



## What's a NEON Account?

**NeonCRM** is a *Customer Relationship Management* software package that the NSS is contemplating using to replace the aging NSSTrak (DataEase) system that runs under DOS and is not web-aware. It will provide you with a great leap forward in member services, as well as free up the office staff for other tasks! You'll be able to create your own login that will work for Neon as well as all the other secure pages on caves.org, manage your profile, join and renew your membership securely with just a click, view a member directory that includes photos as well as actual contact information, make donations and bookstore purchases, register for events, and more.

### **BUT --**

Neon is not yet fully active. Due to changes now underway in the NSS accounting system, NEON cannot at this time interface with our accounting, so member data has not yet been moved to it. However, other parts of NEON are already being used: the NSS Bookstore is now part of NEON, and registration for events is also available there. These functions need to refer to your member data, so in order to use them, you must first create your own NEON account. Thereafter, you will be eligible for the Bookstore's 10% discount on books published by the NSS. Under Neon, family memberships can only be created by the household head, and are sync'd with and paid by that person. If you have family members with NSS memberships, they will be added to your household account, and when you register for an event (e.g., convention), NEON will offer to register them at the same time, with a single payment.

### **SO --**

The first step is to create your own Neon account. Do that [HERE](#) or use the **Log into Neon Account** link on the home page. Remember, you *don't* need to (*and can't*) join or renew your NSS membership in Neon. If you're already a member, a membership will be created for you in your Neon account by the webmaster within just a few hours, and you'll receive an email notification. If you are *not* yet an NSS member, please use [this link](#) to join us!

**Feel free to look around Neon.** All of its functionality is available; it just doesn't yet have NSS membership data loaded. But you can flesh out your profile, change your password, add a shipping address, patronize the Bookstore, and peruse in the Member Directory the hundreds of other accounts already created. However, don't change your membership type (everyone in Neon is a Regular Online member) or join/renew; for now, that must still be done via the old system, using the [web form](#).

**What if I forget my password?** Just click on the *Forgot Password?* link on the login page, enter the email address associated with your account and we'll email you a link to recover that information.

**Watch for the full Neon implementation soon!** We'll send you a message notifying you that your real NSS account information has been loaded; it will overwrite your temporary account. You'll receive a unique temporary login to access it, and can then change it to your own private login.

**Other questions?** E-mail [webmaster@caves.org](mailto:webmaster@caves.org).