

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 for assistance.

How are usernames and passwords changing?

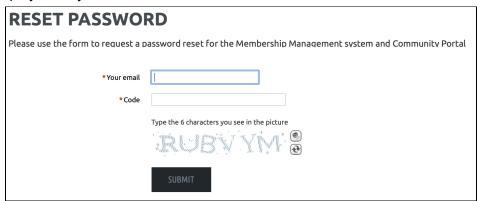
In the past, all members had a username and password to the Community Portal and a separate password for the member management system. During 2019, the systems were consolidated so that only one username and password is required. And, all users will use https://community.blackfret.org to access all of 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.



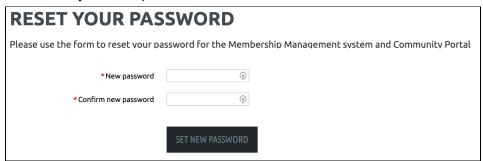
Step 1: Create your initial password:

- 1. Click on this <u>"forgot password" link.</u>
- 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.



NOTE: If the system does not recognize your email, please reach out to 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.

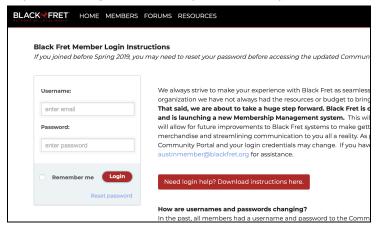


6. Make a note of your password for future use. **NOTE: If you use a password manager, use blackfret.org as the URL to ensure it works across all our systems.** Some of the pages with member transactions (e.g. renewals, tickets, etc.) still use the membership.blackfret.org URL.



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

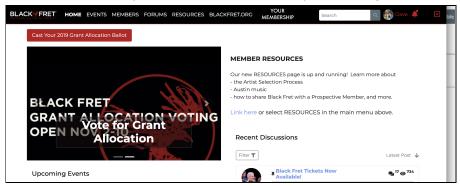
- 1. Go to the Community Portal at: https://community.blackfret.org.
- 2. You should see this Login page. Enter the new username (email address) and password created above (or your existing password, if you previously established a Membership Management account).



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



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



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.