



## 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 [membership@blackfret.org](mailto:membership@blackfret.org) for assistance.

### How are usernames and passwords changing?

In the past, all members had a username and password to the Community Portal and a separate password for the member management system. During 2019, the systems were 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. NOTE: Some links related to member transactions (e.g. renewals, tickets, etc.) may still direct you to a "membership.blackfret.org" URL.

If you joined before 2019 and have not accessed our systems, you may need to reset your password using the "forgot/reset" password link. See instructions on the following pages.



## 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.

A screenshot of the "RESET PASSWORD" form. The title "RESET PASSWORD" is in bold black text at the top. Below it, a subtitle reads "Please use the form to request a password reset for the Membership Management system and Community Portal". The form contains two input fields: "Your email" and "Code", both preceded by a red asterisk. Below these fields is a CAPTCHA image showing the text "RUBY YM" with a small icon to its right. At the bottom of the form is a dark grey button labeled "SUBMIT".

NOTE: If the system does not recognize your email, please reach out to [membership@blackfret.org](mailto:membership@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.

A screenshot of the "RESET YOUR PASSWORD" form. The title "RESET YOUR PASSWORD" is in bold black text at the top. Below it, a subtitle reads "Please use the form to reset your password for the Membership Management system and Community Portal". The form contains two input fields: "New password" and "Confirm new password", both preceded by a red asterisk. Each field has a small circular icon to its right. At the bottom of the form is a dark grey button labeled "SET NEW PASSWORD".

6. Make a note of your password for future use. **NOTE: If you use a password manager, use [blackfret.org](https://blackfret.org) as the URL to ensure it works across all our systems.** Some of the pages with member transactions (e.g. renewals, tickets, etc.) still use the [membership.blackfret.org](https://membership.blackfret.org) 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. On the left, there is a login form with fields for "Username:" (with a placeholder "enter email") and "Password:" (with a placeholder "enter password"). Below the password field is a "Remember me" checkbox and a red "Login" button. A blue link "Reset password" is below the login button. To the right of the form, there is a text block titled "Black Fret Member Login Instructions" with a sub-header "If you joined before Spring 2019, you may need to reset your password before accessing the updated Community Portal." The text explains that Black Fret is launching a new Membership Management system and provides instructions for members who joined before Spring 2019, including a link to "austinmember@blackfret.org" for assistance. At the bottom, there is a section titled "How are usernames and passwords changing?" with text explaining the transition from username/password to email/password.

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

A screenshot of the Black Fret Austin login page. The page has a white background. At the top, it says "Black Fret Austin". Below that, it says "Login to access the Black Fret Community Portal and Membership Management system. You may need to reset your password if you joined before Spring 2019." There are two input fields: "Email" and "Password". Below the password field is a "Log in" button and a blue link "Forgot password".

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 icon labeled "Dave". The main content area has a white background. On the left, there is a large banner for "BLACK FRET GRANT ALLOCATION VOTING OPEN NOV 10-11" with a red "Vote for Grant Allocation" button. Below the banner is a section titled "Upcoming Events". On the right, there is a section titled "MEMBER RESOURCES" with text about the new RESOURCES page and a list of links: "the Artist Selection Process", "Austin music", and "how to share Black Fret with a Prospective Member, and more." Below this is a section titled "Recent Discussions" with a "Filter" dropdown and a "Latest Post" link. At the bottom, there is a section titled "Black Fret Tickets Now Available!" with a "17" icon and a "734" icon.

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.