

MemberMojo: Questions & Answers

Why is the Surrey Association adopting MemberMojo?

We have two main objectives:

- To improve our communication channels to you, our members, so that you get more timely notification of ringing events that may interest you. This is especially important with the withdrawal of the Yahoo groups which was beyond our control.
- To reduce the administrative burden on our volunteer officers, so more of their limited time can be spent serving you, our members, and less on thankless but necessary bureaucracy

What about the Yahoo Groups?

For many years we have used the free Yahoo group email facility. Yahoo withdrew that facility on December 15th 2020. This is beyond our control.

The email facilities within MemberMojo will allow members more control over which types of communication they receive and should allow us to reach more of our membership.

Did we really need to change?

The cessation of service from Yahoo has increased the urgency of the transition, but the need to improve communication to members has been apparent for some time. Further, it is becoming increasingly difficult to find volunteers to take on administrative tasks within the Association, so easing the burden on them is critical if the Association is to continue to function.

Isn't this a very expensive system?

Actually, no! We shopped around and MemberMojo offered the lowest cost to the Association. It will cost us £75p.a. until we have 500 members registered, and then £140p.a. until we have 1000 members registered.

What about members that don't have email or a computer?

Their Tower Correspondent or the District can administer their membership record on their behalf. Tower Correspondents will continue to have a duty to cascade Association communication to them.

Is the system GDPR compliant?

Yes! The data is collected, used and saved in accordance with our published Data Policy, which may be found on our website [GDPR pages](#)

The MemberMojo system is held on secure UK based servers. Your data is visible only to our administrators (the Secretaries you elect) or a limited subset of it in the Membership Directory if you opt-in to that feature.

Were other options considered?

We considered online membership systems from myClubHouse, WebCollect, LoveAdmin as well as MemberMojo.

Our choice was made based on cost and ease of use for both members and administrators.

Why the phased roll out? Why can't all members sign up before January 16th 2021?

We want to use the initial period to ensure all the elected Officers of the Association and all the Tower Correspondents are signed up. This will allow our volunteer System Administrators (John Coatsworth and Martin Crick) to concentrate on helping them get signed up and iron out any teething problems.

Why aren't we using MemberMojo to process payments in 2021?

Until we have the membership fully registered on MemberMojo, managing both old and new systems would increase the administrative burden on the Secretaries/Treasurers.

We will communicate when the time comes on the details of how to use MemberMojo for payment.

Will I be forced to pay through an online system in future?

No.

We will in future use MemberMojo to make the collection of dues easier for members that prefer to pay online and for our volunteer administrators, but we will keep the traditional options for those that need them.

Can a member belong to multiple organisations on MemberMojo?

Yes. Member details are held separately for each organisation. If a member uses the same email address for multiple organisations and they sign in from the Surrey Association's MemberMojo pages or by following a link from a Surrey Association MemberMojo system email, they will see the details the Surrey Association holds for them. Once signed in the member can switch between organisations by clicking their name in the menu bar.

Why doesn't the system recognise my email address?

The system is not pre-loaded with members' details. The first time you access the system, you need to register on it by clicking the "Join us / renew" button as if you were applying to join the Surrey Association. Don't worry – this is free, and there's no question of whether you are a member, it's just the easiest way to get your details into the system. On the application form, when you get to the box for the sponsor, enter "Existing Member". The District Secretary will check your name against the list of members and approve your registration.

Why didn't you pre-load members' details into the system?

Because for most members, we don't have them! The membership application form was only introduced a few years ago, so for anyone who joined before then we don't have contact details. Rather than cause confusion as to why some members were preloaded and

others not, and to ensure we have up to date contact details for everyone, we have opted to ask everyone to register their own details.