



# Resources + Client Experience

Check out the following pages for opportunities to maximize your MC Professional system. And remember, you never have to go it alone — from robust learning resources to one-on-one support, we're serious about this partnership and helping you succeed.



## How can I continue to improve my skills?

There are lots of ways you can improve your knowledge of MC Professional. Everything you'll need is right here!



### MemberClicks University

MemberClicks University is a series of training videos that cover foundational and advanced topics on membership, events, finance and more.

We host these courses in our very own learning management system (Classroom by Personify). To gain access to these courses, fill out the form at [mcsuccess.mclms.net/en/registration/](https://mcsuccess.mclms.net/en/registration/) or email us at [help@memberclicks.com](mailto:help@memberclicks.com).



### Access Help Articles

Our [Help Center](#) includes a searchable archive of how-to articles and videos that will walk you through feature set-up and functionality.

## Where do I access product support?

If something's not quite right, don't panic! We're here every step of the way. Here are the best ways you can get help.



### Personify Loop

The Loop is a community built JUST for Personify clients, providing a space for collaboration, sharing best practices and making connections with industry peers. Staff members from across Personify are also 'In The Loop,' helping to connect clients with similar challenges and sharing education and resources. You can leverage this collaborative community 24/7/365. Join us 'In The Loop' at [theloop.personifycorp.com/join](https://theloop.personifycorp.com/join).



### Chat or Submit a Support Ticket

Via our Help Center, our experienced and knowledgeable product experts are at your service to help guide you and troubleshoot solutions when you get stuck. Ask a quick question via chat or submit a support ticket and track its progress.



Look for this button in the product admin panel to access the Resource Center, which includes quick links, helpful resources and product support.



## Contact Us

**EMAIL** [help@memberclicks.com](mailto:help@memberclicks.com)

**PHONE** +1 (855) 466-4312

**HOURS** Monday–Thursday: 9AM–7 PM EST  
Friday: 10AM - 6PM EST

## How can I stay plugged in?

Stay up-to-date on the latest from the MC Professional team, your peers and the membership world. Here are a few ways to stay connected.



## Monthly Click Newsletter

As a MemberClicks by Personify client, you can receive a monthly email newsletter bringing you the latest on enhancements and new product developments, as well as ideas, industry best practices and resources aimed to help you deliver on your organization's mission. You'll also be the first to hear about valuable events and webinars! [Sign up here.](#)



## MemberClicks Blog

Get insightful practices, tips, and tricks delivered right to your inbox. [Check out past posts here](#), and [click here to subscribe!](#)



## MC Professional Roadmap

You can access the MC Professional Roadmap by selecting the red help icon from the admin panel to access the Resource Center. You can see what we're actively tackling, what we've begun to research and features/improvements that we're considering for the future.

You can also subscribe to the Release Notes page to get an email every time new features/fixes are released. [Subscribe here.](#)



## Product Feedback

Join in the conversation about where MC Professional is going. [Click here to learn how.](#)



## Social Media

Follow us on [Facebook](#), [Twitter](#) and [LinkedIn](#)! We love celebrating customers and what's going on around our offices. We also share lots of valuable resources to help you better manage your members.

# Get To Know Us

Learn who can best assist you as needs arise with this handy 'who's who.'



## Account Executives

Our Account Executives are your partner for exploring enhanced product offerings. Whether you are looking to evaluate if another one of our AMS solutions is the right fit for your next stage of growth, or you are interested in adding one or more of our Member Engagement or Event Management products to your current MemberClicks AMS, this team is your go-to resource. They are also here to explain and setup new professional services package engagements when your team ready to revise configurations or train new staff.

Check out detailed information about our product and service offerings on the [MemberClicks website](#) and submit a demo request form for any of the products you are interested in to schedule time with our team.



## Implementation & Professional Services

Whether you are diving into a new implementation or selecting from one of our professional services packages to support organizational updates and growth, our Professional Services team is here to take you through every step of the process. You will be paired with one of our experienced project managers for each engagement to organize the process, share best practices, and provide you guidance and the resources you have access to when the project is complete.

Explore our Professional Services packages [HERE](#)



## Support Team

The knowledgeable product experts on our Support Team are the resource that helps to keep your team running smoothly on all of our solutions. Whether you are leveraging the extensive documentation and help articles available in our Online Help centers or you are requesting some assistance with an issue through chat or a support ticket, the Support Team is working hard behind the scenes to make using our products as smooth as possible. Don't forget that our client community, The Loop, is a great resource to post general questions and get insights from other clients on how they are solving unique organization challenges.

Explore help articles and new feature documentation in the Help Center by following the links provided in the Resource Center menu of your MemberClicks AMS administrative panel.



## Accounting

After you have signed your contract and officially joined our growing PersoniFam, the Accounting Team takes care of all of the ins and outs of your invoice and billing. Whether you have a question about an invoice or need to make updates to your billing contact or payment method, the accounting team is here to keep your product subscription running smoothly.

Reach out to our account team with billing or contract inquiries at [Billing@memberclicks.com](mailto:Billing@memberclicks.com).



# Taking Partnership to the Next Level

Partnership is at the center of everything we do, and we're committed to helping you succeed. Here are just a few more ways we support you and help your organization thrive.

## Professional Services Packages

Get the support that's right for you — whether that's one-time troubleshooting or partnership on an ongoing basis, we've got a package that fits your needs.

[BROWSE PACKAGES](#)



## Lunch and Learns

Our Lunch & Learns are designed to provide a detailed deep-dive on the parts of our products that drive efficiency and create value for your organization and its members. Guided by our professional services team, and in partnership with our support and product management leaders, we bring robust knowledge and extensive experience to make sure all our clients are getting the most of our software. Come join us!

[LEARN MORE](#)



# What other tools does Personify offer?

We offer a whole suite of solutions to help you with everything from membership management to events, learning programs and beyond.



## Job Board

Help your members find the job of their dreams (and earn extra revenue for your organization).

[DISCOVER JOB BOARD](#)



## Registration Tech

Drive member engagement at your events and annual meetings with our suite of á la carte event solutions.

[DISCOVER REGISTRATION TECH](#)



## Classroom

Make member onboarding, professional certification and continuing education easier than ever.

[DISCOVER CLASSROOM](#)



## CommUnity

Strengthen the relationship between you and your members with an online community.

[DISCOVER COMMUNITY](#)



## Member App

Did you know you can enhance the member experience by adding on a mobile app? Member App provides the flexibility to accomplish tasks on the go —from member communications to event organization to data management. For an additional fee, you can seamlessly add this app to your AMS.

[DISCOVER MEMBER APP](#)

