

User Guide



A Member's Guide to the **Members-Only Area**

Myrtle Beach Area Chamber of Commerce

An illustrated guide to getting the most out of our interactive self-service website

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Member Portal Home

The member portal is powered by MemberClicks, a Personify company. You may hear us refer to it as our database. Use the portal to view and edit the information on file for you and your business. Please note, most changes submitted through the portal require staff approval which takes 24-48 hours.

What can I do here?

- Update contact information
- Pay invoices
- Upload media including logos and photos
- Change your password

If you are expecting an invoice, but don't see one, or can't edit your business information you likely need your permissions adjusted by our staff.

Email loginhelp@visitmyrtlebeach.com for assistance.

The screenshot shows the member portal interface. At the top left is the Myrtle Beach Area Chamber of Commerce logo. On the right, there are navigation links: PROMOTE, PROTECT, IMPROVE, EVENTS, NEWS, and ABOUT. Below the logo is a blue header bar with the text "Hi Amanda! You're currently viewing your personal profile" and a "Switch Profile" button. To the right of the header are "Change Password" and "Log Out" links. Below the header is a red navigation bar with links: "Member portal home", "Edit this profile", "Pay open invoices", and "Relationships".

The main content area features a profile card for Amanda Blomquist, including a profile picture, name, email (Amanda.Blomquist@visitmyrtlebeach.com), phone number ((843) 916-7238), and address (1200 N. Oak St., Myrtle Beach, SC 29577). To the right of the profile card is a section for "0 open invoices" with buttons for "PAYMENT HISTORY" and "PAY INVOICES". Below that is a "1 Related Profiles" section showing the Myrtle Beach Area Chamber of Commerce profile with contact information. At the bottom left is a "My Events" section listing a webinar on May 12, 2021, titled "Webinar: Experiencing a Vaccinated Society - Are You Ready?".

Logging In

Your login and password give you access to the members only portal as well as member pricing on our Job Board and events.

Logging in

Click LOGIN at the top of MyrtleBeachAreaChamber.com to access the member portal.

Logins are per user and each employee should use a unique email address.

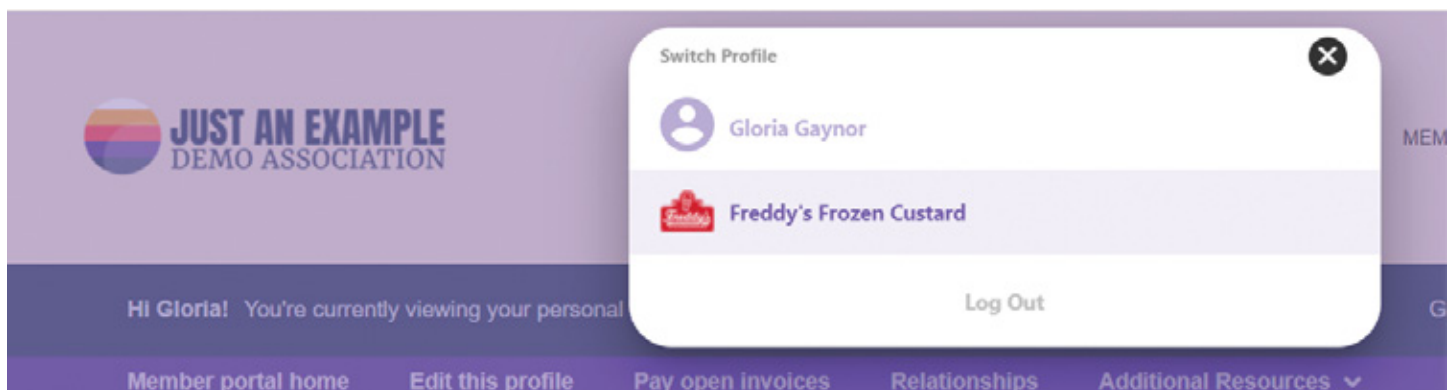
If you ever forget your password, click “Forgot your password” on the login screen to receive an email with a password reset link. If you don’t know what email is associated with your account, or if someone needs an account, please email loginhelp@visitmyrtlebeach.com.

Switch Profiles

If you’re a longtime investor, you may remember logging in as the business with a single login for all employees. Logins are now per employee, with different permissions available.

If you are the main contact or an editor of any business/organization profile, you can easily switch the profile you are editing at any time.

Make sure to save any edits before you switch to another profile.



Edit This Profile

Clicking “Edit this profile” from the portal menu opens a page allowing you to update your information on file.

Make note of which profile you are viewing when you begin your edits – your individual profile or a business profile. Some information including directory listings and number of employees should only be edited under the business profile.

You can edit the following information:

- Name, address and other basic contact information
- Directory listing categories and descriptions
- Custom Fields or additional search fields
- Relationships you have to other profiles
- Social media accounts (Please use the full URL i.e., <https://www.facebook.com/MyrtleBeachAreaChamber> not @myrtlebeachareachamber.)

Remember, edits to your individual or business information require staff approval and do not take immediate effect. If you are unable to edit your business information, email loginhelp@visitmyrtlebeach.com to request editor status.

The screenshot shows the 'Profile Edit' interface. At the top, a dark navigation bar contains the text 'Hi Gloria! You're currently viewing your personal profile' and a 'Switch Profile' button. On the right side of the navigation bar, it says 'Gloria Gaynor Change Password Log Out'. Below the navigation bar, a purple menu bar includes 'Member portal home', 'Edit this profile', 'Pay open invoices', 'Relationships', and 'Additional Resources'. The main content area is titled 'Profile Edit' and shows the user's name 'Gloria Gaynor' and title 'Community Manager'. There are three buttons: 'CANCEL', 'SAVE AND CONTINUE EDITING', and 'SAVE THIS PROFILE'. The form includes a sidebar with menu items: 'General Information', 'Additional Addresses', 'Listings', 'Social Media', 'Affiliation Codes', and 'Custom Fields'. The main form area contains the following fields: Prefix (with 'Ms.' selected), First Name (Gloria), Middle Initial (G.), Last Name (Gaynor), Suffix, Report Name (Gloria Gaynor), Title (Community Manager), and Address.

Relationships

Relationship screen (example below)

The relationships menu item and the related profiles area of the homepage show all the profiles related to the profile you are editing. For example, if you represent more than one business you should see them all listed on those screens.

If you're looking at the business/organization profiles, you should see a list of all employees we have on file. You can add new employees on this screen as well as select permissions, including editor status and setting a billing contact.

Freddy's Frozen Custard ADD A PROFILE

Related Profiles

There are 11 relationships

Main Contact ID	Billing Contact ID	Editor ID	Business Communication ID	Name ID	Title ID	Email ID	Phone ID	Relationship Type ID	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steve Bayner	New Title	steve@freddy.com	(404) 434-1000	Employee	ACTIONS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Steve Roberts		steve@freddy.com	(404) 434-1000	Subsidiary	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Celia Deane	Construction Consultant & Inspection Consultants Make for an Incomparable Long Term of Use	celia@celiaanderic.com		Director Employee	EDIT DELETE
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eric Deane	Site Manager			Subsidiary	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Henry Woodard		henry@freddy.com	(404) 434-1000	Employee	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hector Johnson			(404) 434-1000	Company	ACTIONS

View Invoices and Renewal Information

From the members only homepage, main contacts and editors can view all open invoices and renewal information. You can view past invoices and payments under your payment history.

3 open invoices

Gloria Gaynor	\$5.00
Freddy's Frozen Custard	\$474.60

PAYMENT HISTORY

PAY INVOICES

Renewals

Sponsorship
Yearly (starting on 11/01/2019) \$555

ENABLE AUTOMATIC RECURRING BILLING

Enter credit card details to automatically pay your renewal fee each time

Paying Invoices

Invoice screen (example below)

Click the "Pay Invoices" button on the right side of the page or click "Pay Open Invoices" in the top navigation menu. This brings up a list of open invoices.

Main contacts and editors will see company invoices. Others will only see invoices connected to their individual profiles.

You can view or print any invoice by clicking on the invoice number.

To pay an invoice, you need to check the box in the first column to select which invoice(s) you want to pay then click the "Pay Now" button.

This brings up a payment details window where you can fill in your card information.

Open Invoices across accounts

PAY NOW Select invoices below to pay

<input type="checkbox"/>	Due date ☺	Invoice date ☺	Invoice ☺	Involved profile ☺	Description ☺	Item amount ☺	Paid ☺	Due ☺
<input type="checkbox"/>	4/1/2021	7/16/2020	7093	Freddy's Frozen Custard	Dues	\$1.00	\$0.00	\$1.00
<input type="checkbox"/>	12/15/2020	12/18/2020	7456	Freddy's Frozen Custard	ACRE Dues	\$50.00	\$0.00	\$50.00
<input type="checkbox"/>	8/1/2021	2/06/2020	2680	Freddy's Frozen Custard	Single Tax Items	\$14.40	\$0.00	\$14.40
<input type="checkbox"/>	3/15/2021	3/15/2021	7667	Freddy's Frozen Custard	Events	\$450.00	\$0.00	\$450.00
<input type="checkbox"/>	2/11/2021	2/11/2021	7668	Gloria Gaynor	Application Fee	\$5.00	\$0.00	\$5.00

« < 1 > »

Payment details **\$450**

Name On Card

Card Num

Security Code Month Year
 4 2021

Address

City State Zip / Postal Code
 AZ

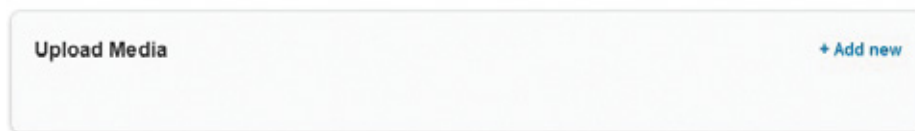
Country

Upload Media

You can upload logos, images and documents directly to your account in the upload media section.

If you have an enhanced listing, your logo will display automatically in the search pages of our directory.

You can also use the HTML editor in your portal update form to add images into your directory listing. **Click the “+ Add new” button to upload the media.** This will generate a link you can copy and use to insert an image in the directory description section.



Access More Tools

Click the down arrow in the portal menu to access more tools

View your referral report. Make sure you're in the business view then click "View Referral Report" from the menu. This will load the interactive value report which will tell you how many people have viewed your directory listing, clicked on your website or social media platforms or seen your ads in our business directory.

Post a job. Use the same portal credentials on our Job Board to access member pricing allowing you to post job openings for free!

Submit an event. Have a community event? Investors can submit events to our community calendar for free.

Coupons. Coupons should be added from the business profile to make sure they show up with your directory listing. Double check that you've switched profiles before

launching the coupon form. Coupons are available for the public or can be exclusive to fellow investors.

Pay open invoices

Relationships



View Referral Report

Submit a Job

Submit an Event
Add a Coupon

Change Your Password

You can change your password at any time by clicking the link in the top right menu bar.

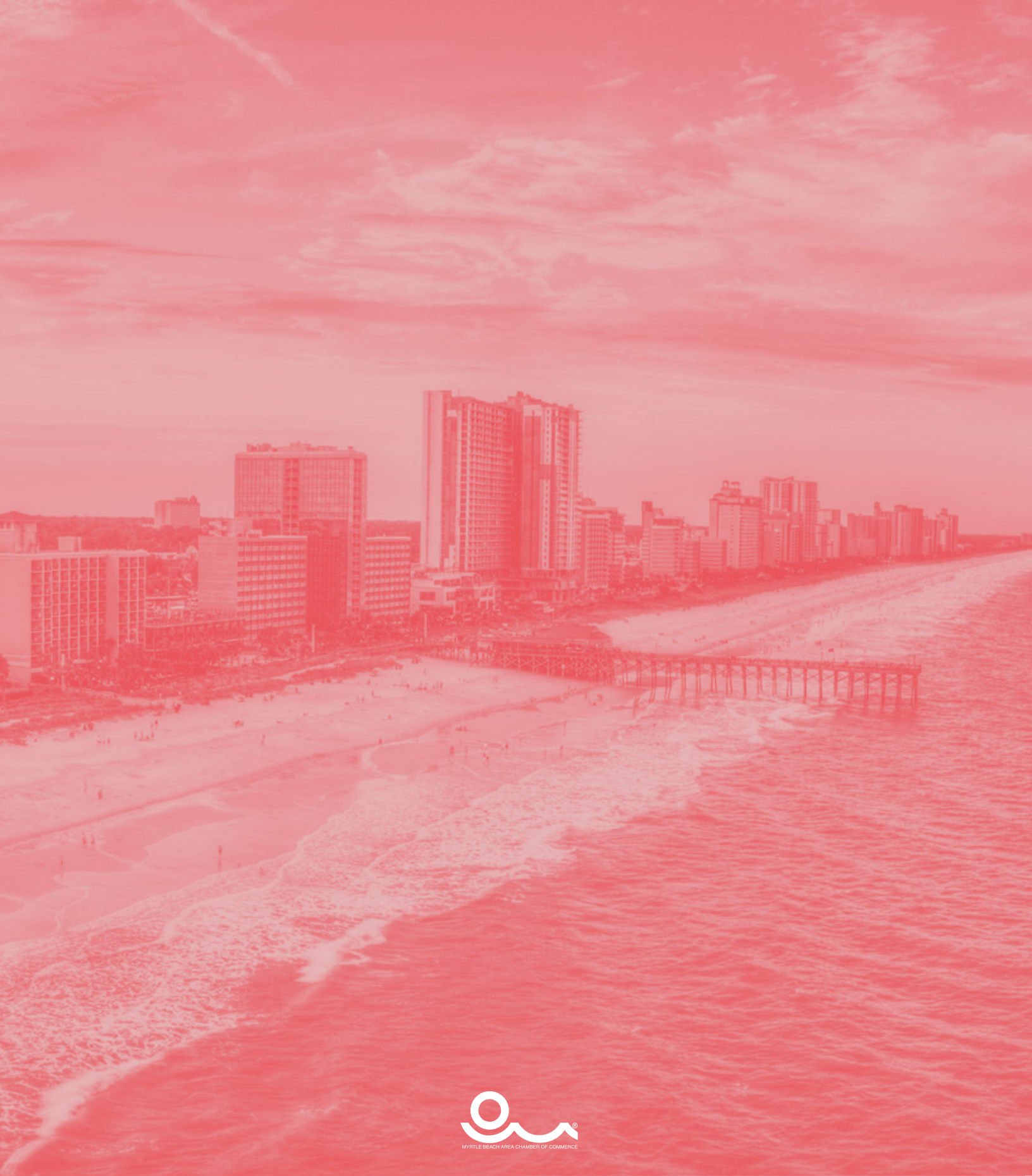
Current Password

New Password

Repeat Password

CANCEL

CHANGE PASSWORD



PROMOTE • PROTECT • IMPROVE