

MEMBERHUB FREQUENTY ASKED QUESTIONS (FAQ)

Q. Do I have to use MemberHub?

A. Yes, PTAs in Tennessee are required to enter their officers and their members into MemberHub annually. They will also be required to upload audits, 990's and bylaws to remain in good standing. (Details on uploads will be added soon.)

LOGIN ISSUES – WRONG UNIT?

Q. MemberHub tried to log me into the wrong unit, what do I do?

A. When logging into MemberHub, the system will find your email address in the first unit where you were listed as a member or officer either last year or this year. Please continue with the login process and then click on your name in the upper right hand corner and switch to the organization where you are an officer.

ADD OFFICERS

Q. Do I have to enter the officers if they are continuing in their position for the next year?

A. Yes, all officers must be entered each year as they are stored with the Year as part of the record.

Q. Why do I get an error when trying to add officers saying the email address is already claimed?

A. When adding officers, please start typing the name and then PAUSE to allow MemberHub to find them if the email already exists in the system. If found, select from the list and continue with adding the rest of the information. If you type all the information in yourself, you will get this error message. Also make sure it's not your auto fill function of your browser filling in the information or not allowing you to select them.

Q. In trying to Add Officers, I cannot click on the person's name once the system finds them?

A. Are you using the IE Internet Explorer browser? MemberHub has discovered that the Add Officer function does not work properly with the IE browser. Please download another browser such as Google Chrome to use with MemberHub.

Q. Who needs to enter new Officers information into MemberHub?

A. Any officer who has administrator rights.

Q. Will membership chairs be added in MemberHub with admin access so they can add members?

A. The unit president selects who receives admin access.

ENTERING MEMBERS

Q. What will the process be when entering 2 members who use the same email address?

A. The system only allows one person per email. However, any additional members with the same email can be entered leaving the email address blank and adding a mobile phone number or 999-999-9999 into the mobile field to bypass this requirement. PTA Members without an email will not have access to the MemberHub system and will need to receive their

eCard from the unit. The unit can send the eCard link to the family email address provided, or they can print and mail the membership cards if no email was provided.

Q. Will I still receive a link to my eCard via email?

A. Yes, for those members who did not receive the link in their receipt, they can login to MemberHub with their email at <https://app.memberhub.com> to gain access to their card. The unit officers can also access the cards in the MEMBERS area by clicking the card icon then copy and paste the link to send it.

Q. If we already have a spread sheet of our members, how will we get our member information into MemberHub?

A. Units will have the ability to upload their member information with a spreadsheet using the import file feature.

Q. Can the units add custom fields to what is collected from members?

A. Yes, this feature is available but only in the Online Membership system. In the manual entry section, additional information can be added to the memo field.

ONLINE MEMBERSHIP

Q. Where do I find the online membership link to promote for my unit?

A. If your unit has processed the Merchant Processing Agreement (under the MONEY tab) your store will be live for membership. Admins can find their link by going to the STORE tab and then click VIEW STORE (upper right). Copy and paste that custom URL to promote online membership. Be sure to test it first!

Q. Will we be able to bundle our membership types to create a membership bundle?

A. Yes, you have the option in your online store only to create a custom bundle. Please note that all membership fees must reflect what is in your current approved bylaws.

Q. Can a membership bundle include a donation as well?

A. Yes, you can create different levels of Membership (ex. Diamond, Gold) that include a donation. Again, please price these options to include the membership dues set for the membership listed in your bylaws and then add the donation amount.

Q. Are there processing fees this year for Online Membership?

A. Yes, since the unit is collecting the dues directly from the member. The fees are 3.5% +.50 per transaction for using credit cards. (For example \$10 membership would be \$10.85 total cost). The unit has the option to pass the fee to the member (default) or to budget for the expense and absorb the fee at the unit level (requires a change in the Settings menu on the Store setup.)

MEMBERSHIP ROSTERS

Q. Membership lists –will we be able to export our membership roster to excel and is the list sortable by last name online? Will all the fields be exported?

A. Yes. Custom fields added for online members will be available in the Order report export.

MERCHANT PROCESSING AGREEMENT/ELECTRONIC DEBITS/ACH TRANSFERS

Q. Do units need to complete the Merchant Processing agreement?

A. If you choose to accept credit cards OR you want to pay state and national dues by an ACH transfer, you must complete the Merchant Processing agreement.

Q. Is there a fee for units to process the ACH transfer to the state on a monthly basis?

A. Yes, the fee is \$1 per transaction and this will replace the cost of postage, envelopes and checks.

Q. What information is required of the person filling out the Merchant Processing Agreement?

A. The **Federal requirements** include Name, Address, Phone, Email, Birthdate and last 4 of SSN to be able to verify the individual associated as a signatory on the PTA bank account. You will set up an account with WePay through Chase Bank with your own password (separate from MemberHub) and all personal information is not collected or stored in the MemberHub system nor Tennessee PTA.

Q. Can we still pay Tennessee PTA dues with a check?

A. Yes, you can get the remittance form from our website tnpta.org and submitted it my mail. But, your members must still be entered into MemberHub.

Q. Can I still send my state and national dues to the council?

A. No, councils will no longer collect state and national dues. They must be submitted to Tennessee PTA either by check or ACH transfer.

Q. How do I pay council dues?

A. Council dues are not collected or processed by MemberHub. Contact your council to see how to submit council dues.