



## Black Fret Member Login Instructions

We always strive to make your experience with Black Fret as seamless and enjoyable as possible. As a true grassroots organization we have not always had the resources or budget to bring our vision to reality in the way we have wanted. That said, we are about to take a huge step forward. Black Fret is consolidating the Member Community Portal and is launching a new Membership Management system. This will be used in the upcoming renewal season and will allow for future improvements to Black Fret systems to make getting tickets to events, ordering new t-shirts or merchandise and streamlining communication to you all a reality.

As part of this change, the way you log in to our Community Portal and your login credentials may change. Please use this guide to assist you. If you have any issues, please reach out to [austinmember@blackfret.org](mailto:austinmember@blackfret.org) for assistance.

### How are usernames and passwords changing?

In the past, all members had a username and password to the Community Portal (<https://community.blackfret.org>). During 2019, some new members (but not members who signed up before launching this new Member system in spring of 2019) created separate login accounts inside a new Membership Management system (<https://austin.blackfret.org>).

<https://community.blackfret.org>

Black Fret Community Portal

<https://austin.blackfret.org>

Black Fret Austin Membership Management System

Going forward, the systems will be consolidated so that only one username and password is required. And, all users will use <https://community.blackfret.org> to access all of their Black Fret related sites. When the consolidation is activated, you may need to reset your password. See instructions below.

#### → **Did you join Black Fret before Spring of 2019? You will need to create a new password.**

Your Membership Management account has been created for you. You need to establish a new password the first time you login. Follow both sets of instructions:

Step 1) Create your password

Step 2) Log in to the new, consolidated Community Portal

#### → **Did you join after Spring of 2019? Then you just need to log in.**

Your existing username and password for the Membership Management system will be used for both systems moving forward. Follow only the instructions for:

Step 2) Log in to the new, consolidated Community Portal.



## Step 1: Create your initial password:

1. Click on this [“forgot password” link](#).
2. In the Reset Password form, enter your primary email address in use with Black Fret. Then enter the code displayed on your screen and click the Submit button.



**RESET PASSWORD**

Please use the form to request a password reset for the Membership Management system and Community Portal

\*Your email

\*Code

Type the 6 characters you see in the picture

RUBY YM  

The screenshot shows a web form titled "RESET PASSWORD". It includes a sub-header, two input fields for email and code, a CAPTCHA image with the text "RUBY YM" and two refresh icons, and a "SUBMIT" button.

NOTE: If the system does not recognize your email, please reach out to [austinmember@blackfret.org](mailto:austinmember@blackfret.org) for assistance. Black Fret may have used a different email for your account.

3. Go to your email and look for the password reset email.
4. Click on the link inside that email.
5. On the form, enter your new password and click on the Set New Password button.

**RESET YOUR PASSWORD**

Please use the form to reset your password for the Membership Management system and Community Portal

\*New password

\*Confirm new password

The screenshot shows a web form titled "RESET YOUR PASSWORD". It includes a sub-header, two password input fields, and a "SET NEW PASSWORD" button.

6. Make a note of your password for future use. If you use a password manager, use blackfret.org as the URL.



## Step 2: Log in to the new, consolidated Community Portal:

1. Go to the Community Portal at: <https://community.blackfret.org>.
2. You should see this Login page. Enter the new username (email address) and password created above (or your existing password, if you previously established a Membership Management account).

A screenshot of the Black Fret Member Login Instructions page. The page has a black header with the Black Fret logo and navigation links: HOME, MEMBERS, FORUMS, RESOURCES. The main content area has a white background. It features a login form with fields for Username (with a placeholder "enter email") and Password (with a placeholder "enter password"). There is a "Remember me" checkbox and a red "Login" button. Below the form is a "Reset password" link. To the right of the form is a text block explaining the new Membership Management system and providing contact information for assistance. A red button says "Need login help? Download instructions here." At the bottom, there is a section titled "How are usernames and passwords changing?" with a link to a document.

NOTE: You may see this alternate Login page. The same username and password will work here.

A screenshot of the Black Fret Austin alternate login page. It has a white background and a black header with the Black Fret logo. The main content area has a white background. It features a login form with fields for Email and Password. There is a "Log in" button and a "Forgot password" link.

3. The screen should redirect you back to the Community Home page.

A screenshot of the Black Fret Community Home page. The page has a black header with the Black Fret logo and navigation links: HOME, EVENTS, MEMBERS, FORUMS, RESOURCES, BLACKFRET.ORG, YOUR MEMBERSHIP. There is a search bar and a user profile for "Dave". The main content area has a white background. It features a large banner for "BLACK FRET GRANT ALLOCATION VOTING OPEN NOW" with a red "Vote for Grant Allocation" button. To the right is a "MEMBER RESOURCES" section with a list of links and a "Recent Discussions" section with a "Filter" dropdown and a "Latest Post" dropdown. At the bottom, there is a "Upcoming Events" section with a post for "Black Fret Tickets Now Available!"

4. You may now use the Community Portal normally. Click on Resources, to see additional Membership Management instructions in the FAQ document posted within the Resources tab.