



## CUSTOMER TRAINING

At MemberSuite, we understand that user training is vital to your success. From implementation to post go-live, we offer a variety of options to ensure your current and future staff knows how to maximize your investment.



### Pre Go-Live Training

As part of our implementation process, our Professional Services team will provide comprehensive Role-Based and Admin training based on your AMS configuration. A training plan with a course curriculum will be provided to guide you.



### Daily Open Training Hour

Every day of the week we set aside a one-hour block dedicated to our new customers going through implementation to receive extra training on specific topics at no additional cost.



### Knowledge Base

This free training resource is available 24/7 through the Help Link on the MemberSuite console and provides direct access to our online video library, in-depth articles, and answers to your common questions.



### Monthly Empower Webinars

The free Empower Webinar Series hosted by our Customer Success team, tackles different product topics every month to give hands-on training and answer all your questions. Plus, all recordings are stored in the Knowledge Base.



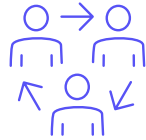
### Regional MeetUps

Hosted virtually or in Atlanta, GA, this multiday hands-on intensive training in a small setting will take your organization's staff from beginners to super users. Great for new customers that have been live on the system for 3+ months or organizations with new staff users.



### Quarterly Champion Training

Hosted virtually or in Atlanta, GA, this multiday hands-on intensive training in a small setting will take your organization's staff from beginners to super users. Great for new customers that have been live on the system for 3+ months or organizations with new staff users.



## MemberSuite Client Community

Our Client Community is open to all customers to connect, collaborate, and engage with fellow MemberSuite users - a great place to share relevant articles, directly chat or message peers for advice, recommendations, and insights, and so much more!



## One-on-One Remote Training

After go-live, new employee education, advanced topic learning, and in-depth coaching trainings are available for purchase in 8-hour blocks.



## One-on-One On-Site Training

For organizations that prefer face-to-face training, we also offer the option to purchase a two-day minimum onsite training at your location.



## Annual User Conference

Every year, our customers gather at our three-day Engage conference to further their product knowledge, join educational sessions, and learn from other fellow MemberSuite users and product experts.

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## WHAT OUR CUSTOMERS ARE SAYING

*"Change over is a big deal. The people that we've worked with have been very helpful. Our Implementation Manager came on-site for a couple of days and that was really helpful. They have really been going the extra mile to get us onboard by our deadline."*

**- Randy Johnson,  
American Helicopter Society**

*"The Champion Training provided some excellent, hands-on training in a small atmosphere where I was able to ask questions and really learn the MemberSuite system to a deeper level."*

**- Brendan Marsello,  
LERN**

*"Having the sandbox training environment was really a gift. It allows you to learn and make mistakes without messing anything up."*

**- Michael Lanham,  
Learning Forward**

*"Your training resources are saving me."*

**-Joyce Narine,  
ASA**



**We bring humans together to ignite change.**

MemberSuite is the premier software provider of association management and event technology solutions for nonprofits. With an intense focus on wowing our customers, our mission is to build innovative software solutions that empower organizational leaders to grow their businesses through highly effective engagement.