



AFT Membership Card –FAQs for Affiliates

AFT members can enjoy the benefits of membership by using their membership card information to create a personal account that gives them access to AFT + benefits, AFT Advantage retail discounts, online registration for AFT meetings and conferences, and various other online resources at www.aft.org/members.



Q-1: Who gets the AFT membership card, bearing the name of your local?

A-1: Membership cards are mailed to all active-status members in your local who are in the following dues categories:

- Full
- Half
- Quarter
- Eighth
- Retired
- Two-Thirds (Connecticut only)

Additionally, local staff are entitled to AFT benefits and are mailed cards if their names are reported by the local to the AFT. There are no dues, fees or charges for staff to receive the cards and have access to AFT + benefits and resources online.

Q-2: When are cards processed for new members?



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A-2: The AFT scans its membership database once monthly around the 15th of each month for the purpose of issuing cards for new members. New member records that have been added to our database since the previous month's production run are automatically selected for processing and cards are mailed directly to members' home addresses.

Q-3: What does my local need to do to get membership cards to new members?

A-3: All your local needs to do is update your monthly membership data with the AFT prior to the 15th of each month using your usual method of reporting. New members' names added since the previous card production run will be automatically selected for card production and mailing. Cards should arrive within approximately three weeks of the production run date.

Q-4: There is no visible expiration date on the card. What is the process for invalidating the card of a person who is no longer a member?

A-4: When a member's or staff person's status changes from "active" to "inactive" (no longer a member or local staff person), this information should be immediately updated through the usual membership reporting mechanism used to report your data to the AFT. This will ensure that only eligible members get the benefits, AFT publications and access to information intended for AFT members. However, those who retire while still members of the union are eligible to retain their active membership status and card for life.

Q-5: A member of my local has not received a card. How can my local help?

A-5: Since it is not yet possible for our affiliates to request a card through membership software, you may advise members who have not received their cards to log on at www.aft.org/members and click on the membership department e-mail link under "Contact Us," which is located on the "Get Help" menu. The member should fill out all pertinent information and select "**I need a replacement membership card.**" A valid home and e-mail address must be provided. The local's name or number is required, but the individual's membership number is optional. Alternatively, an affiliate can log on to the same Web address and can request a card on behalf of the member in the same way. Once we have validated membership status, a card will be mailed to the member's home address within three weeks of the date of the request.

Q-6: If a member does not have access to a computer or the Internet, how can he or she request a card?

A-6: Members without computer access or who do not wish to use the Internet may contact the AFT membership department by phone at 800/238-1133, ext. 3421, to



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request a membership card. Upon validation of membership, a card will be mailed to the member's home address within three weeks of the date of the request. Also, see **Q-3** above for additional information.

Q-7: What if a member needs proof of membership immediately?

A-7: Members who have already created their accounts at www.aft.org/members may log on and print a temporary proof-of-membership card directly from their accounts. Under "Your AFT Account Information," select the link "Print Temporary Membership Card." Adobe Reader is required for printing.

Q-8: Can a member request a replacement card from his or her personal online account?

A-8: Yes. By selecting the link "Request Replacement Membership Card" under "Your AFT Account Information," a replacement card may be requested. Mailing and e-mail addresses are displayed and should be reviewed for accuracy. At the bottom of the form, click "Yes" and then "Submit" to request a new card. A card will be mailed to the member's home address within three weeks of the request. NOTE: When appropriate, local affiliates may provide a member with his or her unique ID number for creating a personal account and requesting a card.

Q-9: How can my local help members find their AFT membership ID numbers?

A-9: For a listing of your local's membership ID numbers, local officers or authorized staff can log on to <https://hqsecure.aft.org/tools> using their account information and then select the "**Frozen Membership Report**" link. By selecting the most current month's "detailed" report, a membership listing will be displayed along with each member's membership ID number.

Q-10: As a local officer or authorized staff member, what do I need to get access to the Frozen Membership Report and other AFT systems?

A-10: Local officers and staff authorized by a local officer can get access to the Frozen Membership Report by creating their personal accounts at <https://hqsecure.aft.org/tools>. To do this, they will need your local's PIN, which can be found on your monthly per capita billing invoice or by contacting the AFT membership department. For assistance with creating your account, contact the AFT membership department at 800/238-1133, ext. 3421. Please note authorized staff must complete an authorization-for-access form and have it signed by an officer of the local prior to getting access. Forms may be requested by e-mailing membership@aft.org or by calling the phone number provided above.



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Q-11: My local uses AFT membership software to update our membership data. Can I access membership IDs from this software?

A-11: Unfortunately, not at this time. In Membership Suite and other AFT systems, with the exception of the AFT Toolkit Workspace, users must access the **Frozen Membership Report** (outlined above) for members' ID numbers.

Q-12: How do members validate their new membership cards?

A-12: There are two ways to validate the AFT membership card: (1) Go to www.aft.org/members using the AFT membership ID number on the card to create a personal account and get access to AFT benefits; or (2) Call 888/238-5646 and select option 1.

Q-13: Why should members validate their AFT membership cards?

A-13: We urge all locals to encourage members to validate their cards. Validating the membership card grants members access to AFT benefits and other resources. Members can also update their personal profile and e-mail information, which will be immediately incorporated into members' records as updates in the AFT's membership database. Updated membership lists and information can be shared with respective locals upon request, giving locals current contact and e-mail information for communicating with their members.

Q-14: In addition to getting access to benefits, what else can members do on the members-only website?

A-14: Members can accomplish the following (through a secure server):

- Update their profiles, which also updates their membership records on file with the AFT;
- Register for an AFT meeting or conference;
- Print a temporary proof-of-membership card;
- Request a new membership card;
- Access various retail discounts and services; and
- Access other resources and information.

Q-15: How do we report our staff information to the AFT?

A-15: Staff information may be reported to the AFT using your normal membership reporting tool. Affiliates may also report and update staff information using the new AFT Toolkit. [Click here for a demonstration of the Toolkit.](#) Contact the AFT SASDesk at 800/238-1133, ext. 4504, or e-mail SASDesk@aft.org for more information.



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Q-16: What information is required to update affiliate staff in the AFT database?

A-16: The information required for updating staff records in our database is first and last name, staff title, and e-mail address. Home address for staff is not necessary, since the affiliate's address is used for communications and mailing of their membership cards.

Q-17: Once affiliate staff is reported in the AFT database, is there anything else we need to do to maintain these records?

A-17: No, not unless there is a change in staff or in the staff information previously reported. It is the responsibility of each affiliate to keep staff information current.

Q-18: Is there anything an affiliate needs to do to request membership cards for staff?

A-18: No. Once you have added new staff to our database, membership cards will be mailed to the local office address on file with the AFT.

Q-19: How can affiliate staff access and participate in AFT + member benefits programs?

A-19: Using the unique AFT membership ID number found on their membership cards, staff may log on to the AFT members-only website to participate in or view available benefits.

Q-20: What benefits come with the card?

A-20: All AFT members and affiliate staff have exclusive online access to AFT + member benefits programs, which include voluntary insurance plans, credit card programs and mortgage services, as well as hotel, car rental and entertainment offerings. Members and affiliate staff can participate in the AFT Advantage, a program that gives members online discounts and privileges at a wide variety of retailers, restaurants and local merchants.

Q-21: If a member's name is spelled incorrectly on the membership card, what should he or she do to correct this information?

A-21: For security purposes, a member is not permitted to make changes or corrections to his or her name online. The member should be directed to contact the local with the name correction, and the local should report this information immediately to the AFT. A member who would like a corrected membership card should be instructed to log on to the members-only website and, using the "Get



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Help” tab, send an e-mail to the AFT membership department. The member must fill in all required information and then select “Other” from the drop-down box. In the comments field, the member should include both the incorrect spelling as listed on the card and the corrected information. Current mailing and e-mail addresses should be provided. A corrected card will be mailed directly to the member’s home address in approximately three weeks from the date of the request.

Q-22: How does a member report an address change?

A-22: A members may report an address change by logging in to his or her personal account at www.aft.org/members. Once logged in, select “My Account” to update address information. **This information will automatically update the AFT membership database.**

Q-23: If a member changes his or her address, will this trigger a new membership card being sent?

A-23: No, a change in address will not trigger a new card being sent. New or updated membership records added to the AFT membership database will.

Q-24: If a member is reinstated and his or her membership status is changed from inactive to active, does this automatically trigger a membership card being mailed?

A-24: Members reinstated after January 2010 will receive a membership card only if they did not previously receive one when the new AFT membership cards (i.e., cards without visible expiration dates) were issued beginning in January 2010. A new card may be requested if needed. For example: In the case where a member was issued a membership card after January 2010, subsequently left the union, then returned to active status, a membership card will not be automatically reissued. The returning member’s membership ID number will remain the same as when he or she was a member previously.