



# CALIFORNIA FIRE CHIEFS ASSOCIATION

1851 Heritage Lane, Ste. 138 • Sacramento, CA 95815

Off: 916-923-9455 [www.CalChiefs.org](http://www.CalChiefs.org)

## Instructions for Tiered Memberships 1 through 8

*These are memberships for active fire departments in California, except volunteer agencies with an annual budget of less than \$250,000. Fire Chiefs with an annual budget less than \$250,000, see "volunteer fire chief" membership instructions.*

CalChiefs is in its second cycle with a new membership and event management software solution called Wild Apricot. The software solution allows for a more automated tracking system for both membership and event registrations. You will log into the new system with your work email as your username. The system generated a random password for your account. If you've never logged into the system before, enter your username and then click "forgot password." The system will send a reset link to the work e-mail in our system. *Note: This password reset link is sent to the member only. If you ask a staff member to manage membership renewal, they will need your username and password to complete the renewal online.*

You will no longer fill out the old paper membership invoice form. The new software change will require some new steps on your part to get the profile set up, if you've never set up an account before. The accounts must be in the member's name, not in a staff members name.

**\*\*Note – if your CalChiefs membership has not lapsed, you have an account in Wild Apricot. If you cannot remember the username and password, contact our office for assistance.\*\***

Enclosed in this document is step-by-step instructions on joining. Please, note that required fields in the software are noted with a green asterisk. If you are renewing and already have an account, you would log into the account, review your profile for accuracy and click the "renew to 07/01/2022" button. After the reading the balance of these introductory paragraphs, you can jump to step #31 to process a payment by credit card or check.

If you've had recent changes in your membership roster or if you believe you fit into a different tier this year, please contact our Executive Director, so she can assist you with the updates. You can reach her at [traceyhansen@calchiefs.org](mailto:traceyhansen@calchiefs.org) or 916-923-9455.

You must have an active primary member in a tier membership before you can add the additional members to your tier. If this is the first time your agency is joining CalChiefs, then we must fully process payment before we can add members to your tier (bundle). If you've had no lapse in tier membership, the members included in your tier from the previous fiscal year will automatically renew with the primary member (Bundle Administrator). If there are changes to be made in that list of members, pay for the tier first and then access the member profiles in the tier for updates or contact our office for assistance in updating your membership record – (916) 923-9455.

If you have an active tier membership and you've added additional group members beyond those included

*"To strengthen and advocate for the California Fire Service through leadership, unity and collaboration."*

in your tier, please note that each of the additional group members is a separate individual membership. You will need to log into each of their accounts to renew their membership.

If this becomes too complicated, please contact our Executive Director at the contact(s) above. We look to make joining and renewing with CalChiefs as painless as possible. We are here to assist you in whatever way necessary. Don't hesitate to reach out with questions, concerns or if you need assistance in renewing.

1. Go to our website [www.calchiefs.org](http://www.calchiefs.org)
2. Hover over "join" in the red banner near the top 1/3 of the page.
3. Click on "Membership", which will take you to our membership application webpage.
4. Read the information contained at the top of the page carefully to understand the CalChiefs membership details. Do not click "Log into Membership" if you have not yet created an account in our new software yet. You need to create an account in the new software by completing the appropriate application for the type of membership you qualify for. The accounts are for members only. **Staff members must not create their own account.** They must log into a member's account to manage renewal.

If your agency has not lapsed in membership with CalChiefs, then you have an account in the new system. Again, the username is your work email. If you have not created a password yet or cannot remember your password, click forgot password and a reset link will be send to the work email in our system. If you have an account skip to step 9 and update any new profile information for the primary member (Fire Chief). If your agency has qualified for a different tier, you can contact our Executive Director for the update, so you are invoiced for the proper amount.

5. Scroll down towards the bottom of the webpage
6. Find the instructions for the type of membership you qualify or for the individual membership you qualify for below. Follow the steps carefully for application completion and account/profile set up.
  - a. **Tier 1 - 8 memberships** are for active public or private fire departments/districts with an annual budget over \$250,000. The Tier your agency fits into is based on the number of FTE your department employs (sworn and non-sworn). See #7 on this sheet for the breakdown of the tiers.
  - b. **Additional Group Memberships** are for adding memberships beyond those included in your tier.
  - c. **Volunteer Fire Chief Membership** for fire chiefs that come from agencies with an annual budget under \$250,000.
  - d. **Retiree membership** is for retired CA chief officers.
  - e. **Section President** membership is for our section presidents to be members of the parent body.
  - f. **Associate membership** is for Individuals or agencies engaged in the manufacture or sale of fire service apparatus, supplies or services and others that are interested in the field of emergency fire or medical services.
7. Select the membership type (level) for your agency.

Memberships for most fire agencies are tiered (bundled) based on full-time employee (FTE) count (both sworn and non-sworn) for the fire department/district. The exceptions are Volunteer Fire Chief, Retiree Membership, Section President Membership and Associate Membership.

- a. **Tier 1** = 1-15 full-time employees (includes the fire chief, plus 1 group member)
  - b. **Tier 2** = 16-50 full-time employees (Includes the Fire Chief, plus 2 group members)
  - c. **Tier 3** = 51-100 full-time employees (includes the Fire Chief, plus 3 group members)
  - d. **Tier 4** = 101-150 full-time employees (includes the Fire Chief, plus 4 group members)
  - e. **Tier 5** = 151-200 full-time employees (Includes the Fire Chief, plus 5 group members)
  - f. **Tier 6** = 201 – 300 full-time employees (Includes the Fire Chief, plus 6 group members)
  - g. **Tier 7** = 301 – 400 full-time employees (includes the Fire Chief, plus 7 group members)
  - h. **Tier 8** = 400 or more full-time employees (includes the Fire Chief, plus 8 group members)
- \*\* If you want include more members than those included in your tier. This can be done after the initial membership has been completed. See instructions under “Additional Group Member.”

8. Click “Next”
9. Enter the email for the primary member, this should be the Fire Chief or Department Head. If it says you already have an email in the system, it’s because your email was transferred from our old system. If it tells you that, click “log in” and use your email and click forgot password and a link will be sent to you to get into your account. If you don’t have a current email in our system, follow the balance of the steps to get into the account.
10. Enter the auto-generated security code in the box marked “code” (this is case sensitive). If you are having trouble reading it, click the speak icon next to the code and it will speak it out for you.
11. Click “Next”
12. Steps 13-30 is member profile information. If you’ve already filled this area out, simply review is for currency and make any updates needed. If nothing has changed, skip to step 31.
13. Enter the fire department/district’s full name
14. Enter the primary member’s last name
15. Enter the primary member’s first name
16. The primary member’s email will auto-populate in the email field from your previous entry on the page before. **This box is for the member email only. Do not enter a staff members email in this field.**
17. Enter the phone number for the primary member. The format for the phone number should be #####.
18. Enter the cellular phone number for the primary member (optional but highly desired). Format is #####
19. You may upload an avatar (picture) of the primary member (optional)
20. Enter the rank or title of the primary member
21. Enter the street address for the organization (numbers, street name and suite)
22. Enter the City
23. Select the state
24. Enter the zip code
25. Select the Full-time Employee (FTE) count.
26. Select the number of fire stations in the fire department/district
27. Select the population served within the fire department/district boundaries from the ranges provided in the pull-down list.
28. Select the county the department/district resides in. If the department/district jurisdiction cover multiple counties, select the county the headquarters is located in.
29. Enter the name of the person at your agency who typically processes your membership initiation or renewals. This is commonly an administrative assistant.

30. Enter the email contact for the person named in the “Admin Name” field.
31. Select whether you will be paying for the membership via credit card or cash/check. CalChiefs offers a roughly 3% discount for members paying by cash or check.
32. If you are paying by cash/check, select the discount code for your type of membership you are applying for membership in (e.g. If you are Tier 1 enter the discount code **T1D**). **Make sure you enter the 3-digit code exactly as shown in the previous field** or the check discount will not be applied. Alpha digits are capital letters. **If you are paying by credit card leave this field blank.**
33. Click “Next”
34. Review and confirm that the level of membership is accurate. Note the discount amount will be noted on this page if you are paying by check. The total amount due will be displayed along with detailed payment instructions.
35. **Before** you click either “invoice me” or “pay online” review the payment info at the top of the page and the application information at the bottom of the page for accuracy. If you find there is an error, click the “back” button and make any corrections necessary. Read the next 2 steps, too.
36. **Click “Invoice me” if you desire to pay by cash/check.** An invoice will be autogenerated and sent to you via the email of the primary member so you can process the payment. Make sure this invoice includes the cash/check discount. It will be itemized separately on the invoice for ease of finding. If it doesn’t indicate the discount was applied. Contact our Executive Director and she will prepare a revised invoice for processing.
37. **Click “Pay Online” if you are paying by credit card.** The website will take you to the next page to enter in all the related credit card information. Carefully enter all the related details and pay for your membership. A receipt will be autogenerated and sent to the primary member’s email. If you do not receive it, just give us a call and we can resend it – 916-925-9455
38. If you clicked **“invoice me” to pay by check:**

You are now done with the primary member’s membership initial application. An invoice will be sent to the primary member’s email. As well as another email confirming your membership application submittal.

In the email regarding your application, it requests you finalize the application by logging into your profile. If you already had a profile and you reviewed it for updates in this effort, there is no need to do it again. If you didn’t have a profile before, click the “log into your profile” link and enter the primary member’s email and click “forgot password.” An email will be autogenerated and sent to the primary member’s email with a link to reset your password. Once you’ve logged into your account and complete the following steps:

- **IMPORTANT** You will also need to ensure you set your privacy settings in your account to allow us to send you member updates. It defaults to “unsubscribed.” If the privacy settings are not updated, you will NOT receive emails from CalChiefs about important updates for our members and current issues, newsletters and events.
- If you wish to add Additional Group Members beyond those included your tier, you will need to use that membership type on our website, submit a separate application and add each additional group member. (See Additional Group Member instructions on our website)

***Note – these additional group members beyond those included in your tier will need to be managed in a separate transaction for each member.***

Please note that your membership will remain in “pending” status until such time as we receive

payment in full for membership dues. Once payment is received and processed, the primary members membership application will be approved by CalChiefs staff and the membership will become active, you can then add the additional members included in your tier.

Once your account is in active status, you can add bundle members by logging into the account and clicking add member under your tier (bundle). You will need similar information for adding the additional members in your tier. Although the application includes a pay by credit card or check choice, you will not be charged for any members included in your tier. We just cannot remove that payment type field in our application.

### 39. If you click “pay online:”

You will be taken to the page to enter all of your credit card info and make payment for your membership. An invoice and receipt will be automatically emailed to the primary member’s email if the payment is successfully processed. If there is an issue with the credit card processing, an email will be sent to the credit card holder indicating the payment processing was unsuccessful.

You are now done with the primary member’s membership initial application. An invoice will be sent to the primary members email. As well as another email confirming your membership application submittal will be sent, as well. In the email regarding your application, it requests you finalize the application by logging into your profile. To do so, click the “log into your profile” link and enter the primary member’s email and click “forgot password.” An email will be autogenerated and sent to the primary member’s email with a link to reset your password. Click the link and create your password and log into your member account and complete the following step:

- **IMPORTANT** While updating your profile, you will also need to ensure you set your privacy settings in your account to allow us to send you member updates. It defaults to “unsubscribed.” If the privacy settings are not updated, you will NOT receive emails from CalChiefs about important updates for our members and current issues, newsletters and events.
- If you wish to add Additional Group Members beyond those in your tier, you will need to use the Additional Group Membership under the “join us” link and add each additional group member separately from this process. (See Additional Group Member instructions below)

*Note – these extra members will each need to be managed in a separate transaction*

Please note that your membership will remain in “pending” status until such time as we receive payment for membership dues **and** approve your application. Once payment is received and fully processed, the membership application will be approved by CalChiefs staff and your membership will become active. You will receive an email indicating those steps are completed. Then you can log in and add your additional members in your tier (bundle). You will need similar information for adding the additional members in your tier. Although the application includes a pay by credit card or check choice, you will not be charged for any members included in your tier. We just cannot remove that payment type field in our application.

You are done for today. Watch for those follow up emails indicating your account is active and you can update your additional tiered memberships.

We appreciate your support of CalChiefs!