NACD Online Account Management Guide

NACD uses an online database to support our membership services, including event registrations, marketplace purchases, and paying dues online. Please use this guide to navigate online accounts, understand the difference between each type of account and what to do with which account. Please reach out to our Membership Team with any questions at any time: membership@nacdnet.org.

The headings below are clickable and will take you to the section with further instructions.

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Updated 11/26/2024

Types of Online Accounts

District Accounts

Each conservation district has a unique online account, with a specific account number. This is the primary **member** account and is listed as a **company** in our system.

Please note: district accounts have a primary email address affiliated with them and any membership receipts, reminders, updates to our services, etc. will go **only** to that email. Please make sure someone on the staff or board has access to that email.

What you can do with the District account

- Contribute your dues payments to NACD online
- Review your dues payment and transaction history
- List individuals as submembers of the district and update any district contacts (staff and board members)
- Update the district address, phone, and primary email address
- Manage the email subscriptions for NACD publications for the primary email address
- Add positions to the NACD Job Board

Account Access

For existing accounts, please visit the login page and enter the **district** credentials.

If you do not have credentials for the **district account**, please contact membership@nacdnet.org to receive or update your login credentials. Please add membership@nacdnet.org to your safe senders list to ensure you receive any communications.

When communicating with the Membership Team, please include your **district account number** if you have it, but at a minimum, make sure you tell us your **state**. Many districts in many states have the same name, and we will need that information to correctly assist you.

Individual Accounts

Individuals can also have unique accounts, with a specific account number. They are typically listed as **submembers** to a district account and are listed as **individuals** in our system.

Please note: individual accounts must have an affiliated email address, but to ensure the system logins and emails function correctly, this should be a **separate** email than the one listed on the district account.

What you can do with the Individual account

- Update your individual address, phone, and email address
- Review your individual donations to our Friends of NACD Program

Updated 11/26/2024

- Make any purchases on the marketplace
- Download education materials
- Review your registration history and payment details for each event
- Manage the email subscriptions for NACD publications for the primary email address

Account Access
For existing accounts, please visit the login page and enter the **individual account** credentials.

To create an account, visit the new account page. Please add info@nacdnet.org to your safe senders list to ensure you receive any communications.

Member's Only

The Member's Only page is not an account, but a password protected page available to all dues paying members. There is no login required, and the password is available to any district staff or board member affiliated with a dues paying district.

What you can do on the Member's Only Page

- Find helpful resources related to NACD governance, like the policy book, by-laws, and information on the resolutions process
- Download outreach resources, like Media Relations 101 and Tips for Working with Local Media
- Learn more about district operations, like how to fundraise and how to evaluate programs
- Access resources for personnel management, like sample job descriptions and guidebooks for working with staff
- Get board development materials, like training and recruitment tools
- See examples of federal grants that districts have accessed

Account Access
Member's Only resources can be accessed online: https://www.nacdnet.org/members-only

The password is provided in the receipt sent to the primary district email at the time a district pays dues. Please share with all staff and board members. If you did not receive your receipt or the password, reach out to membership@nacdnet.org

Updated 11/26/2024

Troubleshooting and Frequently Asked Questions

I don't have our district login credentials, someone left and we need to update the email, or I don't know how to access the district account
Please reach out to membership@nacdnet.org for a password. Please note it may take several days to process your request. When communicating with the Membership Team, please include your **district account number** if you have it, but at a minimum, make sure you tell us your **state**. Many districts in many states have the same name, and we will need that information to correctly assist you.

I tried to create an individual account, and I didn't receive a confirmation email.
Please make sure you have info@nacdnet.org and membership@nacdnet.org added to your safe sender's list on your email account. Our system generated emails tend to get caught in spam filters. If you did not receive the email, reach out to membership@nacdnet.org to receive a password.

I logged into the account to pay dues, and I receive the error message "You're logged in as an individual, but this form is restricted to company accounts."
You must be logged in to your **district** account to pay dues. If you don't have access, please reach out to membership@nacdnet.org to receive a password.

I can't find my invoice online.
Our system does not automatically generate invoices, but you can see your contribution history. When logged in to the **district**, navigate to the dropdown on the right side of the screen and select "Membership History." If you click details next to the membership year, you can see transaction information, like date of payment and the check number.

I sent a check, and it doesn't show up in our district's membership history.
Please wait at least 4 weeks for NACD to process your check. After you mail it, we will need to deposit the check and reconcile it with our systems, which may take time.

If it has been longer than 4 weeks and the check has not cleared, then it may have been lost in the mail. Please cancel the check and reissue or reach out to membership@nacdnet.org for support on how to pay online or over the phone.

Why do I need to update the district's individual contacts (staff and board members)?
The individuals affiliated with a district help NACD know who is entitled to membership benefits like marketplace and registration discounts for Annual Meeting and invitations to special events. If staff changes, this also provides NACD an opportunity to reach out to other individuals if we need to update the **district** contact information.

How do I need to update the district's individual contacts (staff and board members)?

Updated 11/26/2024

When logged in to the **district account**, navigate to the dropdown on the right side of the screen and select "Membership History." Scroll to the bottom of the page to see the full list of current contacts. You can select an individual to "renew" their affiliation with the district, remove them as a contact, or click on their name to update job titles or contact information.

I sent a paper form with updated contacts, but they are incorrect online.
Please be patient with our limited staff time! We try to support our members to the best of our abilities, and it takes time to process contacts on paper forms. We encourage you to update these online for the most accurate and timely updates.

How do I post a job to NACD's Job Board?
Only NACD members may post to the NACD Job Board. Once logged in, navigate to the District Job Board page. Select "Post a Job" and follow the online prompts to complete the process.

Updated 11/26/2024