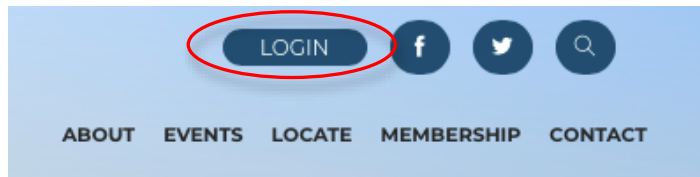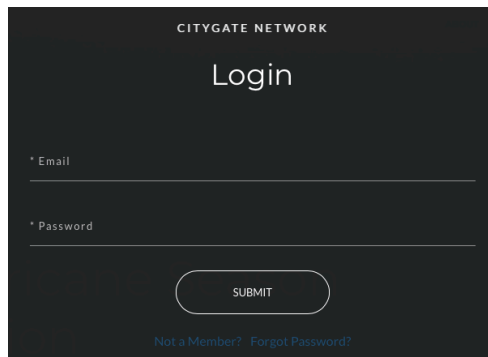# MEMBERSHIP RENEWAL GUIDE

A step-by-step guide to renewing your Citygate Network membership
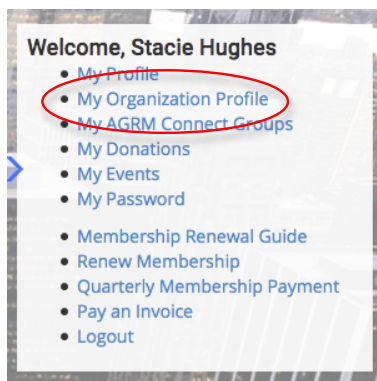
Step 1: Log in to **www.citygatenetwork.org** by clicking on **"Login"** on top right of the homepage.

Step 2: Enter your email address as the username. If you don't know the password, leave it blank and click **"Submit."** You will be sent an email with instructions to reset your password.

If your email address isn't found in our system, please contact us at **info@citygatenetwork.org**.

Step 3: Once logged in, click on **"My Organization Profile"** on the right side of the screen (only accessible to executive directors, billing contacts, and profile managers.)

Organization Profile

This screen shows general information about your organization. Click here to view an easy, step-by-step guide. Click on **Edit General Information** to view your annual expenses or edit your contact info and available services. **Members** allows you to manage your staff and who is in your member seats. Executive Directors, Billing Contacts, Profile Managers (Level G and higher), and Event Contacts (Businesses only) are required. If your name is listed as both contacts and you need to change them to another person(s), please contact us at cmatos@citygatenetwork.org.

Scroll down to **Current Membership** to view or renew your existing membership.

COLLECTED INFORMATION SUMMARY		EDIT GENERAL INFORMATION	MEMBERS
Organization Name	My New Test Company		
Membership Type	Level A		
Company ID	157544		
Company Logo	Upload		
ORGANIZATION CONTACTS - MY NEW TEST COMPANY			

Step 4: To view your organization's profile or make corrections and updates (including additional locations and modifying your provided services), click on the green **"Edit General Information"** button.

Your organization's profile information is uploaded directly into the online directory on our website. This includes not only contact information, but also services you offer.

Anybody searching for your ministry or company will see this profile! Citygate Network uses the services to direct people to your ministry who need help.

Don't forget to include the website links to your Volunteer and Donate webpages.

Organization Profile

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ORGANIZATION CONTACTS - MY NEW TEST COMPANY			

Step 5: To update your organization's individual members, click on the green **"Members"** button.

Step 5 cont'd: Checked members will receive digital benefits and/or full member benefits. The number of digital members is determined by your membership level, and up to half of them may also receive full benefits. Digital members have access to the website, discussion forums, and electronic newsletters. Full members receive digital benefits plus *Instigate* magazine and voting privileges.

To add a new member, click on the green **"Add Member"** button. To edit existing member profiles, click on the last name of the individual.

To remove a member who should no longer be connected to your organization, first make sure their member seat is unchecked, click **"Update Members,"** and then click on the green **"Remove Members"** button.

When finished, click on the green **"Back to Summary"** button to return to the Organization Profile.

Step 6: Upload your logo for display in the directory.

Each organization is required to have an Executive Director contact and a Billing Contact. Level G and higher missions also have a Profile Manager. These contacts can be the same person. Click **"Change Contact"** or "**Select from List"** to change to another person already in your Members list. Please note that you are not able to remove yourself. Contact us at **info@citygatenetwork.org** if this type of change is needed.

Step 7: Finally, click on **"Renew"** to renew your membership. You will be asked for your annual operating expenses, which determines your member level and number of digital/full members.

Click Next to go to the Payment page. Ministries will have the option to pay in full (and receive a 5% discount), pay half, or pay quarterly. If you pay half or quarterly, you will receive an email reminder when the next payment is due. Payment options include either credit card or check.