

New Member Account available on Training this Thursday

The Daxko Operations Training Site will include the new Online Member Account on Thursday, November 19th! This experience *will roll out to your members on **December 9th*** and we want all of you to have time to review the new experience. We are also releasing one notable change to your *Daxko Operations Live Site tomorrow, **Wednesday November 18th***: joins without fees due today will still capture a billing method if the membership type is set to auto-renew.

Live Site Enhancement - Wednesday, November 18th

With so many associations using our new Membership Promotion feature in Daxko Operations, we found that memberships that do not owe anything at the time of an online join were not asked for a billing method for future dues. With Wednesday's release, any membership set to Auto-Renew (unless Term is set to None) will require a billing method online and will ask for a billing method in house.

This does include memberships with a recurring rate of \$0, either at the membership type or as a result of a discount group. The in house step for adding the billing method is optional, specifically for those scenarios where the joining member does not have a billing method to share.

New Member Online Account Training Site - Thursday, November 19th

One of the first experiences members have with your association is the online member account, and we want that experience to be great! Our team released a much-improved login experience earlier this year, and we are now preparing to release a new My Account experience to your members. Prior to the release to members, we want to give users an early sneak peek.

The new Online Member Account includes the following:

- A mobile-first design for easy use on mobile devices
- A more clear billing method update for recurring payments
- Clear sections for My Account to help the member take actions

Check out this week's [User Guide](#) in preparation for this to be released to members on **Wednesday, December 9th**.

Some of our future planned enhancements for 2021 include:

- Member facility usage report
- Member payment history report
- Member requests for holds and terminations
- Consistent add member experience

Do you have a great idea for the members' Online Account? Tell us more [HERE](#)!

Need to know more? Contact support@daxko.com.