

Guide to the SDOS on-line membership system

Introduction

The SDOS on-line membership system is operated by a third-party company, membermojo. The system has been designed for use by not-for-profit clubs and organizations such as ours.

The system is administered by three SDOS Council members: the Treasurer, the Membership Secretary and the IT Consultant.

One of the features of the system is that it provides a “self-service” function for those members with internet access who have provided an email address.

This guide is intended to help members to use this self-service function to maintain their own records and to renew their membership when it expires.

Terminology

Lead Member: the person responsible for paying the subscription

Linked Member(s): for Joint and Family membership types only – additional members living in the same household

Renewal the process of confirming:-
a) that you wish to renew your subscription
b) that your personal details are correct
c) the method by which you will pay the subscription

Checkout a misleading term as, in our membership system, we do NOT at present we do not accept credit card or PayPal payments. So this should be taken to mean “confirm payment type”

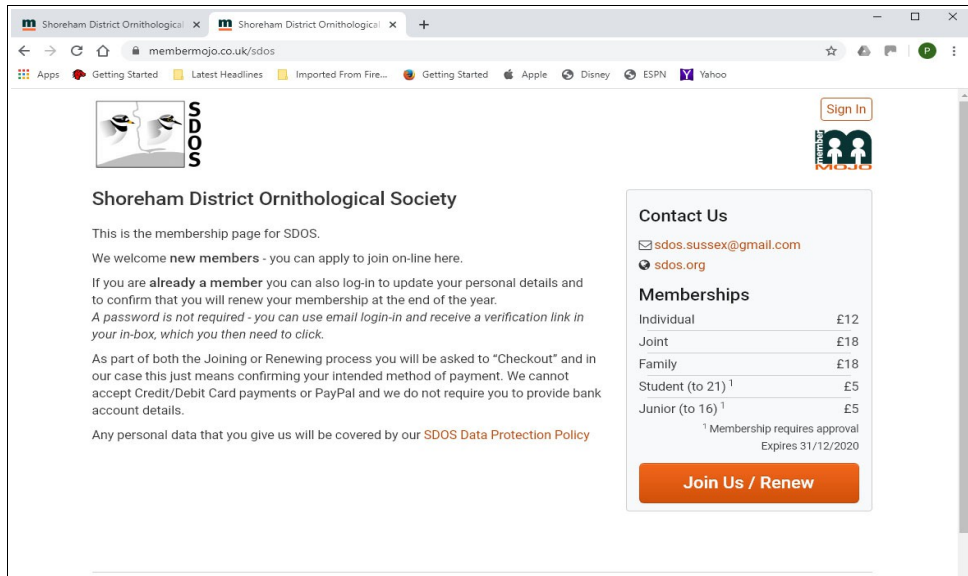
Payment... Follows checkout and should be read as “I will pay etc.” Clicking on the “Pay with...” button is necessary purely to complete the on-line renewal process

Pending Payment On completing the renewal yourself, or if an Administrator carries out the renewal process on your behalf, your membership status becomes that of “Pending” and remains so until the Treasurer is able to confirm that payment has been received. This might be several days after you make the actual offline payment.

Signing-In

1. From the SDOS membership Home page

It is possible to sign-in from the Home page that new applicants will first see when applying to join SDOS. and found at <https://membermojo.co.uk/sdos>

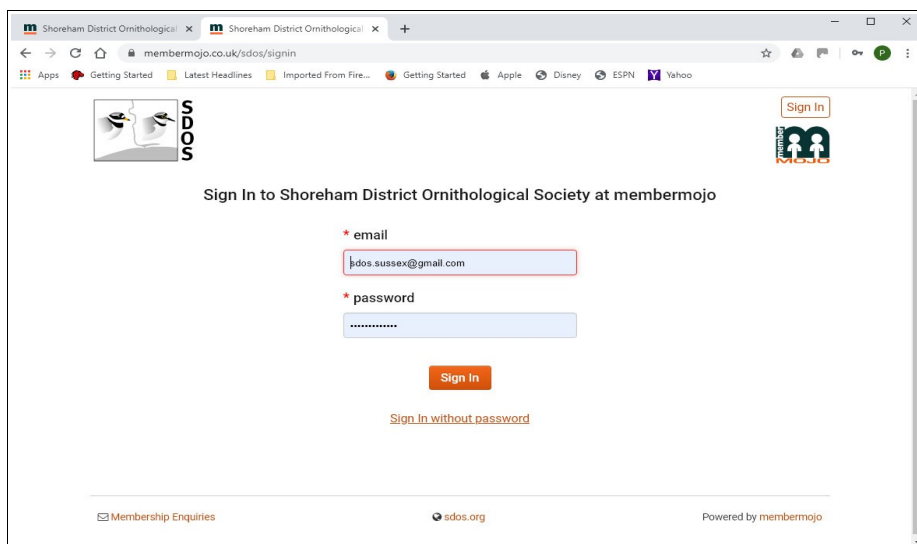


In this case you can reach the Sign-In page by clicking the box in the top right corner.

(If, instead the box shows SDOS with a down arrow your browser may have kept you signed-in after a previous visit.

2. From the 'Membership' page on our web-site (<https://www.sdos.org/>) you can click on the blue button marked "MEMBER LOG-IN" or you can just click on this link:- <https://membermojo.co.uk/sdos/yourmembership>

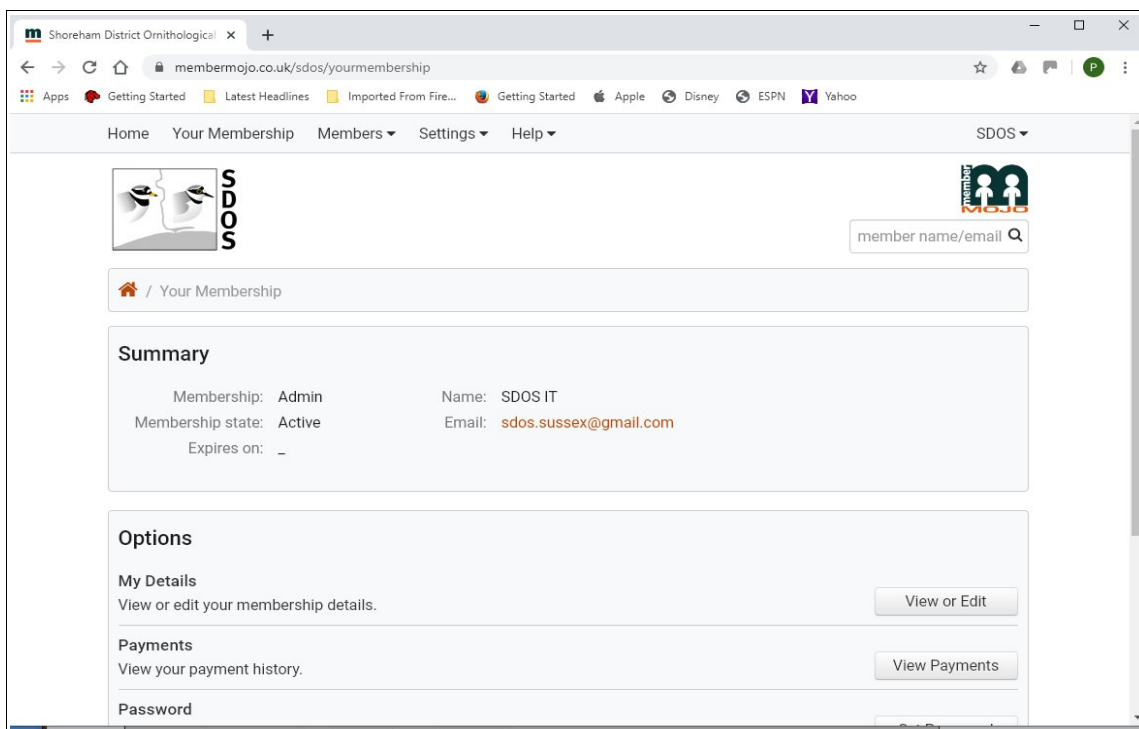
and a sign-in page will open



Most members will not want frequent access to the site and a password is not required. Click on "Sign-in without password" and a 'pop-up' window will confirm email sent. Go your mail inbox, open the email and click on the link to verify your email address.

Updating your Details

A page showing a summary of your details will then open.

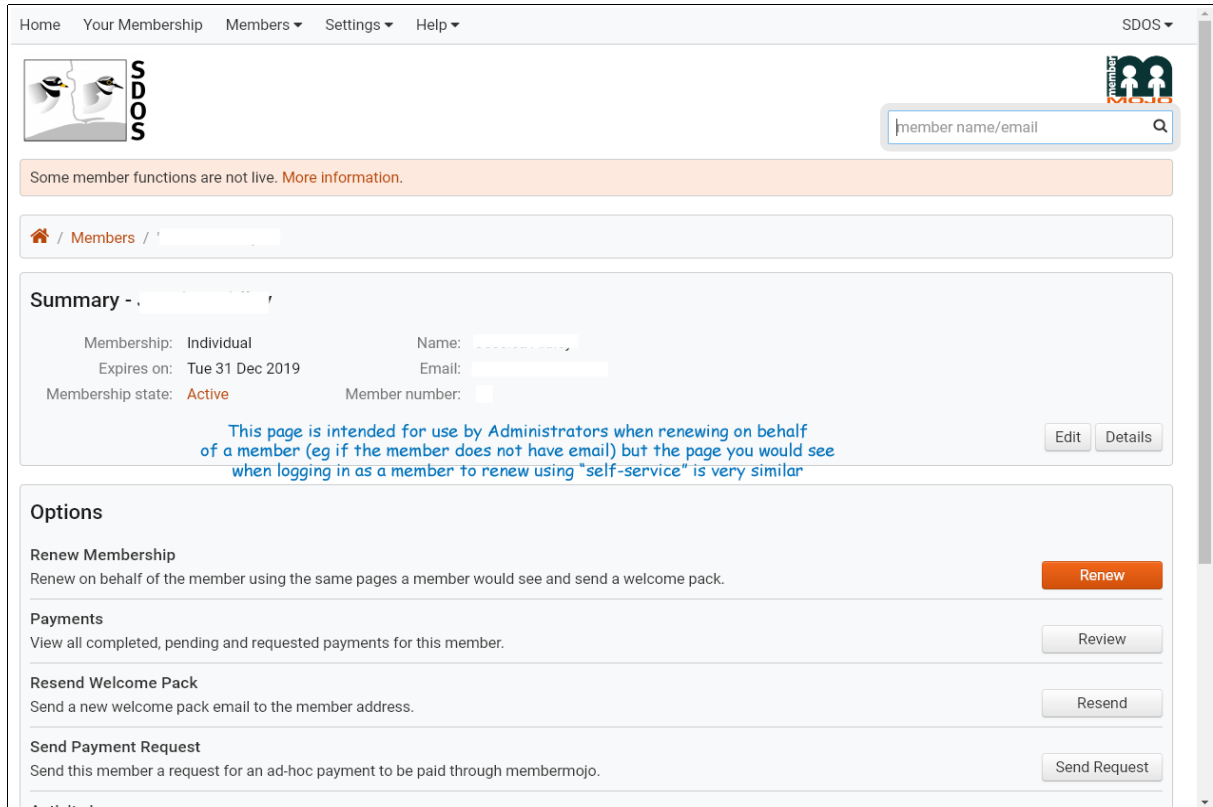


If you just need to update your details, then click on the “View or Edit” button, and a page with your full details will be displayed.

Update your details as necessary, then go to the bottom of the page and click the “Save” button (or “Cancel” to leave your details unchanged).

Renewing your membership

When the end of the year is approaching the “Lead” member will be invited to renew their membership for the following year.



The screenshot shows the SDOS membership management interface. At the top, there is a navigation bar with links for Home, Your Membership, Members, Settings, and Help. The SDOS logo is on the left, and a search bar for member name/email is on the right. A notification banner states: "Some member functions are not live. More information." Below this is a breadcrumb trail: Home / Members / [Member Name]. The main content area is titled "Summary - [Member Name]" and displays the following information:

Membership:	Individual	Name:	[Redacted]
Expires on:	Tue 31 Dec 2019	Email:	[Redacted]
Membership state:	Active	Member number:	[Redacted]

Below the summary, there is a blue note: "This page is intended for use by Administrators when renewing on behalf of a member (eg if the member does not have email) but the page you would see when logging in as a member to renew using 'self-service' is very similar". To the right of this note are "Edit" and "Details" buttons.

The "Options" section contains the following actions:

- Renew Membership:** Renew on behalf of the member using the same pages a member would see and send a welcome pack. Includes an orange "Renew" button.
- Payments:** View all completed, pending and requested payments for this member. Includes a "Review" button.
- Resend Welcome Pack:** Send a new welcome pack email to the member address. Includes a "Resend" button.
- Send Payment Request:** Send this member a request for an ad-hoc payment to be paid through membermojo. Includes a "Send Request" button.

Follow the same steps as for updating to display your Summary page. If the date is within two months of year-end, or after, you will see an orange “Renew” button and you need to click on this.

Personal Details Check/Update

Home Your Membership Members Settings Help SDOS

member name/email Q

On behalf of [redacted] Stop

Membership Renewal

The membership for [redacted] is due for renewal. Please review the details then click Next.
To view other membership actions click [here](#).

Title * First name * Last name

Please choose from the options

Email

Your main e-mail address, used to sign-in to membermojo

Membership

Individual - £12

Expires 31/12/2020.

Joint or Family membership is for couples or families living at the same address.

* Address line 1

Address Line 2

* Town County/Country * Postcode

Contact number Mobile number

Please provide a landline or mobile number Please provide your mobile number if different to contact number

Printed Newsletter?
All members with email addresses will be able to download our twice-yearly newsletter, but if you want a printed copy please tick the box.

Discussion Group Membership?
Tick the box to receive an invitation to join our private email discussion group.

Garden Bird Survey

No

Comments

It would be helpful to know why you want to join SDOS and how you heard about us.

* Data Protection [Tick this box to confirm your agreement](#)
Please tick the box to indicate that you agree to SDOS storing and using your data in accordance with its Data Protection Policy.

Next

A page with all your membership details will open for you to check and update if necessary, then press the “Next” button at the bottom of the page.

If the membership is a Joint or Family one, a page of details for the “Linked” member(s) on your subscription will then open and, again, you can check and update the details.

“Checkout”

You will now see a page entitled “Confirm Your Membership Details”

MOJO

member name/email

On behalf of

Confirm Your Membership Details

Please review the details below then click **Checkout**.

Title:

Name:

Email:

Address:

Contact number:

Mobile number:

Printed Newsletter?:

Discussion Group Membership?:

Garden Bird Survey:

Comments:



Payment

Membership renewal: Individual, 2020-01-01 to 2020-12-31	£12.00
Total:	£12.00

Click on the “Checkout” button to open the Payments page (see below).

“Payment”

Home Your Membership Members Settings Help SDOS

member name/email Q

On behalf of . Stop

Checkout

Membership renewal: Individual, 2020-01-01 to 2020-12-31 £12.00
[Edit](#) [Remove](#)

Total: £12.00

Payment

Pay with standing order, BACS, cheque or cash

Standing order
 BACS
 Cheque
 Cash

To pay using BACS our account details are:-
Account Name: SDOS, Sort Code: 60-19-17, Account No: 79032710
In the reference field please give your initials and surname
If setting up a Standing Order the payment due date is 1st February

We can also accept cheques and cash payments at our meetings.
Payment instructions will be also be sent to you by email.

Administrator Options

Payment already received
Tick this box if you have already received full payment. The payment will be completed and any membership made active.

Payment Notes

Notes recorded on the payment for viewing by administrators.

[Pay with Standing order](#) [Click here to complete your renewal process..](#)
No payment will be taken at this stage
Your membership status will now be "Pending Payment"

More Checkout Options

Start a new membership that shares your email. [New Membership](#)

Membership Enquiries

Any queries concerning membership or checkout should be directed to:

Name: Peter Wyld
Email: sdos.sussex@gmail.com
Phone: _

[Membership Enquiries](#) sdos.org Powered by [membermojo](#)

Please Note: At present we do not accept any credit card or similar payments, so on this page we ask you to indicate which method of payment you intend to use – please pay using internet banking if possible.

Information is provided on how to make your payment.

Finally, click on the orange “Pay with -----” button to complete the renewal process and in due course, when we have confirmed your payment, a receipt will be emailed to you.