



NCTTRAC Partners,

On **Wednesday, August 27th, 2025**, NCTTRAC is implementing single sign-on for the NCTTRAC Website and GrowthZone MemberHub. You will use your MemberHub log-in credentials to navigate seamlessly between MemberHub and the NCTTRAC Website. There will be a button on both the NCTTRAC Website and the MemberHub landing page that allows you to switch between the NCTTRAC Website and MemberHub without logging in/out again.

What do I need to do?

- If you currently have both a MemberHub account AND an account on the NCTTRAC Website:
 - You do not need to do anything. Beginning Wednesday, August 27th, you will use your MemberHub log-in credentials to log-in to both the NCTTRAC Website and MemberHub.
- If you currently have a MemberHub account but not a NCTTRAC Website account:
 - You do not need to do anything. Beginning Wednesday, August 27th, you will be able to use your MemberHub log-in credentials to log-in to both the NCTTRAC Website and MemberHub.
- If you currently have a NCTTRAC Website account but not a MemberHub account:
 - On Wednesday, August 27th, your NCTTRAC Website log-in credentials will no longer work. You will need to create a MemberHub account by following these steps:
 1. Complete the request form here: [Member Hub/Website Account Request Form](#)
 2. Once the form is submitted, NCTTRAC Admin will respond with an email link to finalize your new account and create your password.
- If you are unsure about which accounts you have:

- Please contact our Administration Department at Admin@ncttrac.org for further assistance; please include your **full name, position title, organization,** and **work email address** when submitting your email request.

What is the difference between MemberHub and the NCTTRAC Website?

- The NCTTRAC Website (www.ncttrac.org) is where you can find information about upcoming meetings, committee agendas and voting items, NCTTRAC governance, the Chiefs and Executives Dashboard, and regional system plans and guidelines.
- MemberHub is NCTTRAC's Member Account Management Platform (watch the [introductory video here](#) for more info). Through MemberHub, you can:
 - Access your membership details, documents, and account history
 - Keep your organization's contacts and delegated voting representatives up to date
 - Register for upcoming events
 - Connect with other members by searching the Active Member Directory

Please contact support@ncttrac.org if you experience any issues with your MemberHub account.