



Chapter Approval Process for Online New Member Applications

All new (and rejoining) members of CMAA will complete the online joining process. They will fill out the application online, pay applicable Chapter and National membership fees, and immediately be pending Chapter approval. Here are some FAQ's to help you with this approval process and screenshots to show you how to approve new members.

Who in the Chapter can approve new members?

Your Chapter's Managing Director, Chapter President, and Membership Chairman are the default positions that are set up as Chapter administrators and can approve new member applications. Erica Benjamin (erica.benjamin@cmaa.org) can add or remove someone from the Chapter administrator role – please let her know if there needs to be a change. We recommend each Chapter designate two to three individuals who are able to approve the applications.

How do I know when a new member application has been submitted?

When an individual applies for membership, they are sent an email letting them know that their application has been received and it is pending Chapter approval. All individuals who are set up as Chapter administrators will be copied on this email. That will be your indicator to approve the application in the Chapter portal. Additionally, at 5:00 p.m. ET each night, all Chapter administrators receive a report that includes all the information that the applicant(s) included when they filled out the online application.

How long do I have to approve an application?

It is CMAA's policy that applications be approved (or denied) within two business days. If an application is not approved within two business days, another email reminder will be sent to all Chapter administrators.

What is the eligibility requirement to join CMAA?

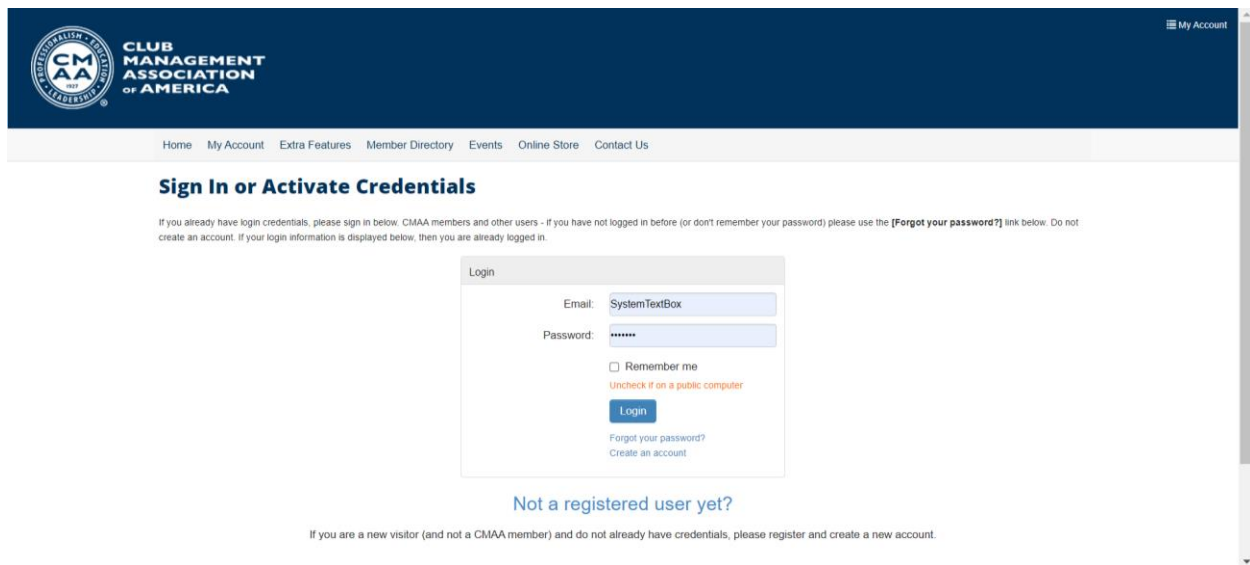
The eligibility requirement to join CMAA is that an individual holds a management position at the club. No Chapter board approval is needed. If they meet the eligibility requirements, they can be approved.

What if someone who is not eligible to join fills out an application?

If you see someone who is not eligible to join CMAA has submitted an application, please contact CMAA's [Membership Team](#) so we can help you address the situation.

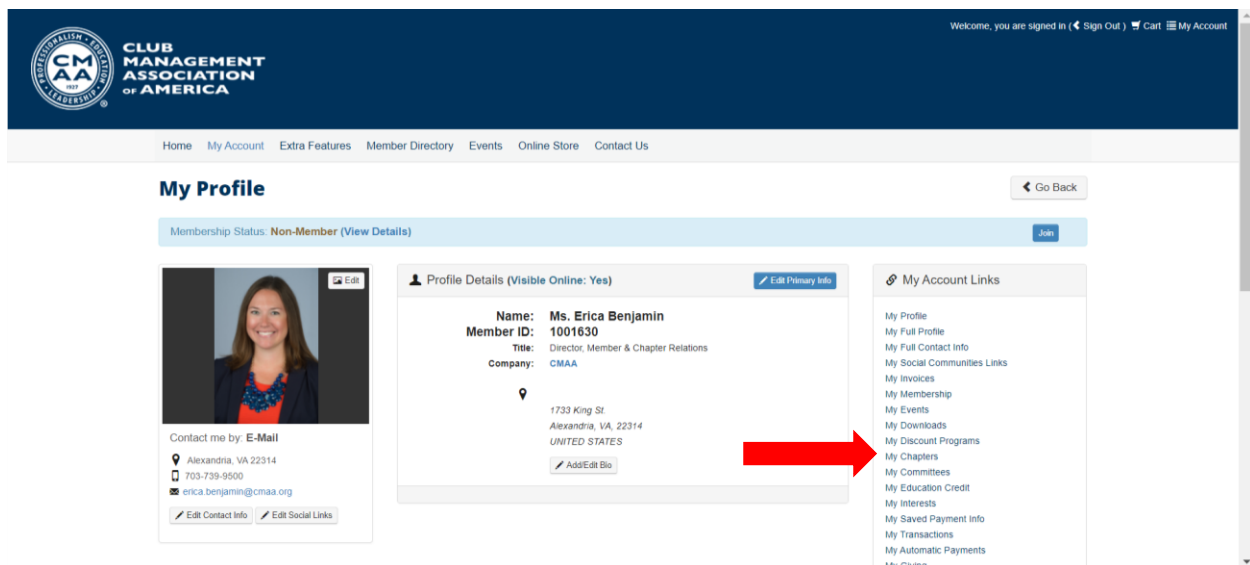
How do I access my Chapter portal to approve an application?

1. Log into your CMAA Account: <https://portal.cmaa.org/eweb>



The screenshot shows the CMAA website's login page. At the top left is the CMAA logo with the text "CLUB MANAGEMENT ASSOCIATION OF AMERICA". To the right is a "My Account" link. Below the logo is a navigation menu with links for Home, My Account, Extra Features, Member Directory, Events, Online Store, and Contact Us. The main heading is "Sign In or Activate Credentials". Below this is a paragraph of instructions: "If you already have login credentials, please sign in below. CMAA members and other users - if you have not logged in before (or don't remember your password) please use the [Forgot your password?] link below. Do not create an account. If your login information is displayed below, then you are already logged in." A login form is centered on the page with fields for "Email:" and "Password:". Below the password field is a checkbox for "Remember me" and a note "Uncheck if on a public computer". A blue "Login" button is below the form. Underneath the button are links for "Forgot your password?" and "Create an account.". Below the login form is the text "Not a registered user yet?" and a note: "If you are a new visitor (and not a CMAA member) and do not already have credentials, please register and create a new account."

2. Click on the “My Chapters” link:



The screenshot shows the "My Profile" page on the CMAA website. At the top left is the CMAA logo. To the right is a welcome message: "Welcome, you are signed in (Sign Out) Cart My Account". Below the logo is a navigation menu with links for Home, My Account, Extra Features, Member Directory, Events, Online Store, and Contact Us. The main heading is "My Profile" with a "Go Back" button. Below the heading is a "Membership Status: Non-Member (View Details)" section with a "Join" button. The profile is divided into three main sections: 1. A profile picture of a woman with contact information: "Contact me by: E-Mail", "Alexandria, VA 22314", "703-739-9500", and "erica.benjamin@cmxaa.org". 2. "Profile Details (Visible Online: Yes)" with fields for "Name: Ms. Erica Benjamin", "Member ID: 1001630", "Title: Director, Member & Chapter Relations", "Company: CMAA", and "Address: 1733 King St, Alexandria, VA, 22314, UNITED STATES". 3. "My Account Links" which lists various links: My Profile, My Full Profile, My Full Contact Info, My Social Communities Links, My Invoices, My Membership, My Events, My Downloads, My Discount Programs, My Chapters, My Committees, My Education Credit, My Interests, My Saved Payment Info, My Transactions, My Automatic Payments, and My Giving. A red arrow points to the "My Chapters" link in the "My Account Links" list.

3. Click on your Chapter name:

The screenshot shows the 'My Chapters' page. At the top, there is a navigation bar with the CMAA logo and the text 'CLUB MANAGEMENT ASSOCIATION OF AMERICA'. Below the navigation bar, there is a 'My Chapters' section with a 'Back to My Profile' button and a 'My Account Menu' dropdown. The main content area is titled 'Chapters You Manage' and contains a list of chapters. A red arrow points to the 'Aloha State Chapter' entry. The list includes the following chapters and their positions:

- Alabama Chapter (Position: Chapter Admin)
- Aloha State Chapter (Position: Chapter Admin)
- Arkansas Razorback Chapter (Position: Chapter Admin)
- Carolinas Chapter (Position: Chapter Admin)
- Central Pennsylvania Chapter (Position: Chapter Admin)

4. Click on "CMAA Approve Members Payments":

The screenshot shows the 'My Chapter Profile' page for the 'Aloha State Chapter'. The page displays the chapter's details, including its type, address, website, and active members. A red arrow points to the 'CMAA Approve Members Payments' option in the 'Chapter Details' menu. The 'Chapter ID' is 41. Below the chapter details, there is a section for 'Chapter Officers' with a table that currently has no data available.

Chapter ID: 41

Chapter Details

- Chapter Officers
- Chapter Members
- CMAA Approve Members Payments
- Chapter Related Individuals
- Chapter Reports
- Submit Chapter Meeting Minutes

Chapter Officers

| Name | Position | Start | End | Email |
|-----------------------------------|----------|-------|-----|-------|
| No data available at this moment. | | | | |

5. Find the name of the individual you want to approve and click the “Approve” button.

The screenshot shows the 'Chapter Members' page for the Aloha State Chapter (Chapter ID: 41). The page includes a navigation menu at the top with links for Home, My Account, Extra Features, Member Directory, Events, Online Store, and Contact Us. Below the navigation, there is a 'Return to Chapter List' button. The main content area displays the chapter details for Aloha State Chapter, including its type (Chapter), address (Honolulu, HI), website (www.cmaaaloaha.com), and active members (35). A 'Chapter Details' sidebar on the right lists options like Chapter Officers, Chapter Members, CMAA Approve Members Payments, Chapter Related Individuals, and Chapter Reports. An 'Edit Chapter' button is located at the bottom right of the chapter details. Below this, there is a section titled 'Chapter Members - New Members Pending for Approval' which contains a table with the following data:

| Name | Club/Company | Member Type | National Membership | Primary Phone | Email |
|--------------|--------------|-------------|---------------------|---------------|-------------------------|
| Johnson Jack | Honolulu CC | Chapter | Professional | 456-765-345 | Approve |

A red arrow points to the 'Approve' button in the table. Below the table is a section for 'Chapter Members - Approved'.

6. Check the box under “Membership approved?” and click “Save.”

The screenshot shows the same 'Chapter Members' page as above, but with a modal dialog box open over the 'Approve' button for Johnson Jack. The modal is titled 'Edit - CMAA Chapter Membership Approve' and contains the following information:

- Customer name: Johnson Jack
- Member type: Chapter
- Membership approved?

A red arrow points to the 'Membership approved?' checkbox. At the bottom of the modal are 'Save' and 'Cancel' buttons. The background page is dimmed, and the 'Approve' button in the table is no longer visible.

How do I know that the approval went through?

When you approve the application in the Chapter portal, a welcome email is automatically sent to the new member. All Chapter administrators are copied on this welcome email. This email also includes the new member’s member number.

What’s next?

Welcome your new member! Some Chapters reach out by phone and some reach out by email, but let them know you are happy to have them and fill them in on upcoming Chapter events.