Login Tips and Frequently Asked Questions

Members, Supporters, Donors, and other Contacts access Sonic Guild's systems using an email and password established inside our Membership Management System. Members may use this same email and password to access our private Member Community Portal.

Listed below are several tips to help you access our systems.   If you need additional assistance, please reach out to our Membership team at membership@sonicguild.org.

Where do I login?

Members may go to https://community.sonicguild.org to login to the private Member Community Portal. Use the Login button to the upper right or the login form on the screen. The Login form shown below will appear when the Login button in the upper right is pressed. Your username and password will work on both.

If you are having difficulties logging in, especially when renewing your membership, use this URL to directly access your Membership Profile. https://membership.sonicguild.org/sys/profile

Supporters, Donors, and other Contacts should login directly to the Membership System Profile at: https://membership.sonicguild.org/sys/profile

How do I reset my password?

In the login box, click on the "Forgot Password" or "Reset Password" link. Clicking this will send an email with a link to reset your password. This email will be sent to your primary email address noted on your Membership Profile. Follow the link and instructions inside that email.

NOTE: If you have a password manager, read the following section about password managers.   When you save your new password, it must be saved to all entries for Sonic Guild systems.

Your system does not recognize my email address? How do I login?

In some cases, members have a Primary email and an Alternate email listed on their Membership profile.   You may receive our newsletters at both email addresses, but only the Primary email is recognized as your username for login purposes. If you need assistance, reach out to our Membership team at membership@sonicguild.org to identify your proper Primary email address for login.

Why doesn't my password manager (e.g. LastPass) recognize your site when I login?

When you save your password to your password manager, use the URL/domain: https://sonicguild.org.

Sonic Guild uses several software systems connected together behind the scenes. When you access our systems, you may see different subdomains (community.sonicguild.org or membership.sonicguild.org). Using the "root" domain (sonicguild.org) ensures that your password manager will recognize the site regardless of how you try to access it.

If your password manager has 2 "entries" for Sonic Guild (for membership.sonicguild.org and community.sonicguild.org), we recommend deleting these "entries" and creating a single new "entry" for sonicguild.org.

How do I change my primary email address (and username)?

Please contact our Membership Team at membership@sonicguild.org to change your primary email address that should be used for login.

When I go to the "Member System Profile" page, I see another Login screen. Why?

Some browser settings prevent our Community Portal from sharing login details with the embedded Member System Profile "window".

If you log into the Community Portal and still see the screen below, enter the same username and password a 2nd time.

If you continue to have issues, you may access your Member System Profile directly by following this link: https://membership.sonicguild.org/sys/profile

If you see your name and photo here, you are logged into the **Community Portal** successfully

Community Portal

Membership System