How to Register in the LERN MemberSuite Portal

Only the Organizations Primary Contact may register via the MemberSuite Portal. If you are unsure who your organization's primary contact is, please contact LERN at info@lern.org or call 800-678-5376.

1. Click here to access the portal https://lern.users.membersuite.com/home
2. The Organization's Primary Contact logs into the MemberSuite Portal.
3. Select the Organization's profile (selection on the right). Do not select your individual name.
4. The page should display "Welcome…" and the name of your organization. If it does, jump to Step 4. If it does not, click on the grey circle at the top right of the page next to the word "Hi", then click on your organization's name on the right.
5. Click the Events button above the rotating banner, then select Browse Events from the dropdown menu.
6. On the left-hand side of the page, click the down arrow next to "Event Categories" and select Annual Conference.
7. Click on the tile listing the dates NOVEMBER 13 – 16, 2023.
8. Click the blue Register button on the right side of the page.
9. The Registration packages that you are eligible to purchase will be displayed. Click the blue "Select" button next to your chosen package. This will flip the button to display "Selected".
10. Click the blue Next button at the bottom right of the screen.
11. Review the Registration questions and select the box to confirm you have read the statement in its entirety. Failure to follow the correct format will cause a delay in registering your participants for the Conference.
12. Click the blue Next button at the bottom right of the screen.
13. Review your selection. The cost reflected here will be the price you will pay upon checkout.
14. Click the blue Add to Cart button at the bottom right of the screen.
15. Click the blue Checkout button at the bottom right of the screen.
16. Select the radial button next to "New Payment Method" and enter your credit card details.
17. If there are any credits on your account, you can enter the amount of the credit you'd like to use and click the "Use Credit" button. The button will turn blue once you add in a credit amount.
18. Select the radial button next to your correct credit card billing address. You may use the radial button next to "New Address" to type in an address not listed on your member account.
19. Click the blue Checkout button at the bottom right of the screen.

FAQs

Q: How do I access the Portal?

A: https://lern.users.membersuite.com/home

Q: I've logged into the Portal, but I don't see the option to click on the name of my organization.

A: It is possible that we do not have you listed as the organization's primary contact. If you should be list as the Primary Contact, please give us a call at 800-678-5376 to discuss updating your LERN member account.

Q: What is the cost for the 2023 Virtual Conference?

A: The cost for the conference is $1,995.

LERN Members have the opportunity to lock in the early bird rate by registering before July 30. The early fee for Organizations with 5 or fewer FTE staff: $995, includes up to 5 people from the same organization. The early cost for Organizations with 6 or more FTE staff: $1,495, includes up to 30 people from the same organization.

Q: When I click on Register it doesn't give me the correct package options.

A: The Conference is priced based on the number of FTE in your organization's Lifelong Learning or Continuing Education department. If you feel the package available to you is incorrect, give us a call at 800-678-5376 to discuss your LERN member account.

Q: I see the correct package options, but it doesn't give me the early bird pricing.

A: The pricing will be automatically adjusted when you get to the final pay screen. The system may show $1,995, until you reach the final Summary page.

Q: I walked through all the steps in the Portal, but I don't want to pay with a credit card.

A: Give us a call at 800-678-5376 so that we can assist you with completing your registration.

Q: I registered through the portal, but how do I sign up my individual employees?

A: Please send in your participants list in the form of an excel spreadsheet with one column for the first names, one column for the last names, and one column for their emails. You can also add a 4th column and put the initials CPP next to any names of participants who wish to take the free CPP track and exam during the conference. Please do not include any headers, borders or shading on your spreadsheet. Please send this list to info@lern.org.