



Welcome to the ROA Department/Chapter Management Portal!

Everything you need to stay connected with your members is right here. You can quickly **download member reports** or **send emails** to your members in just a few steps.

Accessing the Portal

- **Step 1:** From the ROA Homepage (www.roa.org) click on the top right button “My Profile.”
- **Step 2:** Enter your username and password. It will take you directly to your profile page.
Note: If you do not know your username or password, click “Forgot Your Login?” or email tware@roa.org.
- **Step 3:** Select the Department or Chapter name of your group.

Member Reports

Instantly generate up-to-date member rosters whenever you need them. With real-time data, you'll always have the latest membership information available.

- **Step 1:** Click the REPORTS button just above the name of your group.
- **Step 2:** Select the membership report you want:
 - ★ Active Members – Complete roster with contact, demographic, and membership details.
 - ★ New Members – Members who joined your department/chapter within the last 90 days.
 - ★ Pending Renewal – Members whose memberships will expire within the next 90 days.
 - ★ Expired Members – Members whose memberships expired within the last 90 days.
 - ★ Deceased Members – Members reported as deceased within the last 30 days.
- **Step 3:** Choose your file format:
 - ★ Excel (.xlsx) – Best for most users. Includes worksheets, formatting, formulas, and easy sorting and filtering.
 - ★ CSV (.csv) – A simple file that works with most spreadsheet and database programs.
 - ★ Tab-Delimited (.txt/.tsv) – Similar to a CSV but uses tabs instead of commas, making it useful when your data contains commas.
- **Step 4:** Choose how you'd like to receive your report:
 - ★ Download – Get your report instantly.
 - ★ Email – Send the report to yourself or another leader for easy sharing.

Email Your Members

Connect with your members instantly—send targeted emails directly from the portal without ever leaving the system.

- **Step 1:** Click EMAIL MEMBERS button just above the name of your group.
- **Step 2:** From: Enter the email address that should receive any replies.
- **Step 3:** Subject: Enter your email subject.
- **Step 4:** Message: Type your message.
Tip: Messages are sent as plain text, but any web links you include will automatically become clickable hyperlinks for recipients.
- **Step 5** – Click **Send Email**.

That's it! Your message will be delivered to your members.