



Congrats, **grad!**

We're so excited that you've graduated, and we can't wait for what comes next! Read on for a few things to look for from us moving forward. Then check out the following pages for other opportunities to stay sharp and connected.

Oasis
by MemberClicks



1

What can I expect going forward?

Look for this button in your product to access the Success Shack!



The Success Shack is your MemberClicks hub. From there you can access the Help Center, as well as the resources below.



Introducing Our First-Class Help & Customer Success Teams

Now that you've graduated, there are *two* teams at your service to make sure you're getting the most out of Oasis:

- Our **Help Team** is available to Administrators for day-to-day support and troubleshooting. *(See hours and contact information on page 3.)*
- Our **Customer Success Team** can assist with big picture initiatives to help you make the most of your investment with us.

Get in touch with us through the Success Shack! To access, see the instructions above.



MemberClicks Roadmap

You have direct access to the MemberClicks Roadmap in the Browser. You can see what we're actively tackling, what we've begun to research, and features/improvements that we're considering for the future. Click on the pink MemberClicks icon button in the bottom right of the Browser to view!



Product Feedback

What do you think would make MemberClicks better?

Tell us! Have you already submitted feedback, but haven't seen it implemented? Get a glimpse of MemberClicks' **Product Development Process**.

2 Where do I start?

Start right here! Below are a few resources to get you started on your new MemberClicks journey.



MemberClicks Blog

Get insightful best practices, tips, and tricks delivered right to your inbox. [Check out past posts here](#), and [click here to subscribe!](#)



MemberClicks University

MemberClicks University is a series of training videos that cover foundational and advanced topics on membership, events, finances, and more.

We host these courses in our very own learning management system ([MC | LMS](#)). To have a profile created and access these courses, fill out the form at memberclicks.com/training or email us at training@memberclicks.com!

3 Where do I go for help?

If something's not quite right, or you can't seem to figure out how to accomplish a task — don't panic! We're here for you every step of the way. Here are the best ways you can get help.



Contact the Help Team

The Help Team is always at your service! Talk with real (and genuinely friendly) people who can help guide you and troubleshoot with you.

CHAT Via the [Help Center](#) (for Authorized Service Administrators only)

EMAIL help@memberclicks.com

PHONE (404) 879-2800

HOURS **Monday - Thursday:** 9 AM - 7 PM EST

Friday: 10 AM - 6 PM EST



Access the Help Center

Our [Help Center](#) includes a searchable archive of how-to articles and videos that will walk you through a feature, what it is, how to get to it, how to set it up and how to use it.

4 How can I improve my skills?

There are lots of ways you can improve your knowledge of your MemberClicks product. Is there a specific area that you really want to master? Everything you'll need is right here!



User Groups

Join other MemberClicks users to discuss key feature highlights, tips and tricks, and participate in open Q&A! This is your chance to ask questions directly to MemberClicks experts and hear ideas from your colleagues. [Click here to register!](#)



Custom Training

Custom training provides a one-on-one experience to help guide and train you based on your unique settings. We offer onsite training and custom remote training. Let us know you're interested and we'll put together a quote for you! Email us at training@memberclicks.com for more information.



Regional & Virtual Training

Regional training events are held three to four times per year in various locations around the U.S. They give you a chance to train with us live and in-person for a deeper dive into the functionality of your software. Can't make it to a regional training event? We also offer virtual training sessions! See memberclicks.com/regional-training for more information.

5 What other tools does MemberClicks offer?

MemberClicks offers a whole suite of tools to help you with everything from membership management to events, learning programs, and beyond.



Learning Management System

Deliver content to your audience quickly and easily with MC | LMS. You can promote, stream, and organize virtual courses and webinars, manage documents, administer and track certification programs, and issue and score assessments.



ePly Event Management Software

Our customizable online event registration solution enables you to collect registration and payment information from website visitors, and integrates with our powerful membership database, website and member engagement community.



Virtual Event Software

Create “wow” moments for your virtual guests and generate revenue while providing new opportunities for education and engagement. Extend the reach of your live, multi-session events, and conferences to more attendees, regardless of where they are.



Job Board Software

Give associations and chambers the power to build membership value and generate revenue through a branded career center. Attract employers advertising industry-specific jobs, share relevant opportunities with job seekers, and be the hub of connection where candidates go to apply and share resumes.

6 How can I stay plugged in?

Stay up-to-date on the latest from MemberClicks, your peers, and the membership world. In addition to subscribing to the [MemberClicks blog](#), here are a few other ways to connect.



Social Media

Follow us on [Facebook](#), [Instagram](#), [Twitter](#), and [LinkedIn!](#) We love celebrating customers and what’s going on around our offices (there are 3!). We also share lots of valuable resources to help you better manage your members.



Mission Monthly Newsletter

As a MemberClicks client, you’ll receive this monthly email newsletter bringing you the latest on enhancements and new product developments, as well as ideas, industry best practices, and resources aimed to help you deliver on your organization’s mission. You’ll also be the first to hear about valuable MemberClicks events and webinars!