

IWIRC Website FAQs & Handbook

This document provides 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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MEMBERSHIP FAQs

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

Note: IWIRC International can only assist with login issues and leadership or 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 address and provide a temporary password so you can access your account.



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 provide a temporary password to restore access to your account.



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” or “Renew” 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

Express Checkout

Pay with link

Pay with Klarna

amazon pay

WooPay

Pay

Order summary

Standard Annual Membership – Primary Rate

\$250.00 every year

\$250.00

Autorenewal is also available for convenience of renewals. A payment method must be saved to the IWIRC account for this feature to be toggled on.

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

A member not appearing on the directory typically means one of two things: 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.



NETWORK ADMIN/NETWORK VENDOR PERMISSIONS FORM

The form below must be completed to gain access and make changes to the IWIRC website.

Network admins can add, edit, and manage network pages, posts, photos, and sponsors (limited to **two** members per network).

Network vendors can add, edit, and manage network events, ticket sales, and payments (strictly limited to **one** member per network).

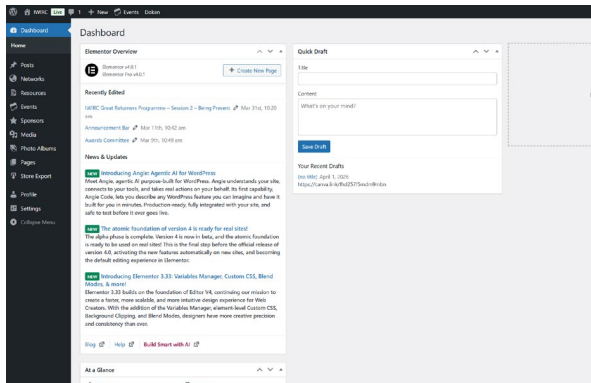
[Network Permission Form 2026](#)



NETWORK ADMIN 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).

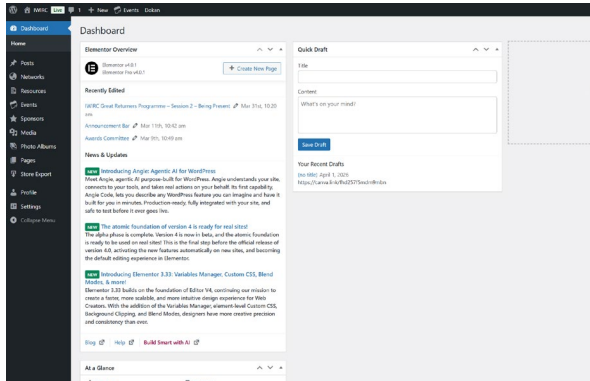


3. Click “Media,” then select “Add Media File.”
4. Upload your news document (PDF is best).
5. Click “Posts,” then “Add Post.”
6. Add your post title, click “Add Media,” and select your document from the media library.
7. Categorize as “Newsletter,” and select your network.
8. Click the blue “Publish”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

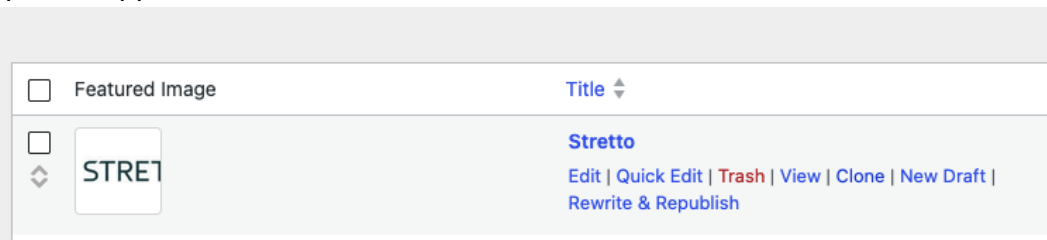


How do I add/edit network sponsor information?

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 “Sponsors.”
4. To edit existing network sponsors, filter by your network.
5. To add a new sponsor, first search for the firm name on the sponsors page.
6. If the sponsor appears, click “Clone.”

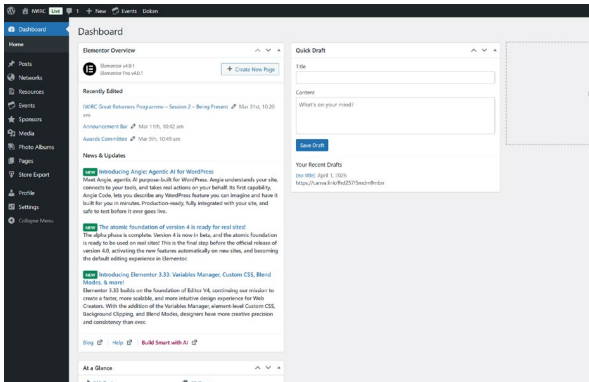


7. If the sponsor does not appear, click “Add New Sponsor.”
8. You must create a new entry for a network sponsor; do not edit an existing entry if it is already labelled for a network or international sponsor.
9. Add in the sponsor information, description, website, image, etc.
10. On the right side of the page, add your network in the “Networks” box.
11. Indicate the Sponsor type/level as appropriate.
12. Publish the sponsor.
13. Visit your network page to ensure the sponsor displays correctly.

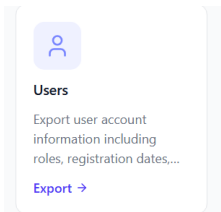


How do I pull a network membership report?

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 tabs labeled “Quick Export,” and “View All Export Items.”
5. Select “Users.”



6. In the User Fields, the selected fields will automatically be pulled. You can add more fields if necessary. The fields included are the most needed.
7. In the “Filters & Sorting” box, select “Filter Users by User Role.” A drop-down menu will appear. Begin typing your network name into the box.

For example, to pull a list of Florida network members, 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 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.



What should I do if the network board has changed?

If your network board has changed, send an updated **Excel spreadsheet** of board member names and positions to Sarah Farmer (sfarmer@iwirc.com) as soon as possible.



NETWORK VENDOR INFORMATION

When creating an event on the IWIRC website, payments from each order are processed through WooCommerce. From each order, WooCommerce charges a fee to use the program. In order for funds to be transferred to your network bank account, it must be processed through Stripe Connect. Click the links below to read more about service fees.

WooCommerce Fee rates: [WooPayments: Fees Documentation - WooCommerce](#)

Stripe Connect Fee rates: [Pricing & Fees](#)



How do I set up my vendor profile to receive payment for events?

Note: You must be granted vendor permission from your network to create, edit, and manage events on the IWIRC website. Only one member per network can be designated as the network vendor (no exception due to website capabilities).

1. Log in to the IWIRC website.
2. Click “Account.”
3. Click “View Profile.”
4. Click “Vendor Dashboard.”
5. If you see a notification that mentions contacting admin for access, please email Sarah Farmer - sfarmer@iwirc.com
6. Set up a Stripe Express account. This is how payments will be withdrawn from the website and transferred to your bank account.
7. All orders and payments can be viewed and managed through the vendor dashboard and Stripe Express accounts.

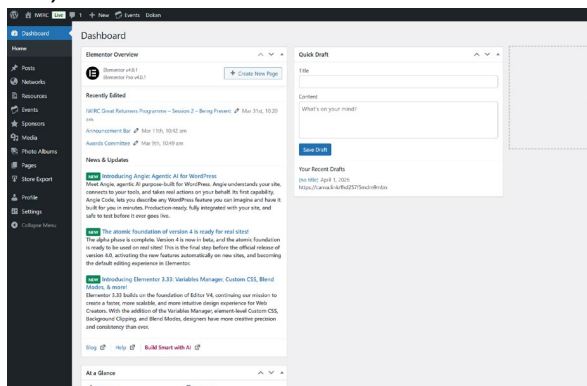


How do I add network-specific events?

Note: You must be granted vendor permission from your network to create, edit, and manage events on the IWIRC website. Only one member per network can be designated as the network vendor (no exception due to website capabilities).

IWIRC no longer uses Eventbrite for network events. If you currently have any events on Eventbrite, please be sure to manually add the event to the website. IWIRC uses the website event listings to generate upcoming event notifications. If your event is not listed on the website, we will not be able to properly market and publicize the event.

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).



a.

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.
 - a. Please note: Your Stripe Express account must be fully set up before you can receive payments for event tickets. ([Click here for more on Stripe.](#))
6. You are done! Click “Publish” at the top right.
7. Head to your network page to review your event information.