



LWV Member Portal Administrators' Guide

Thank you to all who attended or viewed League leader training on ChapterSpot, the League's new membership portal. For those who were unable to attend, links to each training are below:

- [Membership Chairs](#) Password: v?x2v&=M
- [Treasurers](#) Password: F67REYv=
- [Roster Managers](#) Password: m%m8&53g
- [Webmasters](#) Password: p!by+d0S
- [Presidents](#) Password: 6#K2eu\$M

Below is what was covered at these training sessions. If you have any questions, please email membership@lww.org.

Please note: while this document refers to the portal as "ChapterSpot" to differentiate it from the current roster manager portal, when speaking with members, this should be called the LWV Member Portal.

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Overview

ChapterSpot is the new membership platform where members across the country will join, pay dues, and update their information. The League transitioned to the new way of processing membership on February 3, 2025.

Members will be able to join online from any website – local, state, or national. Each League will need to add a link to the join form to their website, if they have one. For local websites, Leagues will have a unique link that populates join form with their League. This link is also available as a QR code to use for printed materials. Both the link and the QR code are available within ChapterSpot under **League Profile**.

As now, a member can choose to join any League – they are not assigned a League based on the zip code they provide or any other criteria. A person who joins is a member at all three levels (local, state, and national), but a person can only be a member of one local League. A member of one League is welcome to volunteer with or donate to additional Leagues.

Under the new system there is no longer a fixed dues amount. While \$75 is suggested, members may choose any amount of \$20 or more, referred to below as a sliding scale dues model. Whatever money is received will be distributed among the national (33%), state (47%), and local (20%) Leagues.

This new process is expected to increase League membership for several reasons. First, members may opt into annual auto-renewal, so members who would like to remain with the League long-term won't have to remember to renew each year, and potentially forget. Also, the unified join form makes it simple to promote joining more widely, on all League sites including lww.org and through national membership drives.

Logging In and Navigating the LWV Portal

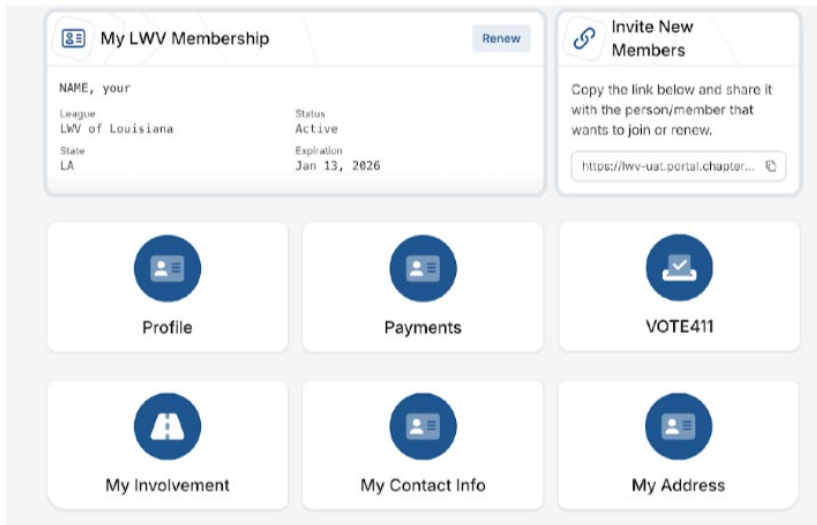
To log into the portal, go to portal.lww.org. The easiest way to log in is by entering your email address and receiving an email with a verification code. Enter the code on the login screen to get into the portal. A video describing this process is available [here](#). Alternatively, it is also possible to set a password for logging in, but this is not necessary.

Note: because an email address is the login, each member must have a unique email address. Members cannot share email addresses. For members who do not use email, it's okay to enter a fake email address for them, but this should be a last resort – a member who is unable to receive email will not be able to log into the portal or receive the automatic renewal reminders.

The first time a member logs in, they will be asked to complete a member survey. This will include questions from LWVUS and may include questions chosen by the local League. This is discussed further below.

The initial screen a member will see when they log in pertains to them as a member. At the top, they will see a virtual membership card, listing their member status and expiration date. It will give them

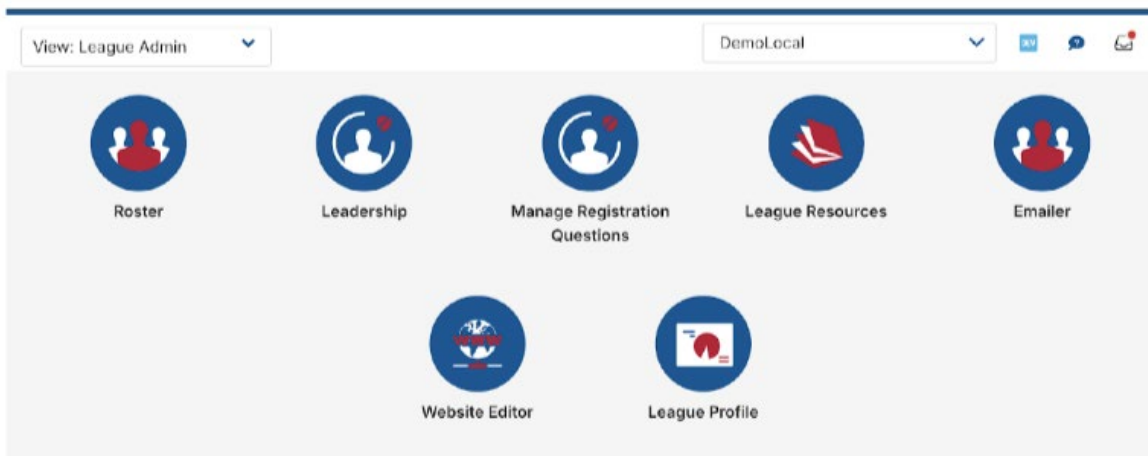
the option to renew. This page also offers a link to the join that members can share with others who may want to join as well.



From this screen a member can click **My Profile** to update their personal information, **Payments** to see any payments they have made, and **My Address** to add or change an address. It is also possible for members to add a second address if they spend part of the year in one place and part of the year in another. This screen also links to VOTE411.org so members can easily see their voting information.

In the top right of the screen, you can click on the name of your League, and that will take you to a view of anything that pertains to your local League as a whole.

- For a general member of the local League, this will show a list of League leaders, a folder of any League documents, and a link to your League's website.
- For anyone in a League Admin role, that is, those members listed in the LWV Roster as officers or staff, there will be additional functions visible from this screen.



Membership Functions

Roster

View/Reports

The Roster will default to the view of all active members, but it can be filtered to view a subset of members. To do this, click **Views** and choose the filtered list of members you would like to see.

The filtering options are:

- **All Members:** this is the default view and shows all active members.
- **60 - 31 Days Until Expiration:** this shows members who are between 60 and 31 days from their expiration date and have therefore been automatically sent a first renewal reminder email.
- **30 or Less Days Until Expiration:** this shows members who are between 30 and 0 days from their expiration date and have therefore been automatically sent a second renewal reminder email. These members should be contacted to renew by the local League.
- **Past Expiration, Renewal Needed:** this shows members who are within the grace period of 60 days after their expiration. These members should be contacted again by the local League.
- **Inactive Within Last 4 Years:** this shows former members who have become inactive within the last four years. These former members do not appear on the All Members view, but are available to view if your League would like to follow up with recent members to encourage them to rejoin the League.

Filtering: The list of members can also be filtered by using the search bar (e.g. if you wanted a list of all members with an address in a certain city, you could search on the name of the city).

Downloading: This list can be downloaded to your computer by clicking Export. This can then be uploaded into any other platform you use that requires member data or can be shared with others at your League, as needed.

Updating Member Information

To update a member's information:

- On the line with the member's name, click the three dots on the far right.
- From the menu that pops up, click View Contact.
- From here, on the top right, click Edit Profile.
- After updating the information, on the top right, click Save.

To change a person's status:

- On the line with the member's name, click the three dots on the far right.
- From the menu that pops up, click Update Contact's Status.

- This will take you to a page where you can choose a new status from the ones listed below by clicking on the Select Status dropdown and choosing the Member Status.
- **Member Status:** A person on the roster can be classified as any of the following:
 - **Primary:** anyone who is an active member, for less than 50 years.
 - **Primary - Life:** anyone who has been a member for 50 or more years.
 - **Lapsed:** any member whose membership has expired but is still within the grace period of 60 days after their expiration date – done automatically by the system.
 - **Inactive:** any member who has not paid dues after the 60-day grace period – done automatically by the system. The person is no longer a voting member of the League.
 - **Active Volunteer:** any non-member who engages with the League as a volunteer (for Leagues that allow non-members to volunteer). If a member is also a volunteer, they should be classified as Primary or Life.
 - **Inactive Volunteer:** any former volunteer.
 - **Current Employee:** anyone who is a current employee of a League.
 - **Previous Employee:** any former employee who is not a member or volunteer with the League. If a former employee remains a member or chooses to volunteer with the League, their status should be Primary, Life, or Active Volunteer.

Active Member Types

With the new system all members will be primary members. As has always been the case, anyone who has been a member for at least 50 years will be exempt from dues. They will be classified as **Primary - Life**.

There will no longer be a household membership designation. A member may join or renew on behalf of another member (described below under Joining or Renewing Online), and they can indicate that they live in a household, but this is no longer meaningful in terms of their membership. If this option is chosen, whatever dues amount is selected for the first member will be applied to the second.

Under the sliding scale dues model, they are still welcome to pay the total amount that they previously paid for a household membership by choosing a dues amount per member that is half of the previous household rate. For example, if household dues were \$100 in 2024, then the first member could choose \$50 as their desired dues amount. The second member automatically will be renewed at \$50 as well.

There will also no longer be free student memberships. Leagues may choose to ask if members are students during the member survey, but this too will not be meaningful in terms of their membership type or status. A League can choose to subsidize members, students or otherwise, by paying the minimum dues amount (\$20) using the offline joining process on the member's behalf.

The Renewal Process

Reminding a member to renew is a collaborative process between the member portal and the local League (or state League, if the person is a member-at-large at the state level).

Below is a list of the touchpoints in the renewal period when a member should be reminded to renew:

1. 60 days before their expiration date, each member will receive an automated renewal reminder email. To see which members have received this email, go to the Roster and select the **60 - 31 Days Until Expiration** view.
2. 30 days before their expiration date, members who do not renew in response to the first email will receive a second automated renewal reminder email. Local League officials can see which members are in this pre-expiration window by periodically going to the Roster and selecting the **30 Days or Less Until Expiration** view.
3. The member's League should reach out directly to the members on the **30 Days or Less Until Expiration** list to remind them to renew. This can be done via any method your League has found successful in the past (e.g. phone call, text message, direct email, physical mail, etc.).
4. If the member does not renew before their expiration date, they will receive another auto-email reminder on their expiration date. Local League officials can identify these members in the **Past Expiration, Renewal Needed** view, which shows members who are within the grace period of 60 days after their expiration. *These members should be contacted again by the local League.*
5. 45 days after their expiration date unrenewed members will receive a final reminder auto-email.
6. Less than 60 days after a person's expiration they are still considered an active member of the League. After 60 days, they will be considered inactive. Their member data will be preserved in the portal, and Leagues are encouraged to reach out to recently inactive members. To see a list of these former members, go to the Roster and select the **Inactive Members** view, which will show anyone who has become inactive within the last four years.

If a member renews prior to their expiration date, their expiration date will be pushed forward one year. If a member renews after their expiration date, their new expiration date will be one year from the date of renewal, even if they renew within the 60-day grace period.

Joining or Renewing Online

1. When a current or potential member comes to the join form, they will see the below screen. Note: each member is identified by a unique email address. Any member with multiple email addresses must ensure they enter the email address already associated with their membership.

2. After entering their email, a verification code will be sent to their email address, which they can enter into the screen below:

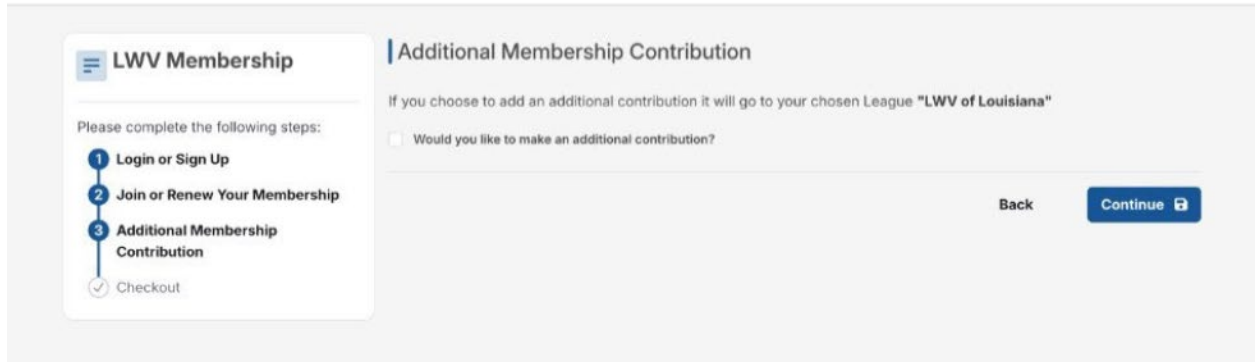
3. Once they log in, they will need to fill out this page:

4. Then they'll be asked if they would like to join on behalf of a second person. Some important things to note about this process:
 - a. The member can specify whether the second member lives in a household with them or not. This function can be used for gift memberships, in addition to replacing what was formerly household membership.

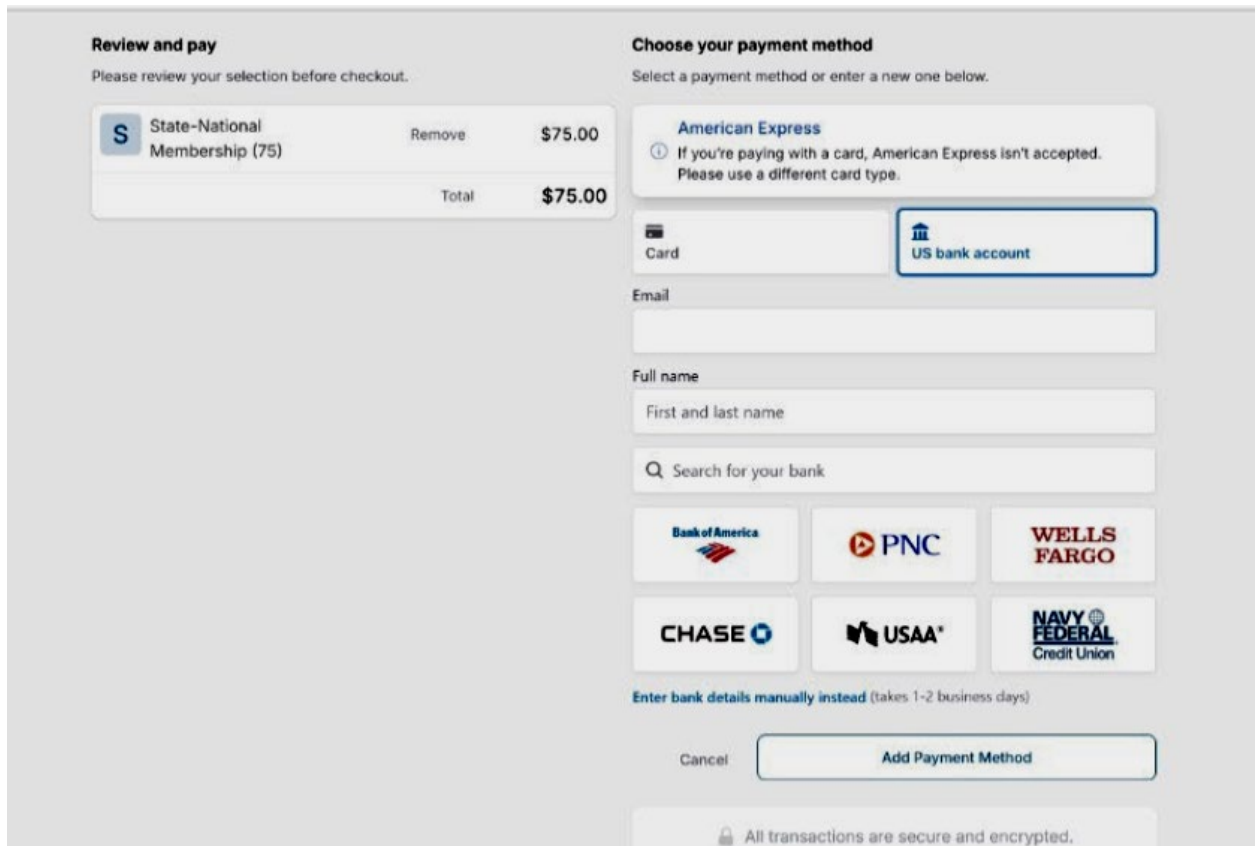
- b. When the member chooses the dues amount, that will be the dues amount for each member. That means if the recommended dues amount of \$75 is selected, the total transaction will be \$150.
- c. Each member is identified by their unique email address. If member A is renewing on behalf of member B, then member A needs to ensure that they are entering the same email address already in the database for member B.
- d. Since email addresses identify a member, for two members who share an email inbox, the email address for the second member still needs to look different. If it's a shared gmail.com address, an add-on can be appended after your email name with a + sign to appear as a distinct username without changing where Google sends it. For example: **MemberA@gmail.com** and **MemberA+MemberB@gmail.com** would both go to the same place. For instructions on how to do this, see this: [Gmail blog](#).

5. Then they choose the amount of dues to pay

6. They will then be asked if they would like to make an additional donation. This will go exclusively to the local League (i.e. this will not be split among all three levels of LWV).



7. The payment method is selected:



- The payment method is confirmed and if the member has chosen to auto-renew they can save their payment method for future use.

Review and pay
Please review your selection before checkout.

S State-National Membership (75)	Remove	\$150.00
Total		\$150.00

Choose your payment method
Select a payment method or enter a new one below.

Choose a payment method

Bank of Love...1776

Save payment method for future use.

Pay \$150.00

OR

Enter new payment details

All transactions are secure and encrypted.

- The new member will be taken to a screen with a receipt. After joining, the member will receive a receipt email. If the local or state League is a 501(c)(3), this can serve as a tax receipt showing that the 20% of dues going to the local League and/or the 47% of dues going to the state League is tax-deductible.

A note on the dues split: because a dues payment is technically three payments – one to the local League, one to the state League, and one to the national League – it will show up on a member’s credit card statement as three payments.

- New members will also receive an email inviting them to visit the ChapterSpot portal. The following day, the member will receive a welcome email. The text of the Welcome email is available [here](#).
- When a member joins (or renews), an email notification will be sent to the local League's:
 - president,
 - treasurer,
 - membership chair, and
 - League general email
- State Leagues are encouraged to check to see if new members are near a local League they might want to join – it is possible members who live near a local League will not realize it and will join at the state level, but we want to encourage members to be members at the local level, in addition to state and national, whenever possible.

Joining or Renewing Offline (Checks)

Members are encouraged to join and renew through the online join/renew function when possible, but members can still join and renew offline. To collect the necessary information from a new member, a sample join form is available on the [Membership Renewal Guidance](#) page on the League Management Site under Printable Join Form.

At this time, offline members can only pay by check. Local Leagues should collect a check made payable to LWVUS from the member. If the member makes the check out to the local League, it can still be sent and deposited by LWVUS. If a member wants to pay by cash, the local League can deposit the cash dues payment and write a check on behalf of the member.

To record that one or more members have joined or renewed offline,

- From the League Admin view, go to the **Roster**
- On the top right, click Add Offline Member
- If this is a new member, enter their name and contact information on the form.
- If this is a renewing member, under Select Existing Member search for the member's name, and their information will automatically populate the form.
- In the dropdown, choose the dues amount the member paid.
- Click Next, it will take you to a screen that says "Success! Your offline payment has been recorded!"
- If you have more members to enter, click Add Another Offline Payment.
- Once you're done entering joins and renewals, click Continue to Offline Payment Management.
 - This will take you to the Manage Members with Pending Payments screen.
 - From here, click on View All Pending Offline Payments.
 - This will list any payments that have been entered that have not yet been received and confirmed by LWVUS.
 - Click Export to export this list and then Download.
 - Print this list and mail it along with the check(s) to:

League of Women Voters of the United States
PO BOX 200539
PITTSBURGH PA 15251- 0539

- NOTE: Members are considered active from the time they are entered into the portal, not when the check is deposited. If there is an issue with a payment, LWVUS will reach out to the League's Treasurer.
- Once the payment is received by LWVUS, it will be deposited, and the League treasurer will be notified. State and local Leagues will be sent the appropriate portions of dues via direct deposit from Bill.com, the bill pay system LWVUS uses.
 - If your League has not received direct deposit from LWVUS before, you will be asked to fill out a DocuSign form with your League's banking information.

Member Survey

In addition to the questions that your League chooses to ask members, all members will be asked for demographic information including birth year, gender, pronouns, and race/ethnicity. Demographic data on individual members will not be shared with League leaders. Data will be shared in aggregate when it can be reasonably understood as anonymous.

Notes on the options available:

- Each question is required (*red star) because we want to make sure anyone who is comfortable self-identifying does so, but all questions include a “prefer not to answer” option.
- We do not specifically list all possible gender identities but have included a write-in option for anyone who does not see their identity listed.
- For race and ethnicity, we are using the [federal government’s list of options](#).

More information about how this data will be used and accessed is available in the [Data Use FAQs](#).

Manage Registration Questions (“the Survey”)

The **Manage Registration Questions** screen is where you can enter the questions your League wants to ask members that will appear in the first login survey. The recommended number of questions is around 6, but this is not a hard limit if you need more, and it’s also not necessary to ask that many if you don’t need to.

When deciding on questions to ask, be sure that your League has a plan for using the data that is collected. Questions will be reviewed for alignment with League policies, including nonpartisanship and DEI.

Types of answers to questions can only be:

1. **Text:** Members can give free-form answers
2. **Checkbox:** Members can check a box or not. This is good for yes/no or opt-in/opt-out questions, e.g. Would you like to sign up for our newsletter? or I understand that my contact information may be shared with other League members.
3. **Picklist:** Picklist questions allow you to define a list of possible answers for the member to **choose just one**. If you are creating a picklist question, list the options in the Picklist Options field and separate the options with commas.

Note: it is not possible to add multiple-select questions (e.g. Which of the following...) where a member can choose more than one answer. If you would like to ask a question such as "Which committees might you be interested in serving on?" this can be done in several other ways - this could be a text question where the member can type in the answers, or each committee could be listed as a separate checkbox question.

The following questions are automatically included for each local League:

- Do you have any accessibility needs for attending meetings/events? (**Checkbox**)
- What ways do you think you might like to get involved (e.g. voter registration, collecting and disseminating candidate information, planning candidate forums)? (**Text**)
- When are you generally available (e.g. weekdays, weekends, evenings)? (**Text**)
- Do you prefer in person, virtual, or either type of meeting? (**Picklist**)

Types of questions your League might consider adding:

- Leagues that encompass multiple counties or legislative districts may want to ask members which of these they live in.
- You may want to ask a member what activities they may be interested in or what skills they can bring to the League.
- This can also be an opportunity to request permission from members, e.g. photo releases or consent to have member data shared beyond leadership.

To add or remove questions, click on the **Add/Update Questions** button. This will take you to a list of the questions currently included for your League.

- To add one or more questions, click Add a Question.
- After entering a question, if you would like to create another question, check the Create Another Question box at the bottom and click **Next**.
- If you are finished adding questions, leave this box unchecked and click **Next**.

From this page, you can also remove unwanted questions, including any of the default questions. After adding or removing any questions, click **Save**.

Reviewing Survey Answers

To review answers from the Manage Registration Questions screen, click **View Member Responses**. All responses are available in a list that can be filtered by first name, last name, question, or answer. This list can also be downloaded.

- To view answers for a specific member, you can search by the member's name by setting the first dropdown to either First Name or Last Name.
- To view answers to a specific question, you can set the first dropdown to Question.
- To view only a specific answer (e.g. anyone who listed a specific interest), set the first dropdown to Answer and set the second dropdown to Contains to see any answers that contains a given word.

Financials

Dues

Rather than each League setting its own dues rate, under the new system dues are now on a sliding scale. The recommended dues rate for all Leagues across the country is \$75, but a member can choose to pay any amount higher than that, or any amount lower than that to a minimum of \$20. There will be higher dues options listed on the join/renew form, although unlike current higher dues tiers, these higher dues amounts will benefit all levels of League, not exclusively the local League.

Under the previous dues model, a flat rate per member was paid to LWVUS and varying flat rates to the state Leagues, depending upon the state. Under the new dues model, each member's dues will be split by percentages:

- Local Leagues will keep **20%** of member dues,
- State Leagues will keep **47%**,
- LWVUS will keep **33%**.
- If a member joins as a member-at-large of the state League, the state League will also keep the 20% of dues that would have gone to a local League.

This percentage split was chosen because it's the one that benefits the highest number of Leagues – approximately 75% of Leagues stand to come out ahead in terms of member dues relative to the amount they would have kept under the old model.

Donations

Previously, some local Leagues used a dues model that incorporated donations into their dues tiers. Because dues are now split entirely on a percentage basis, a higher amount of dues paid will not result in a greater percentage going to the local League.

If a member would like to make a donation exclusively to their local League, they can do that on the second page of the join/renew process. This can be set up for annual autorenewal.

Nothing about donations is changing, aside from the process for a member adding a donation to their dues. Donations external to this process (such as through a Donate button on the local League website, at events, etc.) can be handled in the same way that they currently are, outside the ChapterSpot system.

If a member donates offline by check, they will need to write a separate check to the local League to make a donation. **Checks that include donation amounts, that are sent to the LWV lockbox, will be considered to be entirely dues.**

Stripe

Stripe is the payment processor that ChapterSpot uses to collect member dues. Each League must set up a Stripe account in order to receive dues, and this needs to be an account connected to ChapterSpot. This account can only be used with ChapterSpot. If your League needs an account

for collecting donations, ticket or merchandise sales, etc., that must be a different account. However, it can also be with Stripe, using the same Stripe login. Instructions for setting up Stripe are available [here](#).

Dues will be split at the time a member pays (see the percentages described above). **A payment processing fee will be deducted from each portion – each level of League will bear the fees on the portion of dues they receive.**

- The credit card fee is 3.9% once + \$0.80 for each level
- The fee for ACH (electronic payment) is 1.8% once+ \$0.50 for each level. Members should be encouraged to pay by ACH if they are able because of the lower fees. ACH is similar to writing a check and is the system banks use for sending money. A [video describing the process](#) of paying by ACH is available to share with members.

Refunds

If a member requests a refund, email membership@lww.org. When LWWUS plans to initiate a refund, the local and state League treasurers will be sent an email to confirm. A refund will be initiated 1) when all three levels have confirmed or 2) one week after treasurers have been notified.

Tax Receipts

After a member joins or renews, they will receive an emailed receipt indicating which portion, if any, of their dues are tax-deductible, and this can be used as their tax receipt. Only portions going to 501(c)(3) organizations are tax-deductible.

- LWWUS - the 33% of member dues going to the national organization goes to the national 501(c)(4), so **this is NOT tax-deductible**.
- State League - if the state League is 501(c)(3), the 47% of member dues going there will be tax-deductible. Check with your state League to find out if the state portion of dues is tax-deductible.
- Local League - if the local League is a 501(c)(3), the 20% of member dues going there will be tax-deductible.

Changing your 501(c)(3) tax status

When your League was set up in ChapterSpot, someone at your League was asked to provide the EIN (tax ID) and 501(c)(4) or 501(c)(3) tax status. If either of these changes, this can be updated by going to **League Profile**.

Members **cannot pay dues from Donor-Advised Funds** or other accounts that must go entirely to 501(c)(3)s. Members can continue to make donations to your League from these accounts if your League is a 501(c)(3).

Leadership

The leadership screen lists anyone with an additional designation in the League, such as Webmaster or Membership Chair. Only those listed on this page as leaders will have access to the Admin functions on the portal. These role assignments will also indicate to LWVUS whom to contact for things like the Annual League Survey.

To add a new leader:

- Click the Leadership button
- On the top right, click Add Role
- On the Add Role Assignment screen, in the Contact field, begin typing the name of the person. (They should already be on the roster. If they aren't, they need to be added.)
- Next, choose the role this person is in.
 - The list of roles available cannot be edited by your League, but if there are roles that are common to many Leagues, that may be able to be added to the list. If you wish to suggest a role not currently available, email membership@lww.org.
- Finally, add the dates of the leader's term. Any elected roles with explicit terms should include the correct end date. If the role does not have a predetermined term (e.g. Webmaster), the end date can be set to a date well in the future.

To add or update end dates for existing officers or other leaders:

- On the Leadership page click the three dots on the far right of the person's record you are updating.
- On the menu that pops up, click Edit Term Dates.
- There you can extend a leader's term.
- Alternatively, you can choose End Role Assignment to immediately end the role, or you can choose Replace Role Assignment to both end one role and add a new role.

League Profile

The League Profile screen is where the basic information about your League is housed. This includes:

- A field where you can update your League's website – this is important because this link will appear in welcome emails to new members
- A field where you can update your League's tax ID if there are any changes to your League's tax status
- The QR code that you can use for enabling members to go directly to your League's join form

League Resources

The League Resources feature is where Leagues can upload files to share. There are four folders within this feature: Governing Documents, Meeting Minutes, Communications, and Other. To share documents with members of the League, upload them into one of these four folders.

ChapterSpot Emailer (optional feature)

Any local or state League can choose to use the ChapterSpot Emailer tool. Using the email tool, you can send emails to the full roster of members, or a subset as needed.

To create a new email, click New Email Campaign in the top right. The email will come from your League's name but from the email address noreply@notifications.chapterspot.com. You can enter your League's email in the Reply To field so that any replies will go to you.

There are a couple of options for letterhead that you can choose from in the letterhead dropdown. For the recipient list, Primary will email all members, or this can be filtered down with another of the listed options. It is not possible to add emails on an individual basis, this can only pull from the roster.

This [course from ChapterSpot](#) goes into more detail on their email tool.

ChapterSpot Website Editor (optional feature)

Any local or state League can choose to use a ChapterSpot website, and it is free of charge to Leagues. It is designed to be simple for Leagues that don't currently have a website and can be launched with minimal editing. Not all Leagues will need the Website Editor feature activated, but if you would like to use a ChapterSpot website, email membership@lwv.org.

The website will have a series of standard pages, any of which can be hidden if you don't want to show them:

- **Home:** The homepage will be automatically populated with the League's logo and name. Default text is included that needs to be updated to list the League's name, state, and communities served. As with the other pages on the site, photos will be automatically included but can be replaced with any other photos the League has the rights to use, including those from the [LWV Flickr account](#).
- **About:** The about page includes language about our nonpartisanship, DEI policy, and federated model, which can be retained, edited, or replaced with information pertaining to your League.
- **Leadership:** The leadership page will include the names and contact information for the League's leaders. Within the website editor, you can select which Leaders should show up on this public-facing page.
- **Contact:** The contact page will direct visitors to the Contact form at the bottom of the site. Messages will be sent to an email address defined by your League in the website editor. Additional contact information can be added to the text of this page.
- **Membership and Volunteer:** Both of these pages have general text about volunteering and being a member of the League, but these can be edited to include information that is specific to your League.
- **VOTE411.org:** This is a direct link out to VOTE411.org.
- **Calendar:** The calendar page allows you to embed a Google calendar into your website to list public-facing events. If your League doesn't have one already, first [create a Google](#)

[account](#). Once you are logged in, you can use the [calendar feature](#) by clicking into the 9-dot menu in the top right and clicking Calendar. This is where you will add events to the calendar. To add your calendar to your ChapterSpot page, go to calendar settings, click on Integrate calendar in the column on the right, and copy the Embed code. This can be entered on the Calendar page in the website editor in ChapterSpot.

You can also create custom pages for your site. To do this, go into **Pages** from the **Website Editor** and click New Page on the top right. These pages will appear under More on the top navigation.

If you currently have a website and plan to keep the domain, you can go to your domain registrar and change the site that your domain refers to. If you would like a custom domain but do not have one, you can find guidance about purchasing one [here](#). If you do not purchase a custom domain, the URL for your website will be something like LWVYOURLEAGUE.lwv.org.

Transition Implementation Details

Per-Member Payment

The remaining PMP cycles have been a source of confusion for Leagues, so we want to ensure everyone knows what to expect. The FY25 (fiscal year 2025) invoice has been issued and mailed to Leagues and is due by June 30, 2025. At LWVUS, FY25 runs from July 2024 through June 2025. There will be one final PMP invoice after launch of ChapterSpot - this will be based on the January 2025 member count and include all members immediately prior to launch. Those members will be included on the invoice that will be sent to Leagues in August 2025. This invoice will be due by June 30, 2026, but Leagues may request an extension of this deadline if needed. Further explanation of this process is available in the [FY26 Budgeting Guidance](#).

Shortfall Mitigation

LWVUS is committed to making up any potential shortfall in dues revenue for the first two years after launching ChapterSpot. Below is an overview of how this process will work.

Leagues will be made whole up to the amount of dues revenue calculated as the “base year.” The base year will be the amount that the Leagues would have collected (and likely did collect) with the members counted in January 2025 paying the base amount of dues (i.e. not higher dues tiers). The data we will need to make this calculation and how that data will be collected is as follows:

- **Pre-launch dues rates:** LWVUS will need to know the base rate for individual, household, and student members. Leagues were asked to provide this information as part of the ChapterSpot setup.
- **Pre-launch member count:** As usual, all members were counted in January. Roster managers were asked to ensure that League rosters are updated prior to launch.
- **Actual dues taken in through ChapterSpot:** This data will be available through ChapterSpot; Leagues will not be required to provide it.

The first year of using ChapterSpot will be February 2025 through January 2026. Shortly after this period, Leagues will have the opportunity to request funds. This will require minimal input from Leagues and be based on the above data. The same process will occur after the year between February 2026 and January 2027.

If Leagues are experiencing a significant shortfall, they may reach out to request funds before the year is complete. These requests will be reviewed on a case-by-case basis and can be sent to membership@lww.org.

Join Form and Portal Links

Each League will need to have a button on their website linking to the join/renew form. This is particularly important for new members - this is how they will join the League. Current members can renew within the portal or via links sent to them in the renewal reminder emails, but they can also use the link from the League's website. These links are unique per League because they auto-fill the fields in the join form that ask for state and League name – this way if a member is joining from your website, they don't have to worry about choosing a League. Your League's unique link is available in ChapterSpot under League Profile.

Each League should also have a link to the portal itself on their website. This is where current members can go to update their contact information. This link is the same for everyone: portal.lww.org.

Buttons to use as graphics when adding these links to your League's website are available on the [Membership Renewal Guidance page](#) on the League Management Site under Joining/Renewing Online.

Updating Bylaws

Each League needs to ensure that their bylaws align with the changes to membership. If they don't, Leagues will need to amend their bylaws, ideally at the next annual meeting if it hasn't happened already. For a review of the passages that might conflict with the changes and how to amend them, please see the [Bylaws Guidance](#).

Further Resources

Additional tools for the ChapterSpot implementation process are available on the [ChapterSpot Resources page](#), including:

- Frequently Asked Questions for [leaders](#) and for [members](#)
- Background information about LWV's [Transformation](#)
- A [Member Contact Toolkit](#) for considering how to communicate these changes to members