

## Improve Chapter's Results Using StarChapter

### Frequently asked support questions of chapter leaders

1. How do I update board of directors' page?

[Read Article](#) | [Watch Video](#)

2. How to issue a refund or credit?

[Watch Video](#)

3. PCI compliance request?

[Read Article](#)

4. How do I link to a downloadable file or PDF newsletter?

[Watch Video](#)

5. Can we set automating renewal notices to members?

[Watch Video](#)

6. What should a member do if they can't receive mail?

[Read Article](#)

7. Can my members prepay for their meetings?

[Watch Video](#)

8. How to set up a training with StarChapter?

[Join our Ongoing Board Trainings](#)

OR schedule an on-demand training with the StarChapter Customer Care Team. The training includes tips on how to spend less time updating member and non-member records, increase event attendance, and improve stability and professional branding of the chapter.

Open a support ticket through the Admin Area or reach out to [customercare@starchapter.com](mailto:customercare@starchapter.com) to request your board training.

## Improve Chapter's Results Using StarChapter

### The StarChapter Checklist for Successful Board Transitions:

Following this checklist will increase the likelihood of seamless leadership transition and maintain good communication with chapter members.

1. Introduce new board members to StarChapter. The best way is to watch these 2 videos about our [Services](#) and [Features](#)
2. Update board member list
3. Advise them to attend ongoing [board trainings](#) or schedule on demand training
4. Forward them [this article](#) to explain how technical support works at StarChapter.
5. Create new Admin User accounts and grant new board members login access to the StarChapter software
6. Update information on "Board Transition" tab in the Admin Area
7. Update Primary Account Contact information (in [Customer Portal](#)) with the new board member who will manage the StarChapter account for the organization

### About StarChapter

StarChapter is a member-friendly association software company serving local chapters in North America. Our mission is to help local leaders grow chapter's attendance, membership, and revenue and achieve lasting board productivity even when the board changes. The StarChapter software combines event registration, membership, communication, website management, web services, and eCommerce features. We also offer responsive layouts, dedicated StarChapter specialists, 24/7 online support, phone support, and board training.