



# **The Hertford County Association of Change Ringers**

Registered Charity 1037400

## **Membership Management System Manual**



### ***HCACR's Membership Management System***

The Association 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 Association and District communication;
- 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 District and Association 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/hcacr>. There is also a link from HCACR's website to this 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 the "Sign in with email" button located on the sign in page and a link will be sent to your email address which is valid for 2 hours.

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 in order to enable them to complete their role. They are: the Membership Secretary, the Honorary Secretary, the Honorary Treasurer, the Honorary Peal Secretary and the Webmaster.

### ***New member applications***

All new members are required to complete the on-line application form available on the HCACR Membermojo site (see above). Once completed, they will receive a confirmation email informing them that their application is pending as new members are required to be proposed by two existing members of the Association and elected at a District meeting or the AGM, before their membership is confirmed.



The Membership Secretary will provide the new member details to the relevant District Secretary, (i.e. their name, Tower and District), to enable the District Secretary to complete their election process. Once the new member has been elected, the District Secretary should inform the Membership Secretary who will approve their application within the membership system. The new member will then receive a welcome email and a request / details of how to pay their subscription.

### ***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 District or Association emails sent through the system. All interactions with such members will need to happen through the District 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 credit or debit card.

Although we do want to encourage as many members as possible to pay their subscriptions through the system by 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 Towers and members to pay their subscriptions by cash, cheque or bank transfer.

The subscription amounts are as follows:

Ordinary Member	£15.00 per annum
Ordinary Member (State Pension Age)	£ 7.50 per annum
Ordinary Member (Full Time Education)	£ 7.50 per annum

In the first year of membership, new members shall pay 100% of the subscription if they join between 1 January and 31 March; 75% if they join between 1 April and 30 June; 50% if they join between 1 July and 30 September; and 25% if they join between 1 October and 31 December. The pro-rated amounts are as follows:

		Ordinary Member	SPA/FTE* Member
1 January – 31 March	@100%	£15.00	£ 7.50
1 April – 30 June	@75%	£11.25	£ 5.65
1 July – 30 September	@ 50%	£ 7.50	£ 3.75
1 October – 31 December	@25%	£ 3.75	£ 1.90

These amounts are configured within the membership management system.

\*SPA = State Pension Age  
FTE = Full Time Education

### ***GiftAid and additional donations***

There is the facility to GiftAid and make additional donations, should members choose to.

### ***Annual Renewals***

HCACR's annual renewal date is 1 January. [Please note that the system subscription expiry date is set to 31 January to avoid renewal emails being sent out in December and prevent advance payment of subscriptions prior to the year end.]

Members can renew one month in advance. Those 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 11 months pay their subscription and their membership status will switch from 'Expired' to 'Active'.



### ***Members Page***

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 HCACR 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 Association, 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 [membershipsechcacr@gmail.com](mailto:membershipsechcacr@gmail.com).