



The Chichester Society

Registered Charity 268055

Membership Management System Manual

Version 1 - May 2026



The Chichester Society's Membership Management System

The Society uses [Membermojo](#) for on-line membership management and subscription payments.

The benefits of using Membermojo

- The system allows new members to join by completing an on-line application form;
- it will maintain a register of all active members;
- members will be able to manage their own information;
- it provides a means of communication to members;
- it ensures members' data is managed in compliance with General Data Protection Regulations; and
- its use helps with the administrative task of managing our membership and subscription payments for our Society Secretaries and Treasurers.

Access to the system

The following URL will provide existing and new members access to HCACR's sign in page on the Membermojo site: <https://membermojo.co.uk/chichestersociety>

There is also a link from Chichester Society's website "Join ChiSoc" page.

Existing members can login by clicking the "Sign In" button at the top right corner of the page. However, it is recognised that this may be an account that members will not be accessing on a regular basis and so not remember their password. Therefore, there is the facility to sign in with your email address. Click on "Sign In without password" followed by the "Sign in with email" button and a link will be sent to your email address which is valid for 2 hours. Once signed in, members can set or change their password by choosing the "Password" option under "Your Membership", though a password is not obligatory.

New members can apply by clicking the "Join Us / Renew" button and completing the on-line application form.

There are a number of roles within the Association who have Admin rights to HCACR's account with Membermojo. Access is required to enable them to fulfill their role.

They are: the Society Secretary (tbc), Membership Secretary, the Treasurer (tbc), and the Webmaster.

New member applications

All new members are required to complete the on-line application form available on the ChiSoc Membermojo site (see above). Once completed, they will receive a confirmation email informing them that their application is pending payment, before their membership is confirmed.

The new member will then receive a welcome email and a request / details of how to pay their subscription. The Membership secretary will keep a printed or pdf copy of the membership application.

Members without email addresses

The Membership system can manage members who do not have (or do not want to tell us about) an email address. However, these members will not be able to login to Membermojo, will not be able to take advantage of any payment automation it provides, and will not receive any emails sent through the system.



All interactions with such members will need to happen through the Membership Secretary.

New applications have to include an email address. However, the Membership Secretary can submit a new joiner application on behalf of someone without an email address. In addition, the Membership Secretary can delete email addresses in the system for existing members, if required.

Accounts managed by other members

An account can be set up so that it is managed by another member (e.g husband/wife for wife/husband, parent for child, etc.). This can be useful when a member doesn't have their own email address or doesn't want to interact with an on-line system. The 'managing' member will manage subscriptions, renewals and personal details on behalf of the 'managed' member and will receive all their email.

The first member joins and enters their details. When they reach the checkout page they click "New Membership" to join the second member, then return to the checkout page which will now itemise both member applications.

If the second member wishes to join at a later date, the 'managing' member can sign in first and use the "Additional Membership" "New Membership" function on their "Your Membership" page.

Once set up, the 'managing' member can switch membership by using the drop-down menu at the top right of every page. They need to take care when taking actions that they are doing so as the correct member.

Payment of subscriptions

Members can pay their subscriptions on-line through Membermojo using a Standing Order, BACS or (in the future) a credit or debit card.

Although we do want to encourage as many members as possible to pay their subscriptions through the system by bank transfer or card, it is not compulsory. We do recognise that this method of payment may not suit all our members and there will still be the opportunity for existing members to pay their subscriptions by cash, cheque or CAF transfer. For further information, see the "Annual Renewal" section.

The subscription categories and subscription amounts are given on the website:

In the first year of membership, new members shall pay 100% of the subscription if they join between 1 January and 31 August; and if they join between 1 October and 31 December the payment also covers the following year

These amounts are configured within the membership management system.

GiftAid and additional donations

There is the facility to GiftAid and make additional donations (see the next section), should members choose to.



Annual Renewal

ChiSoc's annual renewal date is 1 January. The system subscription expiry date is set to 31 December and renewal emails are sent out automatically in advance in which we will ask members to confirm their contact details and check Standing Orders.

Ordinary Members who have email addresses within the system will receive a renewal notice and reminders. If a member does not pay their subscription by 31 January, their membership status will change to 'Expired'. However, they can at any time in the next 7 months pay their subscription and their membership status will switch from 'Expired' to 'Active'.

If a payment is made by cash, cheque or bank transfer, referred to as an "Offline Payment" within Membermojo, it is important that we can track who the payment was for. If making a bank transfer, please ensure you include your Member Number as reference. **If making a payment for a number of members, please ensure a full breakdown by member is provided to the Membership Secretary.**

If a member chooses to pay their subscription via the Offline Payment method i.e. cash, cheque or bank transfer, they should select that method of payment through Membermojo. Once payment is checked as received, their record will be updated.

Life Members, either through their length of membership or elected due to outstanding services provided, will not receive a notification from Membermojo in January in respect to payment of subscriptions as their membership is free, though we will ask for confirmation of details from time to time.

However, Life Members are able to make a donation, should they wish to do so, by accessing ChiSoc's sign in page on the Membermojo site: <https://membermojo.co.uk/chichestersociety>. [There is also a link from ChiSoc's website to this page.] Click on the "Sign In" button at the top right corner of the page and then "Sign In without password" followed by the "Sign in with email" button and a link will be sent to your email address which is valid for 2 hours.

Life Members can then make their donation by visiting the "Store Purchase" section on the "Your Membership" page and clicking on "Visit Store".

Members Page (tbc)

A secure "Members Page" is available within Membermojo where previous years' copies of the Annual Report and AGM minutes can be viewed. This page is located within "Your Membership".

Data Protection

Membermojo provides ChiSoc a secure system, which is GDPR compliant, and the commitment that our data will not be shared with other parties. Please visit their data privacy policy for more information: [membermojo Help - Security of Your Membership Data](#).

If a member leaves the Society, Membermojo will retain that member's data for 24 months. For full details on how HCACR manages your data please see the [Data Protection and Privacy Policies](#) on the HCACR website.

Queries

If you have any queries, please contact the Membership Secretary on membership@chichestersociety.org.uk.