

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 signed 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 signs her Annual Obligations.
- She has waited 24 hours since signing 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 taken the Intro to The Heights Learning Center training, which is required before she can access any other training.
 - If she has taken the training on alphachiomega.org or if she has previously taken the training, she will still need to enroll in and launch the training in The Heights to take the pre-assessment in order to test out of the training.
- She has allowed pop-ups in her browser.
- She is using the Google Chrome browser.

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 is a nine-week new member education process and is intended to be taken at a rate of at least two trainings per week. 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?

You will be automatically enrolled in the Dedication trainings. Trainings will appear in your Learning Center one at a time in order of when you need to complete them. Once you complete one training, the next training will appear. You can also see the full list in the Catalog section by selecting the NEW MEMBER category.

This is the order in which trainings will appear:

1. Intro to The Heights Learning Center
2. Member Responsibilities and Expectations
3. The Founding Story of Alpha Chi Omega
4. Chapter Structure
5. The Insignia and Traditions of Alpha Chi Omega
6. Chapter Operations
7. Mystagogues and Mentorship
8. Adjusting to Alpha Chi

9. The Ritual of Alpha Chi Omega
10. The Backstops: A Blueprint for Healthy Choices
11. Membership Standards
12. Diversity, Equity and Inclusion: What It Means for Alpha Chi Omegas
13. Alpha Chi Omega National Structure
14. Leadership and Elections
15. Lifetime Membership
16. Your Alpha Chi Story
17. Preparing for Initiation
18. Formal Chapter Meeting
19. Reviewing Initiation

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 sign 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 alphachiomega.org account or did not receive an access code to do so, please reach out to your vice president public relations and marketing.

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