



In this document, you will find step-by-step instructions for common questions regarding the IWIRC website tools and features.

If you require additional assistance outside of this document, please contact us:

- CC Schnapp (Executive Director) ccschnapp@iwirc.com
- Sarah Farmer (Membership Services Director) sfarmer@iwirc.com
- General Inquiries info@iwirc.com

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How can members edit/update their profile information?

Members can edit and update their profile information by following the steps below:

1. Log in to the IWIRC website
2. Click “Account” at the top left
3. Click “View Profile”
4. Click the Settings Gear (to the right of your profile image)
5. Click “Edit Profile”
6. Be sure to press “Update Profile” to save any changes you have made

Please note: IWIRC International can only assist with login and leadership/committee changes. Members must make all other necessary account edits.



What if my email has changed and I can no longer access my account?

If your email has changed and you are having trouble logging in to the IWIRC website, reach out to sfarmer@iwirc.com. Sarah will update your email and share a temporary password to get logged in.



What if my password is not working and I am not receiving the reset emails?

If your password is not working and you are not receiving the password reset emails, reach out to sfarmer@iwirc.com. Sarah will create and share a temporary password for your convenience.

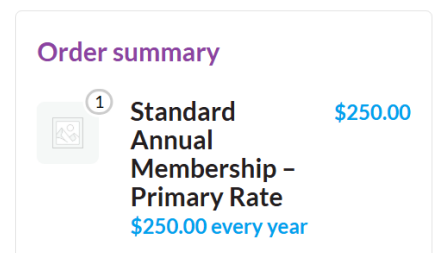
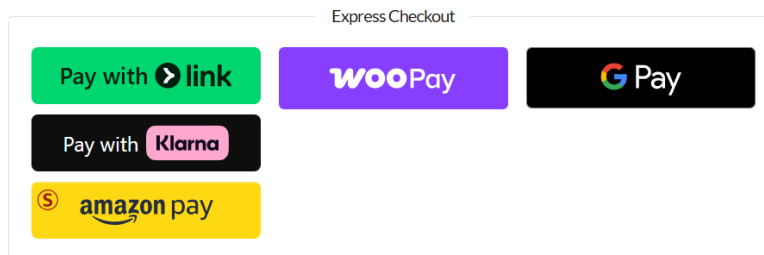


How can members renew their membership?

Members can manually renew their membership by following the steps below:

1. Log in to the IWIRC website
2. Click “Account” at the top left
3. Click “Subscriptions”
4. Scroll down and click the grey “Pay” box
5. A page will appear with a cart. You should see your membership renewal type in the cart
6. Pay via the options listed

Checkout

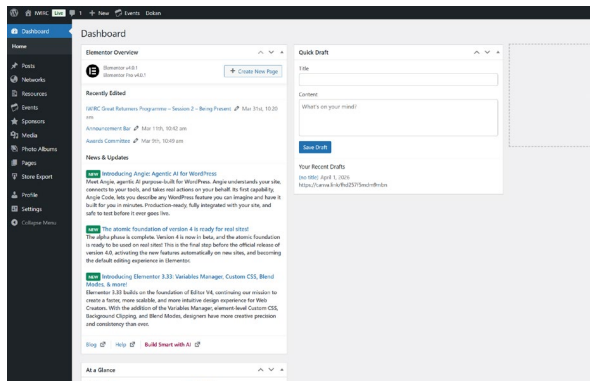




How do I add network specific events?

Note: Only members who have network admin/vendor permissions can add events IWIRC will no longer be using Eventbrite for network events. If you currently have any events on Eventbrite, please add the event to the website.

1. Log in to the IWIRC website.
2. Click IWIRC in the black box at the top of the page. This will take you to the back end of the website (see below)

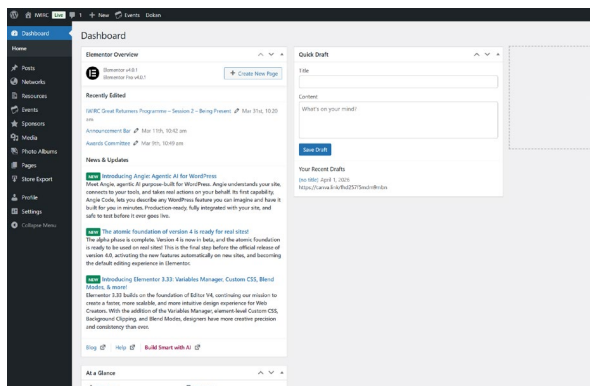


3. Click “Events” in the left Navigation Panel
4. Click “Add New Event” at the top of the page (alternatively, you can hover over the events button and click add new event on the sub-menu)
5. Add your event title, description, time & date, location, organizer (IWIRC {network name}), ticketing information, and meta description (for search engine purposes). On the right panel, be sure to select your network in the event categories box. You can also set a featured image.
6. You are done! Click “Publish” at the top right
7. Head to your network page to review your event information



How do I add network specific news?

1. Log in to the IWIRC website.
2. Click IWIRC in the black box at the top of the page. This will take you to the back end of the website (see below)

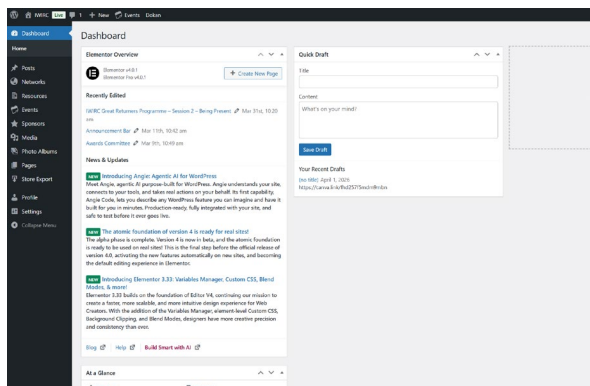


3. Click “Media” and “Add Media File”
4. Upload your news document (PDF is best)
5. Click “Posts” and “Add Post”
6. Add your post title, click add media and select your document from the media box
7. Categorize as “Newsletter”, and select your network
8. Click the blue “Publish” box at the top right
9. Visit your network page to ensure everything works smoothly



How can I pull a network membership list?

1. Log in to the IWIRC website
2. Click IWIRC in the black box at the top of the page. This will take you to the back end of the website (see below)



3. Click “Store Export”
4. Click the tab at the top that says “Quick Export”
5. Export Types: “Users”
6. In the User Fields, select the following:
 - First Name
 - Last Name
 - Email
 - Date Registered
 - Active Subscriber
 - Firm
 - Profession

You may choose to add additional items, but these are the most commonly needed. Please note, member expiration date is no longer an available feature on the membership reports.

7. In the User Filters box, select “Filter Users by User Role.” A drop-down menu will appear. Begin typing your network name into the box. (For example: if I want to pull a list of Florida network members, I will type “Florida” then select “Florida Network Member”)

8. Scroll back up and find the blue “Export Users” button. Click this button and your report will automatically begin to download.

9. Open the downloaded spreadsheet and review the data. If a member is listed but their Active Subscription column says “no”, they are not a current IWIRC member.



Do I need to send membership renewal reminders?

No, you no longer need to send membership renewal reminders. Memberships expire on the date they were paid, rather than the end of the month with the new website. A great function of the new website is that members receive automatic renewal reminders if their membership has expired.

Memberships can also be set up to automatically renew annually.

You can send general renewal reminders ahead of important network events. However, the website does not have the capability of pulling lists that display membership “expiration dates” like in the past.



Why am I not finding a member in the member directory?

If a member is not appearing in the member directory, that can mean one of two things. Either the member has an expired membership, or they do not have an IWIRC profile. Begin by reaching out to the person you are looking for. Otherwise, email info@iwirc.com for assistance.



What should I do if the network board has changed?

If your network board has changed, send an updated list with board member names and positions to Sarah Farmer (sfarmer@iwirc.com) as soon as possible. This list must be sent as an Excel spreadsheet.



Network Admin/Network Vendor Training Videos & Permission Form

[Network Admin Training Video](#)

[Network Vendor Training Video](#)

[Network Permission Form 2026](#)