



Members Only Portal FAQs

Who: YOU! HAND members.

What: HAND is pleased to announce that we are expanding our suite of membership benefits! We have officially launched a brand new member database and event registration system, which will also house an exclusive Members Only Portal for job postings, direct networking opportunities, discussion threads and more!

When: Currently this platform serves as the workhorse that will collect member dues and support event registration and payment. Over the next several months, it will help with the work of keeping our membership connected. With social networking support, simple tools for staying in touch, space for sharing photos and resources to support committees, this platform will further enhance member engagement with HAND and our broad network of members.

Where: www.HANDHousing.org will remain as our organization's website. The Members Only Portal will be accessible under the "MEMBERS" tab at the top of the homepage or by visiting the following link: <https://hand.memberclicks.net>. All users must log in with a unique username and password. If you are listed as the point of contact for your organization, you should have also received a Welcome message with these important details. All other staff members should create their own unique "Linked Profiles" (see below).

Why: We are constantly evaluating how we can improve our internal operations and streamline processes as much as possible for our members. We are confident that you and your colleagues will find this new platform to be both user-friendly and efficient!

Important Terms to Know

Membership Categories: If you are a HAND member who works for a Nonprofit, For Profit or Government Agency, your organization's membership benefits extend to all of your colleagues associated with the organization. To ensure everyone in your office is kept abreast of HAND communications and activities, please encourage team members to create their Linked Profile on the platform.

HAND Consultant, Individual, and Student member benefits are only extended to the individual contact listed in your member application.

Organization Profile: If your company has an organizational membership (Nonprofit, For Profit, Government), your organization profile contains information about your company (ex. Mailing address, phone, email and logo) and has one or more individual linked profiles tied to it.

Linked Profile: Linked profiles are the individuals who work for your organization. Think of them as an extension of the organization profile. Each linked individual has their own profile, and an organization can have an unlimited amount of linked profiles. We encourage you to have all of your staff members set up linked profiles so that the entire office can tap into all things HAND!

Key Contact: Key Contacts are specific linked profile(s) who are viewed as the organization's member liaison. An organization should have at least one Key Contact. This individual will:

- Receive membership renewal reminders via email
- Pay dues on behalf of the organization
- Edit and update the organization's profile they are linked to
- Edit and update other profiles linked to their organization
- Register other linked users from their organization for events



Important Terms to Know

Guest: HAND members are our best ambassadors! Do you have a friend, colleague or vendor who you would like to bring to a HAND event? When you register for an event, you will now have the opportunity to "register a guest" as well. When you see this button on an event registration form, this simply means that you have the option to register an individual who is not a HAND member. Please note guests are welcome to all events, however they will be charged a non-member fee to attend.

Additional Features

- **Job Postings** - Our job board will be available exclusively to HAND members! If you have a posting you would like to share, please send it in PDF format to info@handhousing.org.
- **Trainings & Events** - Don't miss another event! Check out our complete calendar and register yourself and colleagues for each HAND session. Training presentations and materials will also be available in the portal for members to easily access after each program.
- **Community Forum** - Let your voice be heard! Participate in a discussion thread with other HAND members or start your own conversation on topics that are important to YOU.
- **Membership Directory** - Search our network of over 300 members and connect directly with fellow members!

We are very excited about bringing this new development to our membership and hope that you will be too!

Questions? Contact HAND's Membership Manager, Courtney Battle at cbattle@handhousing.org.