

MemberMojo: Questions & Answers

Why is the Sussex County Association adopting MemberMojo?

The main objectives are:

- To reduce the administrative burden on our volunteer officers, so that more of their limited time can be spent serving you, our members, and less on thankless but necessary bureaucracy;
- To automate payment reconciliation for card payments;
- To improve our communication channels to you, our members, so that you get more timely notification of ringing events that may interest you.
- to ensure that the Association is compliant with data protection regulations (GDPR) - the Association would be liable to a large fine if these regulations were breached.

What about the old system?

The previous membership database will be withdrawn during January 2023. The email list system is very old and will no longer be supported. Both systems incurred ongoing hosting and support charges. The mailing list facilities within MemberMojo will allow members to have 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 legacy membership and email systems will cease to provide service during 2023 (see above). These systems required significant manual work to provide the required service. 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 £250p.a. for up to 2000 members.

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

The Membership Secretary will post a paper renewal form to their home address, and update the records on their behalf. Tower Correspondents will continue to have a duty to cascade Association communication to them.

Is the system compliant with data protection legislation (GDPR)?

Yes! The data is collected, used and saved in accordance with our published Data Policy, which is on our website. The MemberMojo system is held on secure UK based servers. Your data is visible only to our administrators (the Treasurer, General Secretary, and District Secretaries who you elect, in addition to the volunteer Membership Secretary).

Were other options considered?

We considered online membership systems from WebCollect, LoveAdmin as well as MemberMojo. Our choice was made based on cost and ease of use for both members and administrators.

SUSSEX COUNTY ASSOCIATION OF CHANGE RINGERS
Registered Charity No. 268588

Will I continue to pay via a tower contact?

Preferably not! We will use MemberMojo to allow online card payment for subs. This is easier for members who can pay securely online and will significantly reduce the workload on our volunteer administrators.

The card payments are handled by a secure, commercial online payment system (Stripe).

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

No. We will keep the traditional options for the few members that need them. The offline payments (bank transfer/cheque) create an administrative burden for our volunteers whose time could be spent more productively in supporting ringing directly.

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 SCACR's MemberMojo pages or by following a link from a SCACR MemberMojo system email, they will see the details that SCACR 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 pre-loaded with members' details from the previous year. If you have changed email address and cannot login, please contact membership@scacr.org for support.

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