

FREQUENTLY ASKED QUESTIONS (FAQ)

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/FORM A

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. Who needs to enter new Officers information into MemberHub?

A. Any outgoing officer in the unit or council can enter them online or if a paper form is filled out, the RD can assist. [Form A available here](#)

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

A. Yes, they are added with the ADD OFFICER button on the Officers/Committee Chair page and given admin access so they can enter members.

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.

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?

Yes, this feature was unfortunately delayed but is working now. 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 use another Online Membership System already with an outside company, 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. The development of this import tool is expected by August 15. To save this extra step, units should consider changing to the MemberHub Online Membership System with new features available now. Complete your Merchant Processing Agreement to set up your account with WePay.

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.

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 types 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, there are program fees to use the online purchase system. 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.) An eCheck option to buy membership is not available at this time.

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. This development work is in progress to separate the name in the Members area so you can sort online by last name– expected delivery is August 15. The Export report will also be updated to include all standard fields – expected delivery is August 15. Custom fields added for online members will be available in the Order report export.

Q. In the old membership portal, there were some members listed with the same email address or no email address, how was this migrated to MemberHub?

A. Only one person per unique email could be migrated to MemberHub with the import process. However, a complete roster for 2017 members is available from the [state office](#).

MERCHANT PROCESSING AGREEMENT/ELECTRONIC DEBITS/ACH TRANSFERS

Q. Do units need to complete the Merchant Processing agreement so they can pay NYS PTA dues next year with an ACH debit? What about the 2 signatures required on checks, how is that being handled?

A. Yes, the Merchant Processing agreement is required for the ACH dues transfer debit. Setting up this Merchant account with WePay (processor for MemberHub) will replace the 2 signature requirement.

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.

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

A. The ACH feature is an integral part of our new membership system, simplifying what the unit needs to do to process dues payment. The online transactions are encrypted and secure. Allowing paper checks is being discussed and more information will be posted regarding the solutions to be allowed soon.

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.