FAQs about Renewing your Membership

Please read below Questions and Answers about membership Renewals.
If your question is not addressed here, send a Contact Us form with your specific question.

Q: I cannot find a Renew online link.
A: First, perform Sign In (with your Username/password), then go to Home page, click Manage Profile (right-side menu), and then click Membership tab/link, where you can pay via credit card (mouse over and click 'Pay this invoice' icon, just to the left of the red X). *Note: We are working on how to enable a simple Renew entry point button for members.- your volunteer web Admins.*

Q: I went to Manage Profile / Membership tab, but there is not an Open Invoice that I can pay online. What should I do?
A: This is an error condition that sometimes occurs. Send us a Contact Us message about having "No Invoice to pay" and we will be able to repair your record to make an invoice available for your online payment.

Q: I clicked on the Invoices tab/link after I logged in, but do not see any there. Why?
A: Please use the Membership tab/link as the process entry point.

Q: I am able to see an Auto-Bill invoice, but I need to review it, either to change the credit card it will use, or to cancel the automatic payment (in favor of sending a check, for instance, or because I do not wish to renew my membership).
A: View/Update/Cancel the open invoice and/or pay online (on left-hand end of the Open invoice row, click on one of 3 small icons).

Q: When will the pending dues renewal actually process my credit card payment?
A: Any existing Open (Awaiting Auto-Bill) invoice will process on the transaction date as shown; (for 2019 dues renewals -12/31/2018). *Note: Currently, there is no method to process the open invoice before 12/31.*