



Unlock your MemberClicks Potential

Mary Allen
Senior Manager, Associations & Brand



Engagement
Breakdown:



AGENDA

What will we cover?

The Teams Behind MemberClicks

Education Resources and Training

Support and Services

How to Stay 'In the Loop'

The Starting 5 - Integrated Products

Nice to **meet** you!



Hello, I'm Mary:

- Marketing professional for the past 13 years
- Personify for over two years
- Over a decade working on a college campus – just like many AACRAO members!
- Mom to Callaway (4) & Anderson (2)

Question:

How long have you been using
MemberClicks?

First things first:

Tell me more about the relationship between MemberClicks and Personify.

ASSOCIATION MANAGEMENT



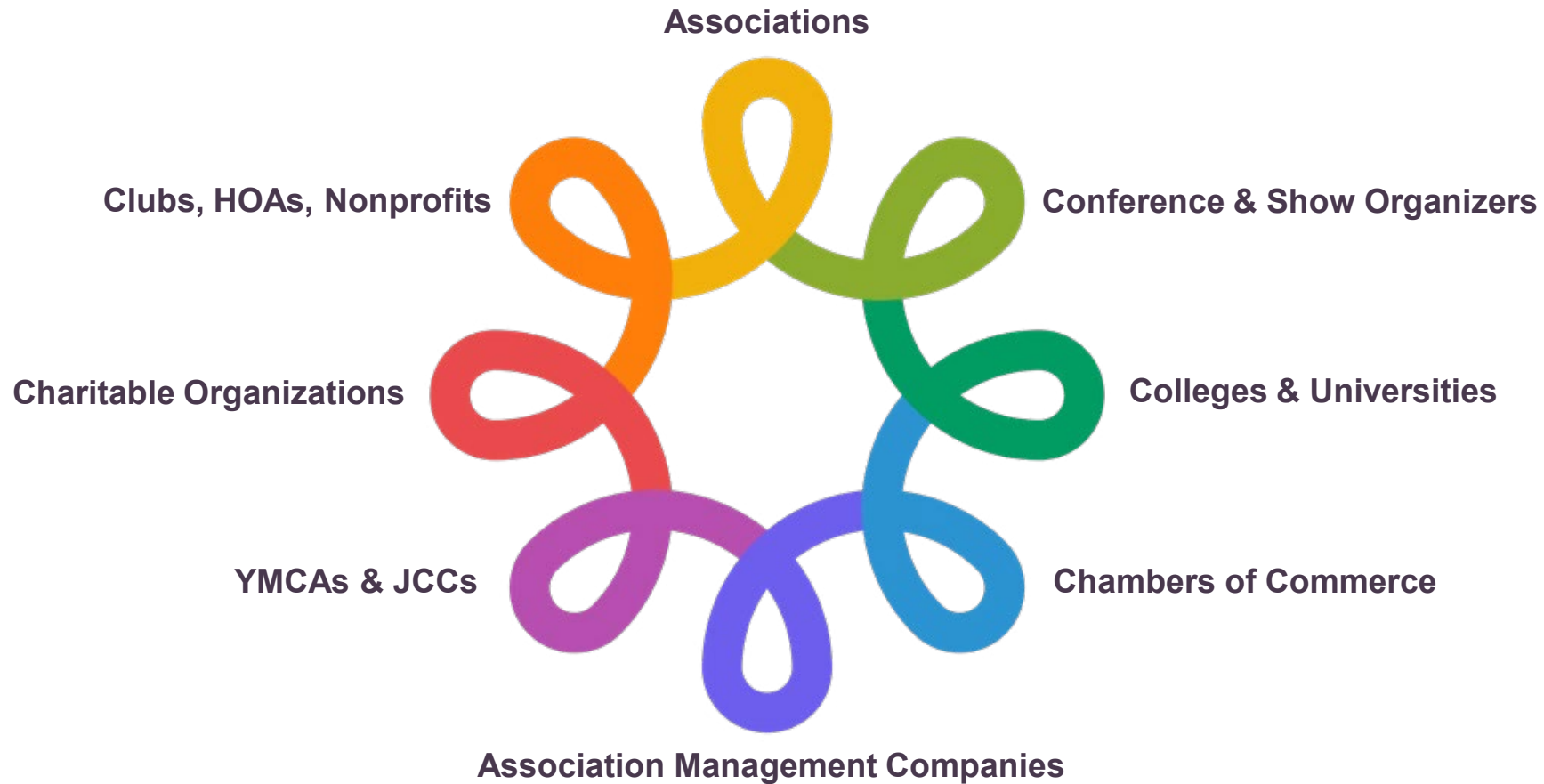
MEMBER ENGAGEMENT



EVENT MANAGEMENT



We provide purpose-driven software that anticipates the needs of our clients.



We help you bring people together and build reliable revenue streams.



**Event Registration &
Mobile Event Apps**



Job Board



**Trade Show &
Conference
Management**



**Marketing &
Communications**



**Community
Engagement**



**Dues, Payments
& Financials**



**Learning
Management**



**Membership
Management**

Our Top 5 Tips for Using MemberClicks More Effectively

Get More From Your Software:

1. Understanding The Team Behind
MemberClicks

2. Education and Training Resources

3. Support and Services

4. How to Stay Connected!

5. Integrated Solutions

1. The Teams Behind MemberClicks





Cindy Orna

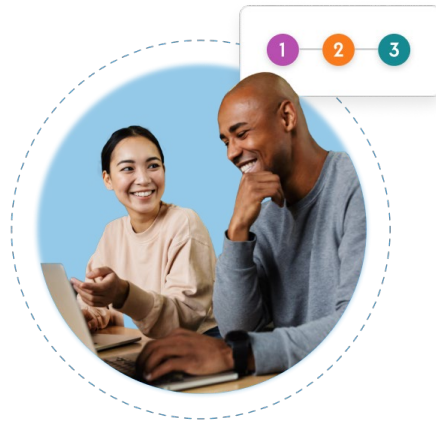


Haley Ferguson

The Teams Behind MemberClicks

Account Executives

Your contacts for new technology, upgrades and additional services, helping you fill gaps in your technology or services needs.



Implementation Team

Your guides during implementation, assisting you through an established project plan to implement and launch your new system, setting you up for success!



Product Experts

Available for immediate software support, handling your queries with expertise and care. **Your main resource for how-to questions, documentation, and help.**

The Teams Behind MemberClicks



Professional Services Team

Specialists executing tailored services, consulting, project work, continuing education, entity setup, 1:1 training and more.

2. MemberClicks Education and Training



MemberClicks University

What is it?

MemberClicks University is a series of training videos that cover foundational and advanced topics on membership, events, finance and more.

We host these courses in our very own learning management system (Classroom by Personify).

How do I gain access?

Email: help@memberclicks.com or

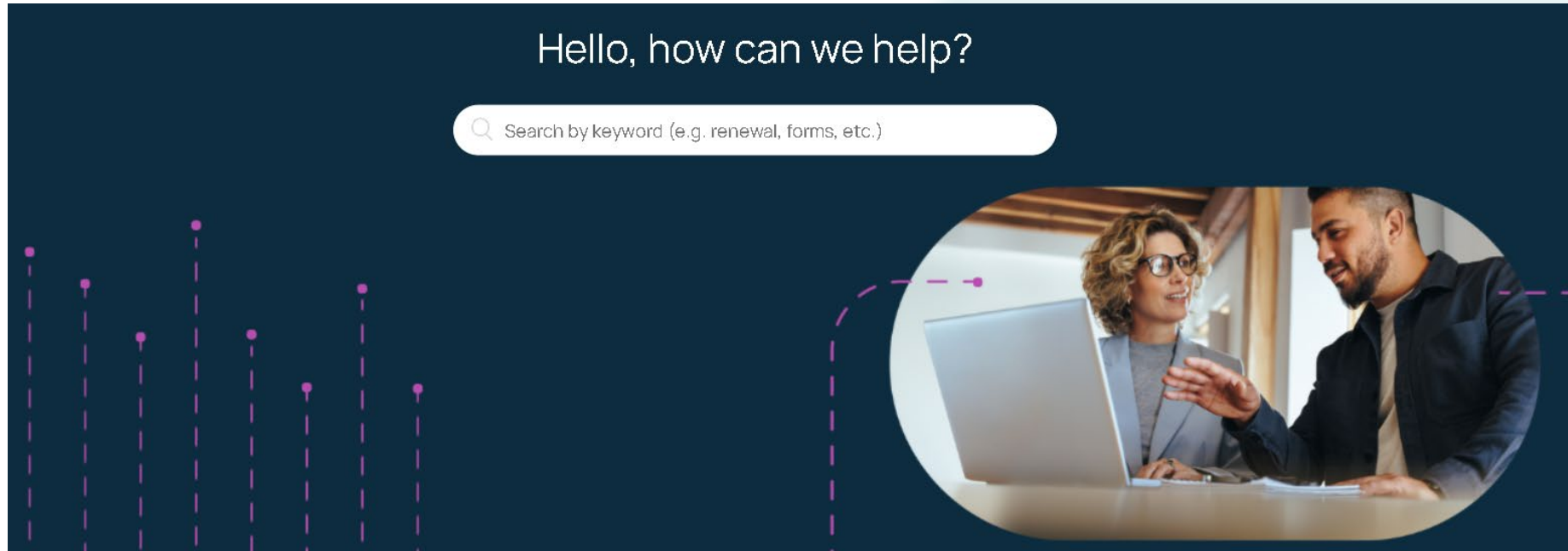
Submit a ticket to Support to request a login

How much does it cost?

FREE!



Help Center and Knowledge Base



[Help.memberclicks.com](https://help.memberclicks.com)

Our Help Center includes a searchable archive of how-to articles and videos that will walk you through feature set-up and functionality.

Lunch & Learns – Coming Soon!

Come learn with us!

Join our Professional Services Team for a detailed deep-dive into some of the MC Professional tools.

We will dig into unique workflows, spotlight setup best practices and provide step-by-step walkthroughs of the most impactful parts of the system.

Registration information will be made available in The Loop and via email.



3. How to Connect with Us



How to Reach Our Product Experts

Call us!

[+1 \(855\) 466-4312](tel:+18554664312)

Monday – Thursday
9 AM – 7 PM ET

Friday
10 AM – 6 PM ET

Email

help@memberclicks.com

billing@memberclicks.com

Submit a Ticket

- Via your help center
- From within the product

Live Chat (fastest!)

Help Center

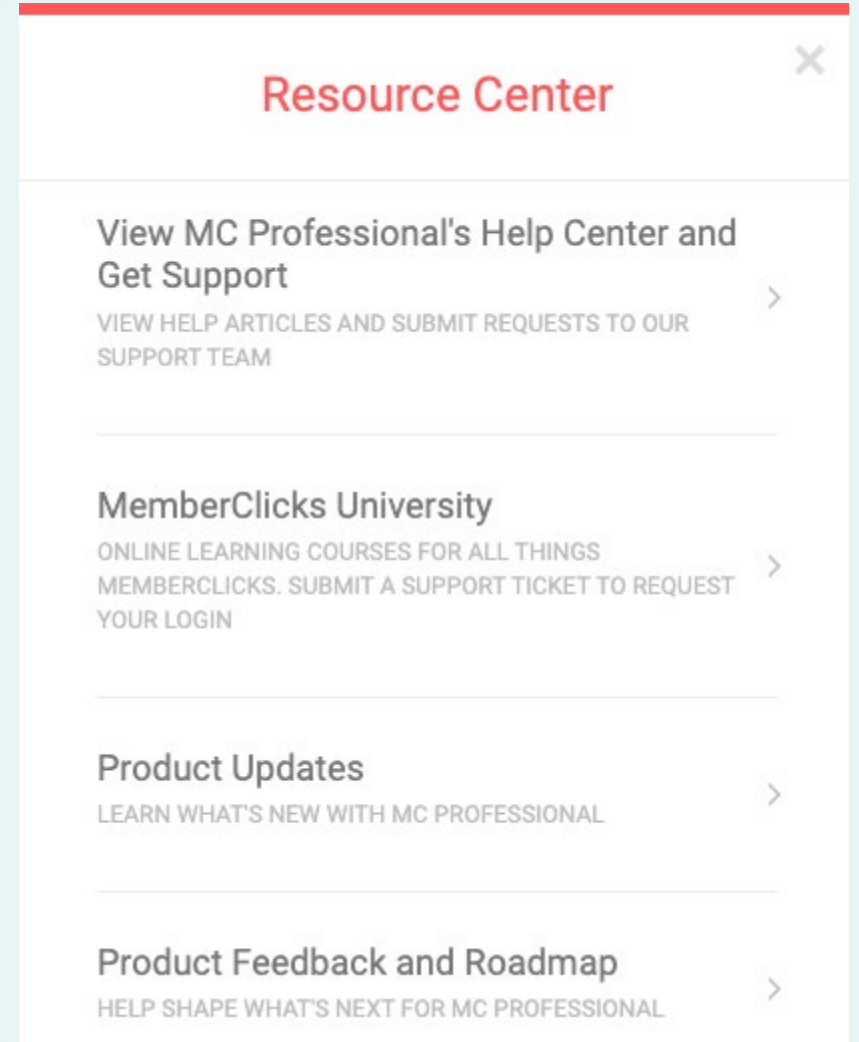
help.memberclicks.com



What's in the Resource Center?



Look for this button in the product admin panel to access the Resource Center, which includes quick links, helpful resources and product support.



What are Professional Services?

- Work closely with our team of experts in 1:1 consulting sessions when you need deeper guidance.
- Gain valuable insights into best practices tailored for your unique challenges and objectives.
- Access specialized training for new staff members or refresh your knowledge helping to empower your team to maximize your software's potential.



Types of Services

Best Practice Discussions

Classroom LMS Best Practices

Configuration Review

New Entity Setup

Project Scoping

Continuing Engagement Training

4. How to Stay 'In the Loop'

The Click

- Click into the latest enhancements and new product developments.
- Get ideas, industry best practices and resources aimed to help you deliver your mission.
- Be the first to hear about upcoming events, webinars and more!



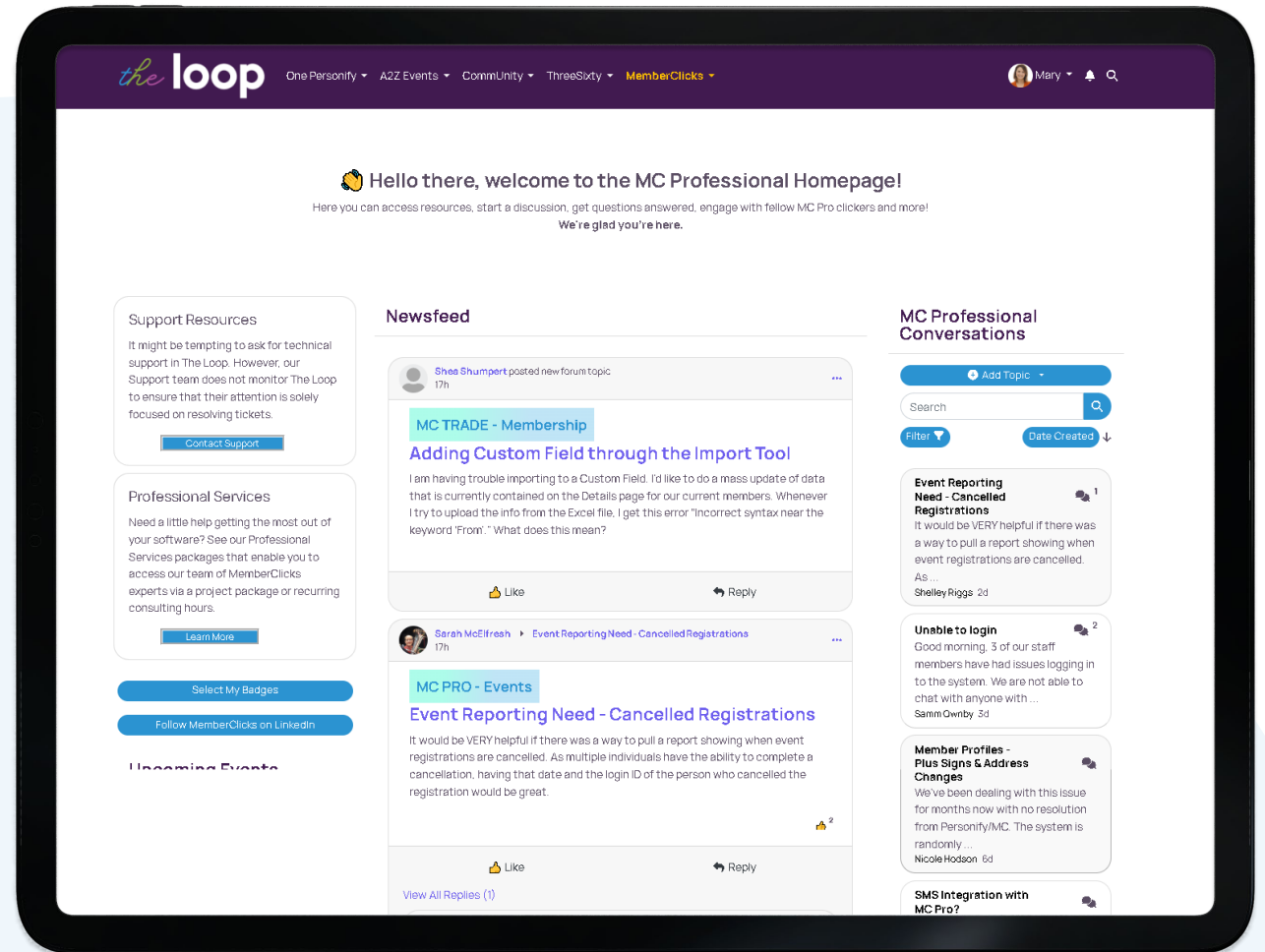
The Click



go.personifycorp.com/Verification.html

the loop

- Discussion Forums
- Best Practices
- Resources
- Events
- Collaborate with peers
- Product Roadmap
- Product Feedback
- Access to: MCU, Services & MORE!



theloop.personifycorp.com/join



Connect with Us!

Check out where we'll be in-person this summer!

IN-PERSON

- GSAE Annual Meeting (May 29-31)
- ASAE MMC + Tech (May 30-31)
- AMS Fest (June 11-13)
- ISHA/CSRA Membership & Marketing Conference (June 24-26)
- FSAE Annual Meeting (July 17-19)
- AMCI AMCs Engaged (July 30-31)
- ASAE Annual (August 10-13)

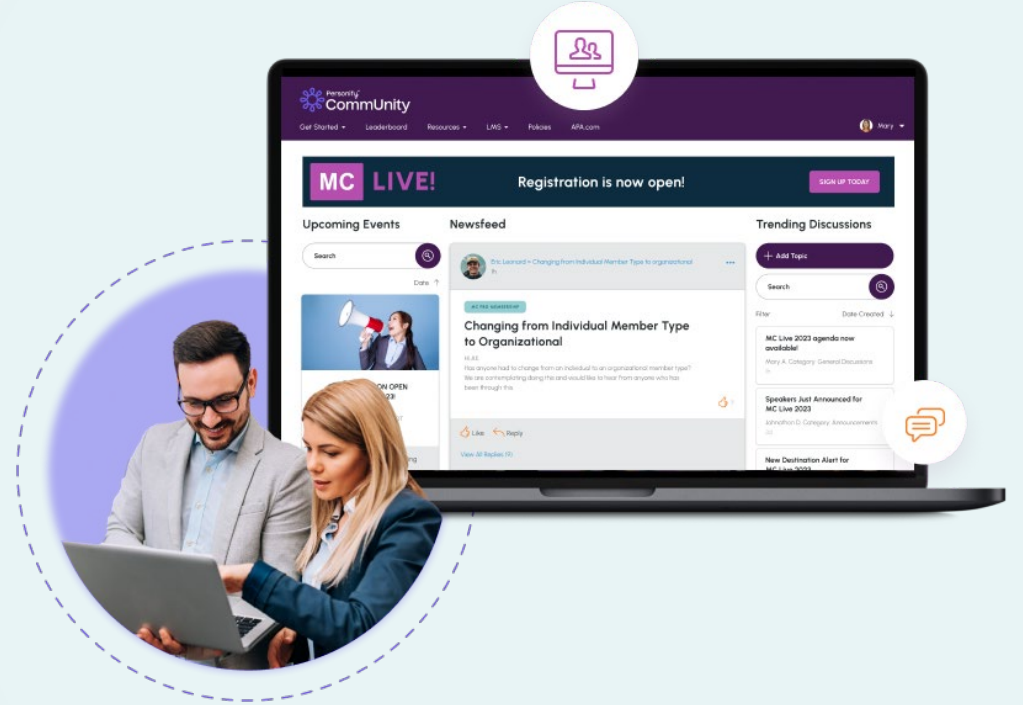
5. Meet The Starting 5

Our Integrated Solutions for MemberClicks Clients



CommUnity

Connect your members and supporters in a branded online community with discussions, forums, multimedia and an SSO integration with your AMS.



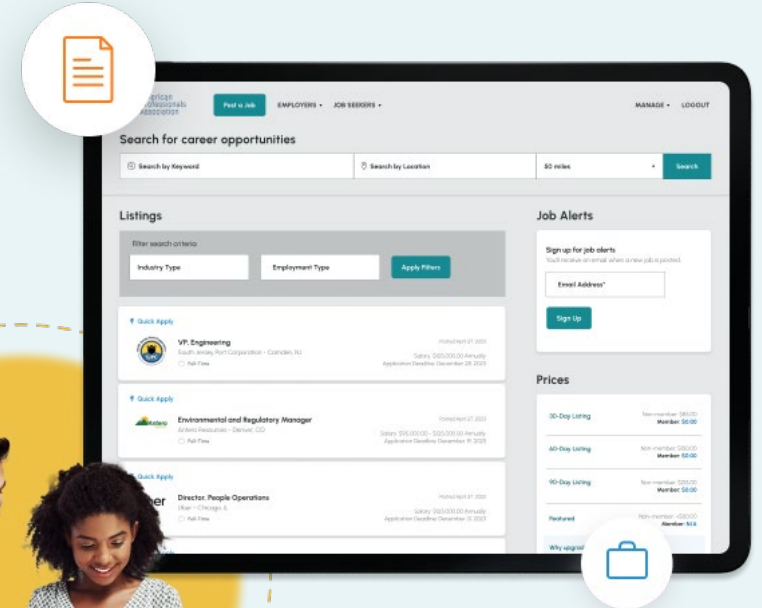
Classroom

Learning management software to enable your members to continue education and credentials with certificates and more.



Job Board

Add value to members and generate revenue from employers with a targeted destination for job seekers in your organization.



Member App

Member communication and data all in one place! Member App provides you the flexibility to accomplish tasks on the go — send notifications, manage conferences and event communications, create groups, directories, run surveys & more!

Includes all Conference App functionality.



Registration Tech

Drive member engagement at your events and annual meetings with our suite of á la carte event solutions: badge printing & check-in, registration management, attendance tracking and MORE!



Wrap Up & Questions?

Thank you!

Mary Allen
Senior Manager, Associations and Brand

Additional questions, need more resources:
mallen@personifycorp.com