



New Member Support Guide

TROUBLESHOOTING ACCESS ISSUES

If a new member has issues accessing The Heights Learning Center or trainings on The Heights, please confirm the following:

- She is entered correctly into Lyre Links.
- She has created her My Alpha Chi account.
 - Check the Unclaimed New Members report in Lyre Links (Membership > Reports > Unclaimed New Members). If the new member is in this report, make sure her information is correct and help her set up her My Alpha Chi account.
- She has accepted her Annual Obligations.
 - Check the Unsigned Annual Obligations report in Lyre Links (Membership > Reports > Unsigned Annual Obligation Report). If the new member is in this report, make sure she accepts her Annual Obligations.
- She has waited 24 hours since accepting her Annual Obligations to allow the system to sync.
 - Check your Team Dashboard in The Heights to see if the new member's account has synced into The Heights. It can take up to 24 hours for the new members to be synced, so if the new member has not shown up as part of your team yet, check again in 24 hours.
- She is accessing The Heights through My Alpha Chi and not a bookmarked link.
- She first clicks on  and then  to start a training rather than clicking on the title of the training.
- She has allowed pop-ups in her browser.
- She is using the Google Chrome browser.

If a member is seeing the below page, and you believe she should have access or this is an error, please contact us at theheights@alphachiomega.org so we can look into the issue.

The Heights Learning Center

The Heights Learning Center is where Alpha Chi Omegas go to learn. Here, you'll find everything from executive board officer training to soft-skills development and everything in between. These trainings are designed with you in mind and feature engaging, interactive and impactful content to ensure your success. At this time, The Heights has educational content for all collegiate chapter executive board officers, collegiate and alumnae new members and volunteers including collegiate chapter advisory boards, province officers, collegiate volunteers, alumnae volunteers, alumnae chapter presidents and potential alumnae members.

It looks like you do not have access to The Heights Learning Center.

If you believe you should have access to The Heights and need additional assistance, email us at theheights@alphachiomega.org.

If you're a volunteer and need additional assistance as it relates to your volunteer role, email us at volunteer@alphachiomega.org.

For more detailed information on accessing The Heights, allowing pop-ups, using different devices and more, please refer to the [Chapter Administrator Guide](#).

FREQUENTLY ASKED QUESTIONS

WHY DO I NEED TO GO TO THE HEIGHTS?

The Heights is where you will find the Dedication trainings. The Dedication is what each Alpha Chi Omega chapter uses to teach all new members the history, traditions and expectations of Alpha Chi Omega membership.

WHEN SHOULD I GO TO THE HEIGHTS? HOW OFTEN?

The Dedication has a weekly online learning component to help you learn more about Alpha Chi Omega's history, traditions and membership expectations. You will want to access The Heights at least weekly throughout your new member period to be sure you are learning everything you need to know about Alpha Chi Omega.

WHAT ARE THE EXPECTATIONS FOR COMPLETING MY ASSIGNED TRAININGS? (DO I HAVE TO DO THIS?)

To be prepared for success as an Alpha Chi Omega, the expectation is that you complete your assigned training via The Heights. This ensures that every new member receives the same knowledge base and understanding of our history, traditions and expectations of membership.

HOW DO I KNOW WHAT TRAINING I AM SUPPOSED TO TAKE?

By clicking on the BROWSE CATALOG button and selecting the NEW MEMBER DEDICATION category button, you can find the list of trainings for new members to take as part of the Dedication. The Dedication trainings are intended to be taken in a specific order so you will notice each training (other than the first one) have prerequisites that you must complete before you can move onto the next training.

This is the order in which trainings should be taken:

1. Dedicated to Alpha Chi
2. Dedicated to Values
3. Dedicated to Leadership
4. Dedicated to Wellness
5. Dedicated to Growth
6. Dedicated to Sisterhood
7. Dedicated to Lifetime Membership

WHO FROM MY CHAPTER IS RESPONSIBLE FOR THE MANAGEMENT OF THIS PROCESS FOR US?

As The Heights is where new members will be getting education about Alpha Chi Omega, your VP new member education will be responsible for the management and follow-up for your chapter's new members. She will be receiving additional information and resources about how best to support you through the training process.

WHAT SHOULD I DO IF I'M HAVING ISSUES ACCESSING THE HEIGHTS?

Before you can access The Heights, you need to first set up your My Alpha Chi account and accept your Annual Obligations. Once both of those steps are complete, it can take up to 24 hours for the newly created account to sync within The Heights. If you try to access The Heights before your account is synced, it will take you to a blank page. If you experience this, please wait 24 hours before trying again.

Please note you must go through My Alpha Chi to access The Heights. If you would like to add a bookmark for easy access, please bookmark [this page](#).

If you have issues setting up your My Alpha Chi account or did not receive an access code to do so, please reach out to your vice president new member education.

If you have additional questions or need additional assistance with troubleshooting, please reach out to theheights@alphachiomega.org.