



MISSION CAPITAL MEMBERSHIP FAQ'S

JOINING OR RENEWING

- ▶ **When can I become a member or renew my membership?**
You can [join or renew](#) with your new membership package between January and July 2019. Regardless of when you sign up or renew during the 7-month period, your organization will qualify for benefits through July 2020.
- ▶ **What are the membership packages?**
You can view the list of membership packages [here](#). Please note, there are only 10 *Unlimited Membership Packages* available. If you'd like to claim an *Unlimited Membership*, we must receive your payment by March 31, 2019.
- ▶ **I paid in 2018 — do I have to pay again in 2019?**
If your renewal date was between November 2018 and December 2018, your membership will be grandfathered into the new packages for 2019. If you paid before November 2018, you will need to choose your package and pay by July 31, 2019. Not sure when your renewal date was? Email membership@missioncapital.org.
- ▶ **When do I need to pay in 2019?**
All memberships must be paid by July 31, 2019. If you'd like to claim an *Unlimited Membership Package*, we must receive your payment by March 31, 2019.
- ▶ **How do I pay?**
You can pay through our website [here](#).
- ▶ **How soon can I access my benefits?**
You can access your online benefits, sign up for Board Essentials and other trainings as soon as payment for your 2019 membership is processed. If your organization must wait to renew until the beginning of your fiscal year, you can continue to attend membership events and trainings until your membership expires.
- ▶ **When does my membership expire?**
Log in to your member portal to see your membership expiration date. All 2019 packages will expire July 31, 2020.

MEMBERSHIP EVENTS & LEARNING OPPORTUNITIES

- ▶ **What events and opportunities are included with membership at no extra charge?**
Mission Meet-Ups, Office Hours, Member Spotlights and Coaching Circles.
- ▶ **What is a *Mission Meet-Up*?**
Mission Meet-Ups are opportunities to learn nonprofit best practices with a cohort of nonprofit members and Mission Capital Social Venture Partners (SVPs). These educational events are designed to help your organization identify strengths, explore new ideas and connect with other nonprofits working through the same pain points. Topics will include team development, data and program evaluation, funding sustainability, and strategy and planning.
- ▶ **What is a *Member Spotlight*?**
Member Spotlights are networking happy hours highlighting a nonprofit member and their expertise on a specific topic. Members will have the opportunity to ask questions throughout the evening.
- ▶ **What are office hours?**
Office hours are 30-minute check-ins with Mission Capital consultants and SVPs. Bring your nonprofit questions and talk through an organizational problem with one of our experts. Topics will include team management, board troubles, earned revenue, and growth challenges.
- ▶ **Who are Social Venture Partners (SVPs)? How can they help me?**
SVPs are business and community members serve as advisors, mentors and social sector advocates to our nonprofit community. They serve as advisors and mentors during Revenue Generator and Impact Academy and learn alongside you at our events. You can also sign up to meet with them during member office hours.

USING YOUR MEMBER BENEFITS

▶ How do I log in to the Member Portal?

On MissionCapital.org, use the “Log In” button on the top right of the homepage, or bookmark [this page](#).

▶ How do I add people to the Member Portal?

Your primary contact has the ability to add or deactivate users on your account. Not sure who that is? Email us at membership@missioncapital.org to confirm.

▶ How do I post a job, board opening or internship to the Member Portal Job Board?

Log in to the portal, go to the “Quick Links” section on the top right, and select “Post a Position.” Fill out the form on that page to submit your posting to the job board.

▶ How do I delete a position posting?

Only the user who posted a position can delete it. Once logged in to the portal, go to the posting you wish to delete. Select the posting, then click the delete icon at the bottom right of the page. If the user who posted the position is no longer with your organization, email us at membership@missioncapital.org for help.

▶ How do I reserve a space?

Log in to the portal, go to the “Quick Links” section on the top right, and select “Book a Meeting Space.” Follow the instructions on that page. For further assistance, email us at membership@missioncapital.org.

▶ How do I access salary data?

Due to our subscription policies, we cannot share salary data online. You’re welcome to view all salary data by visiting our office. Email us at membership@missioncapital.org to schedule a time that works best for you.

▶ How do I get to Mission Capital?

The address to our office is 8303 North Mopac Expressway, Suite A201, Austin, TX, 78759. We’re located in the UFCU Plaza Building on the northeast corner of Steck and MoPac. The office is only accessible traveling north on MoPac from Steck or traveling West on Steck from Shoal Creek. Please proceed to the parking garage on the north side of the building, where you can park in any space not marked reserved or visitor, as those have a 2-hour limit. I suggest parking near the south end of the 2nd floor, where you will see a large “A” for our building. Enter the doors marked “A”, head down the entry steps, and take an immediate left into the hallway where you will see our offices at the end.

▶ How do I get to the Mitte Carriage House?

In addition to booking meeting space in our Mission Capital office, you’re also able to book meeting space at the Mitte Carriage House in downtown Austin. The address to the carriage house is 1008C West Avenue, Austin, TX, 78701. It’s located at the corner of West Austin and 11th Street in downtown Austin behind the Mitte Foundation Offices.

STILL HAVE QUESTIONS?

- ▶ Email your Membership Manager, Chelsea Hartness, at membership@missioncapital.org or [reserve time on her calendar](#) for a one-on-one call.