AHEPA/Contacts/Sign\\_In.aspx?](https://members.ahepa.org/AHEPA/Contacts/Sign_In.aspx?resettoken=OURFeml4U1lmcDRQMTINM3dIWbHyZz09dURsWkx4VHIYcTNBMWNDZGtBZjQzRIN2MkJRPW42QWFvYjRzSmtXT2U3ZkZLZCt3YkFIYXJkQUdQOWRRRmJmcGdSdGk5RG9YOWIQNCsxcEZ2SXdPR3R2blU2cmk0TFdhcDZZVIIHUW9HRStLbkdFT002N29YN0h0NTNuNmI6QU6R3RaM1Q1bFdHSm5TNDMyWk85bGlpd01kYWIRVzgrcjlwb2Z1aXhJSU9jaTV4M01ic1Z6eTlvdW9ERW5NRnVvdGR3R2dMTE1hR0JQdldLQzNVKzRoNzNxK3JjbkE0SVhtK3ZHdDZLaJoaGtzYUVzVXc9PQ)

[resettoken=OURFeml4U1lmcDRQMTINM3dIWbHyZz09dURsWkx4VHIYcTNBMWNDZGtBZjQzRIN2MkJRPW42QWFvYjRzSmtXT2U3ZkZLZCt3YkFIYXJkQUdQOWRRRmJmcGdSdGk5RG9YOWIQNCsxcEZ2SXdPR3R2blU2cmk0TFdhcDZZVIIHUW9HRStLbkdFT002N29YN0h0NTNuNmI6QU6R3RaM1Q1bFdHSm5TNDMyWk85bGlpd01kYWIRVzgrcjlwb2Z1aXhJSU9jaTV4M01ic1Z6eTlvdW9ERW5NRnVvdGR3R2dMTE1hR0JQdldLQzNVKzRoNzNxK3JjbkE0SVhtK3ZHdDZLaJoaGtzYUVzVXc9PQ](https://members.ahepa.org/AHEPA/Contacts/Sign_In.aspx?resettoken=OURFeml4U1lmcDRQMTINM3dIWbHyZz09dURsWkx4VHIYcTNBMWNDZGtBZjQzRIN2MkJRPW42QWFvYjRzSmtXT2U3ZkZLZCt3YkFIYXJkQUdQOWRRRmJmcGdSdGk5RG9YOWIQNCsxcEZ2SXdPR3R2blU2cmk0TFdhcDZZVIIHUW9HRStLbkdFT002N29YN0h0NTNuNmI6QU6R3RaM1Q1bFdHSm5TNDMyWk85bGlpd01kYWIRVzgrcjlwb2Z1aXhJSU9jaTV4M01ic1Z6eTlvdW9ERW5NRnVvdGR3R2dMTE1hR0JQdldLQzNVKzRoNzNxK3JjbkE0SVhtK3ZHdDZLaJoaGtzYUVzVXc9PQ)

# 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)

**Connect With Us**  
[f](#) [t](#) [in](#) [v](#) [v](#)

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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, the endorsed application forms **MUST** be mailed to Headquarters (1909 Q St., NW, Ste 500, Washington, DC 20009) **OR** emailed to membership@ahempa.org.
- ✓ **Important Note** when submitting application form - the section of the form "**Chapter Use Only**" should be completely filled-out to include the official date of initiation. The date stated on the form will be printed on the membership certificate.

## **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 AHEPA logo. At the top right are links for 'Sign out', 'Cart', and 'Hi, Test Member1'. Below the navigation bar is a breadcrumb trail 'MyAccount > Chapter Group Payments' and a heading 'Select Company'. A table with two columns, 'Company.Sort' and 'Company.Id', contains one row with the value '700 TEST CHAPTER' circled in red in the first column and '900724' in the second column.

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 to deselect members
- Click on **show all** OR you may expand the payment page by entering the number at the show all line on the **“Page size”** field box - E.g. below screenshot shows maximum page as 37. Once payment selection is completed; click on **“Update Cart”** for the system to accept payment selection and then Click on **“Proceed to Checkout”**

The screenshot displays a payment interface with the following elements:

- Filter options: **Show**  All  Pay now  Pay later  Cancelled  Search members
- Table with columns: **Pay**, **Member**, **Description**, and **Balance Due**.
- Table rows (all 'Pay' boxes are checked):

Pay	Member	Description	Balance Due
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Renewal Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
<input checked="" type="checkbox"/>	[Redacted]	Reinstatement Dues	50.00
- Navigation: Page:  of 4 **Go** Page size:  **Change** Item 1 to 10 of 37
- Buttons: **Show all 37**, **Update Cart**, **Proceed to Checkout**

## CHAPTER DUES PAYMENT PROCESS - CONT'D

- **Payment options include credit card and e-check (ACH).** A confirmation receipt will be emailed after payment is completed.
- **Note:** The credit card address entered **MUST** match the credit card billing address. If the card billing address does not match, please click on “***Choose another address***” at the bottom of the page to update the address.

## 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: (Chapter President, Chapter Vice President, Chapter Secretary/Recording Secretary, and Chapter Treasurer) have access to chapter membership information, pay dues, download chapter reports/membership cards .
- The top four District Officers (District Governor, District Lt. Governor, District Secretary, District Treasurer) have access to the chapter reports within their district.

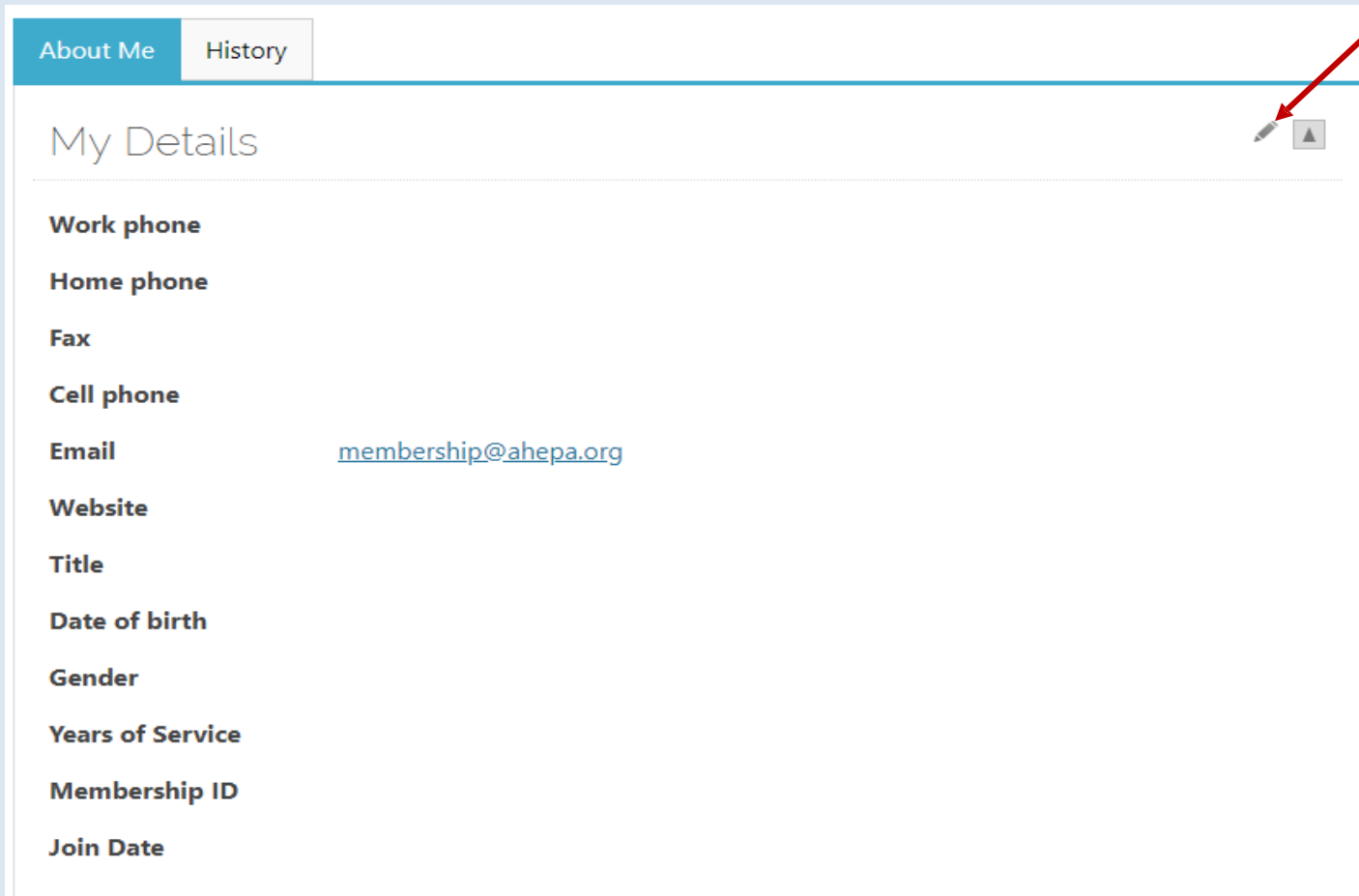
## MANAGING MEMBER INFORMATION (Chapter Officers)

- 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

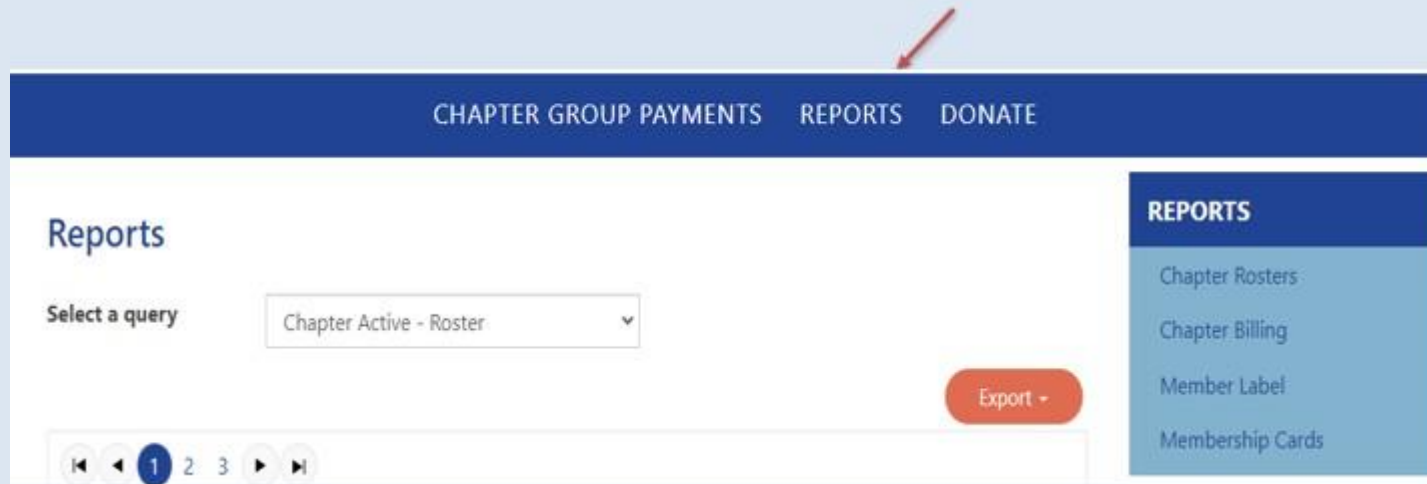
- Under the **History** Tab, you can view recent transactions, interactions and billing history.
- For example, once you pay your membership dues online or any other transaction, you will be able to view the transaction on this tab

The screenshot shows a user interface for a member profile. At the top, there are two tabs: 'About Me' and 'History'. The 'History' tab is currently selected and highlighted in blue. A red arrow points to the 'History' tab. Below the tabs, there are three sections, each with a title and a table:

- Recent Transactions:** The table has columns for 'Order Number', 'Order Date', 'Type', 'Amount', and 'Balance'. The content of the table is 'There are no records.'
- Recent Interactions:** The table has columns for 'Date', 'Type', 'Subject', and 'Owner'. The content of the table is 'There are no records.'
- Billing History:** The table has columns for 'Date', 'Item', 'Beginning', 'Ending', and 'Amount'. The content of the table is '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, you may be required to enable pop-up depending on your browser setting)
- 

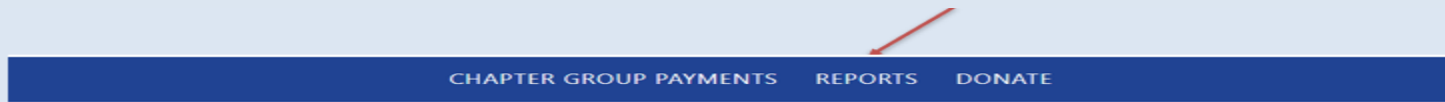
The screenshot shows a web application interface with a dark blue header containing the navigation menu: CHAPTER GROUP PAYMENTS, REPORTS, and DONATE. Below the header, the page title is "Reports". A "Select a query" label is positioned to the left of a dropdown menu that currently displays "Chapter Active - Roster". To the right of the dropdown is a red "Export -" button. Below these elements is a pagination control showing page numbers 1, 2, and 3, with page 1 highlighted. A link "Show all 41" is located below the pagination. At the bottom, a table header is visible with columns: DistrictID, ChapterID, MemberID, Prefix, First Name, Middle Name, and Last Name. On the right side of the interface, there is a vertical menu with three options: Excel (with a green 'X' icon), CSV (with a brown menu icon), and XML (with an orange code icon).

# 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 **12/31/2024**)

# 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 - For Local chapters or Europe chapters click on "**Membership Cards**" For international chapters - Canada, Cyprus & Greece, click on "**Chapter Membership cards CJ, HJ, CY**"

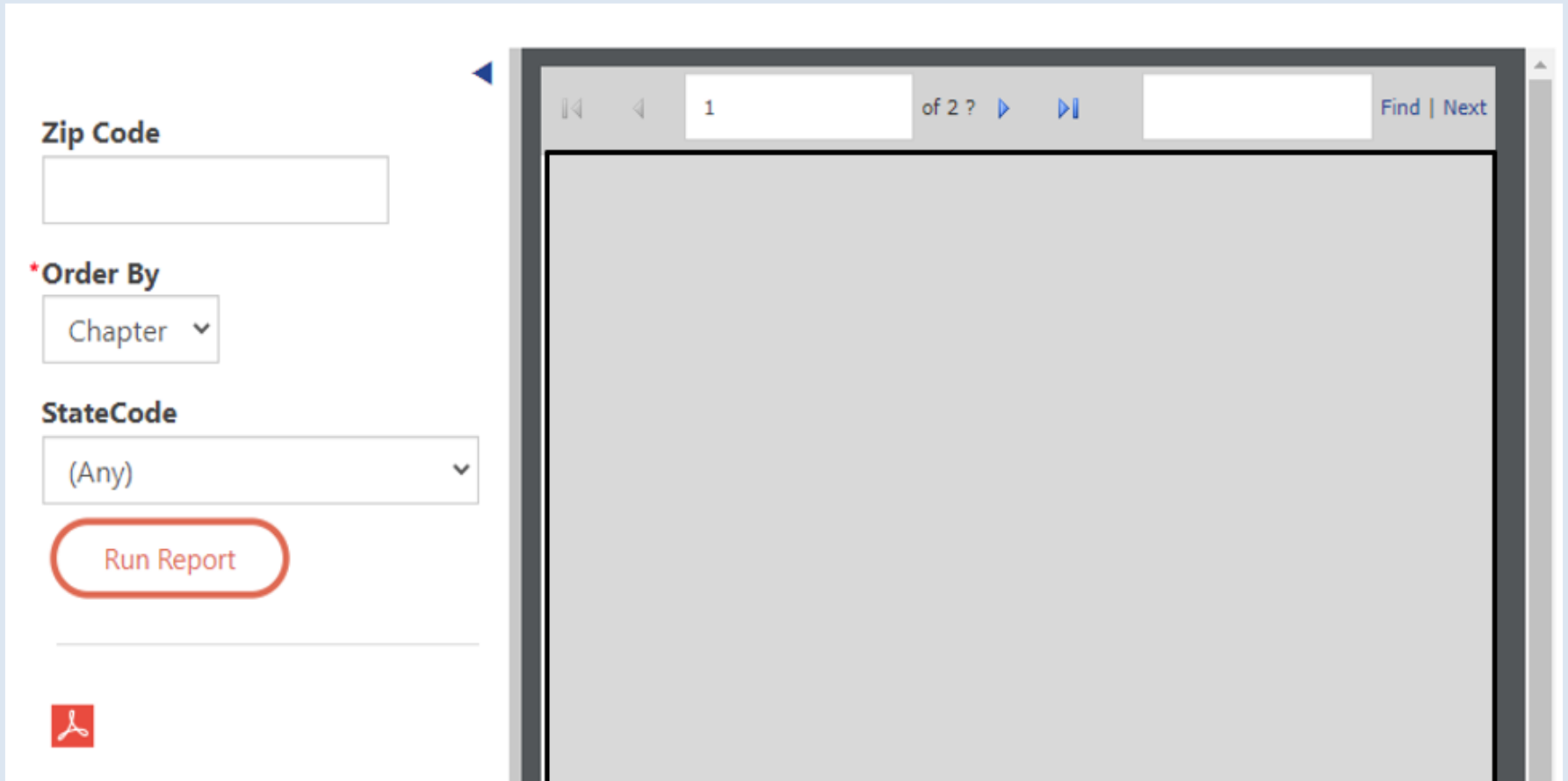


The screenshot shows a web interface with a dark blue header containing the text "CHAPTER GROUP PAYMENTS REPORTS DONATE". Below the header, there is a search form on the left with three input fields labeled "TransactionDate", "CheckNumber", and "MemberId". A "Run Report" button is located below these fields. To the right of the form is a preview window showing a search bar with "1" and "of 1" and a "Find | Next" button.

- You may download cards by: **(please note: selection is one field per search)**
- MemberID**
- Check Number**
- Transaction Date** (selection by date range) Click **Run Report** (you will see the print preview)
- Click on PDF  to complete download (please note some web browser may require enabling pop-up)
- 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



The screenshot displays a web application interface for generating membership labels. On the left side, there is a sidebar with the following elements:

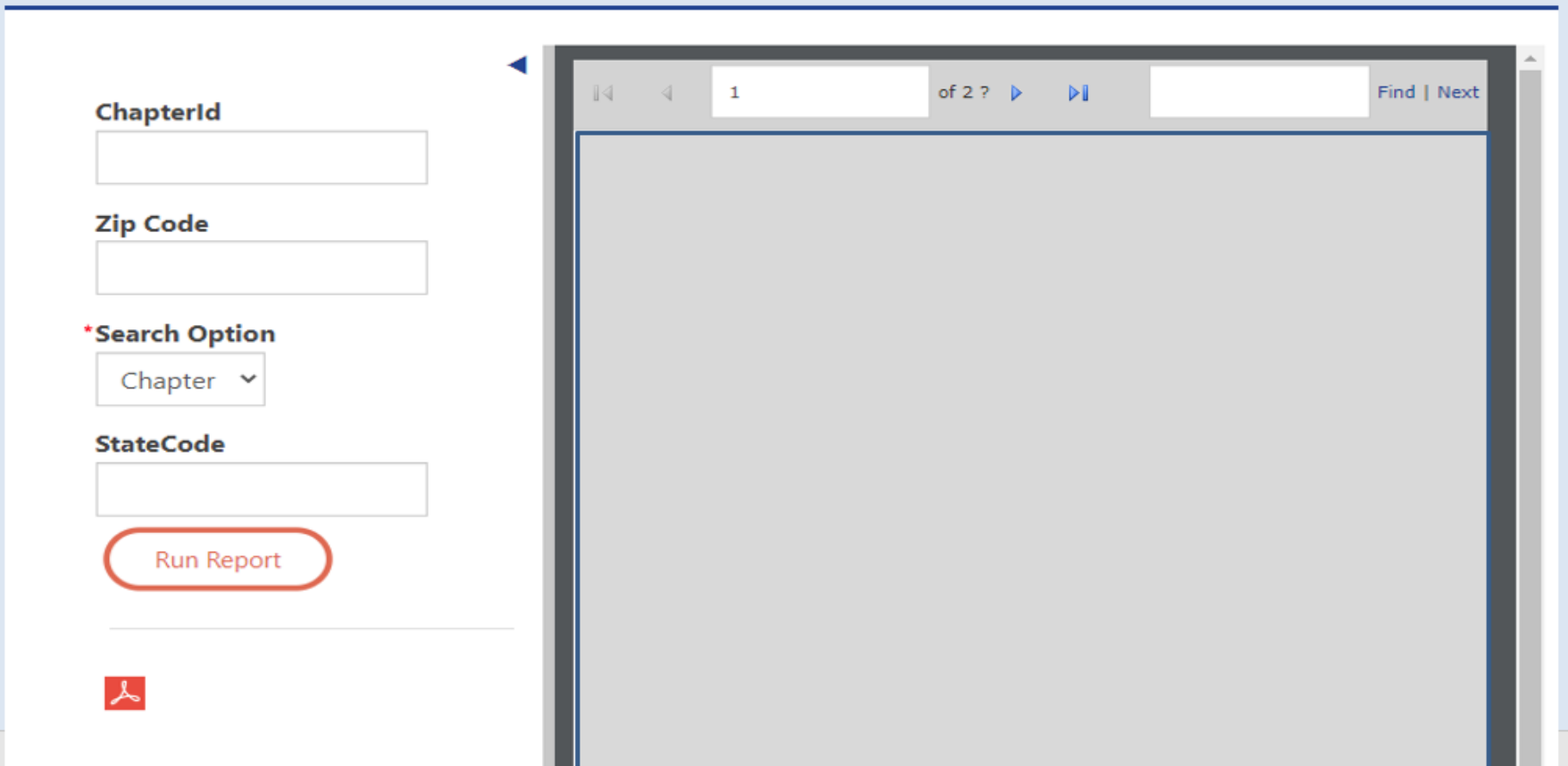
- Zip Code**: A text input field.
- \*Order By**: A dropdown menu currently set to "Chapter".
- StateCode**: A dropdown menu currently set to "(Any)".
- Run Report**: A button with a red border, indicating it is the next step in the process.
- A red Adobe PDF icon is visible at the bottom left of the sidebar.

The main content area on the right shows a report viewer with a page number "1 of 2?" and a "Find | Next" button. The report content area is currently blank.

# 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




**ChapterId**

**Zip Code**

**\*Search Option**  
Chapter ▾

**StateCode**

**Run Report**



1 of 2 ? Find | Next

# JOINING NEW MEMBER ONLINE

- Go to <https://ahepa.org>
- Click on “Membership” tab
- Under **Become a member>Chapter>**Click on “Start Here”
- **PLEASE DO NOT** Sign in to your personal account to join/pay a new member
- Follow the steps as shown on screen to complete the transaction  
**(Please note to pay dues before existing member’s account page, failure to do so will nullify transaction).**
- On **Organization** field, enter **Chapter Number**. For Local & Europe Chapters, enter chapter (3) numbers - e.g. for chapter 1 enter 001. For Canada, Greece, Cyprus chapters , enter (5) characters, e.g. Greece chapter 001, first enter ‘HJ’ followed by the (3) chapter numbers (HJ001); for Canada ‘CJ’ followed by the (3) chapter numbers; for Cyprus “CY” followed by the (3) chapter numbers 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>