

How to Use the PTOA Member Center

Member renewal will be online this year. You will need the following to get started:

- A computer, tablet or smart phone to access the Member Center. If you are reading this online, you already have one of these. A computer or tablet are much more convenient if available, but several people have successfully renewed using a smart phone. If you use a smart phone, turn the phone sideways so you can see the web pages in landscape mode.
- The email of the primary member as it is listed in the Membership Directory. Couples who share a membership will use this email to log in to the Member Center.
- A credit card.


Renewal will be a three step process:


1. Get a password and Log in
2. Renew your membership
3. View and update (if necessary) your profile.



1. Get a Password and Log In

Click the Member Center link on the portlandtriumph.org home page.

You are already a member of PTOA and your information as it appears in the directory is already in the Member Center database. However, you must establish an account in the Member Center, and you need to have a password to do this.

- Tap REQUEST PASSWORD on the Member Center page
- Carefully read the instructions. Note the requirements for a password listed there.
- Tap on  at the top corner of the page.
- You do not have to enter any information, just tap FORGOT PASSWORD.
- A new screen will appear. Enter the email of the primary member, do the “I am not a robot” test, and tap SUBMIT. A new page will open.
- Go to your email and open the “Choose a New Password” email from PTOA
- Follow the “choose a new password” link in the email back to the New Password web page

- Supply your new password. The password has to meet the following requirements:
 - At least 12 characters,
 - At least one upper and one lower case letter,
 - At least one number, and
 - At least one special character #?!@\$%^&-
- When you get the message “Password has been successfully changed” tap  and select LOG IN
- Log in with your email address and new password.

At any time, you can tell if you are logged in. If the image at the top of the screen looks like  you are not logged in. However, if it looks like  then you are logged in.

2. Renew Your Membership


To renew your membership, tap MEMBERSHIP RENEWAL on the Member Center page:

You will see a summary of your membership status, including Renew To, Level, and Current Status. (At the bottom is a summary of your profile information.)

- Tap UPDATE AND NEXT. You will see Renew and Confirm information.
- Tap PAY ONLINE. Supply your credit card information and tap PAY \$20.00 (USD)
- You will see a message that “Payment is being processed.” Be patient, it takes a while!
- Upon successful payment your Profile page will appear.

Occasionally, users have reported getting a Gateway timeout (error 504). This does not necessarily mean that your payment failed, merely that your credit card company was slow in returning a confirmation to the card processor. If your payment is successful, you will get a Payment Receipt by email.

3. View and Edit Your Profile

The information found in the club directory has been pre-loaded into your on-line Member Profile. The renewal process above will leave you on your Profile page, or you can find your page from the Member Center page or by tapping  at the top of most pages.

Note that the default privacy settings reflect the same level of information visibility as PTOA’s printed Membership Directory - only logged in members can see your data.

To review and edit your profile, tap EDIT PROFILE on your profile page. Remember to tap SAVE when you are done editing.

You can edit your Profile details (including your list of cars), Privacy, and Member Photo Albums settings by tapping the links under EDIT PROFILE.

To upload photos, tap MEMBER PHOTO ALBUMS. Create one or more albums, then tap an album to upload photos, edit details about each photo, or delete the album.

Email subscriptions are pre-set by PTOA policy.

Note that the My Event Registrations and Donations are currently inactive links.

Other hints, tips and things to try

When you are logged into the Member Center, you can change your password by tapping  and selecting CHANGE PASSWORD.

You can return to the Member Center page anytime by tapping HOME at the top of the page.

You can return to the PTOA website by tapping PTOA HOME PAGE on the Member Center page.

A printable pdf of the entire Membership Directory will be available at Membership Center launch. It is not available during testing.

You can search the directory: Tap the MEMBER DIRECTORY link on the Member Center page or tap the link near the top of most pages. You will see a list of all members and can search by primary member name. To find other information in the Directory (cars, partners, etc) use the ADVANCED SEARCH link.

We are only allowing renewals for one year ahead. If you try to renew a second time, you will get the unhelpful error message "Access denied (error 403)."