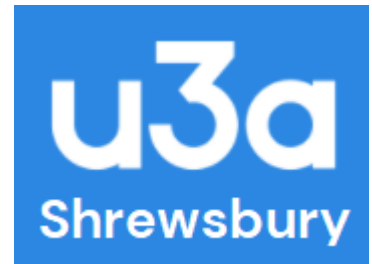


✓ **Checklist: How to Handle a Lapsed Member Who Wants to Rejoin (and Pay Online)**

This workflow ensures the member can renew through PayPal **without** creating a duplicate record and **without** using the “Join Again” route.



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### 1. Locate the Member Record

- Go to **Members** → **List Members**
- Search for the member by name or email
- Confirm their status is **Lapsed**

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### 2. Change Their Status Back to “Current”

This is the key step.

- Open the member’s record
- Change **Membership Status: Lapsed** → **Current**
- Save the record

This immediately restores their ability to renew online.

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### 3. Do NOT Change the Renewal Date

- Leave the renewal date exactly as it is
- PayPal will update it automatically once they renew
- This avoids inconsistencies in reports and avoids manual errors

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### 4. Email the Member

Use wording like:

“Your membership has been reactivated so you can renew online. Please log in to the Members’ Portal and you will now see the Renew button. You can complete your renewal and pay via PayPal as normal.”

This keeps it simple and avoids explaining Beacon’s quirks.

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## 5. Member Logs In and Renews

- They log in using their existing details
- They now see the **Renew** button
- They complete payment via PayPal
- Beacon updates their renewal date automatically

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## 6. Confirm the Renewal

After PayPal processes the payment:

- Beacon updates the renewal date
- Status remains **Current**
- No duplicate record is created
- No manual intervention needed

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## 7. Optional: Check Group Memberships

If you previously removed them from groups:

- Go to **Groups** → **Group Members**
- Add them back if appropriate

If you didn't remove them earlier, Beacon will have kept their group memberships intact.

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## 8. Done — No Further Action Required

This workflow keeps the database clean, avoids duplicates, and gives the member the smooth online renewal experience you prefer.

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End of tutorial.