



Important: Club Express Admin Access

All NHORA Board of Directors members with administrative access are required to log in to www.nhora.org to access the Club Express CRM and perform administrative tasks.

Please note: If you do not see the Control Panel option, this means you do not currently have administrative access to the Club Express CRM.

For assistance, please contact Jerman Martinez, NHORA National Virtual Assistant, at virtudesk.jerman.martinez@gmail.com.

Creating a New NHORA Membership Profile

Follow the steps below to create a membership profile for new NHORA members through the ClubExpress CRM.

1. Log in to www.nhora.org and click the ⚙️ **Control Panel** option.
2. Go to the **People** tab and select **People Manager** under Admin Functions.
3. Click **Add Member**, complete the form, and click **Next**.
4. Enter the member's information and click **Next**.

Note: *Make sure to include the member's email address and phone number. This information is important to ensure that new members receive email notifications, especially announcements promoting NHORA chapter events.*

5. Check the **"Send new member emails"** box, then click **"Finish and Proceed to Payment"**.

6. Select the appropriate **Payment Method**:

- **Received Cash** – If payment was made in cash.
- **Received Check** – If payment was made by check.
- **Proceed by a Separate System** – If payment will be processed through a separate payment system.
- **Comp (Forgiven)** – If the membership fee is waived.
- **PayPal** – If payment is made through PayPal.

Note: *The **Comp (Forgiven)** option is generally used when an individual receives a free membership through event registration or sponsorship. **Members can also pay by credit card by selecting PayPal.***

7. Check the **"Send confirmation email to user"** box to ensure the new member receives a payment confirmation.
8. Enter a **Payment Note**, if necessary, to provide additional details about the transaction.
9. Click **Submit Payment** to complete the membership registration process.