

FOR OFFICIAL REPRESENTATIVES ONLY.

Key to ACC Relationship Types

In our system, a relationship type outlines who an individual is in a relationship with their employer. For ACC purposes it's the company that is the membership holder, and benefits flow down from it to all employees in varying degrees, determined by your relationship type.

All contacts within our membership database will be able to perform basic functions regardless of their relationship type. These primarily include having a profile in the database for e-mail distribution purposes, joining committees, and registering for events and webinars. However, there are certain privileges that are exclusive to each relationship type, outlined below:

- **Official Representative:** The Official Representative is the key contact for the relationship with ACC. They are the decision-makers in regard to purchases. Within this new user platform, they have the power to edit their organization's record and edit other employee's profiles. Only 1 Official Representative per company, with no exceptions.
- **Additional Contact:** They are the other key contacts within your organization whom you want to feature on your company's membership directory profile. Being an Additional Contact can still allow you to enact purchases such as group event registrations and process a membership renewal, but this should be done in consultation with the Official Representative. Up to 4 Additional Representatives are allotted per company, but you can purchase additional ones for visibility on the directory.
- **Employee:** this is the relationship type for all other users in the system. There is an unlimited amount of this relationship type you may have within the database.

NOTE: All contacts entered into the database will be defaulted to employee. To adjust the relationship status, please get in touch with info@acconline.org.

ON YOUR INDIVIDUAL RECORD:

Once you log in, you will be able to view your profile (available on the **My Profile** tab on the left-hand side for future reference). The following are all the major steps to ensure complete profiles:

1. Check your relationship type in the new system. Do this by navigating to **Organization** and checking the **Relationship** tab. If this should change, contact info@acconline.org
2. Check on your **Overview** tab that you are flagged as both "RECEIVES MEMBERSHIP BENEFITS" and "OPTED-IN TO SHOW IN MEMBER DIRECTORY."
3. Review your personal e-mail, address, and phone number. To modify this information, go to **Account** → **Contact Info** → review the **Addresses, Phone Numbers, Email Addresses, and Web Links** tabs. NOTE: your individual work address can differ from your HQ's. Under Addresses, please modify to reflect the location you work from if different from the one we have assigned to your HQ.
4. Double check you appear on the **ACC Membership Directory**: on the left-hand side menu, select the **Memberships drop-down**, then **ACC Membership Directory**.

5. **Designations:** if you have a professional designation, you can add or manage them through **Account**→**Additional Info** → **Designations**. They will display on your profile and the membership directory.
6. Optional: Add a headshot through the **Overview** tab. This will appear in our membership directory.
7. Optional: additional demographic questions. **Under Account** →**Personal Information** you can fill in questions regarding your individual professional discipline, professional expertise, gender, race, sexual orientation, and age.

ON YOUR COMPANY RECORD:

1. Navigate to the **Organizations** tab on your initial membership profile. Select **Manage** on the right-hand side, next to your organization's name and relationship. Now you will see the record for your company.
2. Check this record also has an active Membership (it should have assigned a "MEMBER SINCE" date, an expiration date, and a "Renew" option visible).
3. Check the **address, phone number, primary e-mail, and website** for your organization. You can add or edit through the **Organization's Overview** tab on your organization's record, selecting the different **Edit** options.
4. Add a logo for your organization through the **Overview** tab.
5. Navigate to the **Account Tab**. On **Organization Info**, edit your company **Description** if missing or inaccurate, or if you'd like it to reflect a different version.
6. Review your **Company Service Listings**. Members are not able to directly edit this information. Please report to ACC if you'd like any changes to the information here. Members are allotted **up to 10** with a standard membership and can purchase additional listings a la carte or through a Corporate Sponsorship Package. In the future, you will need to continue reporting to ACC staff changes you'd like to see enacted to your service listings.
7. **Employee range:** select your appropriate range for our demographic purposes.
8. **Global Aviation Revenue:** fill in the appropriate range of your global aviation revenue. This will auto-populate your indicated dues tier for the automated renewals process. This information is strictly confidential. It is visible only to you and ACC staff.
9. **DBE/MWBE Certified:** select if you are or are not DBE/MWBE certified. Will be searchable on and display on the **Membership Directory**.
10. **You are able to review and edit all the colleagues tied to your organization and their information.** Navigate to **Individuals** to see your company's contacts and select **Manage** for the record you wish to review or modify. Manage contacts wherever applicable. Please ensure a comprehensive review takes place; this information is key in order for us to have the best records possible.
11. **Contact ACC to remove colleagues who are no longer with your company.**
12. **You are also able to add new individuals to your company record.** On your organization record, toggle over to **Individuals**, then select the green **Add New Individuals** button up top. Unless you are purchasing an additional contact, please de-select "Show in Directory." After adding the contact, please communicate to Pablo Urioste (pablou@acconline.org) the appropriate relationship type they should be assigned.

- a. You can also provide information for the new individual to the membership manager and request ACC create the profile from scratch.

13. Double check that your organization's information appears correctly on the ACC Membership Directory. Note: changes to the organization record may take up to a day to reflect on the Membership Directory. If there are persistent technical issues, contact info@acconline.org.

COMMITTEES:

8. Navigate to the **Committees** tab on the left-hand side. Your committee assignments should have transferred over. The ones you sit on should figure under **Committee Directory**. You can also review **Details** and take a look at the roster by viewing **Committee Members**.
9. Utilize the **Committee Request Form** if you have not been transferred over to a committee you should have, or to join committees in the future.

MEMBERSHIP DIRECTORY:

- On the left-hand side menu, under **Members**, select "**Membership Directory.**"
- You can search by any of the fields up top.
- All the **Service Listings** are searchable too.
- To view the **full** directory, leave all search fields blank, scroll to the bottom, and select **Search**.
- The directory will soon be integrated to our website again, for full public visibility.
- **Official Representatives** can manage most fields on their profile; else please get in touch with our membership manager Pablo Urioste (pablou@acconline.org).

ARE YOU NOT YOUR COMPANY'S OFFICIAL REPRESENTATIVE?

If you are receiving this e-mail and are not your company's Official Representative or you were planning to transition this role to someone else:

- First, check again that you are flagged as the Official Representative (**My Profile → Organizations → Relationships**).
- Get in touch with Pablo Urioste (pablou@acconline.org) explaining the situation and providing full information of who should be the Official Representative, and what relationship type we should transition you to.