

Dear Penn Coachmen,

The [**Online Member Directory**](#) has released the new mobile applications to App Store and **Google Play Store**.

In this document you will find many instructions, but not all need to be followed. Here is a summary:

Update Mobile App	Optional steps to guide you through the upgrade of the phone app. The old app will not work unless upgraded.
Step One	Mandatory steps to help you reset your password as the login process has changed
Step Two	Optional steps only if Step One failed to reset you password using email address.
Step Three	Optional steps only if Step Two failed with cell phone #
Step Four	Optional steps only if Step One, Two, and Three failed, or if you're a brand new user.

If you need help with these instructions, please contact one of the following:

- Bob Bucklew, (610) 698-8103
- Lynda Bucklew, (610) 413-8225
- Bruce Bingham, (804) 389-1568

Important: You cannot use the **old application** on your phone until **you upgrade it**.

Important: Your new app login will use **either** your Cell Phone number, or your Email Address.

Reminder: You don't need to use a mobile app as you can always open the directory in a browser such as on your laptop, tablet, or even your phone.

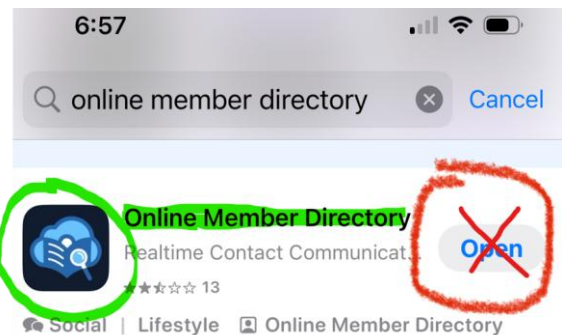
Update Mobile App: If you would like to update your mobile app, follow instructions 1-5 below:

1. On your iPhone, open the **App store (iOS)** or the **Google Play Store (Android)**.

2. **Search** for the [Online Member Directory](#). You should see this icon: .

3. **DON'T** click the **Open** button! **Do click** on the **Online Member Directory** icon to open the detailed information about the app.

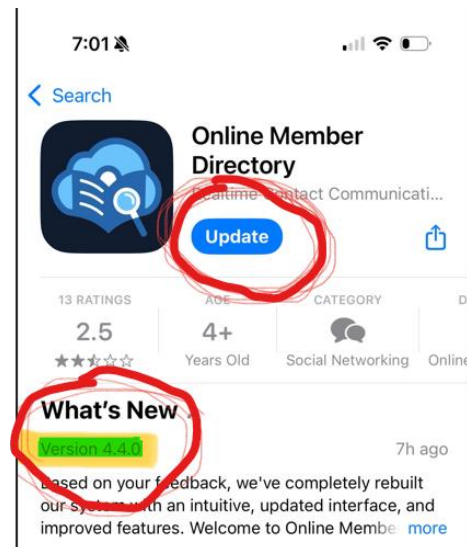
The image to the right shows the result of a search for "online member directory" in the App Store.



4. **Confirm** the app says it is version **4.4.0** under **What's New**.

If you see version 4.4.0, then click the **Update** button to upgrade your application to the latest version:

The image to the right shows [Online Member Directory](#) record expanded in the App Store.



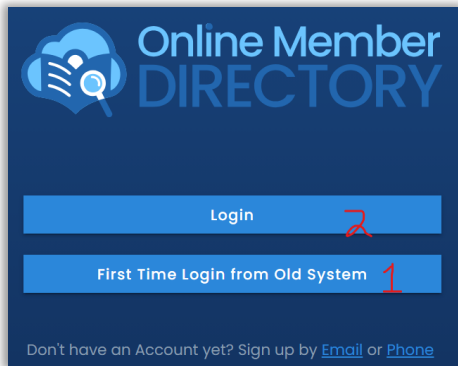
5. **When the update finishes** then you can then open the [Online Member Directory](#). You **must** now perform **Step One** below to reset your password.

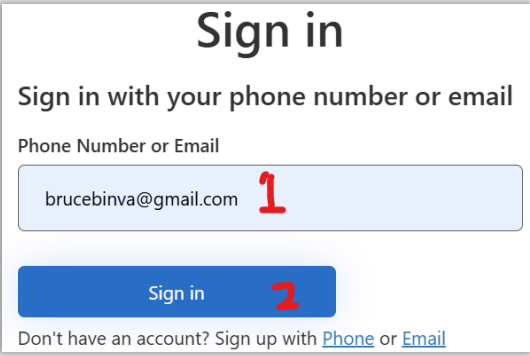
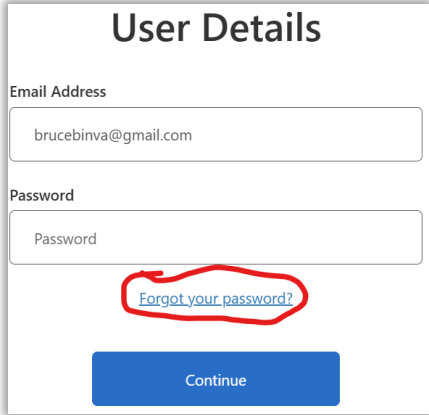
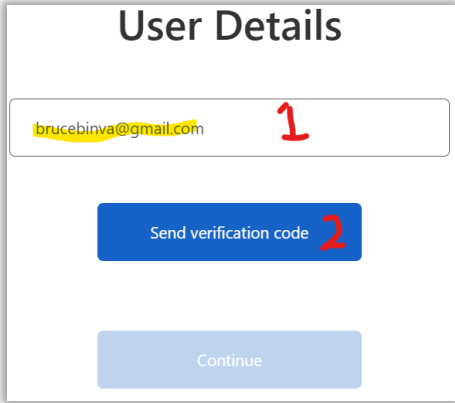
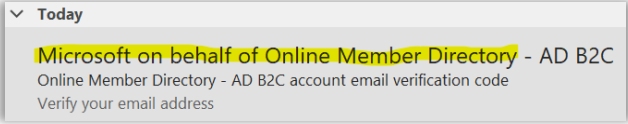
Step One: Follow these instructions, in sequence, to **Reset your password** and **log in to the new app**.

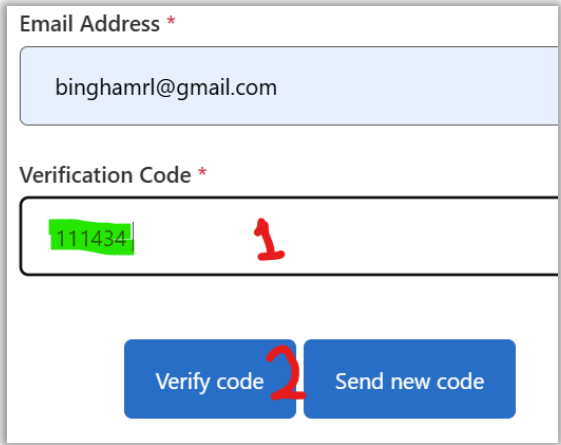
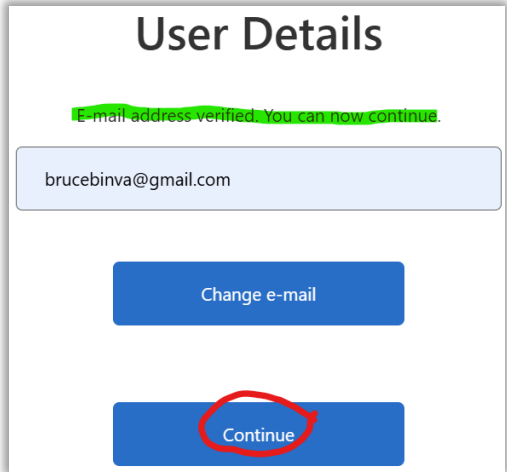
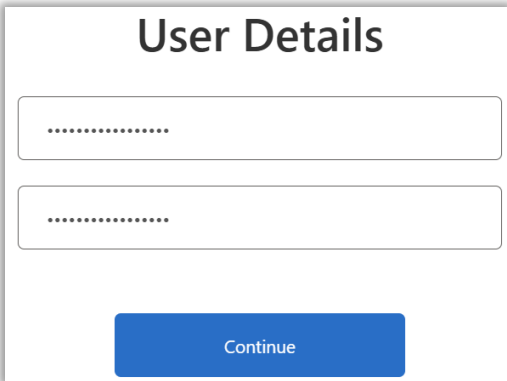
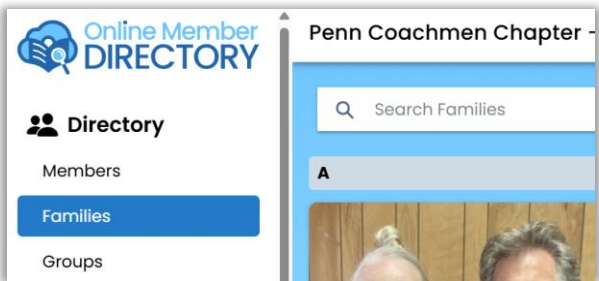
Important: Your old username and password **will NOT WORK** in the new system. All users must now log in with either an **email address** or cell phone number and then set up a **brand-new password**. Please follow these steps in order!

Important: Because the new system uses email and cell phones to identify the user, those of you who either share the same email or cell phone, or have haven't entered your email or cell phone will require additional assistance getting logged in.

This is the quickest way to get started.

1. Do one of the following steps to get into the Member Directory:→	• Click this link → https://app.onlinememberdirectory.com/ • enter URL app.onlinememberdirectory.com into your browser. • We don't recommend using the app on your phone for the first login.
2. You should see this screen where you get two options: We want you to first try the second button "First Time Login from Old System" If First Time Login from Old System doesn't work, come back to this step and Click on Login and proceed to step 4:	
3. If you clicked the option labeled "First time login from old system" do the steps to the right. • If all went well, the member directory for Penn Coachmen will open! Click the navigation options on the left (Members, Families, Groups) and if the steps work, your done! • If the steps to the right didn't work, go back to the login screen (step 1) and click Login, then continue with step 4.	The screen will prompt you to search for your old account via: • Your First Name - Required: • Your Last Name - Required: • Your Old username or Email Address are not required but can be helpful to find your record. Confirm Identity: Once your record is found, review the displayed information to ensure it is you. Click "Yes, this is me" to proceed. Follow the prompts to migrate your account and change your password. Upon completion, you'll be logged into the member directory.

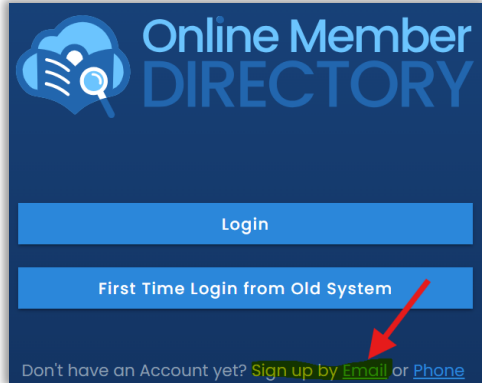
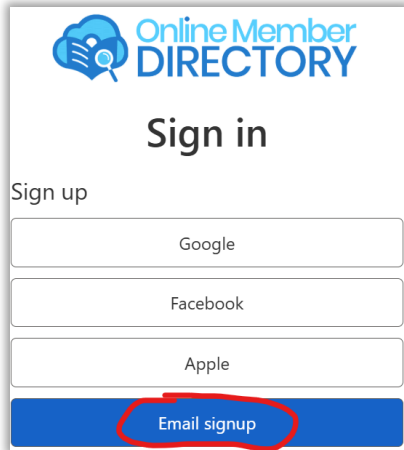
4. Enter your Email Address (provided your directory account has an email address) Click Sign In	 The screenshot shows the 'Sign in' page. At the top is the title 'Sign in'. Below it is the instruction 'Sign in with your phone number or email'. Underneath is the label 'Phone Number or Email'. A text input field contains the email 'brucebinva@gmail.com', with a red '1' next to it. Below the input field is a blue button labeled 'Sign in' with a red '2' next to it. At the bottom, there is a link: 'Don't have an account? Sign up with Phone or Email'.
5. On the User Details page, click Forgot your password.	 The screenshot shows the 'User Details' page. It has two input fields: 'Email Address' containing 'brucebinva@gmail.com' and 'Password' which is empty. Below the password field is a link 'Forgot your password?' circled in red. At the bottom is a blue button labeled 'Continue'.
6. On the User Details page, reenter your email address and then click Send Verification Code	 The screenshot shows the 'User Details' page. The 'Email Address' field now contains 'brucebinva@gmail.com' with a yellow highlight and a red '1' next to it. Below it is a blue button labeled 'Send verification code' with a red '2' next to it. At the bottom is a light blue button labeled 'Continue'.
7. Open your email and look for a message from Microsoft on behalf of Online Member Directory... Copy or make note of your code.	 The screenshot shows an email interface. At the top is a header 'Today'. Below it is an email from 'Microsoft on behalf of Online Member Directory - AD B2C'. The subject line is 'Online Member Directory - AD B2C account email verification code'. The body text says 'Verify your email address'.

8. Return to the User Detail window of Online Member Directory and enter the Verification code, then click Verify Code	
9. Assuming the code is verified, the User Details screen opens stating “Email address verified.” You may now continue.” Click Continue at the bottom.	
10. The User Details screen prompts for a new password to be entered (twice). After entering new password, Click Continue.	
11. If all went well, the member directory for Penn Coachmen will open! Click the navigation options on the left (Members, Families, Groups)	

Step Two: If you get an error message that your account cannot be found after attempting to reset your password, perform these steps.

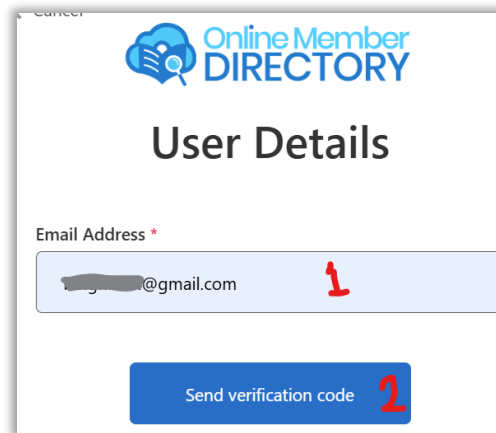
Important: Only perform these steps if you could NOT get into the system with the above instructions. If **Step One** did not work, it means the new system couldn't find your member directory data.

Important: Because the new system uses email and cell phones to identify the user, those of you who either share the same email or cell phone, or have haven't entered your email or cell phone may require additional assistance getting logged in.

1. Do one of the following steps to get into the Member Directory:→	• Click this link → https://app.onlinememberdirectory.com/ • enter URL app.onlinememberdirectory.com into your browser. • We don't recommend using the app on your phone for the first login.
2. On the Login page, under the login button click "Don't have an account, sign up by email ."	
3. On the Sign in screen, click the bottom button, Email signup .	

4. Enter your email address, then click **Send Verification Code**.

Remember, because the new system uses email and cell phone to identify the user, those of you who either share the same email or cell phone, or have haven't entered your email or cell phone may require additional assistance getting logged in.



Online Member DIRECTORY

User Details

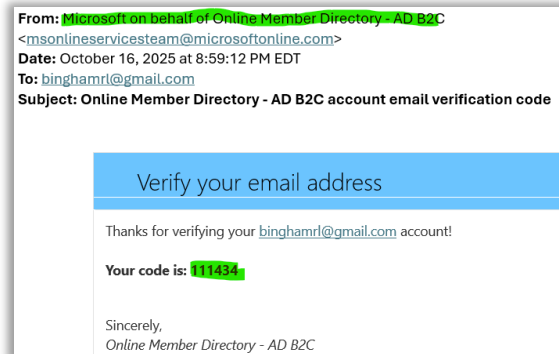
Email Address *

[Redacted]@gmail.com 1

Send verification code 2

5. Open your email and look for a message from **Microsoft on behalf of Online Member Directory...**

Copy or make note of your code.



From: Microsoft on behalf of Online Member Directory - AD B2C
<msonlineservicesteam@microsoftonline.com>
Date: October 16, 2025 at 8:59:12 PM EDT
To: binghamrl@gmail.com
Subject: Online Member Directory - AD B2C account email verification code

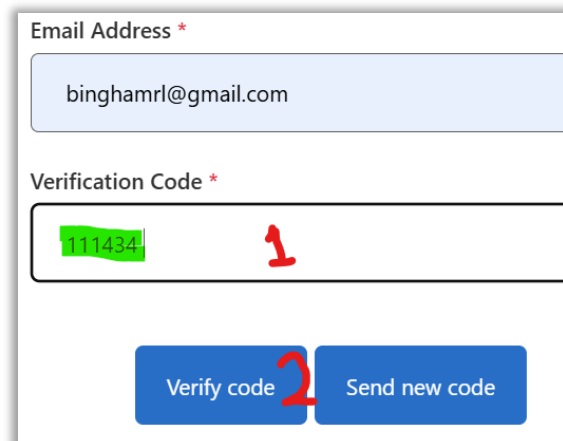
Verify your email address

Thanks for verifying your binghamrl@gmail.com account!

Your code is: 111434

Sincerely,
Online Member Directory - AD B2C

6. Return to the **User Detail** window of **Online Member Directory** and **enter** the Verification code, then click **Verify Code**



Email Address *

binghamrl@gmail.com

Verification Code *

111434 1

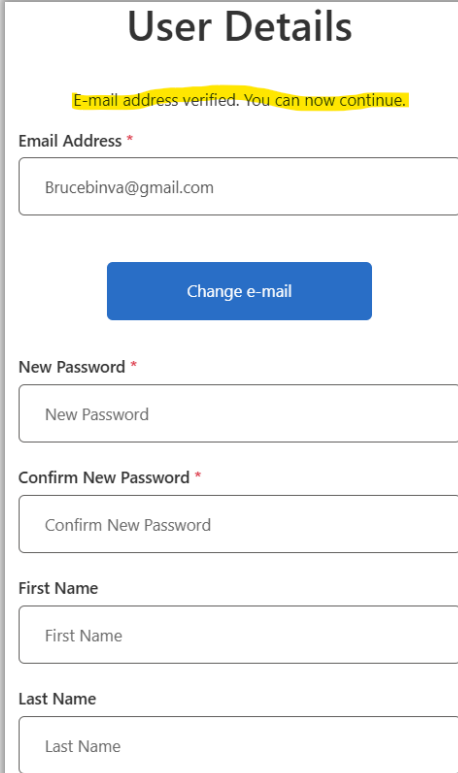
Verify code 2 Send new code

7. If the email address is recognized, the **User Detail** screen will prompt for the following information:

- new password.
- confirm the password.
- First and Last name (As they are currently in the Penn Coachmen Directory)

Then click the **Create** button at the bottom of the screen (not shown).

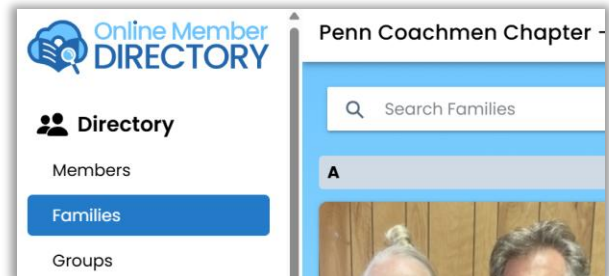
The system will try to match your email address and your name with your existing membership record.



The 'User Details' form is a vertical layout. At the top, it has a title 'User Details'. Below the title is a yellow banner with the text 'E-mail address verified. You can now continue.' followed by a red asterisk. The form contains several input fields: 'Email Address *' with the value 'Brucebinva@gmail.com', 'New Password *', 'Confirm New Password *', 'First Name', and 'Last Name'. A blue button labeled 'Change e-mail' is positioned between the email and password fields.

8. If all went well, the member directory for Penn Coachmen will open!

Click the navigation options on the left (Members, Families, Groups)



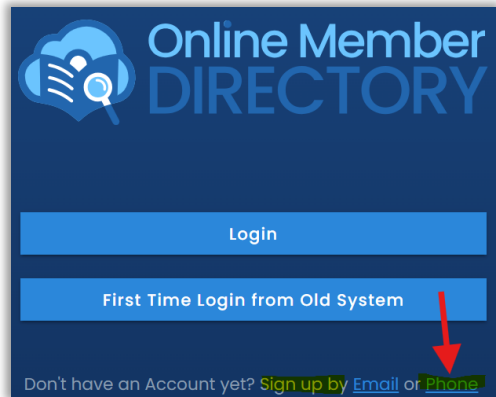
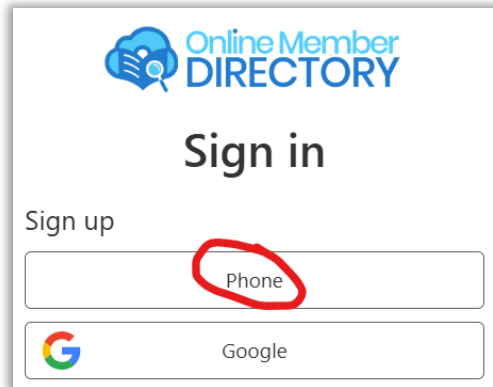
Important: If you receive an error, please move on to **Step Three** to try signing up with your phone number.

Step Three: If you get an error message using your email address, do the following to try your cell phone.

Important: Only perform these steps if you could NOT get into the system with your email address. If **Step Two** did not work, it means the new system couldn't find your member directory data using the email address.

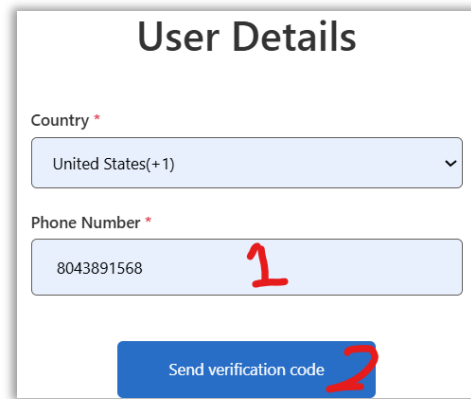
Important: Because the new system uses email and cell phones to identify the user, those of you who either share the same email or cell phone, or have haven't entered your email or cell phone may require additional assistance getting logged in.

Step 3: Try Signing Up with Your Phone Number

1. Do one of the following steps to get into the Member Directory: →	• Click this link → https://app.onlinememberdirectory.com/ • enter URL app.onlinememberdirectory.com into your browser. • We don't recommend using the app on your phone for the first login.
2. On the Login page, under the login button click "Don't have an account, sign up by Phone."	
3. On the Sign in screen, click the top button, Phone .	

4. Enter your **Cell** Phone number, then click **Send Verification Code**.

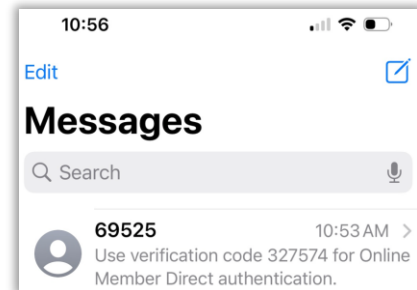
Remember, because the new system uses email and cell phone to identify the user, those of you who either share the same email or cell phone, or have haven't entered your email or cell phone may require additional assistance getting logged in.



The 'User Details' form contains two input fields. The first is 'Country *' with a dropdown menu showing 'United States(+1)'. The second is 'Phone Number *' with the text '8043891568' and a red '1' next to it. Below these fields is a blue button labeled 'Send verification code' with a red '2' next to it.

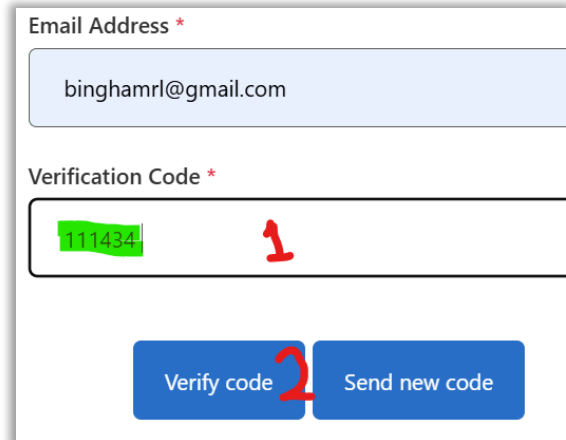
5. Check you cell phone text messages from **Online Member Direct authentication...**

Make note of your code.



A screenshot of a mobile phone's 'Messages' app. It shows a message from '69525' received at '10:53 AM'. The message text is 'Use verification code 327574 for Online Member Direct authentication.'.

6. Return to the **User Detail** window of [Online Member Directory](#) and **enter** the Verification code, then click **Verify Code**



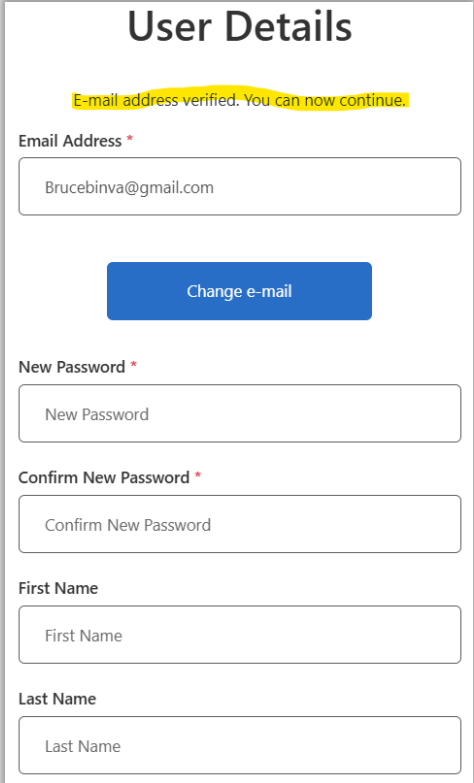
The verification form has two input fields. The first is 'Email Address *' with the text 'binghamrl@gmail.com'. The second is 'Verification Code *' with the text '111434' (highlighted in green) and a red '1' next to it. Below these fields are two blue buttons: 'Verify code' with a red '2' next to it, and 'Send new code'.

7. If the Cell Phone is recognized, the **User Detail** screen will prompt for the following information:

- new password.
- confirm the password.
- First and Last name (As they are in the Penn Coachmen Directory)

Then click the **Create** button at the bottom of the screen (not shown).

The system will try to match your Cell Phone number and your name with your existing membership.

A screenshot of a web form titled "User Details". At the top, a yellow banner reads "E-mail address verified. You can now continue." Below this, the form has several sections: "Email Address *" with a text box containing "Brucebinva@gmail.com" and a blue "Change e-mail" button; "New Password *" with a text box containing "New Password"; "Confirm New Password *" with a text box containing "Confirm New Password"; "First Name" with a text box containing "First Name"; and "Last Name" with a text box containing "Last Name".

User Details

E-mail address verified. You can now continue.

Email Address *

Brucebinva@gmail.com

Change e-mail

New Password *

New Password

Confirm New Password *

Confirm New Password

First Name

First Name

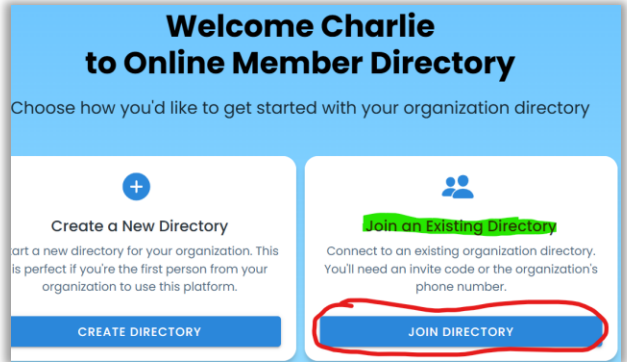
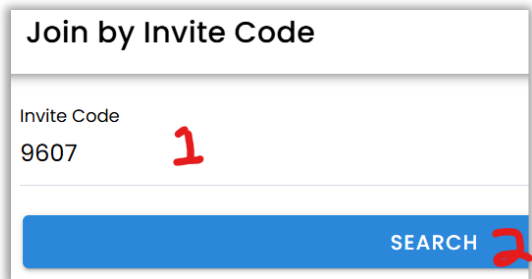
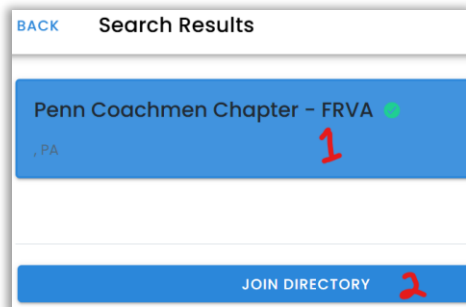
Last Name

Last Name

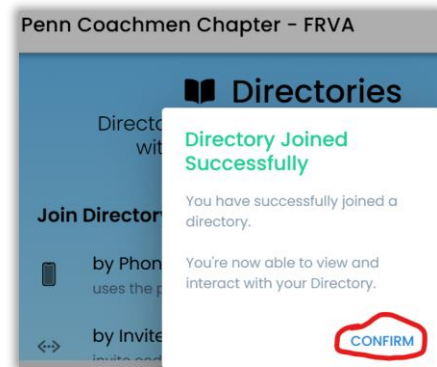
Important: If signing up with your cell phone does not work and you receive an error, please move on to **Step Four**.

Step Four: IF all other attempts to log in did not work, OR if the member is brand new, follow these instructions.

Important: Only perform these steps if Penn Coachmen Administrators (Bob, Lynda, Bruce, or Sue) instructed you too!

1. When a brand-new person logs in for the first time, they will perform steps 1-8 under Step Two	See steps 1-8 above
2. On the Welcome screen, click Join Directory	
3. On the Directories screen: Click by Invite Code	
4. If you click by Invite Code , enter 9607 then click Search .	
5. On the Search Result screen: Click on Penn Coachmen, then Click on Join Directory.	

6. After you successfully join the **Penn Coachmen** directory, click **Confirm**



7. **Click** on an option on the left navigation pane to begin using the directory.

