

A Member's Guide to the Members-Only Area

The screenshot displays the member portal for Alex Farah. At the top left is the logo for THE CHAMBER. GREATER VICTORIA CHAMBER OF COMMERCE. To the right are links for Events, Login, and Contact Us. A dark navigation bar contains the user's name, profile information, and options to Change Password and Log Out. Below this is a red navigation bar with links for Member portal home, Edit this profile, Pay open invoices, Relationships, and Exposure Opportunities and Deals. A welcome message is displayed in a white box. The main content area is divided into three columns. The left column shows the user's profile information, including contact details and a 'My Events' section with a 'View all events >>' link. The middle column features a '1 open invoices' section with a table showing an invoice for Alex Farah at \$0.00, with buttons for 'PAYMENT HISTORY' and 'PAY INVOICES'. Below this is a 'Renewals' section showing a membership renewal for \$0 with an 'ENABLE AUTOMATIC RECURRING BILLING' button. The right column shows a '16 Related Profiles' section with 'Add a profile' and 'View and edit all >>' links.

THE CHAMBER.
GREATER VICTORIA
CHAMBER OF COMMERCE

Events Login Contact Us

Hi Alex! You're currently viewing Greater Victoria Chamber of Commerce's profile. [View](#) [Switch Profile](#) [Change Password](#) [Log Out](#)

[Member portal home](#) [Edit this profile](#) [Pay open invoices](#) [Relationships](#) [Exposure Opportunities and Deals](#)

Welcome to the new Member Portal. We appreciate your Membership and investment in The Chamber and want to hear more about what's important to you in this year's Membership Survey.
If you have questions on how to maximize your membership, please email: members@victoriachamber.ca

THE CHAMBER.
GREATER VICTORIA
CHAMBER OF COMMERCE

Greater Victoria Chamber of Commerce

Email: chamber@victoriachamber.ca Phone: (250) 383-7191

Address: 100 - 852 Fort St
Inner Courtyard
Victoria, BC V8W 1H8 Title:

My Events [View all events >>](#)

1 open invoices

| | |
|--------------------------------------|--------|
| Alex Farah | \$0.00 |
| Greater Victoria Chamber of Commerce | \$0.00 |

[PAYMENT HISTORY](#) [PAY INVOICES](#)

Renewals

| | |
|--|-----|
| Membership Dues comped for reciprocal association membership | \$0 |
| Yearly (starting on 07/01/2018) | |

[ENABLE AUTOMATIC RECURRING BILLING](#) Enter credit card details to automatically pay your renewal fee each time.

16 Related Profiles [Add a profile](#) [View and edit all >>](#)

Membership has its privileges

- Our website offers many self-service and exclusive benefits that only members and their employees can take advantage of.
- To ensure only members receive these benefits, certain areas of our site require a valid log in.
- This guide will teach you how to login, update your information, and take advantage of as many benefits as possible.
- The more you update and personalize your membership, the more value you will receive from us!

Members-Only Guide

- **Slides 5, 6, 7:** Update your contact information
- **Slide 8:** Manage your organization's relationships
- **Slides 9, 10, 11:** View and pay invoices for any related profiles and access previous statements/invoices
- **Slide 12:** View your benefits used, events attended and more
- **Slide 13:** Access members only content
- **Slide 14:** Upload media
- **Slide 15:** Change your password

The screenshot displays the member portal for the Greater Victoria Chamber of Commerce. At the top, the logo and navigation links (Events, Login, Contact Us) are visible. A dark navigation bar contains the user's name (Hi Alex!), a search bar, and links for 'Member portal home', 'Edit this profile', 'Pay open invoices', 'Relationships', and 'Exposure Opportunities and Deals'. A welcome message is shown below the navigation bar. The main content area is divided into several sections: 'Greater Victoria Chamber of Commerce' with contact details (Email: chamber@victoriachamber.ca, Phone: (250) 383-7191, Address: 100 - 852 Fort St, Inner Courtyard, Victoria, BC V8W 1H8); '1 open invoices' for Alex Farah, showing a balance of \$0.00 and a 'PAY INVOICES' button; 'Renewals' for 'Membership Dues' with a 'RENEW' button; and '16 Related Profiles' with 'Add a profile' and 'View and edit all' options.

Login to your Membership

- Your username and password will give you access to our private members-only area or receive special discounts on event registrations.
- If you ever forget your password, click *Forgot your password?* to receive an email with a password reset link.
- Still not having luck? We are never more than a phone call or email away – (250) 383-7191 or members@victoriachamber.ca

Greater Victoria Chamber of Commerce

Login

Username

Password

Remember My Login

Login

[Forgot your password?](#)

Edit This Profile

- You can edit your profile. Staff marked as main contact or editor can edit their related organization(s) as well.
- Once you make changes, they are submitted for approval by Chamber Staff
- If you have the right permissions, you can also edit the profiles related to your organization.

Hi Alex! You're currently viewing Greater Victoria Chamber of Commerce 's profile [Logout](#) [Switch Profile](#)

[Member portal home](#) [Edit this profile](#) [Pay open invoices](#) [Relationships](#) [Exposure Opportunities and Deals](#) ▾

Profile Edit

Greater Victoria Chamber of Commerce

General information

[Additional Addresses](#)

[Individual Company Full Directory Listing](#)

[Social Media](#)

[Update: What's Important to You](#)

Report Name for Business
Greater Victoria Chamber of Commerce

Title

Address
100 - 852 Fort St
Inner Courtyard

City
Victoria

State/Province
BC

Postal Code
V8W 1H

Country
Canada

E-mail
chamber@victoriachamber.ca

Work Phone
(250) 383-7191

Edit This Profile

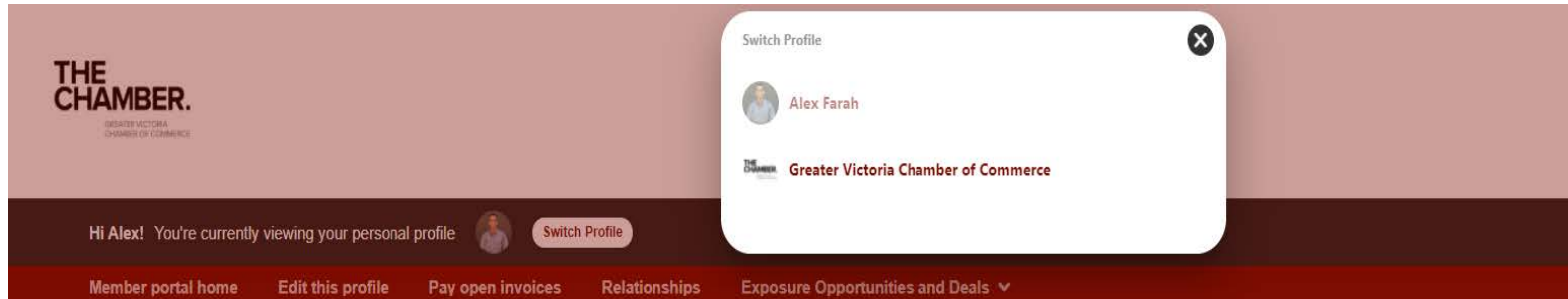
You can edit the following information:

- Name, address, and other basic contact information
- Directory listing category and descriptions
- Update What's Important to You – Why did you become a member?
- Relationships you have to other profiles (including adding new profiles you are related to)
- Social media accounts

The screenshot shows the 'Profile Edit' interface for the Greater Victoria Chamber of Commerce. At the top, there is a navigation bar with the text 'Hi Alex! You're currently viewing Greater Victoria Chamber of Commerce 's profile' and a 'Switch Profile' button. Below this is a dark red navigation menu with links for 'Member portal home', 'Edit this profile', 'Pay open Invoices', 'Relationships', and 'Exposure Opportunities and Deals'. The main content area is titled 'Profile Edit' and includes a sidebar with navigation options: 'General Information', 'Additional Addresses', 'Individual Company Full Directory Listing', 'Social Media', and 'Update What's Important to You'. The 'Social Media' section is active, displaying a list of social media accounts with their respective URLs and 'Delete' buttons. The accounts listed are Facebook (https://www.facebook.com/VictoriaChamber), Twitter (https://twitter.com/ChamberVictoria), LinkedIn (http://www.linkedin.com/groups?mostPopular=&g...), YouTube (http://www.youtube.com/user/victoriachamber), and Instagram (https://www.instagram.com/victoriachamber/).

Switch Profiles

- If you are the main contact or listed as an organization's editor, you can use the switch profile button to select the profile you are editing.
- Make sure to save any edits before you switch to another profile!



Relationships

- The relationships menu item (and related profiles area of the home page) shows all profiles related to the profile you're editing.
- You can add new staff, update existing relationships, remove old staff members or assign new editors and main contacts for organizations.
- All updates you make are submitted for approval.
- Make sure to save.

The screenshot shows the member portal interface. At the top, there is a navigation bar with the following items: Member portal home, Edit this profile, Pay open invoices, Relationships (highlighted with an orange arrow), Exposure Opportunities and Deals, Change Password, and Log Out. Below the navigation bar, the page title is "Greater Victoria Chamber of Commerce" and there is an "ADD A PROFILE" button. The main content area is titled "Related Profiles" and indicates "There are 12 relationships". Below this is a table with columns for Main Contact, Billing Contact, Editor, Receives Communication, Name, Title, Email, Phone, and Role in the Business. Each row represents a staff member with checkboxes for the first four columns and an "ACTIONS" dropdown for the last column.

| Main Contact | Billing Contact | Editor | Receives Communication | Name | Title | Email | Phone | Role in the Business | |
|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|---------------------|-----------------------------------|-----------------------------------|----------------|----------------------|---------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cheryl Wicki-Rykman | Director of Operations | operations@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Lula Banks | Front Office Administrator | chamber@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Debbie Carr | Membership Manager | membershp@victoriachamber.ca | (250) 360-3475 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Lara Dorman | Graphics & Events Coordinator | graphics@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Alex Farah | Events & Administrative Assistant | specialvents@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Online Jones | | nelapton@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Carmen Lundström | Database Manager | admin@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Scott Rykman | | stherjun@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Inuce Williams | CEO | ceo@victoriachamber.ca | (250) 216-4325 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Samjlo Business | | info@samjlobusiness.com | (250) 456-7094 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Jim Zeeben | Communications & Project Manager | communications@victoriachamber.ca | (250) 363-7191 | Employee | ACTIONS |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Thomas Zelan | | members@victoriachamber.ca | | Employee | ACTIONS |

View Invoices

1 open invoices

Alex Farah \$0.00
Greater Victoria Chamber of Commerce \$1,806.00

PAYMENT HISTORYPAY INVOICES

- From the members-only home page, main contacts and editors can view all open invoices for their related profiles and renewal information.
- Make sure the right person at the office has a checkmark as the Billing Contact. You can check that in Related Profiles.

Related Revenue Items

| Invoice # | Total cost | Amount paid | Balance | Due date | Invoice date |
|-----------|------------|-------------|------------|------------|--------------|
| 74961 | \$1,806.00 | \$0.00 | \$1,806.00 | 04/01/2021 | 01/28/2021 |

Original invoice: \$1,806.00

| Description | Amount |
|---------------------|------------|
| Dues-j- 150-199 emp | \$1,720.00 |
| GST - Dues | \$86.00 |

Eligible Related Line Items

| Description | Dpt In | Action | Flat amount | % | Custom amount |
|---|--------|------------------------------|-------------|----|---------------|
| Chamber 2020 - \$25 savings - Highlight your business this year in an additional category on our business directory for more exposure | | <input type="checkbox"/> Add | \$50.00 | 0% | \$ 50 |

Proposed Invoice: \$1,806.00

| Description | Amount |
|---------------------|------------|
| Dues-j- 150-199 emp | \$1,720.00 |
| GST - Dues | \$86.00 |

CANCEL SAVE

Pay Open Invoices

- Click *pay open invoices* from the top navigation menu or the *pay invoices* button on the right side of the home page.
- Main contacts and editors will see company invoices; other staff will view only invoices connected to their profiles.
- Select any invoices you would like to pay by checking the box in the first column and click *pay now*.

Hi Alex! You're currently viewing Greater Victoria Chamber of Commerce's profile. [View Profile](#) [Change Password](#) [Log Out](#)

[Member portal home](#) [Edit this profile](#) [Pay open Invoices](#) [Relationships](#) [Exposure Opportunities and Deals](#)

Open invoices across accounts

PAY NOW Select invoices below to pay

| <input type="checkbox"/> | Due date | Invoice date | Invoice | Invoiced profile | Description | Item amount | Paid | Due |
|-------------------------------------|------------|--------------|---------|-------------------------|-----------------|-------------|--------|----------|
| <input checked="" type="checkbox"/> | 4/1/2021 | 7/16/2020 | 7093 | Freddy's Frozen Custard | Dues | \$1.00 | \$0.00 | \$1.00 |
| <input type="checkbox"/> | 12/18/2020 | 12/18/2020 | 7456 | Freddy's Frozen Custard | ACRE Dues | \$50.00 | \$0.00 | \$50.00 |
| <input type="checkbox"/> | 8/1/2021 | 2/26/2020 | 2680 | Freddy's Frozen Custard | Single Tax Item | \$24.60 | \$0.00 | \$24.60 |
| <input type="checkbox"/> | 3/10/2021 | 3/10/2021 | 7667 | Freddy's Frozen Custard | Events | \$450.00 | \$0.00 | \$450.00 |
| <input type="checkbox"/> | 2/11/2021 | 2/11/2021 | 7660 | Gloria Gaynor | Application Fee | \$5.00 | \$0.00 | \$5.00 |

<< < 1 > >>

To print an invoice, click on the invoice number link

Pay Open Invoices

- Once you select an invoice/invoices to pay, you will see a payment details pop-up screen, where you will enter your credit card and address payment information.
- If you would like to change your annual dues payment into an automatic annual or monthly payment, contact The Chamber at admin@victoriachamber.ca

The screenshot shows a payment details form with a total amount of \$1,806. The form includes a dropdown menu for card selection, input fields for Name On Card, Card Num, Security Code, Month, and Year, and input fields for Address, City, State, Zip / Postal Code, and Country. There is a checkbox for automatic monthly charging and buttons for CANCEL and SUBMIT PAYMENT.

Payment details **\$1,806**

Use a new card

Name On Card

Card Num

Security Code Month Year

Address

City State Zip / Postal Code

Country

Automatically charge my credit card for \$105 every month

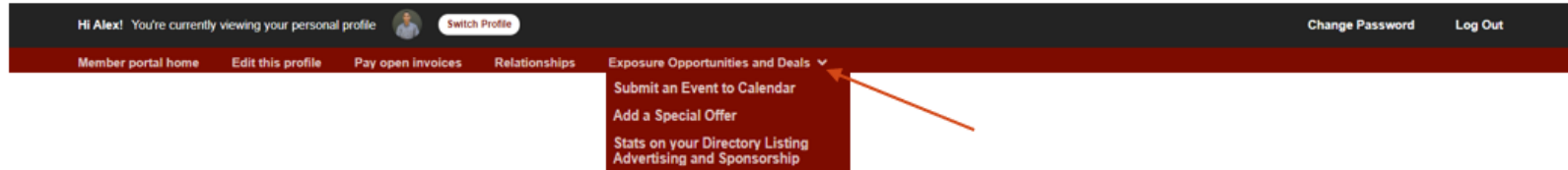
Benefits, Committees and More

The screenshot displays a user profile interface with several sections:

- My Events:** A section with a "View all events >>" link.
- Committees:** A list of committees with details for each:
 - Board of Directors:** Bruce Williams, 1/1/2020, 12/31/2021
 - Finance & Audit Committee:** Cheryl Wirch-Ryckman, 1/1/2015, 12/31/2021 (Staff)
 - Prodigy Group:** Cheryl Wirch-Ryckman, 1/1/2016, 12/31/2021
 - Public Policy & Advocacy:** Jim Zeeben, 1/1/2019, 12/31/2021A checkbox "Show inactive committees" is located at the bottom.
- ENABLE AUTOMATIC RECURRING BILLING:** A red button with the text "Enter credit card details to automatically pay your renewal fee each time".
- 16 Related Profiles:** A list of related profiles with "Add a profile" and "View and edit >>" links:
 - Cheryl Wirch-Ryckman:** Director of Operations, operations@victoriachamber.ca, (250) 383-7191, Main Contact
 - Julia Banks:** Front Office Administrator, chamber@victoriachamber.ca, (250) 383-7191
 - Stefanie Cara:** Senior Membership and Sponsorship Manager, membership@victoriachamber.ca, (250) 360-3475
 - Kiera Dorman:** Events & Graphics Coordinator, graphics@victoriachamber.ca, (250) 383-7191
 - Alex Farah:** Events & Administration Assistant, specialevents@victoriachamber.ca, (250) 383-7191
 - ...and 11 more.
- Benefits:** A section with the text "Events - Business Awards - Finalist".

- From the home page of your profile and any related profiles (for main contacts and editors), you can view event history, committee involvement, and member benefits.

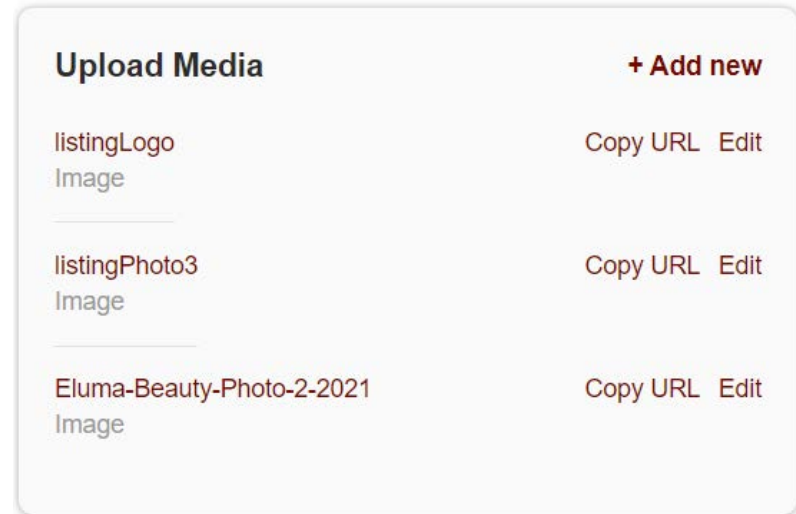
Exposure Opportunities and Deals



- You can access members-only content and resources under the *Exposure Opportunities and Deals* link in the top navigation menu.

Upload Media

- You can upload logos, pictures, and documents directly to your account.
- If you have an enhanced membership level, you can display images and videos on your directory listing. This section of your members-only area will allow you to upload media directly to your listing to promote your business as best as possible.
- If you have the right member level, the images or video will display automatically on your directory listing; if you don't have the right level, it will not appear (but will be stored in your profile).



Click the '+ Add new' button to add new content

Change Password

- The best parts of our website are restricted only to be used by members and their approved employees or related profiles. You can change your password at any time on the top-right menu of the members-only page.
- Once you have a username and password, you can use it to access any members-only or restricted items, like event discounts and other self-service items we offer.

[Change Password](#) [Log Out](#)

Current Password

New Password

Repeat Password

[CANCEL](#) [CHANGE PASSWORD](#)

Discounts for Event Registration

- Many of our events offer exclusive discounts for members and their employees.
- Look for the login information to ensure you get every discount you deserve.



Log in above for faster registration and special pricing

Explore Our Website

Brought to you by
THE CHAMBER.
GREATER VICTORIA
CHAMBER OF COMMERCE



If you have any questions on how to maximize your membership please contact The Chamber at (250) 393-7191 or send us an email at members@victoriachamber.ca

To access any of the public resources on our site and to check out your directory listing, you can use the links at the top of the portal