

Chicago CoC Member Portal FAQs

We are pleased to announce new features with the Chicago CoC Member Portal, an online peer networking hub where members can pay CoC dues, search the member directory, and start discussions in the forum.

1. What is a Bundle Administrator?

Every CoC member agency has a Bundle Administrator in the portal. The role of a Bundle Administrator is to pay dues and add other staff members to the account so they can utilize the portal.

2. How do I access the CoC Member Portal?

Login at <https://chicagococ.wildapricot.org/Sys/Login>. If you need to be added to your agency's bundle, your Bundle Administrator should follow the step-by-step instructions on the next page (question 7).

3. What are the peer networking features that are available in the portal?

- **Discussion Forum:** The discussion forum is a place to seek input from peers on a wide variety of topics. For example, an individual may pose questions to the community or ask if others have templates, policies, or practices they are willing to share. Individuals may create topics that people with similar roles in other agencies can respond to with support or advice. Any CoC member may create, respond to, and subscribe to discussion topics in the forum.
- **Directory:** The directory contains information about *agencies* as well as *individuals*. We encourage you to use the directory's search function to learn more about services that can be accessed at other agencies and to seek out and connect with peers.

4. How do I update my profile?

Please answer all the profile questions so that other people may connect with you! To update your profile, click on the icon in the upper right-hand corner of your screen (*graphic below*) and select View Profile. Then click on Edit Profile. Bundle Administrators are directed to answer all questions, whereas Bundle Members only need to answer questions 1-3.



5. Who should my agency add to our membership bundle?

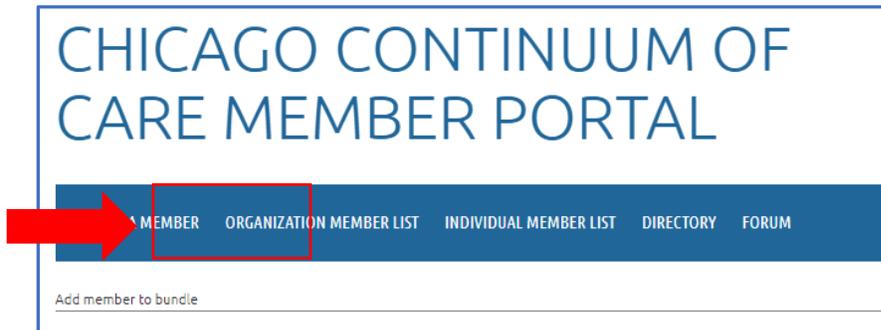
The goal of the portal is to enable people within the CoC to connect with one another. The people you add may work in any area of your agency, including programming, leadership, fundraising, finance, communications, and more! You are encouraged to think creatively. Do you have someone who is new to their role and would like to reach out to others with more experience? Maybe you have a staff member with a lot of resources or experience to share!

6. Is there a limit to how many people my agency can add?

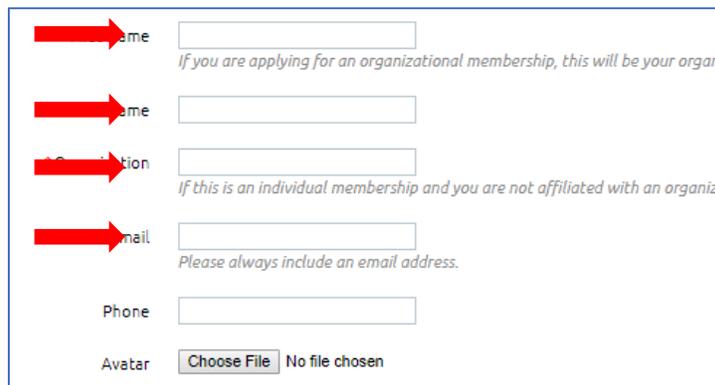
The number of people you can add depends on the organizational funding level. *Organizations with annual revenue below \$500k may add 5 members, organizations up to \$1m may add 10, organizations up to \$3m may add 15, organizations over \$3m may add 25, and government agencies may add 10.*

7. I am the Bundle Administrator. How do I add my colleagues to the bundle?

1. Log in at <https://chicagococ.wildapricot.org/Sys/Login>.
2. In the blue heading bar, click on “Become a Member.”



3. Under “Bundle Summary,” complete the required fields for the new member, which include First Name, Last Name, Organization, and Email Address. *Please make sure to complete the email address field.*



First Name

If you are applying for an organizational membership, this will be your organization name.

Last Name

Organization

If this is an individual membership and you are not affiliated with an organization, please leave this field blank.

Email

Please always include an email address.

Phone

Avatar No file chosen

4. Skip over the “Questions for All CoC Members” section (questions 1-3). When your colleague logs in for the first time, it will be their job to complete their profile and complete these three questions.
5. Skip over the “Questions for Primary Contacts” section (questions 4-13). These are agency-level questions that only Bundle Administrators, such as yourself, need to complete. If you haven’t completed these in your own user profile, please do so!
6. Scroll to the bottom and click “Save.”





7. The new member will receive an email from Wild Apricot that provides the member with a password.
8. The new member can now login at <https://chicagococ.wildapricot.org/> with the provided password and update the rest of their profile as well as questions 1-3.

8. What if my agency wants to change who is designated as the Bundle Administrator?

If you have identified someone else at your agency to become the Bundle Administrator, please add them to your bundle and then send your request to CoCprograms@allchicago.org. We recommend for agencies to assign the role to someone who a) can process the annual dues payment, if applicable and b) knows which other staff members may benefit from being added to the bundle.

9. Who developed this and how can I get involved?

The Peer-to-Peer Provider workgroup developed the directory, discussion forum, and member profile features that are now available through the CoC Member Portal. The purpose of this workgroup is to develop a system of peer support within Chicago's CoC, which includes developing a series of peer-led workshops and improving opportunities to network and collaborate with peers online. New members are always encouraged to contact Jennifer Fabbrini, at jfabbrini@allchicago.org. Meetings are held on the 3rd Thursday of every month, from 9:30-11:00am, at DFSS (10 S Kedzie) in room 131.

10. Who do I contact if I am having technical difficulties?

Please send an email to CoCprograms@allchicago.org.