

Portal Cheat Sheet: Using INN's Member Portal (2026)

The INN Member Portal on MemberSuite is designed to enhance your membership experience and increase your ability to connect with staff and the entire INN Network. Find step-by-step instructions for each profile type listed below. If you have any questions, please contact us at login@inn.org.

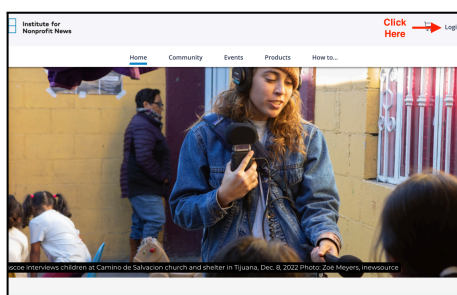
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For Individuals

Log into the Member Portal (existing individual member accounts)

Please follow the instructions below to log into MemberSuite for the first time, if you've previously had an account with us. If you experience trouble accessing your individual account, please contact login@inn.org.

1. Access the member portal

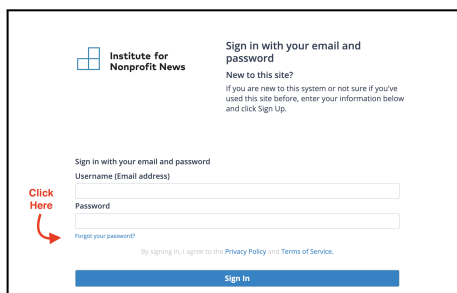


Bookmark the page for easy reference:

<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select **"Login."**

2. Go to the login page

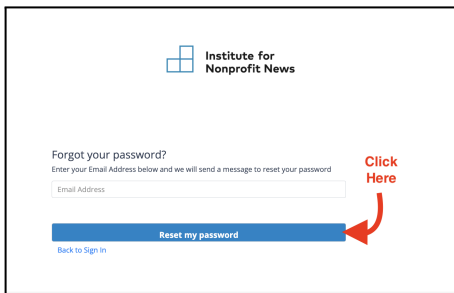


As an INN member with an account in our previous system, your profile has already been imported into MemberSuite; you just have to activate it.

To do so, bypass the username and password fields and click on the **"Forgot your password?"** button. (You can skip this step after your first time logging in.)

3. Reset your password

Please type in the email address that you previously used to log into your INN account.

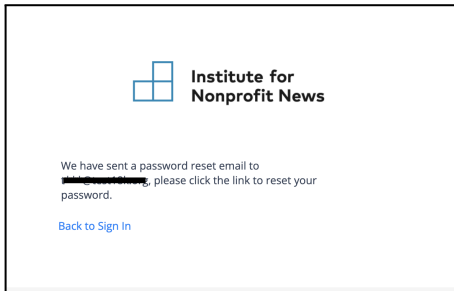
A screenshot of the Institute for Nonprofit News password reset page. At the top is the INN logo and name. Below it, the text "Forgot your password?" is followed by "Enter your Email Address below and we will send a message to reset your password." There is a text input field labeled "Email Address". Below the field is a blue button labeled "Reset my password". A red arrow points from the text "Click Here" to the "Reset my password" button. At the bottom left is a link "Back to Sign In".

Then, click on the “**Reset my password**” button.

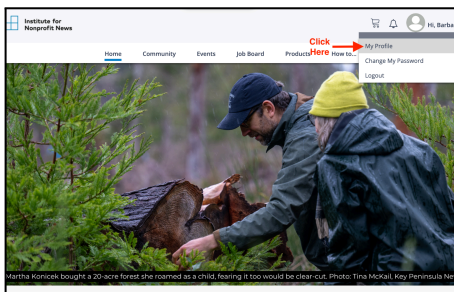
4. Check your email

You will receive a password reset link at the email address provided. Click on this link to reset your password and gain access to your membership account.

If you experience trouble accessing your account, please contact login@inn.org.



5. Access your account



Once your password is updated, you will have the ability to fully manage your account! You can always visit the “How to...” section in the navigation bar of your member portal for instructions on common tasks.

Please make sure to update the **My Profile** section of your profile so we can better serve you in the future! This is the only way to update your contact information in the member directory. Make sure the most important fields, such as your **primary organization, job title and email**, are complete and correct.

My Profile is also where you can select which members-only newsletters you wish to receive from INN, so review “Communications Preferences” to make your selections.

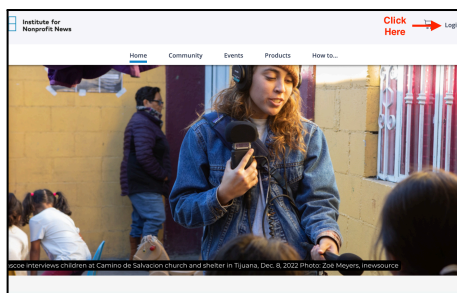
If you have any questions regarding your account login, please contact us at login@inn.org.

Last updated: 07/09/26

Log into the Member Portal (creating a new individual member account)

Please follow the instructions below to create a new individual account login. If you experience trouble accessing your individual account, please contact login@inn.org.

1. Access the member portal



Bookmark the page for easy reference:

<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says "Login/Sign Up." Click on that button and select **"Join"** from the dropdown menu.

2. Go to the login page

Please enter your first name, last name and work email address.

Click on the **"Sign Up"** button, which will appear blue when all required fields are complete.

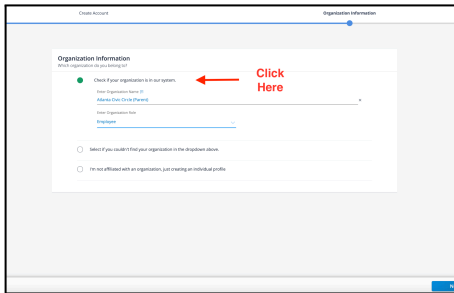
3. Create your account

Please enter information for your **individual profile** so we can better serve you in the future! This will appear on your profile in the member directory. Make sure to upload a photo and add your job title.

Then, click on the **"Next"** button, which will appear blue when all required fields are complete.

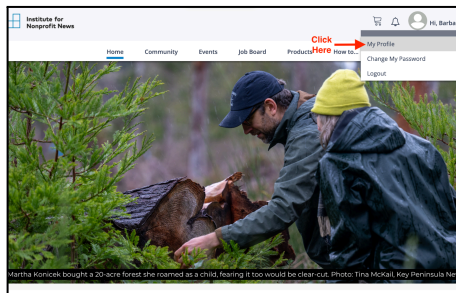
4. Connect your organization

Members should choose the first option to find your organization in our system. As you begin typing, your organization's name should appear for you to select. If you can't locate your organization, choose the second option to manually enter the organization name.



Make sure to enter your role at the organization as well. Then, click on the **“Next”** button, which will appear blue when all required fields are complete.

5. Access your account



Once your password is updated, you will have the ability to fully manage your account! You can always visit the “How to...” section in the navigation bar of your member portal for instructions on common tasks.

Tip: The My Profile section of your profile is where you can select which members-only newsletters you wish to receive from INN, so review “Communications Preferences” to make your

selections.

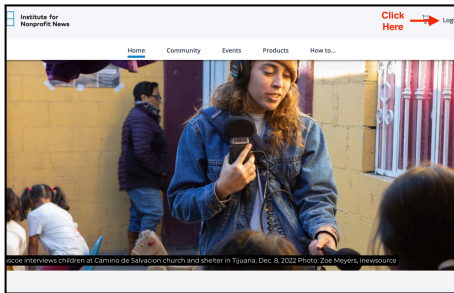
If you have any questions regarding your account login, please contact us at login@inn.org.

Update your Individual Profile

Follow these instructions to update your individual profile.

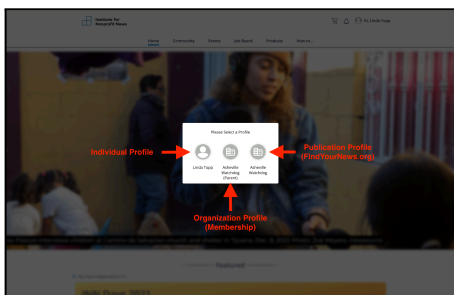
1. Access the member portal

Bookmark the page for easy reference: <https://inn.users.membersuite.com/home>.



In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select **"Login."**

Enter the email address and password that you previously used to log into your INN account. (If it's your first time logging in, see Log into the Member Portal above.)



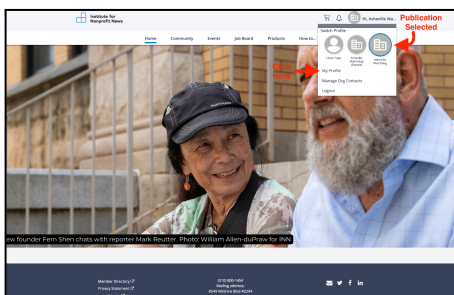
2. Select your individual profile

Your individual profile is directly linked to you. Use it to register for events, connect with peers, and much more. You must select the individual profile in your account in order to update it.

Most employees of a member organization will only have access to this account type. Any affiliated publication or organization profiles will not be visible. If you need access, speak with the

person managing the INN membership and ask to have your role changed within the publication or organization profiles.

3. Go to "My Profile"



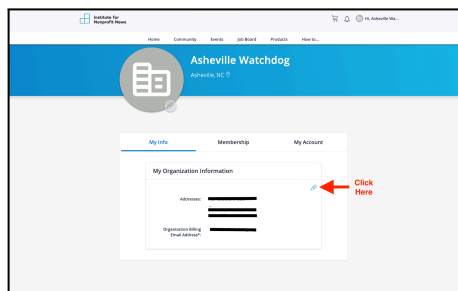
In the upper right-hand corner, click your name and a dropdown menu will appear. Next, click **"My Profile"** and you will be taken to your organization's profile page.

Please remember that updating your individual profile will only make changes to what's displayed in the member portal directory within MemberSuite

Last updated: 07/09/26

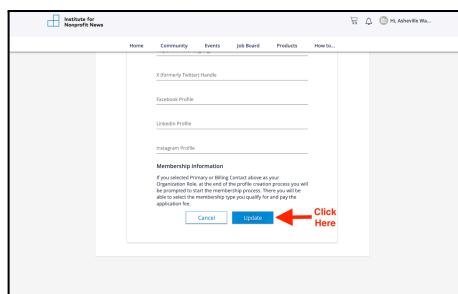
4. Edit your profile

In order to update your individual profile, click the blue pencil icon on the right side on the screen.



You will not see your entire profile on this screen, but all the fields will appear once you're in edit mode. Find tips on best practices below.

5. Save your changes



Changes will not take effect until you click the blue **“Update”** button at the bottom of the screen.

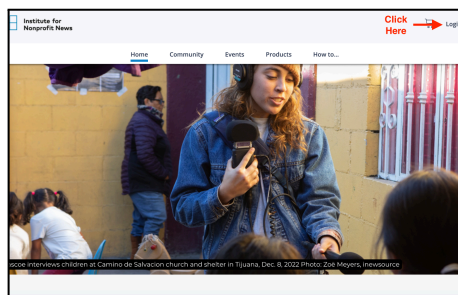
You will not be able to save your changes until all of the required fields are complete. Please disregard the Membership Information section; that information is for new applicants only.

That's it! Your individual profile will update within 24 hours.

If you have any questions regarding your account login, please contact us at login@inn.org.

Subscribe to member-exclusive communications

1. Access the member portal

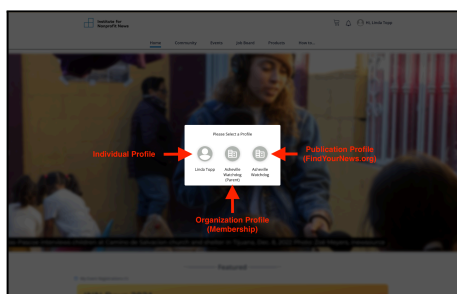


Bookmark the page for easy reference:
<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says “Login/Sign up.” Click on that button and select **“Login.”**

Enter the email address and password that you previously used to log into your INN account. (If it's your first time logging in, see Log into the Member Portal above.)

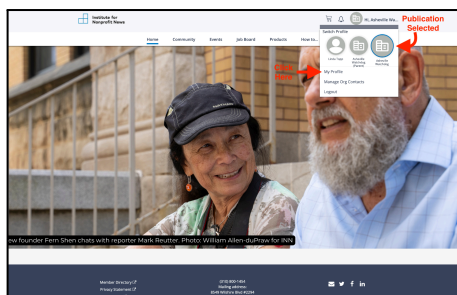
2. Select your individual profile



Your individual profile is directly linked to you. Use it to register for events, connect with peers, and much more. You must select the individual profile in your account in order to update it.

Most employees of a member organization will only have access to this account type. Any affiliated publication or organization profiles will not be visible. If you need access, speak with the person managing the INN membership and ask to have your role changed within the publication or organization profiles.

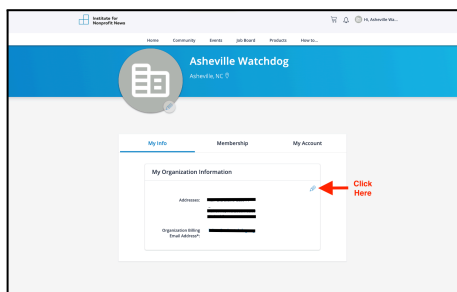
3. Go to “My Profile”



In the upper right-hand corner, click your name and a dropdown menu will appear. Next, click **“My Profile”** and you will be taken to your organization’s profile page.

Please remember that updating your individual profile will only make changes to what’s displayed in the member portal directory within MemberSuite

4. Edit your profile



In order to update your individual profile, click the blue pencil icon on the right side on the screen.

You will not see your entire profile on this screen, but all the fields will appear once you’re in edit mode.

5. Edit “Subscribe to Member Communications”

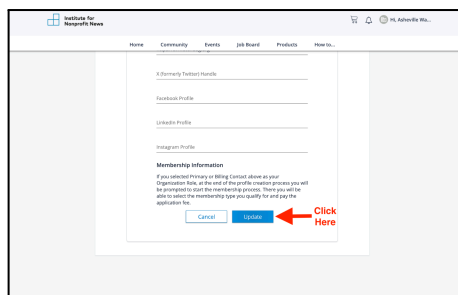
Scroll down to where you see “Subscribe to Member Communications”

This is where you can opt-into our member-exclusive communications. This includes our weekly member-only newsletter, Notebook, and other occasional opportunities. If you have any questions, please contact news@inn.org.

Subscribe to Member Communications
(INN members-only) member newsletter & opportunities
Yes

To subscribe to INNnovation, INN’s field-wide weekly newsletter, [go here](#).

6. Save your changes

A screenshot of the INN website's profile page. The page has a navigation bar with links: Home, Community, Events, Job Board, Products, and More... The main content area shows a profile form with fields for 'A Formerly Notebook Handle', 'Facebook Profile', 'LinkedIn Profile', and 'Instagram Profile'. Below these is a 'Membership Information' section with a warning: 'If you intended to renew or change Contact above as your Organization here, at the end of the profile creation process you will be prompted to start the membership process. There you will be able to select the membership type you qualify for and pay the application fee.' At the bottom of the form are two buttons: 'Cancel' and 'Update'. A red arrow points to the 'Update' button with the text 'Click Here'.

Changes will not take effect until you click the blue **“Update”** button at the bottom of the screen.

You will not be able to save your changes until all of the required fields are complete. Please disregard the Membership Information section; that information is for new applicants only.

That’s it! Your individual profile will update within 24 hours.

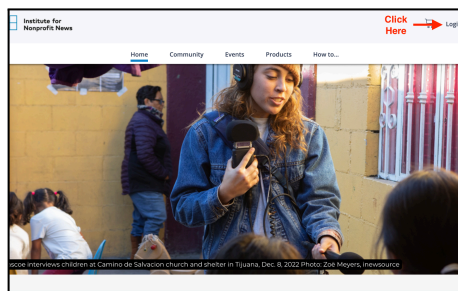
For Publications

Log into the Member Portal

Please follow the instructions below to login into your account for the first time. If you experience trouble accessing your publication account, please contact login@inn.org.

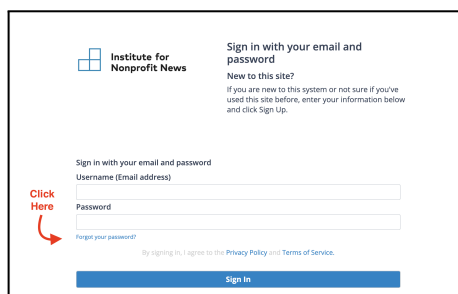
1. Access the member portal

Bookmark the page for easy reference: <https://inn.users.membersuite.com/home>.



In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select **"Login."**

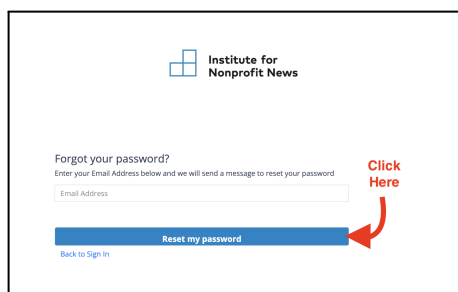
2. Go to the login page



As a current INN member, your profile has already been imported into the new system; you just have to activate it.

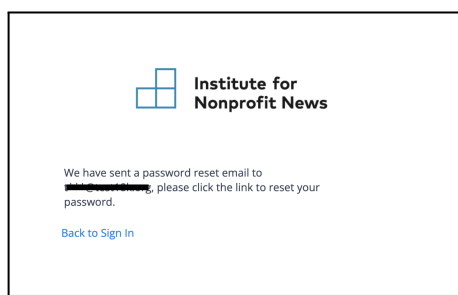
To do so, bypass the username and password fields and click on the **"Forgot your password?"** button. (You can skip this step after your first time logging in.)

3. Reset your password



Please type in the email address that you previously used to log into your INN account.

Then, click on the **"Reset my password"** button.

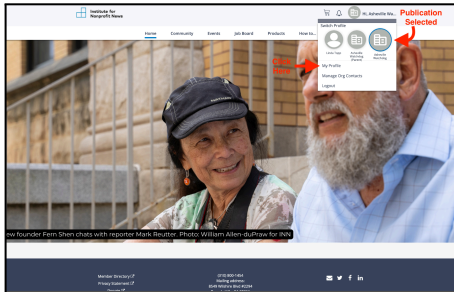


4. Check your email

You will receive a password reset link at the email address provided. Click on this link to reset your password and gain access to your membership account.

If you experience trouble accessing your account, please contact login@inn.org.

5. Access your account



Once your password is updated, you will have the ability to fully manage your account – as an organization, a publication and as an individual! You can always visit the “How to...” section in the navigation bar of your member portal for instructions on common tasks.

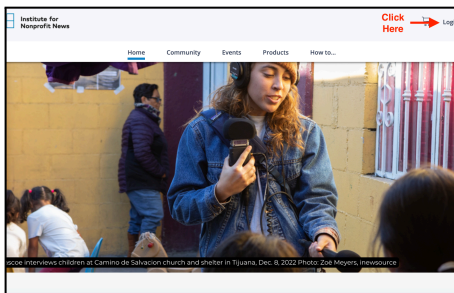
Please make sure to update your **publication profile** so we can better serve you in the future! This is the only way to update newsroom profiles on [FindYourNews.org](https://findyournews.org).

If you have any questions regarding your account login, please contact us at login@inn.org.

Update your FindYourNews.org Profile(s)

The [FindYourNews.org](https://findyournews.org) website is INN’s public-facing directory that allows anyone to find and connect with INN’s entire network of member organizations. Follow these instructions to update the publication profile for your organization and ensure site visitors have the best possible user experience in discovering and learning about your organization.

6. Access the member portal



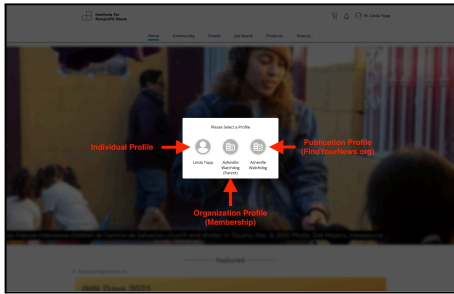
Bookmark the page for easy reference:

<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you’ll see a button that says “Login/Sign up.” Click on that button and select “**Login.**”

Enter the email address and password that you previously used to log into your INN account. (If it’s your first time logging in, see [Log into the Member Portal](#) above.)

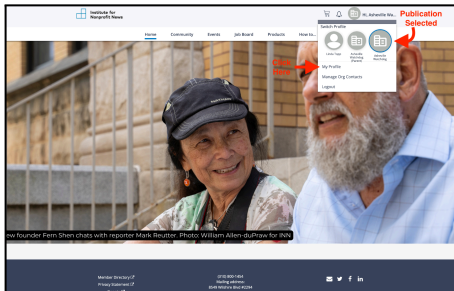
7. Select your publication profile



Your profile on [FindYourNews.org](https://findyournews.org) is directly linked to your publication. You must select the Publication profile in your account in order to update it.

This is the only way to update newsroom profiles on [FindYourNews.org](https://findyournews.org).

8. Go to “My Profile”

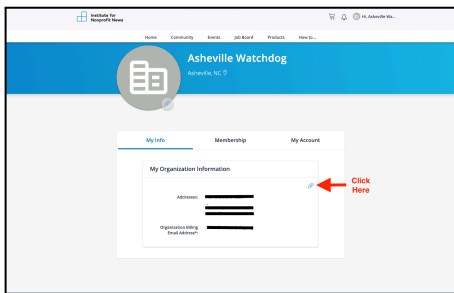


In the upper right-hand corner, click your name and a dropdown menu will appear. Next, click **“My Profile”** and you will be taken to your publication’s profile page.

Make sure that your publication is selected. Updating your organization profile will not make changes to how your publication appears on FindYourNews.org; you must edit the Publication profile for the public directory. Your organization profile has the **“(Parent)”** in its name; your publication profile

does not.

9. Edit your profile



In order to update your Publication profile, click the blue pencil icon on the right side on the screen.

You will not see your entire profile on this screen, but all the fields will appear once you’re in edit mode. Find tips on [best practices](#) below.

Last updated: 07/09/26

10. Save your changes

Changes will not take effect until you click the blue **“Update”** button at the bottom of the screen.

You will not be able to save your changes until all of the required fields are complete. Please disregard the Membership Information section; that information is for new applicants only.

That's it! Your FindYourNews.org profile will update within 24 hours.

If you have any questions regarding your account login, please contact us at login@inn.org.

Best Practices

Here's an example of how a **complete** publication profile looks on <http://FindYourNews.org>:

FindYourNews Powered by INN

ABOUT EXPLORE

Organizational Logo →

Asheville Watchdog

We dig deeper ← **Tagline**

Donation Page URL →

MISSION

Our mission is to inform and engage the citizens of Asheville and surrounding communities by providing fair, factual and reliable in-depth news stories about local government, institutions, issues, and people. We believe that quality journalism in the public interest is essential for a healthy and successful democracy.

ABOUT OUR JOURNALISM

We are a small team of journalists who retired from prestigious media and want to enrich the local news ecosystem. Our long-form in-depth reporting is provided free to local media partners. We need to grow and expand our staff!

What US States/Provinces does your publication cover? →

PLACES COVERED

North Carolina

Primary Issue Areas Covered →

TOPICS

Criminal Justice, Elections & Voting, Equity, Inequality & Justice, Government - Federal, Politics - National

Primary Cities Covered →

LANGUAGES

English

Website →

DONATE

Stay Connected

Facebook

Twitter

VISIT OUR WEBSITE →

LOCATION

Asheville, NC

REACH

Local

YEAR FOUNDED

2020

For maximum discoverability, make sure these fields are complete (in addition to the required fields).

- Organization Logo
- Donation Page URL
- Primary Issue Areas Covered
- What US States/Provinces does your publication cover?
- Primary cities covered
- Tagline
- Website

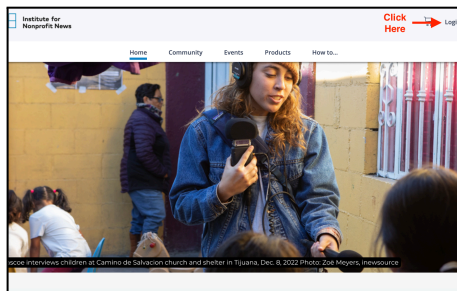
Organization Logo	Add this by editing the profile photo in your publication profile.
Donation Page URL	When listing your site URLs, please include the HTTP:// — without this, they will not work. For example, listing inn.org will cause the link to break for visitors, but http://www.inn.org will redirect visitors properly.
Primary Issue Areas Covered	These should match what you select for NewsMatch and Index participation.
What US States/Provinces does your publication cover?	Only mark those states or provinces in which your organization has reporters located on the ground, or there's an active reporting partnership in place.
Primary cities covered	Only enter those cities in which your organization has reporters located on the ground (or, there's an active reporting partnership in place).
Tagline	This is the short description of your organization that appears in the initial results. Beyond your publication name, it can give searchers a sense of what you do. There is a 250-character limit.
Website	Don't forget the HTTP://

For Organizations

Log into the Member Portal

Please follow the instructions below to login into your account for the first time. If you experience trouble accessing your organization account, please contact login@inn.org.

1. Access the member portal



Bookmark the page for easy reference:
<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select **"Login."**

2. Go to the login page

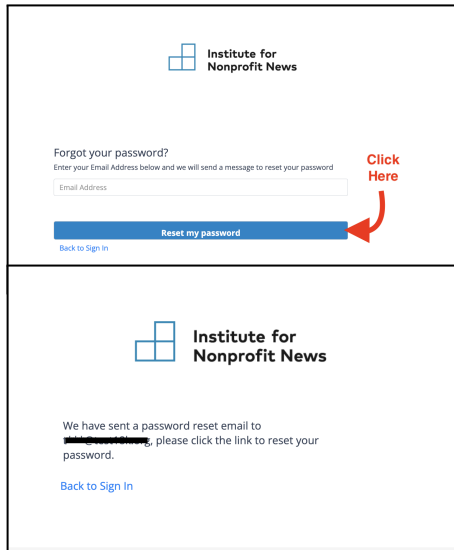
As a current INN member, your profile has already been imported into the new system; you just have to activate it.

To do so, bypass the username and password fields and click on the **"Forgot your password?"** button. (You can skip this step after your first time logging in.)

Last updated: 07/09/26

3. Reset your password

Please type in the email address that you previously used to log into your INN account.



The image shows two screenshots of the INN website. The top screenshot is the 'Forgot your password?' page, which asks the user to enter their email address and provides a 'Reset my password' button. A red arrow points to this button with the text 'Click Here'. The bottom screenshot is the confirmation page, stating 'We have sent a password reset email to [redacted], please click the link to reset your password.' and includes a 'Back to Sign In' link.

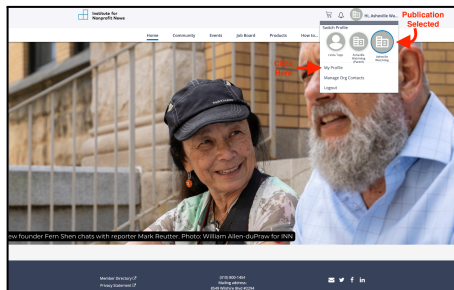
Then, click on the “**Reset my password**” button.

4. Check your email

You will receive a password reset link at the email address provided. Click on this link to reset your password and gain access to your membership account.

If you experience trouble accessing your account, please contact login@inn.org.

5. Access your account



Once your password is updated, you will have the ability to fully manage your account – as an organization, a publication and as an individual! You can always visit the “How to...” section in the navigation bar of your member portal for instructions on common tasks.

Please make sure to update your **organization profile** so we can better serve you in the future! This is the only way to update newsroom profiles on FindYourNews.org.

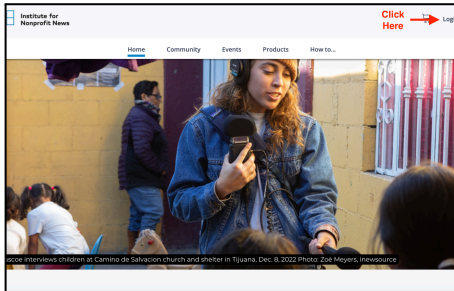
If you have any questions regarding your account login, please contact us at login@inn.org.

Update your Organization Profile

Last updated: 07/09/26

Follow these instructions to update your organization's profile and ensure that your entire team can maximize the value of your INN membership. This is where you can the primary contact(s) can pay your dues, update billing information, and add and remove key staff.

1. Access the member portal



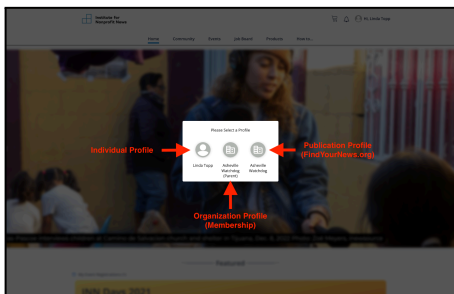
Bookmark the page for easy reference:

<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select "**Login.**"

Enter the email address and password that you previously used to log into your INN account. (If it's your first time logging in, see Log into the Member Portal above.)

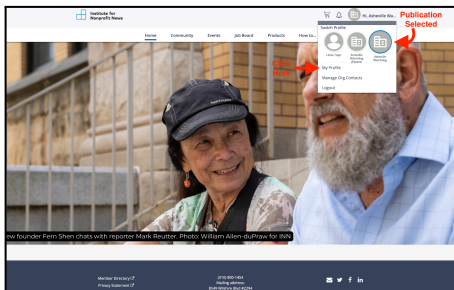
2. Select your organization profile



Your organization profile is directly linked to your INN Membership Account. You must select the organization profile in your account in order to update it.

Your organization profile has the word "**(Parent)**" in its name; your publication profile does not.

3. Go to "My Profile"

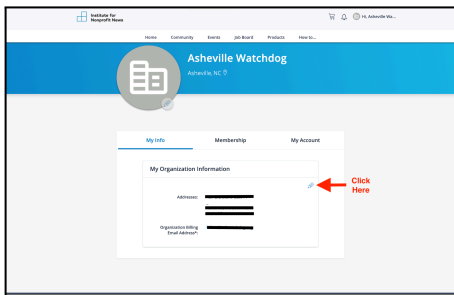


In the upper right-hand corner, click your name and a dropdown menu will appear. Next, click "**My Profile**" and you will be taken to your organization's profile page.

Please remember that updating your organization profile will not make changes to your profile on [FindYourNews.org](https://findyournews.org). Changes to [FindYourNews.org](https://findyournews.org) must be made through a publication profile.

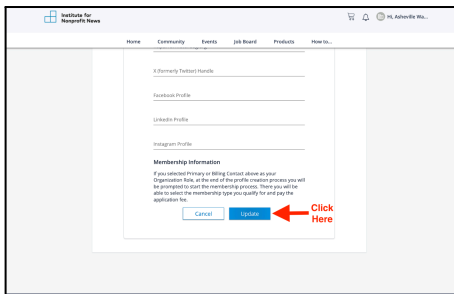
4. Edit your profile

In order to update your organization profile, click the blue pencil icon on the right side on the screen.



You will not see your entire profile on this screen, but all the fields will appear once you're in edit mode. Find tips on best practices below.

5. Save your changes



Changes will not take effect until you click the blue **“Update”** button at the bottom of the screen.

You will not be able to save your changes until all of the required fields are complete. Please disregard the Membership Information section; that information is for new applicants only.

That's it! Your organization profile will update within 24 hours.

If you have any questions regarding your account login, please contact us at login@inn.org.

Set up auto renew for dues payments

Please note that only those individuals who are designated as primary or billing contacts on the parent member account can do this. If you need to be named as one of these types of contacts, please contact membership@inn.org.

1. [Login](#) to your account
2. Select the profile that includes the word "Parent" from the pop up
3. Go to "Hi, [org name]" in the top right hand corner and select My Profile from the dropdown menu
4. Toggle to the My Account tab, select Saved Payment Options, and add a new payment method
5. Toggle to the Membership tab
6. Click on the blue hyperlink that says Institute for Nonprofit News

Last updated: 07/09/26

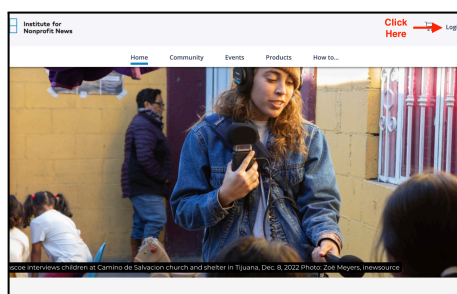
7. Scroll down to the Billing Information section and check the box that says "Automatic Payments...", select the payment method, and save. **You will need to select "Click here to update" if the saved payment method doesn't populate**, and then Save.

For All

Add Staff in the Member Portal

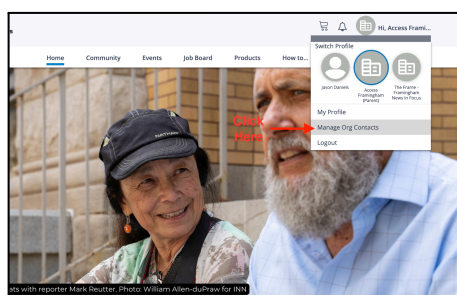
Please follow the instructions below to add staff to your organization and/or publication profiles. Staff cannot be added from individual profiles. If you experience trouble accessing your account, please contact login@inn.org.

1. Access the member portal



Bookmark the page for easy reference:
<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says "Login/Sign up." Click on that button and select **"Login"** to access your profile.



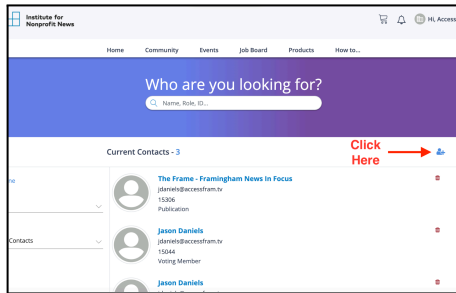
2. Go to "manage org contacts"

In the upper right-hand corner, click your name and a dropdown menu will appear. Choose which profile you want to add staff contacts – publication or organization (Parent).

Click **"Manage Org Contacts"** and you will be taken to the page to add staff.

3. Add staff

Click the blue person icon on the right side on the screen. A dropdown box will appear, and you will be able to enter information for each employee: first name, last name, email and role.



Role Types: primary contact, billing contact, member admin contact, employee, voting member, and organization board member. Please ensure contacts for each role are submitted.

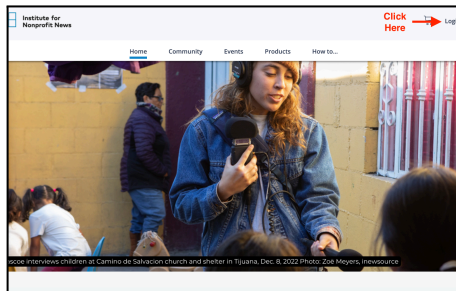
Then, click on the **“Update”** button, and continue adding staff as needed.

If you have any questions regarding your account login, please contact us at login@inn.org.

Post a Position to the Jobs Board

The [INN Jobs Board](#) is viewed by thousands of people every week. Positions appear both online and in our newsletters every week. Now, it's easier than ever to post a position! Follow these instructions to create and edit job posts in the member portal. If you experience trouble accessing your account, please contact login@inn.org.

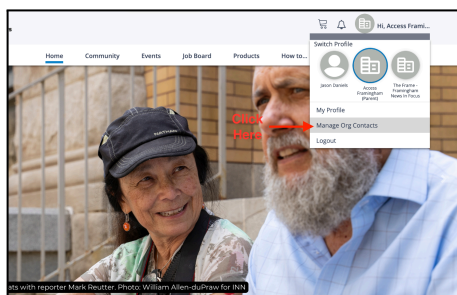
1. Access the member portal



Bookmark the page for easy reference:
<https://inn.users.membersuite.com/home>.

In the upper right-hand corner, you'll see a button that says “Login/Sign up.” Click on that button and select **“Login”** to access your profile.

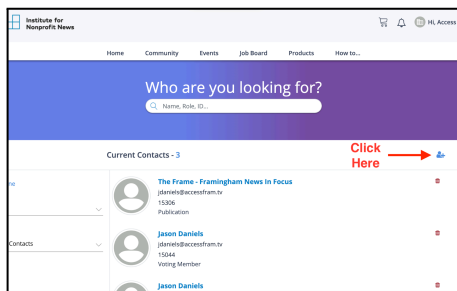
2. Go to “job board”



Located in the navigation bar, a dropdown menu will appear when you click the ‘job board’ button.

Select **“Post a Job”** and you will be taken to the page to create your job posting.

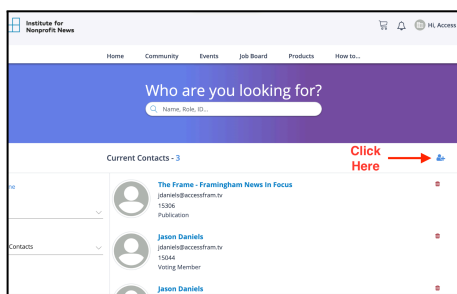
3. Create your job post



Enter information for each required field. Completing every field is best practice; don’t forget your links and logo.

When finished, click the **“Preview”** button.

4. Preview your job post



This is important as there is no ability to edit your post. If an error is made, you have the option to go back and edit, before posting. If you notice an error later, you will need to create another job post. Then you can request to have the incorrect one removed via email.

Job postings will expire after 60 days. Feel free to include an application close date in the body of your description.

When finished, click the **“Confirm”** button.

If you have any questions regarding your account login, please contact us at login@inn.org.