



Membership Platform - Frequently Asked Questions

(This list will be updated based on user experiences and feedback.)

FAQ's

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Frequently Asked Questions

1. How do I access the new Members Only portal?

- Member Portal Login Page: <https://members.miningnorth.com/portal>

2. Where do I find my username and password?

- Your username and password were provided to you when you become a member. You would have received an email from members@miningnorth.com that provided you with your username and password.
- If you can not locate this email, please contact members@miningnorth.com and they will resend it to you.

3. What if I have forgotten my password?

- If you have forgotten your password, please go to the Members Only portal located at <https://members.miningnorth.com/portal> and click on “**Forgot Your Password**”.
- You will receive an email to your associated email account from when you set up your profile, that will allow you to change your password.

4. How do I change my password?

- Login to the Members Only portal located at <https://members.miningnorth.com/portal> and click on “**Change Password**”
- This is located on the top right menu of the Members Only page.

5. How do I set up Electronic Fund Transfers?

- Please complete the [EFT Submission Form](#) here. Once complete, your information will be shared with our Finance department, who will apply your payment to your invoice and then send you an email confirmation of the transaction for your records.

6. I already have the Chamber set up for EFT.

- If you already have the Chamber set up for EFT, continue to make payment that way. Submit your remittance to finance@miningnorth.com

7. Is there a service charge for using EFT payment?

- No there is no service charge for EFT payments.

8. Can I mail a cheque to your office to pay for my invoice?

- Yes, we accept cheques mailed to our office. Once we receive your cheque we will apply the payment to your invoice and send you a receipt of payment.

- Please send your cheque to: NWT Office 4-5120 49 St, Yellowknife NT X1A 1P8.

9. How do I pay by Credit Card?

- Login to the Members Only portal located at <https://members.miningnorth.com/portal> and click on “Pay Open Invoices”. This will be located on the top menu bar of your profile.
- It will prompt you for contact information and credit card details. Once you complete your transaction, you will receive notification that the transaction is approved.

10. Why is my invoice value more when I pay by credit card?

- If you choose to pay by credit card a 2.7% processing fee will apply.

11. I have paid my invoice but now I can not find it.

- Login to the Members Only portal located at <https://members.miningnorth.com/portal> and click on “Payment History”.
- All paid invoices will be shown there. You can click on the invoice number and bring up a copy of your full invoice.

12. I would like to set up reoccurring billing.

- We do not offer reoccurring billing at this time.
- Each year you will be asked to complete your renewal form for your membership, which will generate your new membership fee for that period.
- If there has been a change to your company, there will be a change to the price of your membership fee.

13. How do I edit my profile?

- Login to the Members Only portal located at <https://members.miningnorth.com/portal> and click on “Edit This Profile”
- This is located on the top left menu of the Members Only page.
- When you make an edit to your profile, a message is sent to administration, where your changes are reviewed then accepted, allowing the changes to come into effect in the system.
- This can take up to 24 hours to be available on the end user profile.

14. This is all new to me and I may not have entered things correctly. How can I fix things?

- Please review our Welcome Package that an illustrated guide to getting the most out of our interactive self-service website.
- This package was emailed to you when you became a member. If you can not locate the email, please contact members@miningnorth.com

15. I see multiple profiles when I login to my Members Only portal.

- When you see multiple profiles, it means that you are a main contact, editor, or finance contact for multiple profiles with MC Trade.
- This means you are affiliated to different organizations.
- If you want to switch your profile, click on the **“Switch Profile”** button on the top of the menu located beside your photo.

16. What if I don’t want to be affiliated with different organizations and did not authorize this change?

- Please contact our Membership Team at members@miningnorth.com and we would be happy to discuss your accounts with you.

17. I see Calendar of Events on my Membership Portal but when I click on it, it doesn’t show any events.

- We have not implemented the events function of MC Trade yet, we look forward to using this platform in 2024.

18. Where can I find more information about Member to Member discounts.

- Please contact our membership team at members@miningnorth.com and we would be happy to provide you with further information.

19. How do I contact the Membership Team?

- If you have any questions or concerns, please contact our office at:

Phone: (867) 873-5281, Ext 1

Email: membership@miningnorth.com

Mailing Address: 4-5120 49 Street, Yellowknife NT, X1A 1P8