

Welcome to MemberClicks!

New Authorized Service Administrator FAQs

Welcome to MemberClicks! We're looking forward to working with you, and have included some of our FAQs below to help you started. Remember, we're here to help, so feel free to give us a call or send an email anytime you need a hand!

Support

Each MemberClicks account comes with 2 Authorized Service Administrator (ASA) profiles. These two individuals have access to receive support from our Help Team by phone (404-879-2800) or email (help@memberclicks.com).

You can also add regular Administrative profiles with a similar level of access to MemberClicks - those users will be able to make changes in the back end of your MemberClicks solution, but will not have access to work with our Help Team. [Click here for more information on adding a new Admin.](#)

Training

Below are details on the training options available - we want to make sure you and your staff are well equipped to get the most out of MemberClicks!

Live group trainings: These trainings have been broken down into manageable, 30 minute chunks. There are 8 trainings offered multiple times throughout a given month, and every training is free to anyone at your organization. [Access the full list of trainings here.](#)

Recorded group trainings: These are the same trainings listed above, just recorded in case you prefer to watch them on your own time. [Access the full list here.](#)

Our **Help Center** includes a searchable archive of articles and videos. Our how-to videos range from 5 - 30 minutes long, and cover a variety of topics we're asked about most. [Check them out here.](#)

Lastly, while the **Help Team** is available for product support type questions via phone or email, our **Maximization Team** also offers one-on-one training as a professional service. Typically these trainings are \$75 per hour, but you are eligible for a free hour of training as a new ASA. To schedule training, or for general questions, please send an email to help@memberclicks.com.



New Authorized Service Administrator FAQs (cont'd.)

Account Information

You can access your account information after logging in by clicking on the Account Information tab on the righthand side of your Admin Home screen. Here, please take note of your account number, as you will need it when calling in to the Help Team. You can also add a pin number to your account that you'll use to identify yourself when calling in to the Help Team.

Browser Information

MemberClicks is a hosted solution, so you can access the Admin side of your product in any browser. We recommend using Firefox when possible, and suggest clearing your browser cache regularly to keep things running smoothly. [Click here for directions on how to clear your browser cache.](#)

Email

If your organization is using MemberClicks for email, you can access your mailboxes by clicking on the Email Admin tab on the righthand side of your Admin Home screen. If you don't know your Email Admin Username and/or Password, send an email to help@memberclicks.com and we'll be glad to assist! [Click here for more information on configuring mailboxes or setting up your favorite mail client.](#)

Billing

Update your address and payment method on file at www.memberclicks.com/paymentupdate.

Package pricing is based on the number of custom profiles and basic contact profiles in your database.

Level 1: Up to 300 custom profiles, up to 900 basic contacts

Level 2: Up to 1,000 custom profiles, up to 3,000 basic contacts

Level 3: Up to 2,500 custom profiles, up to 7,500 basic contacts

Level 4: Up to 5,000 custom profiles, up to 15,000 basic contacts

Level 5: Up to 10,000 custom profiles, up to 30,000 basic contacts

[Click here to learn about the difference between custom profiles and basic contact profiles.](#)