



## ANNOUNCEMENT

Due to COVID-19 precautions, **effective Wednesday, March 18, 2020, the National Headquarters office of Delta Sigma Theta Sorority, Incorporated will operate remotely until further notice.** Please review the information below related to our current operating status.

### **Suspended National Headquarters Activities**

**National Headquarters Tours**

**Delta Store Online Ordering**

### **National Headquarters Telephone Operations**

Due to our remote operating status, telephone service is limited. Therefore, we encourage you to take a moment to review the ***“How May I Direct Your Inquiry”*** directory below and to the extent possible, utilize the company email addresses below for assistance. We have also provided instructions for how to access the Member Portal.

## **DST NATIONAL HEADQUARTERS “HOW MAY I DIRECT YOUR INQUIRY”**

### **Customer Support Service Center**

▲ **Sisters Only Member Portal access:**

[customerservice@deltasigmatheta.org](mailto:customerservice@deltasigmatheta.org)

▲ **Duplicate Membership Certificates/Duplicate Membership Cards:**

[dupmembershipcert@deltasigmatheta.org](mailto:dupmembershipcert@deltasigmatheta.org)

If you submitted a Duplicate Membership Certificate order between January 1<sup>st</sup>-March 1<sup>st</sup>, your order will still be processed with delayed delivery. **For immediate access to your electronic Membership Card, please download the DST App.**

▲ **54<sup>th</sup> National Convention Credit:**

[conventioncredits@deltasigmatheta.org](mailto:conventioncredits@deltasigmatheta.org)

- ✓ If you wish to locate your credit, log into your **Sisters Only profile, select Events > 54<sup>th</sup>National Convention Credit.** You will not have access to this page if you have already used your credit or if you do not have a credit.
- ✓ 2020-2021 Dues Process for Members-at-Large with Convention Credits  
At-large members seeking to use convention credits to pay 2020-21 National dues **cannot pay online.** Please email [conventioncredits@deltasigmatheta.org](mailto:conventioncredits@deltasigmatheta.org) for assistance with processing your convention credit and dues payment.

▲ **Member Verifications/Omega Omega Verifications:**  
[memberrelations@deltasigmatheta.org](mailto:memberrelations@deltasigmatheta.org)

For member verifications, please include Current Name, Last Name at Time of Initiation (if known), Member #, and Current/Last Chapter of Affiliation.

\*Please note that due to the current National Headquarters operating status, research that requires in-office action will be delayed. It is extremely important to provide as much information for the member as possible.

▲ **National Heritage & Archive: Requests:**  
[archivist@deltasigmatheta.org](mailto:archivist@deltasigmatheta.org)

\*Access to certain archival information is limited due to the current operating status of National Headquarters.

**For all other member inquiries, please email: [customerservice@deltasigmatheta.org](mailto:customerservice@deltasigmatheta.org).** We will respond as quickly as possible. Please avoid sending multiple emails for the same request, as this vastly impacts our ability to respond in a timely manner.

**Other Key National Headquarters Mailboxes**

- ▲ **Membership Intake:** [membershipintake@deltasigmatheta.org](mailto:membershipintake@deltasigmatheta.org)
- ▲ **Program Planning & Development:** [ppd@deltasigmatheta.org](mailto:ppd@deltasigmatheta.org)
- ▲ **Social Action:** [socialaction@deltasigmatheta.org](mailto:socialaction@deltasigmatheta.org)
- ▲ **Certified Licensed Vendors/Exhibitors:** [ip@deltasigmatheta.org](mailto:ip@deltasigmatheta.org)
- ▲ **Arts & Letters (Delta Authors on Tour/Pride in Our Heritage):**  
[artsandletters@deltasigmatheta.org](mailto:artsandletters@deltasigmatheta.org)
- ▲ **Vendor/Supplier Payment Inquiries:** [accountspayable@deltasigmatheta.org](mailto:accountspayable@deltasigmatheta.org)

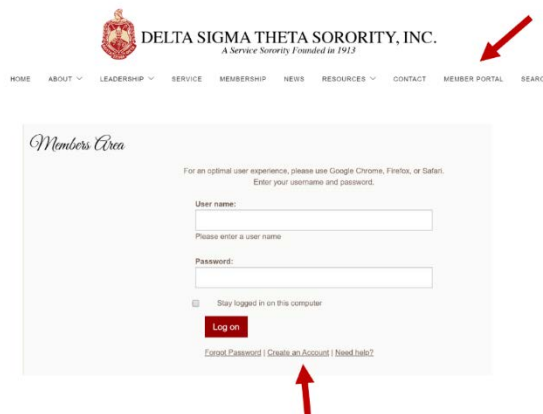
**For all other inquiries not addressed, please send to: [dstemail@deltasigmatheta.org](mailto:dstemail@deltasigmatheta.org).**

**SELF-SERVICE MEMBER PORTAL**

**Sisters Only Member Portal Account Creation**

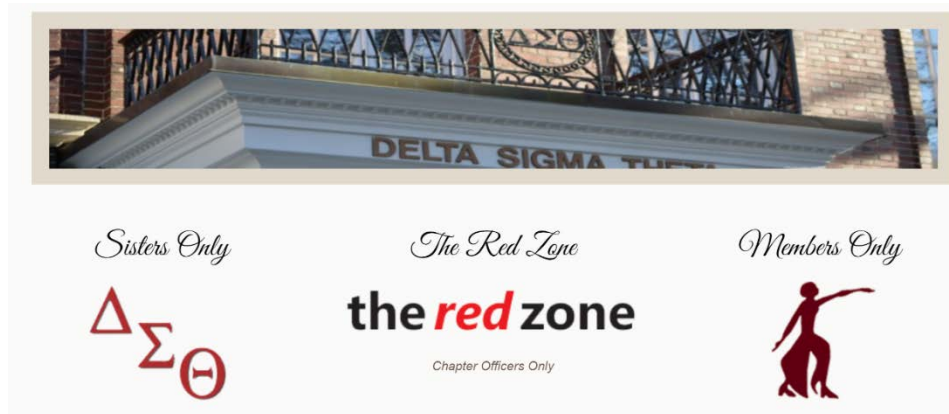
Creating an account allows you to update your contact information (address, email, emergency contact number, phone number), place orders for materials, register for events and have access to your membership information.

- Using Google Chrome, Firefox or Safari, login to [www.deltasigmatheta.org](http://www.deltasigmatheta.org)
- Click on **Member Portal** (located above Founders picture)



- Under the red logon button, click **Create an Account**
- **You will need to know specific membership data to gain access.**
- Enter your email address and click submit.
- You will receive an email to complete the registration process. **\*If you do not receive the email in your inbox, please check your SPAM folder.\***
- Click the link provided in the email to create your username and password.
- Create your username and password and click Submit
- Read and sign the Confidentiality Agreement.
- Sign your name exactly as it appears on the form.
- Click Submit.

**Once you have successfully created your account, please log into the Member portal and select “**SISTERS ONLY**”. Your profile page will appear.**



### **Update Contact Information:**

- Click on the pencil on the right of the screen to update your contact information as needed.
- Click “Save Changes”.
- Be sure to include or update your email address and your emergency contact person’s information.
- You can toggle back and forth from Sisters Only to Members Only.
- **You will only have access to the REDZONE if you are an authorized chapter user.**

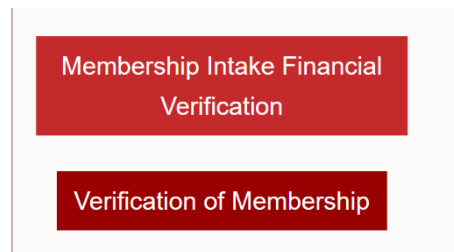
**\*Special Note:** All members can access the Sisters Only portal. Financial members can access the Sisters Only and Members Only portals. Only authorized national, regional, and local users can access the Red Zone.

### **Sisters Only Member Portal Account Recovery**

- Under the red logon button, click **Forgot Password**
- You will have two options to recover your account:
  - (1) **Recover by Username or Email Address (this is the quickest way to recover your account).**
  - (2) **Recover by Membership Information.**
- Enter the requested information and submit.
- You will receive an email with instructions to recover your account **\*If you do not receive the email in your inbox, please check your SPAM folder.\***




**Membership Intake Financial Verification Letter and Verification of Membership:**

- Once you have accessed your Sisters Only profile, scroll beneath your photo area to find the applicable verification letter you need.
- To access the Membership Intake Financial Verification Letter, you must be financial for two consecutive years, current year (2019-20) and prior year (2018-19).

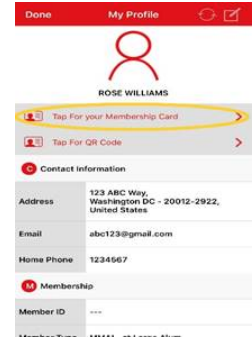
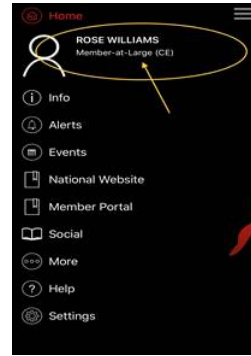
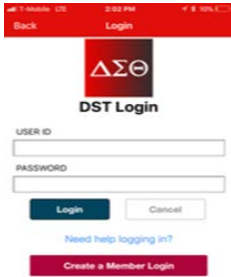


**INSTRUCTIONS FOR DOWNLOADING THE DST MOBILE APP**

Additionally, you may now access your membership card through the new **DST Mobile** app. The app can be downloaded on your smart phone via Google Play (Android Device) or the App Store (Apple Device).

1. Select the “**App Store**”  (Apple Device) or “**Google Play**”  (Android Device) icon from your smartphone menu.
2. Once in the Google Play or App Store select search and enter in the field “**DST**”.
3. The next screen will display the app named **DST Mobile App** , select “**Install**” (Android Device) or “**Get**” (Apple Device).
4. Once the app is installed select the option “**Open**”
5. On the next screen enter the username and password that is used to login to the **Member Portal** on the national site.

To access your card, select the menu option in the top left-hand corner (3 adjacent bars).



7. At the top of the menu, tap on your name to access **“My Profile”**.
8. Once you are in **My Profile** select the link **“Tap For your Membership Card”**.
9. The next screen will display your card.

***We thank you in advance for your patience and understanding during this time.***