

Chapter Leadership Planning Guide



FROM ROYAL NEIGHBORS OF AMERICA®



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royalneighbors.org



INSURING LIVES
SUPPORTING WOMEN
SERVING COMMUNITIES™





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LEADERSHIP ROLES AND RESPONSIBILITIES

Building Your Team

Congratulations on being elected or appointed to an officer position for your chapter! Below are the roles and responsibilities for each position:

Adult chapter leadership team includes:

President:

- Required chapter leader position.
- Elected position.
- Must be female.
- Leads chapter meetings.
- Ensures reports are completed and submitted in a timely manner.
- Must be a member in good standing of Royal Neighbors.

Secretary-Treasurer:

- Required chapter leader position.
- Elected position.
- Balances the chapter's records and accounts.
- Reports on the chapter's financials during meetings.
- Completes and submits all quarterly and year-end reports in a timely manner.
- Maintains meeting minutes.
- Ensures membership numbers are maintained.
 - In January and July, the Secretary-Treasurer receives a comprehensive membership report.
 - To remain active and to receive funding, all chapters must always maintain a minimum of 10 members.
 - The chapter membership report can be requested at any time through your Member Engagement Specialists.
- Can preside over the meeting in the President's absence.
- Must be a member in good standing of Royal Neighbors.

Event Planner:

- Appointed by the President by March 1.
- Assists the President in organizing the monthly meetings.
- Plans out the chapter's calendar of events; may or may not lead the event planning.
- Recruits and assists other members to lead chapter events.
- Can preside over the meeting in the President's absence.
- Must be a member in good standing of Royal Neighbors.
- Required chapter leader position.

Social Media Coordinator:

- Optional chapter leader position.
- Appointed by the President by March 1.
- Administers the chapter's Royal Neighbors Facebook group created by Royal Neighbors.
- Takes pictures at chapter community service projects and events.
- Posts pictures and promotes chapter events on the Chapter Leaders Facebook group, a private group administered by the Philanthropy team. **Contact us** if you'd like to join.
- Must be a member in good standing of Royal Neighbors.

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Youth chapter leadership team includes:

Youth Director:

- Leads the youth chapter meetings.
- Must be a member in good standing of Royal Neighbors.
- The Home Office will complete a background check when newly elected.
- Works with Assistant Youth Director to organize chapter meetings and activities.
- Required chapter leader position.

Assistant Youth Director:

- Assists the Youth Director in organizing the regular meetings, events, and community service projects.
- Can preside over the meeting in the Youth Director's absence.
- Must be a member in good standing of Royal Neighbors.
- The Home Office will complete a background check when newly elected.
- Required chapter leader position.

*** Note: a chapter leader can ONLY hold ONE leadership position each year ***

Electing Officers

Chapters hold an annual business meeting before March 1 each year. During this meeting, new officers are elected and installed. Here are simple steps to elect and install officers:

Electing officers:

- The President and Secretary-Treasurer are elected at the annual business meeting before March 1.
- The current President is the judge of the election.
- All chapter members in good standing are entitled to vote.

How to elect officers:

- We recommended forming a Nominating Committee to identify and encourage qualified candidates to run for office.
- Look for members who have demonstrated leadership abilities.
- Ask the membership for nominations as a whole.
- Distribute ballots to all members present at the election.
- The Nominating Committee introduces the names of the candidates for each officer position, and the President asks if there are any additional nominations from the floor.
 - If only one person is nominated for a position, the President should request members by acclamation to allow the Secretary-Treasurer to cast a unanimous vote for the position.
 - If there is more than one nominee, the President should read all the nominees for the position.
 - If only two candidates are nominated, the one with the majority of votes wins.
 - If three or more candidates are running for one position, the one having the fewest votes after each ballot should be dropped; this process continues until two candidates remain.
 - In case of a tie on the final vote, another ballot should be distributed.
 - If this ballot also results in a tie, then another method predetermined by the chapter should be used.
- The Secretary-Treasurer should collect all ballots, count the votes, and report results to the membership.



Installing Officers

- Officers can be installed and begin their duties during the Election of Officers meeting, or at any regular or special meeting following the election.
- Appointed officers' terms begin upon appointment.
- Any member of the chapter can be chosen by a majority vote of the chapter to act as the Installing Officer.
- Any member elected to the leadership team who cannot attend the installation can be installed by proxy or at the next regular or special meeting.
- Only one officer position at a time can be held by a member, but a member can occupy the same officer position in subsequent years if elected to this role.
- Each position is for a one-year term.

How to install officers:

- The President should turn the meeting over to the Installing Officer for the installation ceremony.
- The Installing Officer asks the President to read the names of the leadership team.
- As each officer's name is read, she/he should rise and stand before the Installing Officer.
- The Installing Officer asks:
 - *"Do you, the newly elected officers, accept the office to which you have been elected/appointed, and do you agree to serve as such to the best of your knowledge and ability, and to comply with all the requirements of your office as specified by the Society?" If the officers agree, they should answer "I do."*
- The Installing Officer then states the following:
 - *"The officers of Royal Neighbors of America Chapter _____ for the ensuing term have been duly installed. I wish for them a successful administration and trust that you, one and all, will loyally assist them by your counsel and presence in this, their labor of love, and may all who meet with them here strive to work hand-in-hand for the good of our Society. I will now surrender the chair to the Past President."*
- The Past President adjourns the meeting.

RUNNING A SUCCESSFUL CHAPTER

A Chapter in Good Standing

In order to participate in certain programs and to receive funding, your chapter must be a chapter in good standing.

Being a chapter in good standing means that your chapter must:

- Have at least 10 members with active memberships in their chapter.
- All chapter leaders must have active memberships.
 - If any chapter leaders have inactive memberships, then your chapter is NOT in good standing, and does not qualify for funding.
 - The President is responsible for making sure her leadership team has active memberships.
 - A chapter roster can be requested by contacting your Member Engagement Specialist.
- Turn in the *Annual Financial Report* and *Chapter Leader Roster* **with** bank statements on time.
 - If you submitted the report and did not turn in bank statements, then your report is not complete. Your chapter will not be considered for funding until the bank statements are received.
- Turned in Chapter Quarterly Funding report on time.
 - Royal Neighbors will not back pay chapters that turn in their Quarterly Reports before their Annual Report. Your chapter will become eligible for funding once the chapter returns to a chapter in good standing.



Chapter Meetings

Holding regular meetings is an important part of keeping your chapter active and involved. To earn funding, chapters must hold at least one meeting each quarter.

Business Meetings:

- Consist of two or more chapter members.
- Begin with the Pledge of Allegiance, prayer, or discussion of Royal Neighbors' mission statement.
- Share chapter financials and minutes from past meetings.
- Conduct new and old business.
- Vote to approve the previous meetings minutes.
- Vote to approve the financial report as presented by the Secretary/Treasurer.

Annual business meeting:

- Get together to elect chapter officers for the ensuing term.
- Typically held in December, January or February, but must be completed before March 1.
- Share chapter financials, membership, and contact information.
- Set chapter meeting schedule.
- Installation of Officers can take place at this time or at any regular or special meeting following the election.

Special meeting:

- Gathering called by the President or requested by five or more members.
- Call for meeting should fully state its objectives, and no other business can be transacted.
- Chapter leadership, with assistance from the Home Office, must notify every chapter member of the meeting and its objectives.

Community Service Projects

Community service projects are an integral part of all chapters. They are defined as any act of community volunteer service performed by two or more members of your chapter in the name of Royal Neighbors. Chapters are encouraged to support projects that align with Royal Neighbors' vision to protect women financially and empower them to improve their lives, families, and communities.

Chapter Matching Fund Program

Looking to amplify your chapter's fundraising efforts? Each calendar year, your chapter can apply for the Chapter Matching Fund Program to support a 501(c)(3) nonprofit organization. This is a fantastic opportunity to double your chapter's impact and make a meaningful difference in your community.

To access the Matching Funds Request, log in to the [online application system](#).

How It Works

Your chapter hosts a fundraiser benefiting a nonprofit organization of your choice. Once your application is approved, Royal Neighbors will match the funds raised – up to \$1,000. Each year, you can select a different nonprofit to support.

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Important Details:

If your chapter holds multiple fundraisers for the same nonprofit to meet the \$1,000 match amount, that's perfectly fine. Simply submit a final report after the last fundraiser, and one check (up to \$1,000) will be issued to the nonprofit for the total matched amount.

- When applying, please indicate if you plan to hold multiple fundraisers.
- If you decide to add an additional fundraiser after submitting your application, notify your Member Engagement Specialist to update your application accordingly.

Eligibility Requirements

- Open to all active chapters in good standing.
- Chapters must have achieved the \$700 funding level at least once in the past year.
- Chapters must have submitted all required reports for the previous year, including Quarterly Reports and Annual Report.

Note: Chapters chartered within the past year are eligible based on their reporting records since their start date.

Program Guidelines

- Chapters must apply and receive pre-approval before participating.
- The chapter must host and lead the event; assisting another organization's event does not qualify.
- Event insurance is required and can be obtained through your Member Engagement Specialist.
- Each chapter may use this program to support one nonprofit organization per year.
- Matching funds will only be awarded to fundraisers supporting registered 501(c)(3) nonprofit organizations.
- Chapters must submit a final report after the fundraiser has been completed. Proof of donation must be included in the final report.



Project/Event Planning Tips:

Every successful project/event starts with good planning, and, of course, good people willing to help others. We hope you find this checklist helpful.

Planning Tip	What to Do
Choose a Committee	<ul style="list-style-type: none"> Designate a project leader, who in turn will select a group of people who can help plan the event/program as well as recruit volunteers and resources.
Choose a Project/Event	<ul style="list-style-type: none"> Chapters are encouraged to host events/community service projects that align with Royal Neighbors' vision to protect women financially and empower them to improve their lives, families, and communities. Determine if the chapter should partner with another group/chapter. Choose location, date(s), and time(s). Create a timeline for planning the event to help keep your group on track. Create a budget that includes expenses and expected revenue for your project
Spread the Word	<ul style="list-style-type: none"> If you are recruiting others to join you, use E-mail and social media to spread the word. Make sure you inform all chapter members. If you need an updated chapter membership list, you can request this from your Member Engagement Specialist. If appropriate, distribute press releases to promote your project. If you need assistance, we can help you with this. Post fliers and signs on church bulletin boards, community boards, and in local businesses. Invite local VIPs: the mayor or local, state, or federal legislators. Send postcards to members, friends, and family. Recruit volunteers.
Have Fun	<ul style="list-style-type: none"> After careful planning, your project is sure to be a success. Enjoy the day and take pride in your accomplishments. It's leaders like you who make the world a better place. Recognize and thank your volunteers.
Report Your Success	<ul style="list-style-type: none"> Make sure to share your results with us in your Chapter Quarterly Report. Volunteer hours generated by the chapter are required to be reported quarterly. Reports are due five days after the end of the quarter. Calculate the time each volunteer spent planning, promoting, engaging in the event, and cleaning up (see Guidelines for Volunteer Hour Reporting on page 9). Share this with your secretary/treasurer or whoever fills out the report for your chapter. Post photos of your event on the Chapter Leader Facebook group.

*** If your chapter hosts an event at a venue that requires you to provide liability insurance, simply contact your Member Engagement Specialist (MES) (see page 26). Be prepared to provide them with the purpose, location, date, and time of your event. Your MES will E-mail you a Certificate of Insurance within 2–3 days of your request.**



Guidelines for Volunteer Hour Reporting

What Should Be Reported

Time spent providing direct service for a nonprofit or similar organization (e.g., nursing home, school).

Time spent organizing and preparing for a service project, event, or fundraiser.

Time spent raising funds for a charity.

Providing pro-bono services to a nonprofit or similar organization. Pro-bono is defined as the donation of professional service for which the recipient nonprofit would have to pay.

Attending a fundraising event as a chapter activity.

All volunteer hours should come from chapter activities. Individual volunteer hours will not be counted. Two or more chapter members must participate for an activity to count toward volunteer hours.

Chapter meetings count as volunteer hours.

If a chapter plans the project/event, all hours generated from this event can be counted, including hours generated from event attendees. Hours generated from organizing, prepping, and post-event activities should be included as well.

If a chapter is participating or volunteering for a project/event that is not hosted by the chapter, the chapter should count the hours of their members who participated. For example, if three members volunteer to run a water station for a local 5K, only hours from these three members can be counted.

Hours accumulated from Difference Maker Fund projects should not be reported as chapter hours. These hours are reported separately.

The above criteria will not cover all circumstances. A good guideline would be to ask yourself, "Does this activity address a social problem?" and "Was I paid to perform this service?"



CHAPTER FUNDING

Quarterly Funding Levels

Funding Levels for Chapters

as of July 1, 2019

Number of chapter volunteer hours	Funding paid to the chapter
250 or more chapter volunteer hours	\$700
150 – 249 chapter volunteer hours	\$500
100 – 149 chapter volunteer hours	\$300
50 – 99 chapter volunteer hours	\$100

All volunteer hours and chapter meetings must be recorded on the Quarterly Report to be considered for funding. To access the report, visit the [Online Reporting tool](#). If you need assistance navigating to the report or completing the report, please see "How to Contact a Philanthropy Specialist" on page 26. Your chapter must submit a report of volunteer activity within 5 days after the quarter. Please report your hours accurately, and reach out to your Member Engagement Specialist if you have questions about completing your report.

All funding is deposited directly to the chapter's account via Electronic Funds Transfer. It is important that you notify your Member Engagement Specialist (see page 26) of any bank account changes, or if you need forms to change officers and signors at the bank.

Checks will not be issued for chapter quarterly funding.

*** Due dates for Quarterly Reports: April 5, July 5, October 5, and January 5 ***

Quarterly Drawing and Annual Incentives

There are a variety of additional incentive programs throughout the year that will allow your chapter to receive even more funding. Chapters may use these funds to complete additional community service projects or to donate to a nonprofit or charitable cause. Annual Incentive Funding is typically paid at the end of January.

- Quarterly Drawing:

- Drawings will be announced at the end of each reporting quarter. The announcement will be made on the Chapter Leaders Facebook group or sent via E-mail.

- Annual Incentives Awarded:

- At the end of the year, all chapter volunteer hours are totaled, and the top 60 chapters with the most hours who are in good standing qualify for the Annual Incentive. Remember, even if you reach our top funding level for each quarter, it's important to report all hours so your chapter can be part of this incentive.
 - Top 10 chapters in volunteer hours receive \$1,000 each.
 - Next 20 chapters in volunteer hours receive \$500 each.
 - Next 30 chapters in volunteer hours receive \$250 each.



MEMBERSHIP AND BENEFITS

About Royal Neighbors of America®

In 1895, nine founding women created a membership community. They were one of the first to make life insurance accessible to women. Now, 130 years later, Royal Neighbors remains committed to its mission of Insuring Lives, Supporting Women, and Serving CommunitiesSM. The organization's 275,000+ members made up of chapter members, employees, and appointed agents across the country drive the mission through localized volunteerism making social impact the cornerstone of their work.

Royal Neighbors members experience *Insurance with a Difference*SM through their tailored life insurance and annuity products, opportunities to make an impact in their communities, savings on prescriptions, health screenings, grief support, and more.

In 2020, Royal Neighbors was upgraded to "A Excellent" (3rd highest out of 13) by the AM Best Company for overall financial strength and ability to meet ongoing obligations to certificate holders. The rating was affirmed once again in December 2024. In 2023, Royal Neighbors delivered \$31.2 million in Social Good impact and record revenue. In 2024, Royal Neighbors received its eighth Great Place to Work[®] certification and was rated as a 2025 Best Insurance Company by Forbes.

For more information about Royal Neighbors of America, go to royalneighbors.org.

Types of Membership

Royal Neighbors of America offers two types of membership: Beneficial and general.

- **Beneficial Members:** Beneficial Members are insured by Royal Neighbors, or are the owners of an annuity or settlement contract with Royal Neighbors. There is no additional membership fee.
- **General/Social members:** General Members, sometimes referred to as Social Members, are 15 years or older who apply for membership and pay an annual membership fee of \$20. General Members under the age of 15 are considered as Youth General Members. For Youth General Members, membership is free until the member reaches the age of 15.

As a member, you have access to a variety of Member Programs that can help you care for your family and serve your community.

*** Member Relief Fund AND eligibility for our Scholarship Program are exclusive to Beneficial Members only. ***

Program	General Member	Beneficial Member
Difference Maker Fund	Available	Available
Empathy	N/A	Available
Member Savings	Available	Available
Chapter Membership and Volunteer Opportunities	Available	Available
Nation of Neighbors SM Award and Empowerment Grant	Available	Available
Royal Neighbors of America Scholarship Program	N/A	Available
Member Relief Fund	N/A	Available
Voting Privileges	N/A	Available
RoyalConnect	Available	Available



Member Savings

Membership with Royal Neighbors of America provides members and their families with access to prescription savings and affordable preventative health screenings. Please visit the [Member Savings page](#) of the Royal Neighbors website for additional information. You can also download our RNA Member Programs App – just search your app store.

ADDITIONAL MEMBER PROGRAMS

In addition to our Chapter program, we offer the following programs for our members. A member does not have to be active in a chapter to use these programs below. With all programs, please check our website for the most up-to-date information.

Member Relief Fund

Royal Neighbors recognizes that serious illness or disaster can strike anyone at any time. In the true meaning of fraternalism, the Society may provide financial assistance from the Member Relief Fund to both adult and youth Beneficial Members.

- The Member Relief Fund may be considered for Beneficial Members experiencing extreme financial hardship as a result of illness, personal injury, or natural disaster.
- Funding is available annually to assist with the payment of Royal Neighbors premiums until the annual fund is exhausted.

If you have incurred an illness, personal injury, or disaster hardship, please visit the [Member Relief Fund](#) page of the Royal Neighbors website for more information or to apply. To qualify for aid, you must apply within six months of the occurrence.

Difference Maker Fund

Royal Neighbors encourages members to make a difference in their community through volunteerism. Through this program, members can apply for a Difference Maker Fund grant once a year to help offset the costs of a volunteer project. Approved members are granted up to \$200 to complete a project that supports a grassroots or charitable cause in their community. Members can apply for the [Difference Maker Fund](#), online at any time.

Nation of NeighborsSM Program

The Nation of Neighbors program provides financial assistance to individuals who have a plan to start or expand a business, organization, or group that helps women and/or girls in their community. More than \$2 million has been awarded to grant recipients since the program began in 2007.

Nation of Neighbors recipients must be nominated by a Royal Neighbors active member, chapter leader, or qualified agent. However, nominees do not have to be a member to receive the grant. For more information about how to nominate an outstanding individual, visit our [Nation of Neighbors](#) page. Nominations are accepted annually between March 1 and April 30.

Scholarship Program

Royal Neighbors encourages its members to continue their education to reach their personal and professional goals. Since 1961, we have offered scholarships to our Beneficial Members – those who are insured and/or own an annuity with Royal Neighbors. Call (800) 627-4762 or visit our Royal Neighbors [Scholarships](#) page for more information. Applications are accepted annually from November 1 through January 31.



Voting Privileges

The Royal Neighbors of America Board of Directors consists of between 7 to 11 members, all but 1 of whom are outside directors elected by the entire adult Beneficial membership of the organization. The one inside director is the President of the Society. The adult Beneficial Members have the opportunity to have a direct voice in the governance of the organization through this election process by completing and returning the mail-in or E-mail ballot each June.

Please note, while adult general members cannot vote for the Royal Neighbors Board of Directors, they do have voting rights in their respective chapters for chapter-related business.

RoyalConnect

RoyalConnect is a fun, flexible way for you, your chapter members, friends, and family to support a different nonprofit each month. Simply submit a small act of kindness. Your small act of kindness is up to you. For every person who submits an act of kindness, we will donate \$10, up to \$4,000, to the month's chosen nonprofit. Please visit royalneighbors.org/membership/royalconnect.

Empathy

Royal Neighbors beneficiaries have access to Empathy – a bereavement support solution giving beneficiaries full-circle care through life's most challenging moments. This complimentary service can help with funeral planning, settling the estate, navigating probate, claiming benefits, and coping with loss and grief. Visit royalneighbors.org/membership/empathy to learn more.

ROYAL NEIGHBORS MARKETING AND COMMUNICATIONS

Signage

Displaying Royal Neighbors signage at your events is a great way to build awareness for Royal Neighbors and your chapter. Each chapter should have received laminated signage for their activities. If your chapter currently does not have signage or wishes to order additional signs or tablecloths, please contact your Member Engagement Specialist.

The Royal Neighbor Magazine

Throughout the year, Royal Neighbors publishes a print and an [online membership magazine](#). You will find:

- Updates on Member Programs
- Informative articles to help you stay healthy, both physically and financially
- A message from the CEO and President
- Chapter stories highlighting volunteer work across our nation
- Copies of historical magazines through our [digital museum](#)

We love hearing from our members! Feel free to share your stories, photos, testimonials, and recipes by completing [this form](#). They may be featured in a future issue of *The Royal Neighbor*.

Chapter Leader Facebook Group

The Royal Neighbors Chapter Leaders Facebook Group is a place for you to see what other chapters are doing, share your chapter's activities, and receive announcements and updates from the Philanthropy team. Reach out to your Member Engagement Specialist for more details, or join the group here: facebook.com/groups/royalneighborscl.



Chapter Leader Newsletter

As we understand that Facebook may not be accessible for everyone, we believe that our Chapter Leader Newsletter will reach all leaders far and wide. The newsletter is designed to provide you with updates and reminders regarding upcoming deadlines, program updates, and special offers for chapters and members. In addition, the newsletter highlights the different programs you can participate in as a General Member, Beneficial Member, or chapter. Make sure to look for the next Chapter Leader Newsletter in your inbox! If you are not receiving this newsletter, please E-mail philanthropy@royalneighbors.org.

Chapter Leader E-mail Addresses

E-mail is the primary method of contact between you and your Member Engagement Specialist. **It is strongly recommended that all chapter leaders provide an E-mail address to Royal Neighbors** so that we can communicate with you efficiently and help you better serve your chapter. Please E-mail us at philanthropy@royalneighbors.org to provide us with your E-mail or to update it.

Requesting Royal Neighbors Logo for Use

Please use the following steps below when requesting to use our Royal Neighbors of America logo.

- Either go to the bottom of the [Media Kit](#) page of our website, or E-mail a Member Engagement Specialist about requesting to use the logo (E-mail addresses are on page 26).
 - Please provide the following information:
 - What will the logo be used for?
 - What kind of logo do you need?
 - What type of file format do you need?
- A Member Engagement Specialist will reach out to you regarding this, and will attach a form that you will need to complete and send back to us. A file of the logo will not be provided until the form is completed.
 - You will have to print, sign, and scan the form to send it back to us.
- After the form has been received, the logo file that you have requested will be E-mailed to you.
- As noted in the form, we will need to see the final use of the logo before we can approve it for use.
- Once it is approved, you will receive an E-mailed PDF letter confirming that your chapter has approval to use the logo for the specific purpose outlined in the letter.



HOW TO CREATE AN ACCOUNT – UPGRADED CHAPTER REPORTING SYSTEM

Login Page: <https://bbgm-apply.yourcausegrants.com/apply/auth/signin>

Click on the hyperlink above to access the Online Reporting tool.

If you apply for grants from other organizations that use Blackbaud, your sign-in will be the same.

Please note that if you create your account using this link your dashboard will be blank until you start a chapter report or program application like the Difference Maker Fund.

You can create your account using your email, Apple ID, or Google ID. All processes start by clicking on Create account.

Creating An Account Using Your Email

1. Click on Create account in the lower right.
2. You can create a log in using your Google or Apple account, or you can create one using your email address. Click on the option you'd like to use.

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3. Enter your email address and click the Continue button.

4. Click Send Confirmation Code button.

5. Go to your email account and look for the email with the confirmation code. While the screen says to copy the code to box, you can type in the code. Enter the code and click the Confirm button.

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6. You will be taken to the screen where you will create your password. Note that the password requirements are the same as the old system. Enter your password, then enter it again in the Confirm Password box. Last, enter your first and last name. Click the Sign up button.

Confirmation of your email address is necessary to create an account.
The code has been verified. You can now continue.

philanthropy@royalneighbors.org

Password

The password must contain at least 12 characters
The password must contain at least 3 of the following:
- Lowercase letter
- Capital letter
- Number
- Special character (!, #, %, etc.)

Confirm password

First name

Last name

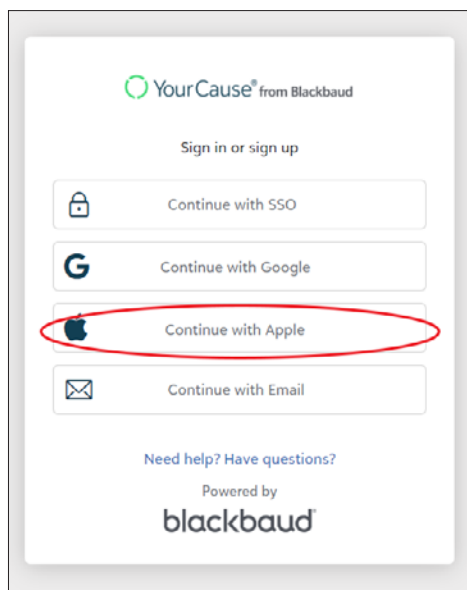
Your first name. A maximum of 1

Sign up

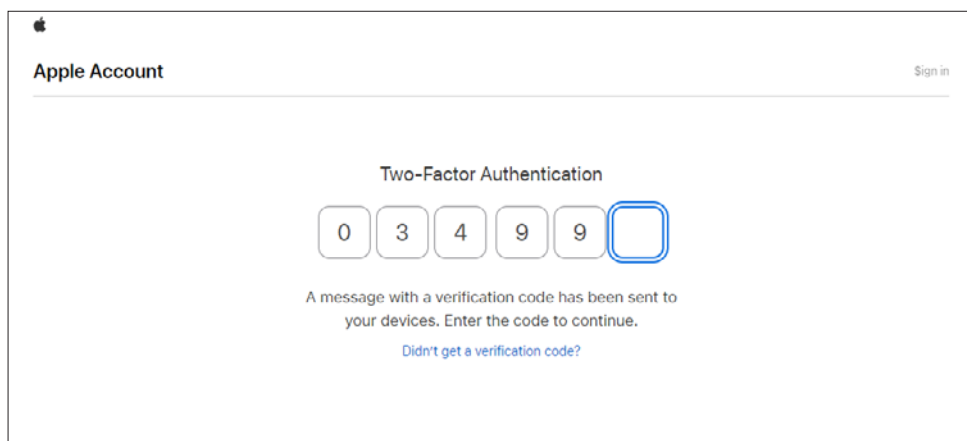


Creating An Account Using Your Apple ID

1. Click on Create account in the lower right.
2. Click on Continue with Apple.



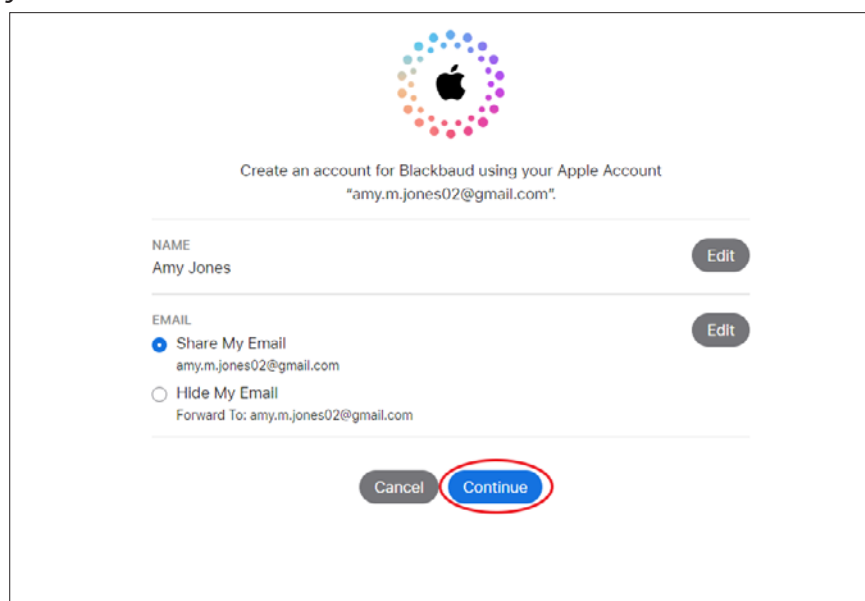
3. Check your phone and enter the two-factor authentication code received.



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4. Make sure "Share My Email" is selected and click the Continue button.



The screenshot shows a web interface for creating a Blackbaud account using an Apple Account. At the top, there is a circular logo composed of colorful dots surrounding a black Apple logo. Below the logo, the text reads: "Create an account for Blackbaud using your Apple Account 'amy.m.jones02@gmail.com'".

There are two main sections for account information:

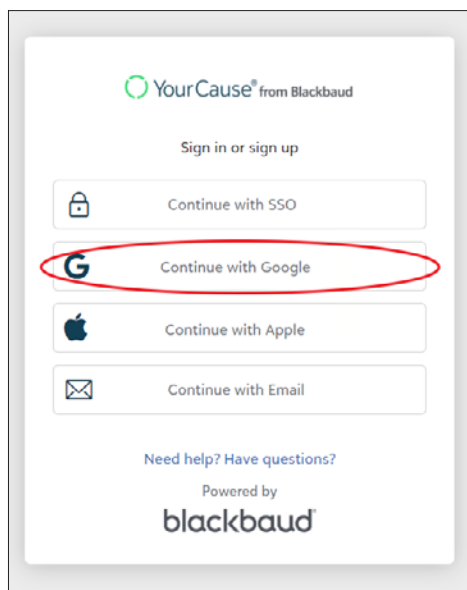
- NAME:** The name "Amy Jones" is displayed. To the right of the name is a grey "Edit" button.
- EMAIL:** There are two radio button options:
 - ☒ **Share My Email**: This option is selected. Below it, the email address "amy.m.jones02@gmail.com" is listed. To the right of this section is a grey "Edit" button.
 - ☐ **Hide My Email**: This option is not selected. Below it, the text "Forward To: amy.m.jones02@gmail.com" is displayed.

At the bottom of the form, there are two buttons: a grey "Cancel" button and a blue "Continue" button. The "Continue" button is circled in red.

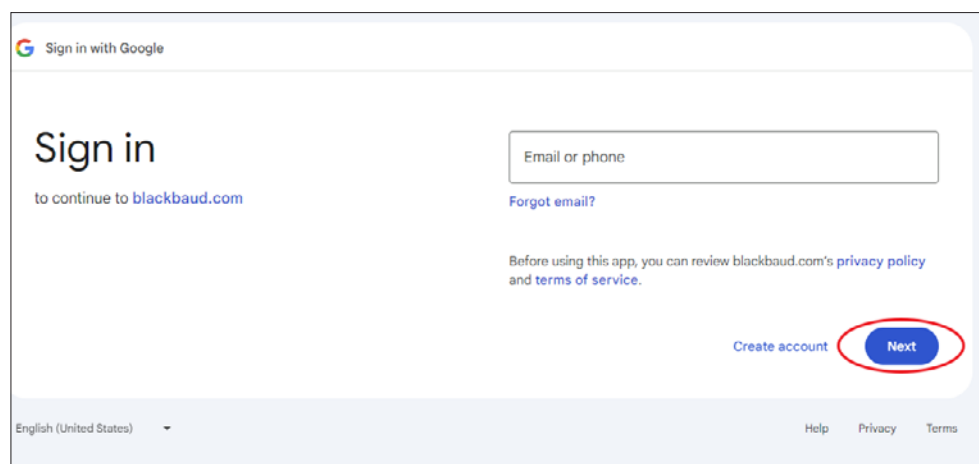


Creating An Account Using Your Google ID

1. Click on Create account in the lower right.
2. Click on Continue with Google.



3. To sign in with your Google ID, you will be prompted to enter your Gmail address or the phone number associated with your Gmail account. Then click the blue Next button.



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4. You will then be prompted to enter your Gmail password. Click the Next button.

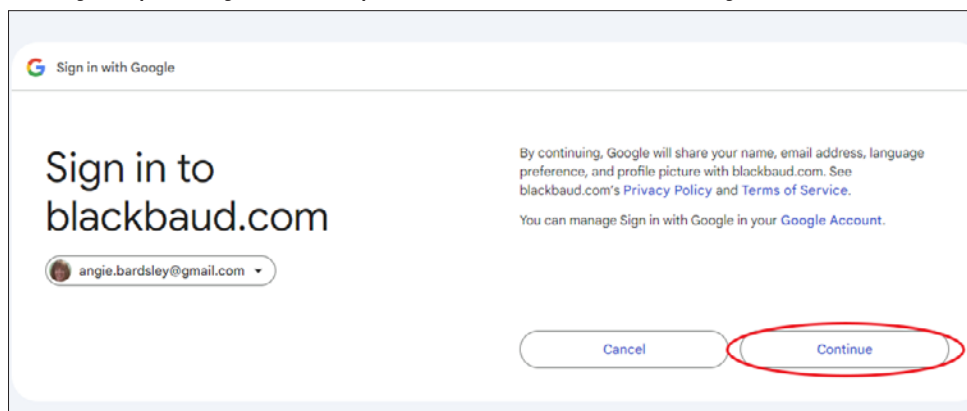
5. A screen will appear asking you to verify it's you. You will need to check your cell phone for the prompt.

6. You will see a screen like this on your phone. Click on the "Yes, it's me" option.

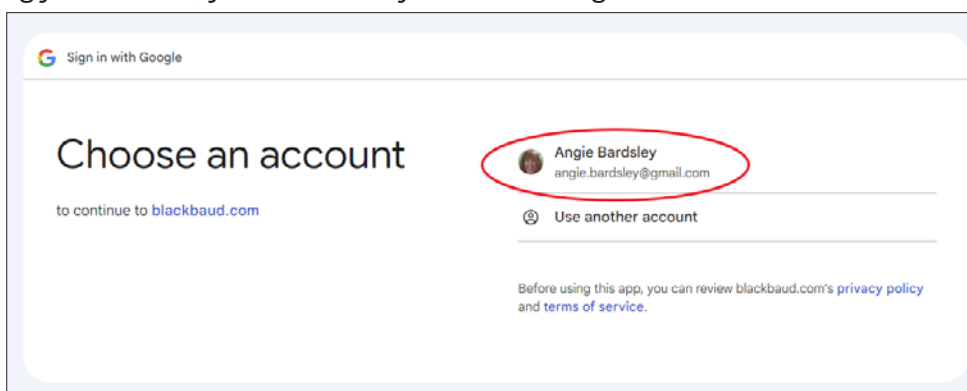
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7. Once you confirm on your phone, you will be presented with a screen where you can click Continue.



8. 8. After creating your account, you will choose your Gmail/Google account.





If you forget your login password

1. Click on **Forgot Password?** (The link is shown below.) A box will appear. Enter your E-mail address.

The screenshot shows the Blackbaud login page. At the top is the 'blackbaud' logo. Below it, the text 'Sign in with your email address' is centered. There is a text input field containing the email address 'angela.bardsley@royalneighbors.org'. Below the email field is a 'Password' input field. To the left of the password field, the text 'forgot password?' is circled in red. Below the password field is a blue 'Sign in' button. At the bottom, there is a blue link that says 'Back'.

2. Click on the Send confirmation code button.

The screenshot shows the 'Reset password' screen. At the top is the 'blackbaud' logo. Below it, the text 'Reset password' is centered. A message states: 'We emailed you a 6-digit code to confirm your identity. Enter it below to reset your password.' Below this message is a text input field containing the email address 'angela.bardsley@royalneighbors.org'. Below the email field is a blue button labeled 'Send confirmation code', which is circled in red. At the bottom, there is a blue link that says 'Back to sign in'.

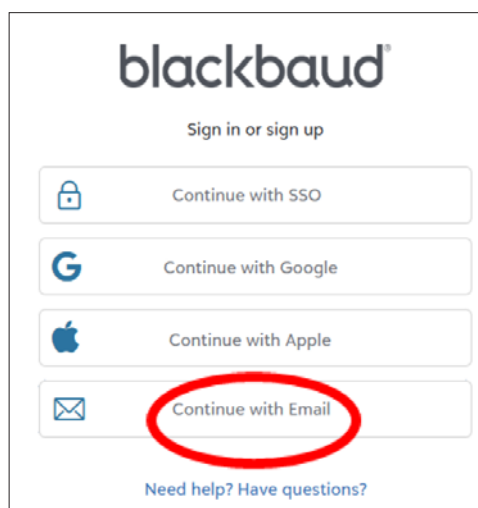
3. You will receive an email with your confirmation code. Type the code into the confirm code box. If you don't receive the confirmation code email, click the send new code button..

The screenshot shows the 'Reset password' screen. At the top is the 'blackbaud' logo. Below it, the text 'Reset password' is centered. A message states: 'We emailed you a 6-digit code to confirm your identity. Enter it below to reset your password. Verification code has been sent. Please copy it to the input box below.' Below this message is a text input field labeled 'Confirm code'. Below the input field are two buttons: a blue 'Confirm' button and a white 'Send new code' button. At the bottom, there is a blue link that says 'Back to sign in'.

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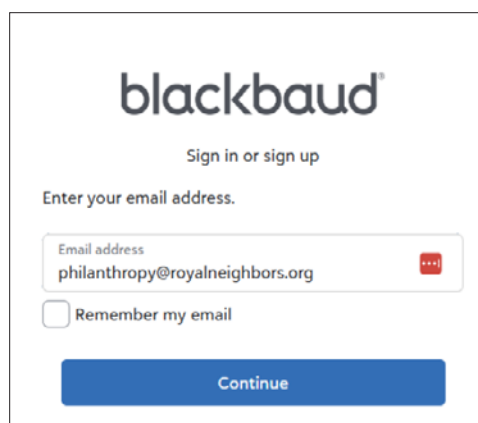


4. Click continue with email.



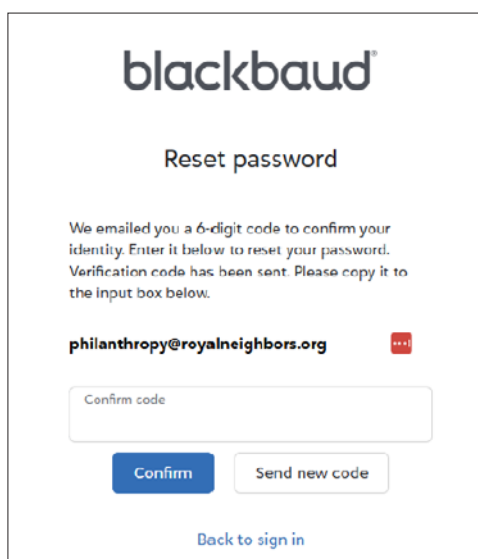
The image shows the Blackbaud login screen. At the top is the Blackbaud logo. Below it is the text "Sign in or sign up". There are four buttons for different login methods: "Continue with SSO" (with a lock icon), "Continue with Google" (with the Google G icon), "Continue with Apple" (with the Apple logo icon), and "Continue with Email" (with an envelope icon). The "Continue with Email" button is circled in red. At the bottom, there is a link that says "Need help? Have questions?"

5. Enter your email address and click continue.



The image shows the Blackbaud email input screen. At the top is the Blackbaud logo. Below it is the text "Sign in or sign up". The instruction "Enter your email address." is displayed. There is a text input field labeled "Email address" containing the email "philanthropy@royalneighbors.org". To the right of the input field is a red eye icon. Below the input field is a checkbox labeled "Remember my email". At the bottom is a blue button labeled "Continue".

6. Enter the six-digit code from step 3 and click confirm.



The image shows the Blackbaud password reset screen. At the top is the Blackbaud logo. Below it is the text "Reset password". The instruction "We emailed you a 6-digit code to confirm your identity. Enter it below to reset your password. Verification code has been sent. Please copy it to the input box below." is displayed. There is a text input field labeled "Confirm code" containing the email "philanthropy@royalneighbors.org". To the right of the input field is a red eye icon. Below the input field are two buttons: "Confirm" and "Send new code". At the bottom is a link that says "Back to sign in".

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7. Type a new password in the password and confirm password boxes. Click continue. You will be taken to your account.

Reset password

Password

••••••••

The password must contain at least 12 characters

The password must contain at least 3 of the following:

- Lowercase letter
- Capital letter
- Number
- Special character (!, #, %, etc.)

Confirm password

••••••••

Continue



PHILANTHROPY CONTACTS

If you have questions, ideas, or issues, please do not hesitate to contact a Philanthropy team member. We're here to support you!

General Philanthropy contact

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Useful Resources

We have created a one-stop resource page that includes helpful information, templates you can use for your meetings and community engagement, member program information, and links to the quarterly and annual reports.

Please visit [this link](#) to download resources.

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