



The Zia Membership System

Introduction

It's Spring 2024 and Zia Rifle and Pistol Club is finally ready to move to an online membership system. We have been working on pieces of this transition since Fall 2022. We have travelled a long road that started with figuring out how to accept credit card payments to finding a local online e-commerce provider who is both strongly data security focused and friendly to the 2nd Amendment to understanding a complex subscription management system and finally importing over 1700 members into it.

Now it is your turn to complete your Annual Refresher (the "Test"), log into your newly created Zia R&P Club account, complete and verify your profile, and add a payment method to your account. Once that is done, your membership will get renewed automatically by the system after which a new membership card will be sent to you.

Outline of What You Need to Do

The process begins when you get an email from support@ziarifleandpistolclub.net with the subject "Welcome to the Zia Rifle and Pistol Club Membership System". That email contains a welcome message and a significantly shortened version of the instructions in this document.

An overview of the steps you will need to complete are:

1. **Set a password on your Zia Membership System account.** Your account was created by the Zia Membership team, but you do not have the password. The solution is to use the "Lost Password Reset" process to reset it. To do that, you go [here](#), enter your email address (the one that the Welcome Message came to), and click Submit. The system will then send you another email with a password reset link to click and then enter the password you want.
2. **Complete the Annual Refresher.** Follow this [link](#) to our web site, type in your name, email and key number and complete the test. It is a couple of videos and 30 questions. When you get all the questions correct, you will receive a Refresher Code that you will need in a later step. **Note:** if you have any Associates, they also need to complete the test get a code of their own.
3. **Log into your Zia Membership System account.** Now that you have your Refresher Code(s), you can log into your Zia Membership account (linked on the Renewal Code page and right [here](#).)

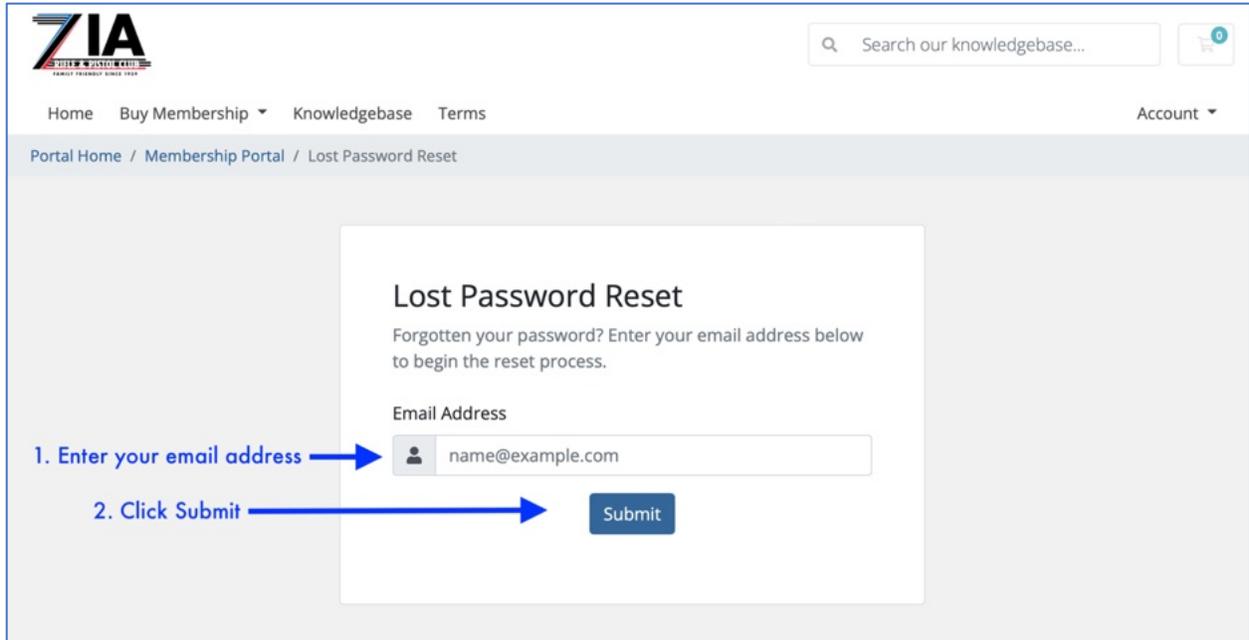


4. **Verify and complete your personal membership profile.** Now that you are logged in, you will need to complete your profile. Verify we have a good phone number, address, and spellings of names. Fill in things like your Refresher Code (and your Associate's Refresher Code), Emergency Contact, NRA membership, etc. **IMPORTANT:** make sure to click [Save Changes](#) before moving on otherwise they will disappear.
5. **Verify the details of your membership.** We imported your membership from last year's records. Verify you are getting the Senior Rate if you are 65+, your Associate count and/or Junior count is right, etc. If anything is in error, you will need to Open a New Ticket (described in detail later), and one of the membership team will get it fixed as soon as they can.
6. **Save a payment method to your account.** Once you are satisfied with your profile, you need to save a payment method (credit or debit card) to your account. In case you were wondering, your credit card number is not stored in our system. When you add a card, it is securely transmitted to the credit card processing company, where it is checked and then our system receives an encrypted token to use when it is time to invoice your payment. Speaking of that, the system invoices you 14 days before the April 1st renewal date (i.e. March 18th). If you have already done these steps, then you will get emails stating you were invoiced, and that it was paid with your card. If you haven't done these steps, you will only get the invoice email.
7. **Enjoy the Range!** The system will invoice you automatically as stated above. Once that happens, your name and address will show up on a report Lois will get from the system, and she will send your new membership card in the mail.

Step By Step Details

Set Your Zia Membership System Account Password

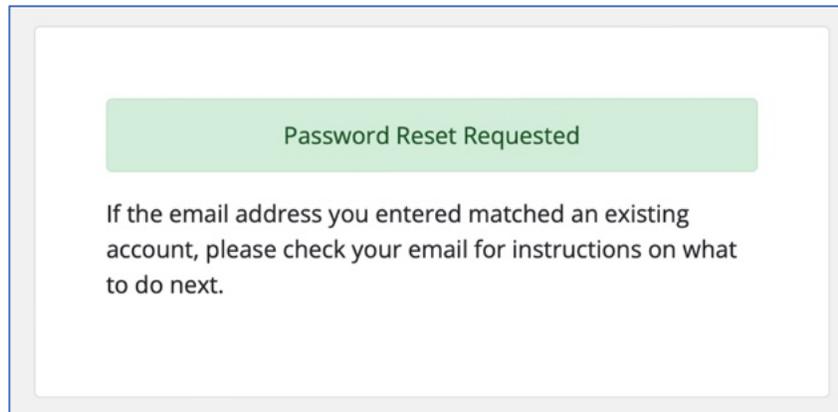
1. To get into the Zia Membership System, you need a password. To get a password, we will use the "Lost Password Reset" process. Click this [link](#) to start. It will take you to the page shown in Figure 1 below.
2. Enter your email address that received the welcome message
3. Click the **Submit** button



The screenshot shows the ZIA website's "Lost Password Reset" page. At the top left is the ZIA logo. To the right is a search bar with the text "Search our knowledgebase...". Below the logo are navigation links: "Home", "Buy Membership", "Knowledgebase", and "Terms". On the far right is an "Account" dropdown menu. The breadcrumb trail reads "Portal Home / Membership Portal / Lost Password Reset". The main content area has a white box with the heading "Lost Password Reset" and the text "Forgotten your password? Enter your email address below to begin the reset process." Below this is a form with the label "Email Address" and a text input field containing "name@example.com". A blue arrow points from the text "1. Enter your email address" to the input field. Another blue arrow points from the text "2. Click Submit" to a blue "Submit" button.

Figure 1 Lost Password Reset Page

4. The page will refresh and look like Figure 2 below



The screenshot shows a confirmation message. At the top is a green rounded rectangle with the text "Password Reset Requested". Below this is a white box with the text "If the email address you entered matched an existing account, please check your email for instructions on what to do next."

Figure 2 Password Reset Requested

5. You will get an email from support@ziarifleandpistolclub.net with the Subject Password Reset Validation
6. Click the link in the Password Reset Validation email that says [Reset your password](#) and you will be taken to a page where you can enter a new password and click **Save Changes** (shown in Figure 3)

Please enter your desired new password below.

New Password

 ✓

Confirm New Password

 ✓

Password Strength

ⓘ Tips for a good password

- Use both upper and lowercase characters
- Include at least one symbol (# \$! % & etc...)
- Don't use dictionary words

Figure 3 Entering a New Password

7. The page will refresh to look like Figure 4 and now you have a password

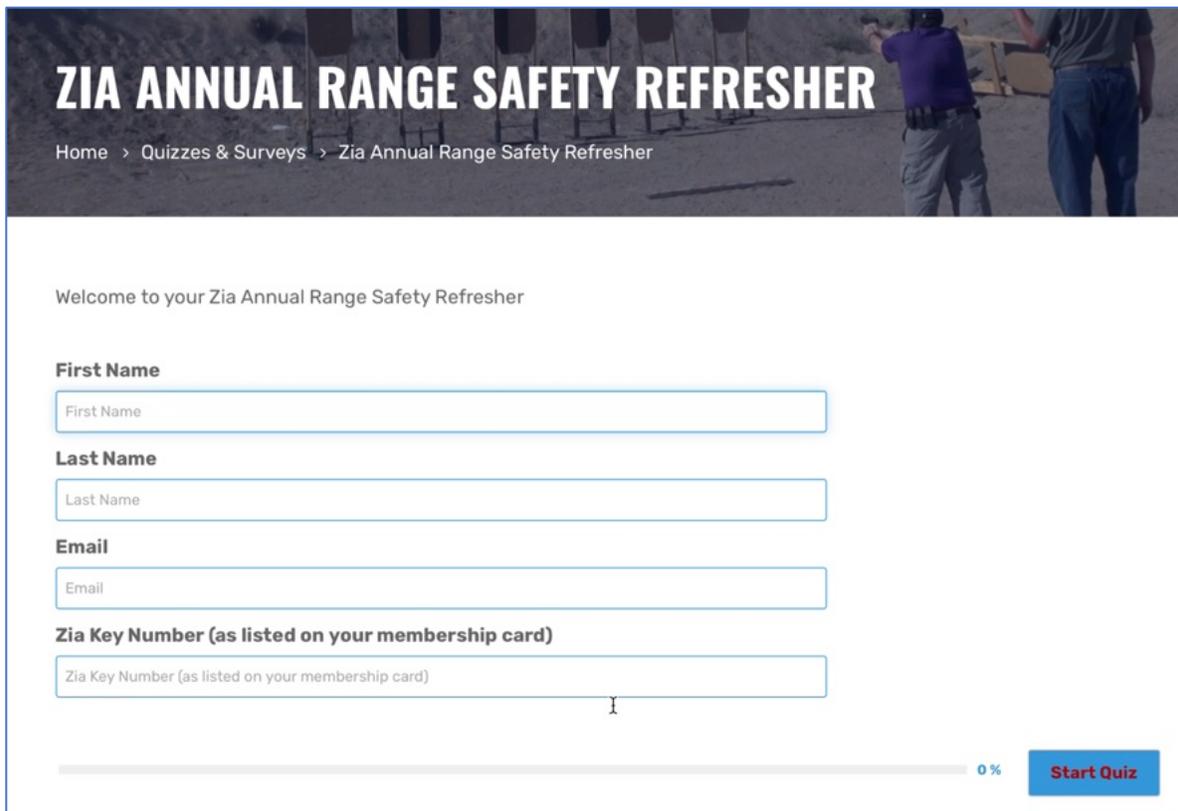
Password Reset Successful

Your password has now been reset. [Click here](#) to continue to the client area...

Figure 4 Your Password is Set!

Complete the Annual Refresher and Get a Refresher Code

1. Go to the Annual Refresher page on the Zia Web Site [here](#) (shown in Figure 5)
2. Fill in your First Name, Last Name, Email Address, and Key Number
3. Click **Start Quiz** (lower right in figure)
4. Watch the two videos and answer the test questions. At the bottom right of each page is a button to move to the next page. Once you have answered all the questions, Click the Submit button to have your test scored.
5. If you answered all questions correctly, you'll get a Congratulations screen that contains a Refresher Code (or Quiz Code), and a list of all the questions (shown in Figure 6). You will also receive an email with the code and questions.
6. **Note:** if you have any Associates on your membership, have them repeat the Test to get their own code.



The screenshot shows the front page of the ZIA Annual Range Safety Refresher. At the top, there is a banner with the title "ZIA ANNUAL RANGE SAFETY REFRESHER" and a breadcrumb trail: "Home > Quizzes & Surveys > Zia Annual Range Safety Refresher". Below the banner, a welcome message reads "Welcome to your Zia Annual Range Safety Refresher". The form contains four input fields: "First Name", "Last Name", "Email", and "Zia Key Number (as listed on your membership card)". At the bottom right, there is a progress bar showing "0%" and a blue "Start Quiz" button.

Figure 5 Annual Refresher Front Page

You have successfully answered all of the questions correctly!

First Name: Chris
 Last Name: Garrett
 Email: Example only - not a valid Refresher Code
 Zia Key Number (as listed on your membership card):
 Zia Quiz Code: Kn6Jn9-ZIA2024

The following code allows you to renew for this year: Kn6Jn9-ZIA2024

Figure 6 Annual Refresher Complete Page

Log Into Your Account on the Zia Membership System

1. Now it's time to log into the Membership System. It's okay if you already did this, but if you haven't, there is a link to it on the Annual Refresher Code page, and a link to it on the password reset successful page, or you can use this one right [here](#).
2. Take a minute to familiarize yourself with the Zia Membership System "Client Area", also referred to as "Portal Home". It is shown in Figure 7 below with some important things circled and/or pointed out.

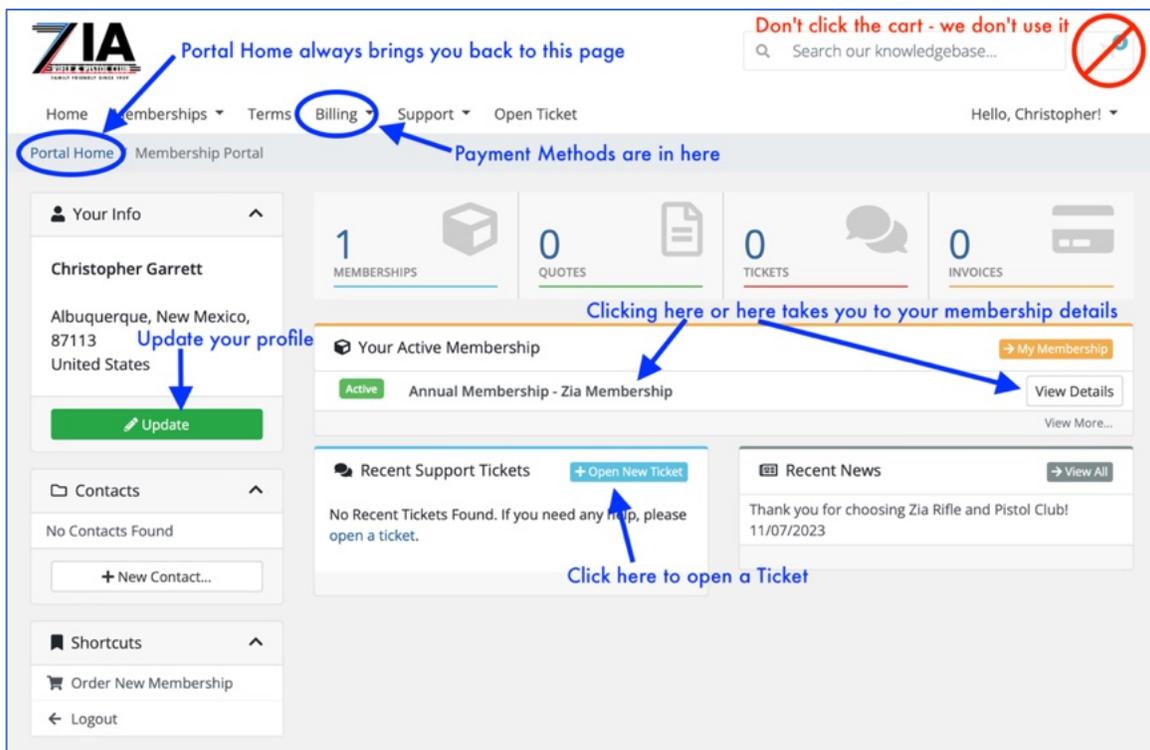
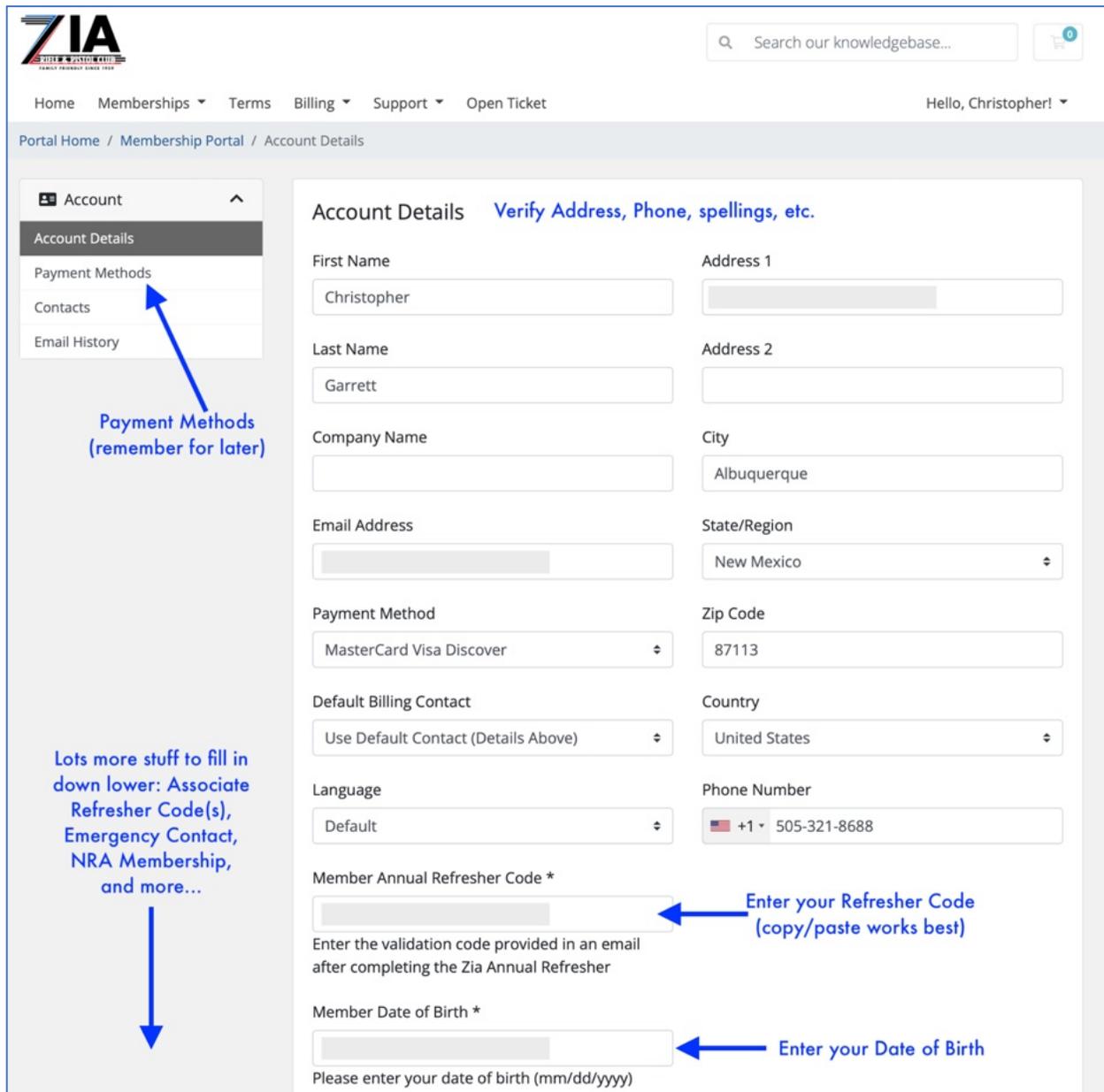


Figure 7 Portal Home



Complete and Verify Your Account Details

1. Let's start by completing and verifying the information about you that we imported from our records. Click on the big green  under your Name and Address to go to the Account Details page shown in Figure 8 below with important things annotated.



The screenshot shows the ZIA Account Details page. The left sidebar contains a menu with 'Account Details' selected. A blue arrow points to 'Payment Methods' with the text 'Payment Methods (remember for later)'. Another blue arrow points down from the bottom of the sidebar with the text 'Lots more stuff to fill in down lower: Associate Refresher Code(s), Emergency Contact, NRA Membership, and more...'. The main content area is titled 'Account Details Verify Address, Phone, spellings, etc.' and contains various input fields. Two blue arrows point to the 'Member Annual Refresher Code *' and 'Member Date of Birth *' fields with the text 'Enter your Refresher Code (copy/paste works best)' and 'Enter your Date of Birth' respectively.

First Name	Christopher	Address 1	
Last Name	Garrett	Address 2	
Company Name		City	Albuquerque
Email Address		State/Region	New Mexico
Payment Method	MasterCard Visa Discover	Zip Code	87113
Default Billing Contact	Use Default Contact (Details Above)	Country	United States
Language	Default	Phone Number	+1 505-321-8688
Member Annual Refresher Code *			
Member Date of Birth *			

Figure 8 Account Details

2. As you scroll down the page, complete and verify items starting at the top with your Name, Address, Phone, Preferred Payment Method, etc.
3. Enter your Refresher Code in the box – the Codes are a jumble of letters and numbers so copy/paste will help in this case.
4. Enter your Date of Birth
5. Enter your Emergency Contact Name and Phone
6. Enter your NRA Membership information (number, type, and expiration if 'annual')
7. Verify the names of your Associates and Juniors and enter the Associate's Refresher Code(s)
8. The next part is for the Club to better understand demographics (we never share your personal details – just percentages, etc.)
9. Please leave the email options checked – most of them are important for the Membership System to communicate with you.
10. Don't forget to click **Save Changes** or you might have to type it all again (shown below in Figure 9).

NRA Certifications

List any NRA certifications you hold (Instructor, RSO, etc) with expiration(s)

Email Preferences Leave these checked so the system can send you important stuff (we will never spam you)

- General Emails - All account related emails
- Invoice Emails - New Invoices, Reminders, & Overdue Notices
- Support Emails - Receive a CC of all Support Ticket Communications
- Product Emails - Welcome Emails, Suspensions & Other Lifecycle Notifications
- Domain Emails - Registration/Transfer Confirmation & Renewal Notices
- Affiliate Emails - Receive Affiliate Notifications

Join our mailing list

We would like to send you occasional news, information and special offers by email. Choose below whether you want to join our mailing list. You can unsubscribe at any time.

Yes

DON'T FORGET TO SAVE CHANGES!

Figure 9 Bottom of the Account Details Page

- Now that you are done with personal information and you **Saved Changes** (hint), you can scroll back up to the top and go back to **Portal Home** (by clicking it).

Verify Your Membership Details

- Now that we are back to Portal Home, let's verify we imported last year's membership renewal correctly. Click the on the words Annual Membership – Zia Membership or the View Details button as shown in Figure 10 below.



Figure 10 Portal Home Membership Details

- Now you should be on the Product Details page (shown in Figure 11 below).
- Verify we got everything correct or decide if you want changes

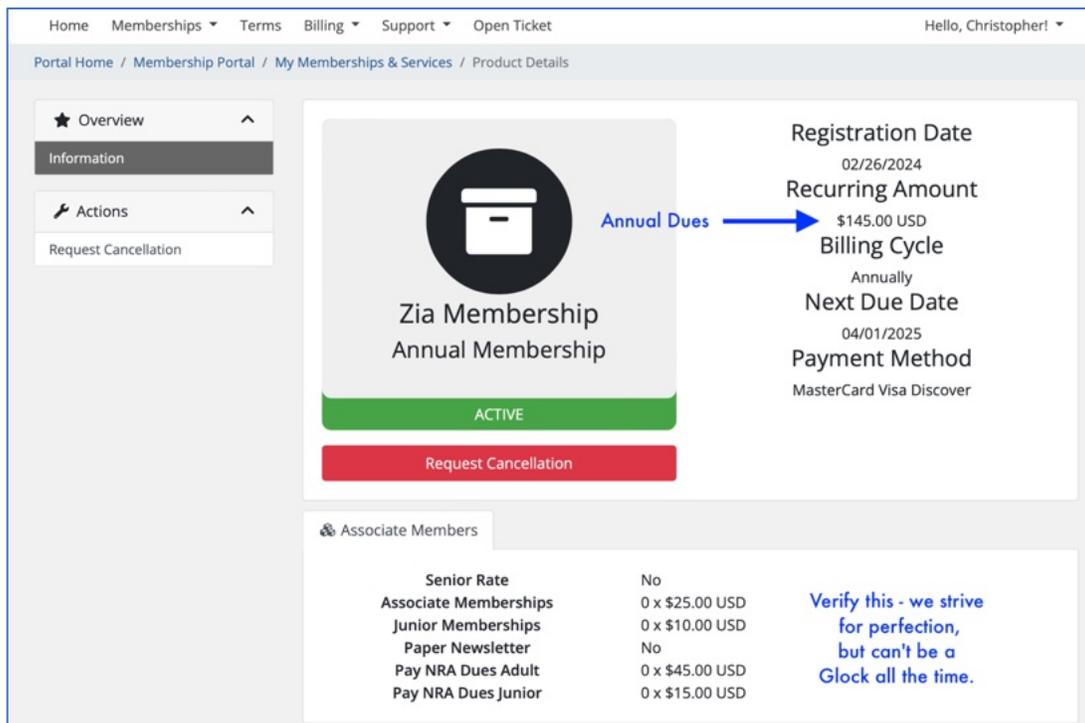


Figure 11 Product Details Page

- If you need a change, go back to Portal Home and use "Open New Ticket" (shown in Figure 7) to let us know. The membership team will get that done and reply as soon as possible (give us a few days although it may be much quicker.)

5. Either way, click on **Portal Home** to get back there.

Adding a Payment Method to Your Account

1. Once everything is complete and correct to your satisfaction, it is time to add a payment method (credit/debit card) to your account. The system will try to use whatever card you save to your account to automatically pay for your membership starting 2 weeks before it is due. Note: your card number is not stored on our server. We only store an encrypted token from the credit card processor, the expiration date, and the last 4 digits (to identify the card in correspondence.)
2. There are multiple ways to get to the Add a Payment Method Page. One of the easiest is to click on the big green  under your Name and Address to go to the Account Details page, where there is a big Payment Methods bar to the left of your Name (shown in Figure 8).
 - a. Another is to click “Billing” in the menu and choose Payment Methods
 - b. Another is to click “Hello, YOUR NAME!”, and choose Payment Methods
3. The Payment Methods page looks like Figure 12 below. Click **Add New Credit Card** and do the normal things.

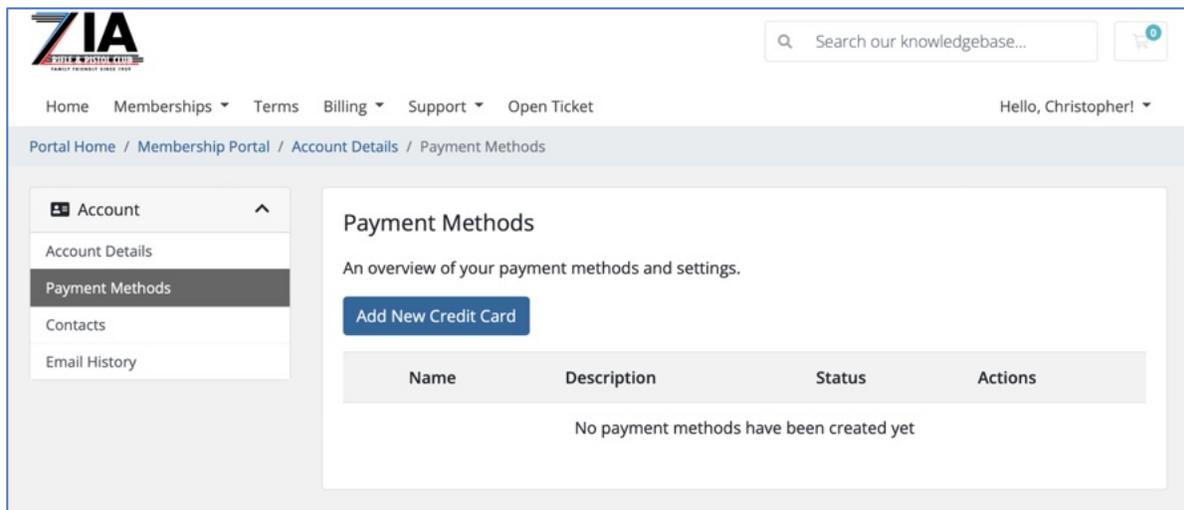


Figure 12 Payment Methods

4. Of course you can pay with check or money order if you need to. Just go to **Portal Home** and **Open New Ticket** to let us know and we will get you fixed up!
5. You don't need the cart or to Check Out. The system will bill your card on March 18th (or later depending on when you get these steps done.) You will get emails from the system: an invoice and a receipt of payment. Lois will get your membership card in the mail once you are paid (it may take a hot second for her to get them all out when over 1000 members get renewed on March 18th.)