



CHAMBER of Commerce

We are serious about local growth

Thanks for joining Chamber Nation and offering new members an outstanding member value.

Your Chamber site is live and we hope you are pleased with how it looks and functions.

Technology can be complicated and changing over to a new system can be overwhelming, so here is a quick guide to help you keep track. We encourage you to post this in a prominent place (like by the copier) so all staff has instant access (minus the passwords of course).

Launch Ideas

Once your system is ready to go live we are able to trigger a welcome message that includes members' system access and is sent to all members. They may access the system and the various member tools with this information.

Prior to us doing this we recommend that you use your Chamber Nation system to send out a broadcast email telling members that a Chamber update is coming soon and look for your user name and password access. You might also want to share all of the new member benefits by inviting them to view the new member support site at www.OpenForBusinessProgram.com. You may also mention to your existing members that if they would like to have these new member benefits, to let you know as they can be moved to a new membership plan for a nominal dues adjustment (or not, up to you).

After you have sent out this communication, let us know and we will send out a welcome access email to each existing member for entry into the system.

Did you know that your EXISTING and NEW members will be able to:

View their membership record	Pay their renewals/dues online	Change their contact or profile information	Upload their photo for display in various areas	Change their username and password
Register for events as a member	Submit events for broadcast through the main calendar	Submit a press release that then goes to the media	Participate in community message boards	Send out their own social network posts
Participate in various Chamber	Run member reports that the	View topics in the local online	Check out items chamber offers for	Post a Chamber Daily Deal for

surveys	chamber created	learning center	member use	broadcast+MORE
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Did you know that your NEW or CONVERTED members will be able to:

Access to a powerful member dashboard	Community posting system for multiple things	Marketing landing page built and hosted for SEO	A catalog is built to display member products/services	Member Assistant provided to do the work and updates
Mobile app and local golden tickets for deals	Texting where prospects are sent to members	Review my business tools for easy promotion	Assistance with Google My Business included	Monthly details sent on program success and ROI

Did you know that your Chamber has all of these functions to make your life easier?

Member Database	Track Membership	Member Prospector	MRM Member Relationship Mgr	Project / Committee Mgr
Legislative Action Center	Membership Billing System	Tiered Membership Mgr	Quickbooks Integration Option	Board Member Reporting
Election Management Sys	Broadcast Communications	Drip Marketing System and Track	Newsletter Editor and Tracking	Social Media Post Automation
Syndicated Community-Wide Calendar	Event Registration and Payments	Booth Sales Automation and Tracking	Amazing Community-Wide Search Engine	Category Specific Ad Spots for New Income Options
Things-to-Do Website System	Banner Advertising Mgr	Mobile Texting Communications	Donation Automation Sys	Member Resource Reservations
Chamber Store and Checkout	Press Release Media Publisher	Member ROI Statement Reviews		

Education & Support

We strive to be responsive to your needs and include support as part of your Chamber Nation program. No surprise invoices at the end of the month when you use our award-winning support.

Question?: Submit a ticket: PLEASE... ALWAYS SUBMIT A HELP TICKET (SYSTEM ADMIN LEVEL USERS) To open a help ticket simply log in to your Chamber Nation system and find the “submit a ticket” link at the very top or middle, fill out the easy questionnaire. This helps us direct your concern to the right department at Chamber Nation. We will respond by showing you how to remedy this issue, or fix it if it is an engineering item.

ChamberClasses.Com - This is the place for you to go to sign up for weekly training webinars on:

- General Admin questions and Website Editor
- Event Registration System
- Billing and Reporting System
- Communications and Messaging
- Chat, blog, mobile and corporate info is also found here.

Phone number 855-ADD-MEMBERS [(855) 233-6362]

- Telephone Support is available Monday through Friday:
- Pacific - 7:30 a.m. to 4:30 p.m. Central - 9:30 a.m. to 6:30 p.m.
- Mountain- 8:30 a.m. to 5:30 p.m. Eastern - 10:30 a.m. to 7:30 p.m.

To truly help you add members:

- Join The Chamber Collaborative - where you can interact with other Chamber executives to share ideas that are working in the field, hear input from participants, and have other executives share insights they have to help grow membership.

www.chambercollaborative.com

Your Chamber Nation system info:

1. Domain Name: _____ (Please be sure you have forwarded this Domain Name (with masking on) to the Domain Name on the UCC Certificate URL)
2. Your Domain is hosted by: _____
3. UCC Certificate URL: _____
4. Your third-party billing system is: _____
5. 24/7/365 system resources are available by clicking the help desk link found at the top or middle of your Administrative Functions home page.
6. **ROI:** For a quick look at your ROI go to <http://www.communitywelcomecenter.com>, find your chamber then click on ADVERTISING REPORT and see the current clicks and return on investment your chamber has gathered this month.
7. When members log in to their ad center at <http://login.docu.team> they can view their own member return on investment statements that are sent out once per month. These statements make it much easier to sign up new members when they can see how well the Chamber is promoting existing members.

Chamber Nation is fully committed to providing you with the best experience.

Membership Management System Support

- Within your system, you will see a link called **SUBMIT REQUEST** use that for fast support.
- Visit www.ChamberClasses.com for system webinars and to register for class updates.

Membership Benefits

- To view the latest membership packet please go to www.MembershipPacket.com
- OpenForBusinessProgram.Com is geared for individual members to get acquainted with their advanced member services and to access their member assistant for free support.
- If we are not able to research and find information on the member's business for their build-out, we will send them a link to www.PremiumEntrance.com in order to get started.

Membership Sales

Website Access and Management Training

- To access your website editor please visit www.ChamberNation.net
- To access training please click on the (?) at the top of the website editor

ADMIN CUSTOMER SERVICE:

- **The best way is to SUBMIT A TICKET is from inside of your Chamber Nation system**
- **Phone number 855-ADD-MEMBERS [(855) 233-6362]**
 - Telephone Support is available Monday through Friday:
 - Pacific - 7:30 a.m. to 4:30 p.m. Central - 9:30 a.m. to 6:30 p.m.
 - Mountain- 8:30 a.m. to 5:30 p.m. Eastern - 10:30 a.m. to 7:30 p.m.

MEMBER CUSTOMER SERVICE:

- **Have them visit www.OpenForBusinessProgram.com and click on the support tab.**
- **From here they can submit a help ticket or set up a meeting with a member assistant.**
- **Call our member support center at (844) Its-Done**
 - a. Telephone Support is available Monday through Friday:
 - b. Pacific - 7:30 a.m. to 4:30 p.m. Central - 9:30 a.m. to 6:30 p.m.
 - c. Mountain- 8:30 a.m. to 5:30 p.m. Eastern - 10:30 a.m. to 7:30 p.m.

thank
you