

# New York State Chapter of the IAAI

## MEMBERSHIP PROGRAM CHANGES

You may have seen a recent change in the way the New York State Chapter of the International Association of Arson Investigators (NYS IAAI) does business – one designed to help you and to make our organization even more efficient. Effective January 1, 2020, NYS IAAI is no longer an Enhanced Chapter of the International Association of Arson Investigators (IAAI). The Chapter now handles all of its own membership applications and renewals. In other words, our Chapter will be processing and handling all NYS IAAI membership applications and renewals, while the IAAI will handle their membership renewals separately. For most of you, this should be nothing more than a change of letterhead on an annual renewal invoice.

Our new member management system, *Neon One CRM*, will help us quickly and efficiently interact with the membership and ensure that your member status is up-to-date, that you are receiving the *Fire Scene* magazine, and that we have the correct contact information needed to keep you well-informed of training opportunities. The system generates automatic renewal notices and allows for online payment, by credit card or echeck, and also provides a platform for online seminar registrations. Renewal notices begin 90 days prior to the expiration of your membership and are sent to the email address in your profile.

As you get acquainted with the new program, your Board of Directors is here to help answer any questions. Specifically Vice President Ric Giampaolo, Chairman of the Membership Committee, can be contacted at [membership@nyfireinvestigators.org](mailto:membership@nyfireinvestigators.org), and President Dixon Robin can be contacted at [president@nyfireinvestigators.org](mailto:president@nyfireinvestigators.org). Thank you for your patience as we make this valuable transition!

### **DO I NEED TO LOG INTO NEON AND CREATE AN ACCOUNT?**

**Yes, every member needs to do so.** Our new member management system, *Neon*, will allow you to renew memberships, update contact information, register for Chapter events and more - all online. The information in your account is where we send your magazine, how we track your membership expiration date, and seminar registration, for example. We have preloaded information from our prior membership database, but you still need to log in to establish your username and password, and to ensure the accuracy of your current membership information. You will also be required to update several membership questions for the new system.

### **LOG IN AND CREATE AN ACCOUNT FOR EXISTING MEMBERS**

When you first access *Neon*, you will need to establish a username and password for your account. Follow these instructions:

1. Follow the link in the email we sent you, (which expires in 24 hours). If the link doesn't work or has expired, navigate to [nyfireinvestigators.org](http://nyfireinvestigators.org) and continue to number 2.
2. Click on "Member Login" on the top right corner of the home page.



3. If your email address isn't automatically populated, click "I forgot my login name or password" – When we transferred our member data, we created an account for every member with the email address on file with IAAI – **please DO NOT create your own account just yet, select the "forgot password" link.**

# Account Login

Login Name

Password

Remember me for 2 weeks

 LOG IN

Don't have an account yet? [Create account](#)



Are you an administrator?

[Go to admin login](#)

Admins, your login name is now your email. Log in as usual to upgrade your account. Once your account is upgraded you can use the [admin login](#).

[I forgot my login name or password](#)



4. Enter the email address where you received our “**Access to your NEW membership account**” email and click “Send Recovery Email.” The system will immediately tell you if it recognizes whether the email is attached to an existing account. If none of your email addresses are recognized, then you can create a new account.

Help with my account

If you forgot your login name or password, enter the e-mail address associated with your account and we'll email you a link to recover that information.

SEND RECOVERY EMAIL

5. Look for an email from [membership@nyfireinvestigators.org](mailto:membership@nyfireinvestigators.org) (check your spam folder if you don't see an email within a short period of time). Click the link under “You have recently requested login information for your account. Please go to the following page to set up your login name or password:”
6. Enter your desired login credentials in the designated fields and click “submit”.

## Set Login/Password

Please select the account for which you would like to reset your password:

- **Account:** Fletcher TEST  
**Login Name:**  
**Individual Constituent User**

Please enter a login name you would like to use (at least 4 characters)

Please enter a login password you would like to use (at least 8 characters, including at least one number)

Please re-enter your login password

**SUBMIT**

7. The next page will display your current membership status and a link asking you to update your information. Please click on the link to review and update all fields.

Welcome Melvin Robin (Account# 965)

What would you like to do? ▾

Your membership is currently active. [Details](#)

**We have a brand new database and need your current information**

**Please update your profile:**

<https://nyfireinvestigators.z2systems.com/account.jsp>

This is **required** for membership, please disregard if already completed

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8. PLEASE UPDATE ALL INFORMATION. It is important for the Chapter to have the most up to date contact information for you. Answer the questions are they pertain to today. Fill in the information and click “submit”, paying attention to the \* required fields.
9. You now will have access to your account portal where you can log in to register for events, update your membership or contact information and even search the member directory. (Member directory is a future feature)

**Please note:** If you did not receive an initial email from NYS IAAI previously about the new membership system or your account, please check your spam folder for emails from membership@nyfireinvestigators.org and add @nyfireinvestigators.org to your approved sender's list.

## **ONCE YOU ARE LOGGED IN, THERE ARE SEVERAL OPTIONS**

Once you are logged in, there is a small box to the right of the screen that is labelled, "What would you like to do?" It is a scroll bar box and lists several account options:

"Update My Profile"  
"Change My Password"  
"My Membership"  
"Manage My Addresses"  
"My Registered Event"  
"Current Events"  
"Re-Subscribe Email"  
"Login Home"  
"Logout"

By clicking on any of these, you can easily manage your membership or seminar registrations.

## **UPDATING YOUR PROFILE**

It is important to keep your contact information up to date! Please update your profile as that information changes. Your primary or default address is where we will send your *Fire Scene* magazine.

1. Go to [nyfireinvestigators.org](http://nyfireinvestigators.org)
2. Log into your account.
3. Go to the box on the right labelled "What would you like to do?", and click on "Update My Profile".
4. You will see a form that is used both for membership applications and updating your data. Please fill out completely and keep your information current.
5. The data we are asking for helps us better gauge our membership demographics and needs – in short we use it to design training and answer to NFPA 1033 mandates.
6. Your default address is where we will contact you and where we will send your magazine.

## **RENEWING YOUR MEMBERSHIP**

This function is only for renewing NYS IAAI membership dues and does not serve to pay IAAI dues. (Visit [firearson.com](http://firearson.com) to access your IAAI account.) Renewal online is simple and can be done with your credit card or echeck through our secure payment processing service. It can be set for auto-renewal by simply checking a box.

1. Go to [www.nyfireinvestigators.org](http://www.nyfireinvestigators.org)
2. Log into your Account.
3. Go to the box on the right labelled "What would you like to do?", and click on "My Membership".
4. At that screen, you will see whether your membership is active. There is a link that states "Renew Now" that you can click to renew.

What would you like to do?

Your membership is currently active. [Details](#)

## Membership History

### Current Membership

Your Membership is currently active.

Membership	Start Date	End Date	Amount	Auto-Renewal	Actions
Chapter	03/31/2001	08/01/2020	\$35.00	Off - Enable	<a href="#">Renew Now</a>

### Membership History

Membership	Start Date	End Date	Amount	Status	Transaction Details
Chapter	03/31/2001	08/01/2020	\$35.00	SUCCEEDED	<a href="#">Details</a>

5. This takes you to the Membership Renew Screen which shows membership renewal pricing.
6. On this screen you can choose automatic renewals, via credit card or echeck.

What would you like to do?

Your membership is currently active. [Details](#)

## Membership Renew

Membership: \*


Member Renewal - \$35

This membership will automatically renew at the current renewal rate at time of processing

7. Next, click on the “Submit” button.
8. At the next screen you fill out credit card or checking account information.

**Payment method:**

Credit Card  E-Check  Pay Later



You will be charged \$35.00 .

Credit Card Number: \*  
0000 0000 0000 0000

Card Expiration: \*  
00 00





Credit Card CVV2: \*  
123

Cardholder Name: \*  
JOHN SMITH

9. You may also choose the “Pay Later” option, but that option is NOT available for automatic renewals. If you choose Pay Later, please submit your payment in a timely manner.

**Payment method:**

Credit Card
  E-Check
  Pay Later

You will be charged \$35.00.

Check the box if you prefer to mail in your payment by check or money order.

I will mail in a check or money order (no cash, please)

**Payments can be mailed to:**

New York State Chapter IAAI

PO Box 6501

Watertown NY 13601-6501

**SUBMIT**

10. An email acknowledgement will be sent to you following processing of your renewal, as well as prior to any auto renewal.

## **GROUP BILLINGS**

Many of our members are on group billings, meaning their parent company, agency or organization pays their membership dues. The organization contact will receive an email to set up their administrator account. Some organization contacts are also members and must set up two logins: one for their personal membership and one to administer the company, agency, or organization account. The organization contact has the ability to make personnel changes to the account. If the organization contact has any issues with the system, please reach out to [membership@nyfireinvestigators.org](mailto:membership@nyfireinvestigators.org), or [president@nyfireinvestigators.org](mailto:president@nyfireinvestigators.org)

## **MANAGE YOUR MAILING ADDRESSES**

Your mailing addresses are important to ensure that you receive our award winning *Fire Scene* magazine. You may choose Home, Work, School or Other as address types (for now, the “Shipping Address” may be ignored). Though you may have more than one address on file, you will be able to select a primary address which is where we will send the magazine.

1. Go to [www.nyfireinvestigators.org](http://www.nyfireinvestigators.org)
2. Log into your account.
3. Go to the box on the right labelled “What would you like to do?”, and click on “Manage My Addresses”
4. At that screen, you will see what addresses are on file. You can add or change your addresses, and designate a primary address. (Data intentionally erased from graphic below)

Your membership is currently active. [Details](#)

**Your Addresses**

[Enter a New Address](#)

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1.

Home

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[Edit](#)

## **Thank you for creating an account!**

To recap: creating an account in *Neon* is the only way to pay membership dues online, register for events, and ensure that you continue to receive the *Fire Scene* magazine. It is important to keep the information in your profile up to date in order to receive Chapter news and announcements.

Remember, when it doesn't work or you can't figure it out, the best way to get help is to email either:

[membership@nyfireinvestigators.org](mailto:membership@nyfireinvestigators.org) or [president@nyfireinvestigators.org](mailto:president@nyfireinvestigators.org)