

Chapter Membership on the ATD Store: Data Integration Troubleshooting

Introduction

A key element of the Chapter Membership on the ATD Store program—which allows chapters to sell their memberships via td.org—is the API integration between ATD’s association management system and each chapter’s WildApricot site. This integration allows the two systems to “talk” to each other and share member information. For example: if a new member joins your chapter via the ATD website, their information is sent to your chapter’s WildApricot database automatically through this connection.

For the integration to work properly, **certain contact and membership fields must exist in your Wild Apricot site** and be set up exactly as required. Even small changes—such as removing a field, changing its spelling, or altering its formatting—can cause the integration to fail and prevent the transfer of data.

Required Contact & Membership Fields

To maintain a healthy integration, your chapter must include specific contact and membership fields in Wild Apricot exactly as provided by ATD.

- Chapters are welcome to **add additional fields** to their Wild Apricot database to collect information that’s important to their operations.
- However, you **cannot change or remove any of the ATD-provided fields**.

Below are the required field names necessary for inclusion in your common and membership fields. Please note fields with an “*” should be marked as required in Wild Apricot.

Contact Fields

- ATD Member ID (mark field as “no access-internal use”)
- First Name*

- Last Name*
- Title
- Organization
- Primary Address Line 1*
- Primary Address Line 2
- Primary City*
- Primary State*
- Primary Zip Code*
- Secondary Address Line 1
- Secondary Address Line 2
- Secondary City
- Secondary State
- Secondary Zip Code
- Phone
- e-Mail
- Alternate e-mail address

Membership Fields

All below fields should be **marked as “view only,”** and should not be available for editing by members.

- ATD Member
- ATD Start Date
- ATD End Date
- Chapter Start Date

How to View and Edit Membership & Contact Fields in Wild Apricot

Making sure your fields are correct and intact is a key step in troubleshooting. You can check this by:

1. Logging into your chapter’s Wild Apricot site as an administrator.
 1. Viewing/Editing **Contact Fields:**
 1. Select “Contacts” on the lefthand sidebar.
 2. Select “Contact Fields” from the navigation at the top of the screen.

3. Select the individual field to review and adjust field names and settings.
4. A screenshot of the correct contact field configuration is included below:

Field Name	System field	Required field	For administrator access only	View only field
User ID	Yes	Yes	No	No
First name	Yes	Yes	Yes	No
Middle Name	Yes	No	No	No
Last name	Yes	Yes	No	No
Title	Yes	No	No	No
Organization	Yes	No	No	No
e-Mail	Yes	Yes	No	No
Alternate e-mail address	Yes	No	No	No
Phone	Yes	No	No	No
Primary Address Line 1	Yes	Yes	No	No
Primary Address Line 2	Yes	No	No	No
Primary City	Yes	Yes	No	No
Primary State	Yes	Yes	No	No
Primary Zip Code	Yes	Yes	No	No
Secondary Address Line 1	Yes	No	No	No
Secondary Address Line 2	Yes	No	No	No
Secondary City	Yes	No	No	No
Secondary State	Yes	No	No	No
Secondary Zip Code	Yes	No	No	No

2. Viewing/Editing **Membership Fields**:

1. Select "Members" on the lefthand sidebar.

2. Select “Membership Fields” from the navigation at the top of the screen.
3. Select the individual field to review and adjust field names and settings.
4. A screenshot of the correct membership field configuration is included below:

2. Ensuring all required fields are present, spelled exactly as provided, and marked as “required” or “view only” as indicated on the list above.

Best Practice: Monthly Membership Audit

As part of the Chapter Membership on the ATD Store program, each chapter designates an individual—usually the **VP Membership** or **chapter administrator**—to receive **real-time membership notifications** and a **weekly roster** from the ATD Store. This weekly roster includes all members who have joined or renewed their chapter membership via the ATD Store during the week prior.

To keep your records accurate, we recommend a **monthly membership audit**:

- Have the designated individual **spot-check** the weekly roster against your chapter's membership database in Wild Apricot.
- Confirm that the roster and your records match.

If you notice any discrepancies between the ATD Store roster and your chapter's WildApricot records, suspect that the integration is not working correctly, or have questions about the program or the chapter's membership fields, please reach out to you [Chapter Relations Specialist](#) for guidance and troubleshooting support.