

Leadership Asheville Forum ClubExpress FAQ

General Information

Q: What is ClubExpress?

A: ClubExpress is a comprehensive platform designed to manage membership organizations. It includes features for member management, event registration, communication, and more.

Q: Why are we using ClubExpress?

A: ClubExpress helps streamline our membership management, communication, and event organization, making it easier for members to stay engaged and for administrators to manage the membership data efficiently.

Getting Started

Q: How do I access the Leadership Asheville Forum ClubExpress portal?

A: If you are a current 2023/24 LAF member, you will already have an account in ClubExpress, and only need to follow the instructions in the welcome email to renew your membership and update your password. If you're not a current member, you can follow the Join as a member link from our website to set up your account.

Q: I am a part of a Family Membership - how do our accounts work?

A: Both members of a Family or Household Membership have their own ClubExpress accounts. There is a primary and a secondary member, but each has full account features. If you have registered separate emails with LAF previously, you should each get a welcome email. If only one email address was given to LAF, you will only get one welcome email. The second family member can set up their own account with their own email address, or contact us for help.

Q: I forgot my password. What should I do?

A: Click on the "Forgot Password" link on the login page, and follow the instructions to reset your password.

Q: How do I update my personal information?

A: After logging in, go to "Profile" and update your personal details. Make sure to save any changes. You can also select the information you share in the member directory, or opt out of sharing any information in the directory.

Membership Management

Q: How do I renew my membership?

A: For current 2023/24 members, you will receive a welcome email from ClubExpress that will guide you through setting up your account for the first time. Once you log in, you will be prompted to renew your membership. For future years, you will receive an email notification when your membership is due for renewal. Follow the link in the notification or log in to your account and go to the "Membership Renewal" section.

Q: Can I pay my membership dues online?

A: Yes, ClubExpress allows you to pay your dues securely online using a credit card or by mailing a check. If you plan on mailing a check, you still need to renew in Club Express and select "check" in the payment section.

Q: How do I view my membership status?

A: Log in to your account and navigate to the "Profile" section to view your current status and history, listed under the Membership Summary section.

Events - Critical Issues Luncheons and Special Events

Q: How do I register for an event?

A: Visit the "Event Calendar" section on the portal, select the event you are interested in, and follow the registration instructions.

Q: I have a Family Membership; can I register both of us for the luncheon?

A: Yes! Once you RSVP for yourself, you can register your family member by selecting "register someone else in my family membership"

Q: I am a member, can I register for a non-member guest?

A: Yes! You as the member can register yourself at the member rate, and then select "member guest- a non-member" to add your guests at the non-member rate.

Q: Can I register by email?

A: Yes, while we hope to convert all registrations to the Club Express platform, we're happy to collect your registration by email while we all get used to the new system.

Q: Can I pay at the door?

A: Yes! If you prefer to bring a check and pay at the door, just select "pay at the event" when you register for the luncheon.

Q: What if I need to cancel my event registration?

A: You can cancel your registration through the event page up until the cancellation deadline.. Please refer to the event's cancellation policy for details on refunds or credits.

Communication

Q: How will I receive communications from the forum?

A: ClubExpress allows us to send emails, newsletters, and other communications directly to your registered email address. Ensure your contact details are up-to-date in your profile.

Technical Support

Q: Who do I contact if I need help with ClubExpress?

A: For technical support, please contact info@leadershipashevilleforum.com. You can also refer to the ClubExpress support documentation and resources available on the portal. Most sections include a "tutorial video" icon and link specific to that section.

Q: Is there a user guide or tutorial available?

A: Yes, ClubExpress provides a comprehensive user guide and tutorials. These can be accessed through the "Help" section on the portal.

If you have any other questions or need further assistance, please don't hesitate to reach out to us at info@leadershipashevilleforum.com.
