FREQUENTY 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 once logged in, click on your name in the upper right hand corner and switch to the organization where you are an officer or admin.

ADD OFFICERS/FORM A

Q. Who enters the new Officers information into MemberHub?

A. Any outgoing officer in the unit or council or their RD if a paper [Form A available here](#) is completed.

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

A. Yes, they are added on the Officers page and given admin access so they can enter members.

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 at this time with the IE browser. Please download another browser such as Google Chrome or Safari to use with MemberHub.

DUES PAYMENT BEFORE MAY 31 TO NYS PTA

Q. Since I cannot access the Portal, how can I confirm how much I owe for dues to NYS PTA?

A. For the remainder of the 2017-18 membership year, the state office will be using the old Portal to record payments and to maintain your complete full membership roster. Since you no longer have access to the old Portal to see where you stand with outstanding state dues or credit vouchers, please [contact the state office for assistance](#). Starting in July with the new membership year, all of your unit's transactions will be available in your MemberHub site.

ENTERING MEMBERS and MEMBERSHIP ROSTERS

Q. In the current membership portal there are members with the same 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 will remain in the portal and units may request a copy of their roster from the [state office](#). We moved the email addresses to MemberHub, so the units could communicate over the next two months with members who supplied an email address.

Q. What will the process be when entering members, if 2 members or more (spouse/children) use the same email address?

A. The unit will only be able to enter the email address once. However, any additional members with the same email can be entered leaving the email address blank and if no mobile phone number is available, any text can be entered there. The members without an email will need to receive their eCard from the unit. The unit can send a link to the eCard using the family email address provided, or they can print and mail the membership cards if no email was provided.

Q. Membership lists –will we be able to export our membership roster to excel and is the list sortable online? Will all the fields be exported?

A. When we begin the new membership year on July 1, the membership list online will be changed to reflect the name in two columns so you can sort alphabetically by last name. Also, the list when exported will include all the membership fields. For now, during the transition period, the unit may request a complete membership roster from the state office.

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. This is in development now and should be ready after July 1.To save this extra step, units should consider changing to the MemberHub Online Membership System which will have new features starting in July.

Q. Can the units add custom fields to what is collected from members?

A. Not at this time but MemberHub is considering this feature for a future software release.

Q. How will the Members entered into MemberHub in May and June be able to receive their eCards?

A. The members entered into MemberHub during May and June will be exported from MemberHub and entered into the Portal by the state office. Upon doing so, they will receive their eCards via the Portal as in the past. Once the full MemberHub system is deployed on July 1, members will receive their NYS PTA newly designed eCard from MemberHub directly.

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 debit. Since the unit can only pay one recipient (NYS PTA) using this feature through MemberHub, the two signature requirement does not apply.

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

A. No, all dues payments will be processed as ACH transfers. This 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.

Q. Is there a fee for units to process the ACH transfer?

A. Yes, the fee is $1 per transaction and this will replace the cost of postage, envelopes and checks.