AROW Member Registration "How-To Guide"

This step-by-step guide walks you through the process for membership renewal or for joining the first time. This is the second year using our 'new' membership system, so be sure to read through these instructions to help it go smoothly. Yet if you need any assistance, please call us at **715-347-5979**. Thank You!

If you are registering on behalf of a member, but are NOT registering as a member yourself, please call us.

IMPORTANT PAYMENT INFORMATION!

GROUP memberships are one transaction that registers multiple members at one time.
*The Primary member receives one invoice (via email) that is paid either by **check** or **credit card** with one transaction paying for all members of the GROUP.*

SINGLE memberships are also one transaction, but for only one member at a time.
*Each member receives a separate invoice (via email) to be paid by **check*** or **credit card** with separate, individual transactions. This includes adding a SINGLE Associate membership.*

**Multiple invoices may be combined for one check payment from an Organization / Company.*

JOINING for the first time? *Go to [p.2] below.*

RENEWING? *Thank you, we appreciate your continued support!*

1. Are you currently an **Associate Member** from your organization / company?
   a. If your organization/company is **renewing with a GROUP** level membership, the Primary Member must first renew their membership. This will update all members that are part of the group.
   b. If you want to **renew as a SINGLE: Associate**, your organization / company **must first have a member renew** under a SINGLE: Business/TA, or a SINGLE: Govt./ NP / Institution level membership. Then you may process your renewal as an Associate and await 'administrative approval' on our end.

Primary Member of **GROUP level** memberships and/or each **SINGLE level** memberships:

2. **Click** on **Login** button located in upper right-hand corner of the Home page of the AROW website.
3. Enter your email address and password (if you forgot your password you can reset it by clicking on Forgot Password).
4. Your member profile page will appear.
5. **If nothing is changing for 2017** click on the "Invoices and Payments" tab at the top. This will take you to your invoice and you can choose to pay online now or print off an invoice to pay with a check.
6. **If you need to make edits for 2017** click on the **Edit Profile** button at the top of the page.
   a. If you need to make edits to members/associates for your Group, please call Angie at 715-347-5979.

JOINING for the first time:

1. **Click** on **Join / Renew** button on Membership page.
2. **Click** on **Membership Level** of your choice.
3. Enter your **email address** for the membership. *The majority of AROW's communication is via email.*
4. Enter requested **Contact Information**.
5. **Select Discussion Group Forums** (if any) that you'd like to participate in.
6. If you selected a **GROUP level membership,** enter the **Contact Information** for every Associate member of your 'bundle', up to the maximum number allowed.
    a. **Include:** FULL NAME, EMAIL ADDRESS, MAILING ADDRESS and PHONE NUMBER if different from Primary Member's information.
    b. **Select** Discussion Group Forums for each Associate (if applicable).
        i. If you do not know this at this time, or to make any additions / deletions, every member can log in later to edit their Profile, using their email address and their self-created password.
    c. As **'Bundle Administrator'**, you may add or delete Associate members at any time to your bundle (up to the maximum number allowed).
7. **Review & Confirm** screen
    a. A summary pops up for your review. **Click on 'Back'** to make changes or **'Confirm'** to complete the registration. After confirming, (2) separate emails are sent immediately to the primary member's email address. They include:
        i. **Member Log-In information**, including a temporary password that you should reset.
        ii. **Membership Invoice.** If desired, you may use this emailed invoice to process payments (via check or credit card), however the online process continues as follows.
8. **Invoice** screen appears. You may pay by CHECK or CREDIT CARD.
    a. **PAYMENT BY CHECK:** Print this page for your records and processing.
    b. **PAYMENT BY CREDIT CARD: Click** on the **Pay online** button (left-hand of screen).
        i. We use *PayPal Express Checkout* to process credit cards.
            1. If your organization / company has a PayPal account
                a. **Select 'Pay with my PayPal account'** and proceed as usual.
            2. If you don't have (or don't want) a PayPal account for your organization / company
                a. **Click** on **'Pay with Debit or Credit Card'** option. Enter credit card information to process a one-time transaction.
        ii. **Click Confirm** to confirm that membership information provided is correct.
        iii. To finalize payment and the transaction **Click** on the grey **Pay $ xxx.xx (USD)** button.
        iv. The screen will show *"Payment is being processed. Please wait…."*
        v. ✓Payment successful appears on your screen. This is the online program's **Receipt** of Payment. **Print** this page, if desired as your receipt.
        vi. **PayPal's Receipt** for the transaction is emailed to the address of the primary member. **Print** this email, if desired as your receipt.
9. **Click 'Back'** if you wish to make any edits to the membership Profile at this time, or…
10. **Log out** and **Close** your browser.