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 a 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.

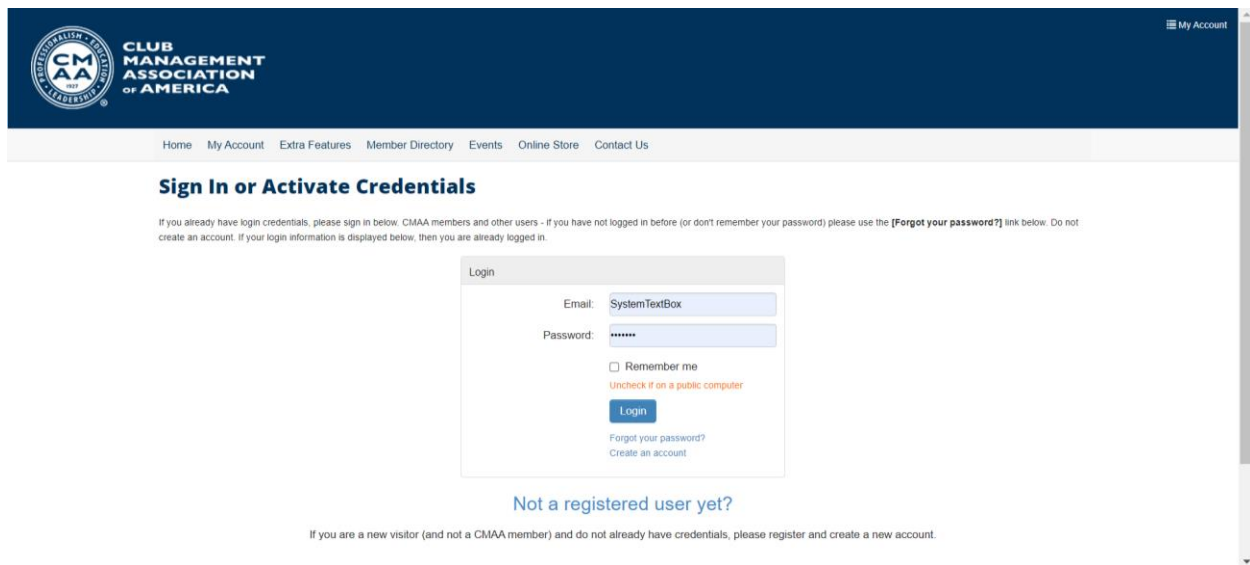**What is the eligibility requirement to join CMAA?**

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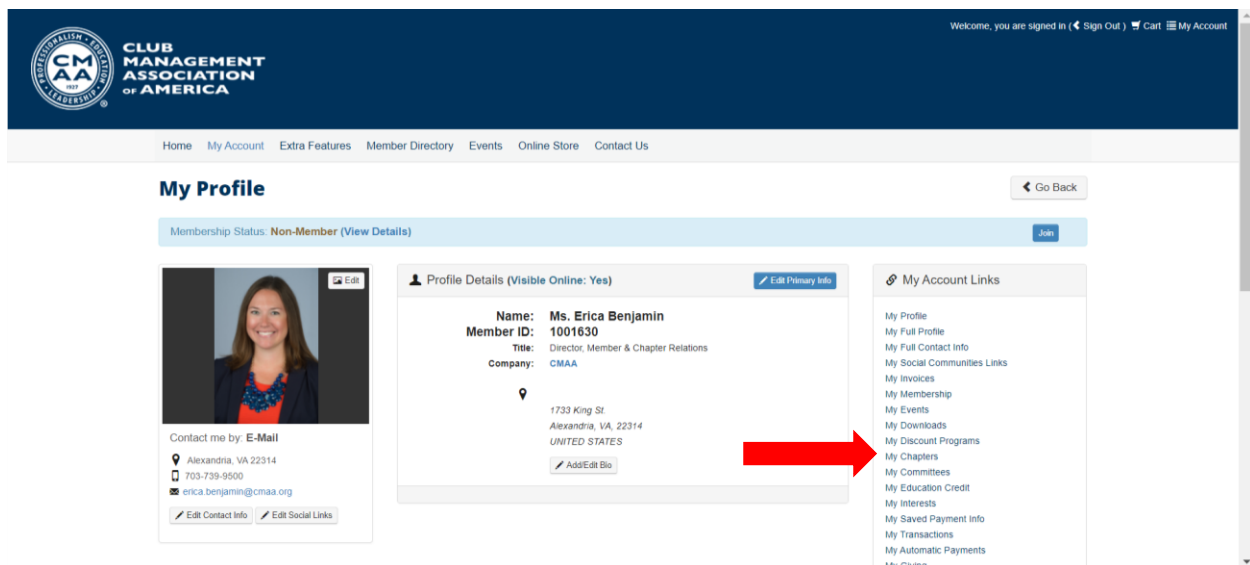
How do I access my Chapter portal to approve an application?

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

2. Click on the "My Chapters" link:

3. Click on your Chapter name:

4. Click on "CMAA Approve Members Payments":

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

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

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.