

Q & A's Regarding TCSS's Wild Apricot Membership Management and Web System

CONNECTING TO THE NEW SYSTEM

Q: How do I access the new web system?

A: Our web address is still the same, TucsonCactus.org and all our TucsonCactus.org email addresses work the same.

Q: Why does a link or the web site say "Wild Apricot" when I am trying to access TucsonCactus.org?

A: Our new web is hosted by a company called Wild Apricot and on some pages or connections to the web you may see the TCSS.Wild Apricot name. This will eventually go away but will remain until sometime this summer after we make a few more changes.

Q: Can I still get to the old web site, there is something there I need to see?

A: The TCSS webmaster has access to it for a while longer so send an email to web@tucsoncactus.org to see if we can find what you are looking for. Always use the Search box at the top of the web pages to see if you can find your information. Better to use a single word or maybe two words.

MEMBERSHIPS AND RENEWALS

Q: I do not see the PayPal screen to renew my membership, where is it?

A: Our new Wild Apricot system uses a secure payment system for processing your credit called AffiniPay. It is as secure as PayPal and all you payments will be recorded in you member profile for you and TCSS admin people to view.

Q: I want to join TCSS but do not have an email address, how can I do this online?

A: Our system requires an email address to join or renew online. Your only option is to print a join/renewal form off our web, fill it out and mail it with a check or cash to our PO box address. You can also use one of the TCSS membership envelopes in our club brochure. You will not get many of our event notices because they are emailed but all communications to you will be by mail (USPS).

Q: When will my membership expire?

A: You can see this item "Renewal due on" in your profile. All are due on January first, most are due the following year but some members have renewed for multiple years. You can just email Membership@TucsonCactus.org and ask them to provide this information. We will also mail renewal notices.

Q: The year is almost over, will I have to join again in January?

A: Anyone joining after September first will be good for the balance of the year and all the next year. You will not need to renew in January.

Q: I joined but have not received anything?

A: If you joined online an immediate reply thanking you will be sent when you make your credit card payment. If the email address you entered is not valid or deliverable then you will not receive the notice. Please email us to get a correct email entered if this happens. If you joined by mailing a paper form it takes us a week or more to pick up the mail and enter the information manually. If there is an email address listed on your form that you mailed, you will get an email confirmation at the time the information is entered.

Q: Can I upgrade my membership from an Individual to Family to add an additional Family member?

A: Yes you can. You can do it online or we can do it for you. If you do it online you will pay for the full Family membership price, depending on how many months are left in the year we will refund the extra amount paid (\$15).

Q: What happens to me if I do not renew my membership?

A: You will get several renewal notices and if you do not renew by March 15th then your membership is archived and you no longer will get any emails nor have any TCSS privileges like special events, member only sales, cactus rescue crew participation, etc.

Q: Can I renew after my membership after it expires? Or do I need to join as a new member?

A: If your profile is still in the archives and you try to renew or join using the same email address as you previously had used, it will ask you to login to reactivate your membership. If you join using a new email address then it will treat you as a new member asking you to fill in all your information.

Q: I have a family membership but we only get one email for events, can you add my spouse?

A: Family memberships are allowed two separate profiles with each one having their own email addresses including their primary one and an additional one called "Your 2nd Email Address" (essentially a cc address) that you can change in your profile. You cannot use your 2nd email address to login. We can add it for you by emailing us at Membership@TucsonCactus.org. Individual and student memberships are allowed one primary email address and one 2nd email.

Q: I want to go on a cactus rescue this weekend but I am not a member, can you expedite this?

A: Yes, if you join online and make a payment you are immediately a member. The cactus rescue crew coordinators have instant access to the membership list so they know your current status. Please remember that many of the rescues cannot handle all of the crew so the crew coordinators make the final decisions. To get rescue crew emails you must mark the "Cactus Rescue Crew" box "Yes" when joining or change it later on your profile.

Q: I did not receive my email about the upcoming meeting and newsletter being available, can you check?

A: All emails sent from our system are logged and we can tell if it was received and if it was opened. Send an email to Membership@TucsonCactus.org to ask them to review the log and to verify your current email address is still working.

Q: I think I stopped getting all TCSS emails, why is this?

A: On each email at the bottom there is an “Unsubscribe” link. This can be used to request a stop on sending this type of email. We have three categories and you can put a stop on 1, 2 or all of them. They are account administration like renewals, event registrations and bulk emails like meetings and newsletters. You can view these in you profile and change them. Also, if the system has repeatedly not been able to deliver emails to your address, it will mark it for no further deliveries until a new email address is entered.

Q: I found a TCSS email in my junk or spam folder, can you fix this?

A: This is something on your end that you can probably fix by putting our sender email address in your address book. Usually you just right click on the sender name (TCSS@wildapricot.org) and then click on add to my address book. This tells your email program that you know this person and to let their emails through.

YOUR MEMBER PROFILE INFORMATION ON WILD APRICOT

Q: What is a member profile?

A: Profile is a word that refers to all the information that we keep on each member inside the Wild Apricot Membership Management System. Almost all of it can be reviewed and updated the member when they log into their account. To view your profile, login and then click on the person icon and select “View profile”. Each member has their own profile. So, for a Family of two, each person has their own and can choose their own preferences. This helps our committee chairs to find members interested in their area or responsibility.

Q: How do I log into my profile account?

A: Go to our TCSS web and on the top right there is a person icon, click on it. Enter your email address and password. Use the “Forgot password” link to immediately get an email with a new password. This is easy to set up a new one as you may not have previously received one from us. After you have logged in, click on the person icon again and select “View profile” . If you forgot what email address you used for your membership you will need to email us at Membership@TucsonCactus.org

Q: Why did I get emailed a password when I joined?

A: There are a few functions that you will need to log into the web site to perform. These are mainly to view your profile, renew your membership or make purchases. Most members will not need to use it initially so don't worry about it and you can easily get a new password by using the “Forgot password” option when you click on the person icon, top right corner of web page.

Q. My profile security says other members can view it, why?

A: The only members that we allow to view profiles are the Board and Committee chair persons. They need access to preferences and addresses to perform their functions. They cannot view any of your financial data, only system and membership administrators can.

Q: What if there is an item in my profile that I do not want anyone to see?

A: You can either delete it, change it or mark it “no access” under the “Privacy” tab in your profile.

Q: I have looked at my profile and it does not have any records for dues I paid?

A: We just started with the new Membership Management system in January of 2021 and no financial information was imported. Once you do a renewal or purchase an item the transaction will then be logged. Same with the “Donations” tab if a donation was made separately from renewing dues it will be listed here.

Q: My name is misspelled, who can fix it?

A: You can by logging into your profile and make these changes, they will instantly be updated as soon as you hit “Save” or you can sent us an email to Membership@TucsonCactus.org and we will do it but this may take several days.

Q: When I look at my profile there is a big 8 digit number by my name, what is it for?

A: This is a unique profile number used by the Wild Apricot system. We do not use it, just ignore it. We have our own 6 digit “Member Number” that will be on your membership card and badge. It is also in your profile.

Q: When I look at my profile online my Role lists me as a “Bundle Administrator”, what is that?

A: That is a term that the system uses to designate who has control over a membership when it has more than one person on the membership (Family or Life levels). The administrator is the primary person and gets notified about renewals and can decide who the second member can be, this second person is called a “Bundle Member”. We can swap roles but you must email us to do that, a member cannot change this.