Member Portal Guide Book
Harrisburg Regional Chamber & CREDC

An illustrated guide to getting the most out of our interactive and self-service website
Membership Has its Privileges

• Our members get exclusive access to a powerful Members Only Portal

• Our website offers many self-service and exclusive benefits that only members and their employees can access

• To ensure only members receive these benefits, these areas of our site require a valid log in

• The pages in this guide will teach you how to log in and update your information, as well as take advantage of as many benefits as possible

• The more you update and personalize your membership, the more value you will receive from us
What Can I Do Here?

- Change Username/Password
- Update Your Contact information, and Add Authorized Employees
- Upload Media for Your Directory Listing *(Community Builder tier and above)*
- Pay Your Bills
- Get Referral Report
- Add A Coupon
- Post Your Events
Log In to Take Control of Your Membership

- You will need to use your Username and Password to gain access to our private Members Area, and to receive special discounts on event registrations.

- If you ever forget your password, click the link to ask for it to be sent to your email address.

- For additional help, contact us:
  717-232-4099
  info@hbgrc.org
Update Your Contact Information (1/3)

This selection will open a page that allows you to update much of the information on your profile, as well as any other profile you are related to and have editing rights for. This helps us ensure we always have the latest information about you and your organization.

You can edit the following information:

• Name, address and other basic contact information
• Directory Listing category and descriptions
• Affiliation Codes you have identified as visible to Profiles
• Relationships you have to other Profiles (including adding new Profiles you are related to)
• Social Media accounts you have

• **NOTE:** New Employees must be added as such. DO NOT replace a former employee with a new employee’s name.
You have the ability to edit your profile, as well as the profiles of any person or company related to you.

Once you make changes, they are submitted for approval by the Chamber.

If you have the right permissions, you can also edit the profiles related to your organization.

**NOTE:** New Employees must be added as such. DO NOT replace a former employee with a new employee’s name.
Update Your Contact Information (3/3)

• The Update form shows you all the info we have for you. Please add as much as you can.

• Information here can be used on your Directory listings or for communications we send to you.

• All updates you make are submitted for approval.

• Make sure to click Save at the end of the process.
Upload Media  
(Upper Tier Memberships Only)

Our Online Member Directory can display images and videos on your Listing, if you have the right Listing Type with us.

If you have a Community Builder, Community Investor or Chairman’s Circle Listing Level, the images or video will display automatically on your directory listing; if you have the Community Connector Listing Level, it will not appear (but it will be stored in your Profile).

You can add the following:

- Business Logos
- Embedded video
- Photos

Members Only

UPLOAD MEDIA:

Depending on your level of membership or advertising participation, the media information uploaded here might have restrictions on when and where they display. Please contact the Property Management Association of Mid Michigan for more information and details on these restrictions.

Logo:
Upload your company logo or profile picture here. Accepted file format: .jpg or .gif. Maximum dimensions: 245px width; 160px height.

Photo 1:
Upload your photo here. Accepted file format: .jpg or .gif. Maximum dimensions: 200px width; 150px height.

Video:
Embed your YouTube video HTML here. Maximum video dimensions: 300px width, 300px height.

Save Changes
Pay Your Bills

• The top section displays your Open Invoices. Check the box to pay online, or click View to print a copy.

• The bottom portion shows your previously paid invoices. Click the Invoice Number to print a copy for your records.
Ever wonder how often you’ve been referred by us? Through our online member directory, we track most of the referrals we provide you.

This section runs a detailed Referral Report, which shows you a very granular report of every time you’ve received a Lead or Impression from our website.
Add A Coupon

• Our organization runs a Member-to-Member Discount Program, which you can participate in by offering discounts through our Coupon tool.

• You can create and manage your own Coupons, and track their usage in your Referral Report.
Enjoy Member Pricing for Event Registration

- Many of our events offer exclusive discounts for Members and their employees.
- Look for the Log In information to ensure you get every discount you deserve.
- Remember: You may add additional users/employees to empower them to register for events.

Log in above for faster registration and special pricing
Post an Event

• We maintain a Community Events Calendar exclusive to our members.

• You can create and post your own events to our calendar at anytime.

• Events must be approved by Chamber staff, so please allow 2 business days for review.
Contact us

For assistance with the Members Only area of our website, please contact us at:

717-232-4099
or
info@hbgrc.org