



AAUW California

Community Hub

August 4, 2022

Donations and Renewals



Logging Into the Community Hub



New Community Hub Terms

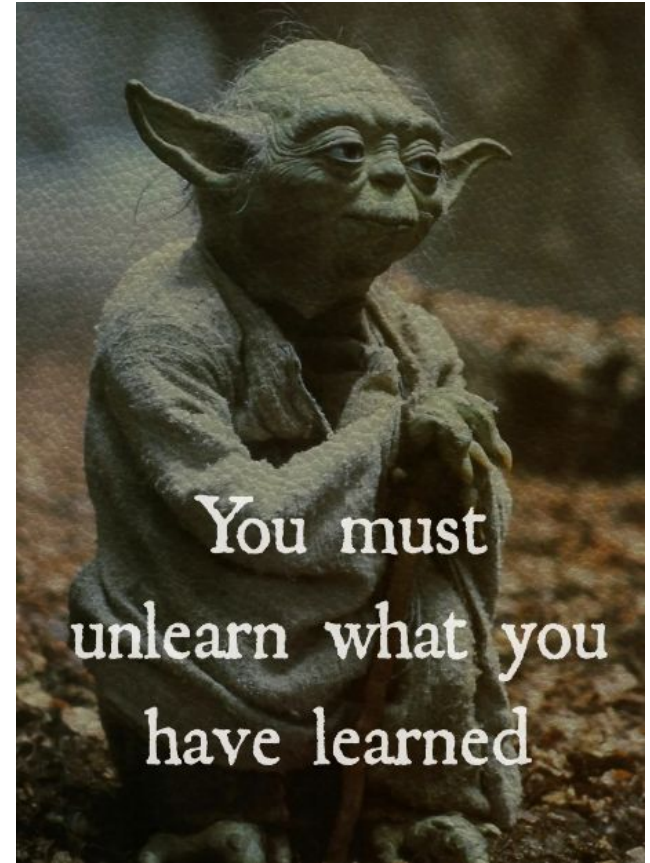
Old	New
Branch	Affiliate or Company
Branch Leadership team	Committee
Branch Member	National member with branch affiliations



Common Login Problems

- Using your member number instead of your email address
- Using the wrong email address. *Does National have your correct email?*
- Not doing a password reset the first time you log in. *This is necessary because you don't have a password yet!*
- You don't receive the password reset email. *Check your spam folder.* If you can't find it, National needs to be notified so they can determine why.
 - Sender: American Association of University Women <infosf@aauw.org>
 - Subject line: AAUW Password Reset Requested
 - Send an email to connect@aauw.org Include "Password Reset" in the subject line.
- Creating a new profile when you couldn't log in the first time. *Now you have a duplicate record* that National needs to fix. When you log in, you go to your "new" account that does not have your membership on it.

Member Records



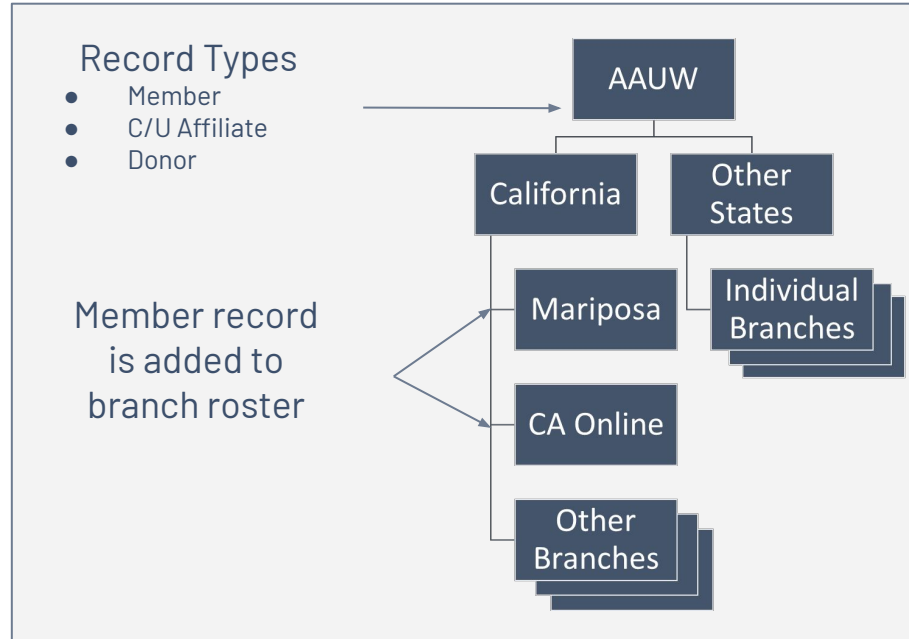
Adding a Member to Your Branch

Preferred method

- Member joins online.
 - Creates a record.
 - Identifies branch(es).
 - Pays dues.

Manual Process - Two Steps

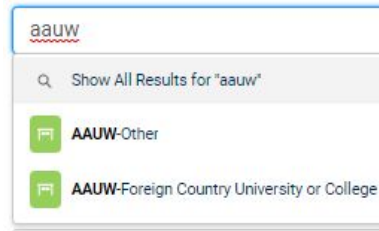
1. Add the member. You will be prompted to confirm they don't already have a record.
2. Join the member to the branch.



Do not use this process to add a Dual Member. Contact National to add them to your branch.

Add a Member Challenges

- I can't find the member when I search by email. *Last Name is required.*
- I can't find the member when I search by name. *Broaden your search - use first name or last name or part of the name only.*
- When I search I find two records. *Notify National. The records need to be merged. Provide both member #s. Download the member roster to see them.*
- I can't add the member even though I see them. *They may already be part of your branch roster.*
- I can't find the college that I attended. *Choose AAUW Other.*



Student Members

- The system calculates this based on when the degree is completed.
- If the graduation date is in the future, student membership detail is offered.
- You can choose Student Associate or Graduate Student and the dues will calculate correctly.

Choose Affiliation for Join Renew

AAUW Dues Fees and Tax Deductibility

FY23 July1-June30 Rates

- National Membership* - \$67/Year
- Lifetime Membership** - \$1,340
- Graduate Student*** - \$18.81/\$0
- Student Associate*** - \$18.81/\$0

(*) All but \$3 of the annual dues are tax deductible. (**) Fully tax deductible (***) All but \$2 of the annual fees are tax deductible and free for Students of AAUW College/University member schools.

*Select Membership Type

- ☒ Student Associate
- ☐ Graduate Student

Previous

Next



Dual Members

How

Member can choose the branches they want to join when they renew their membership.

- How do I process dues for a member who already paid their dues but did not indicate my branch as an additional branch?
 - *Notify National by email that the member should be added to your branch.*
 - *They will add to your branch and adjust the dates so that the expirations match for each branch.*
 - *Keep the money!*

Membership Dates

All memberships are now 12 months in duration.

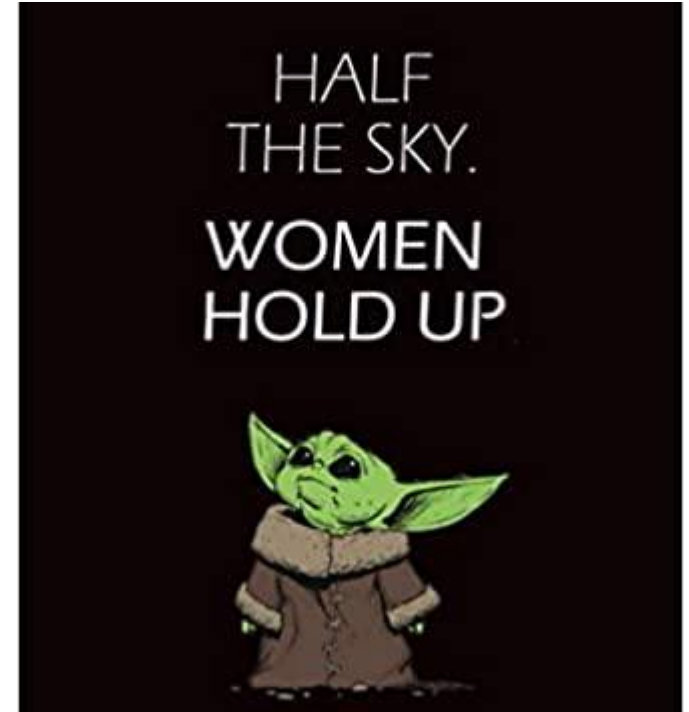
- How do I manage my renewals?
 - National can send renewal email notices to your branch members.
 - Send an email to connect@aauw.org requesting this service.
 - You can manage your own renewals.
 - Run a report of members each month.
 - Sort on Expiration Date.
 - Send an email to members to renew.

Messages for your Members

- If you haven't already logged in you **MUST** request a password reset.
 - If you don't get the reset email (check your spam, social folders first) send an email to connect@aauw.org with the subject line "Password Reset"
 - DO NOT create a new account. That will delay your ability to access your account.
- If you can log in but your account says you're not a member. *You have two accounts. National must fix.*
 - DO NOT create a new account. That will delay your ability to access your account.

Renewals And Dues Processing

We can do this!



Processing Member Dues

The easiest way

- Have the member pay online. They can pay for all memberships at one time and make AAUW (but not branch) donations.
- Invest the time to help them be successful so they can be independent next year.

A little harder

- If you have a bank account on file with National. If you were part of the Membership Payment Program (MPP) you should. *Benefit - you don't have to send checks!*
- Process the dues for the member using the Renewals and Donations Function.

More work

- If you don't have a banking account, process the dues for the member using a paper form you must get from National and send a check.

Branch Processed Renewals and Donations

Two Step Process

1. Renew Members
 - a. Identify what members you want to process.
 - i. Search by member status (grace) or end date to identify members who have not yet paid.
 - ii. Indicate the renewal and any donation amount.
 - b. Generate a worksheet so you can verify your entries are correct.
 - c. Generate the order.
2. Process the Order (Orders and Payments.)

Use this process only if the member can't/won't renew online.

This process only works if you have set up banking with National.
Orders stay in the queue for 4 days. They are removed if you don't checkout within 4 days.

A Challenge

Simplify your life

- Encourage all of your members join and renew online.
- Stop sending checks! Connect your bank account to National for dues processing.



Using Your Branch Roster



Finding Members Who Haven't Renewed

- Use your Branch Roster
 - Download your branch roster
 - Sort the file using the expiration date
 - Send an email to those members who have not renewed.

Member_ID	Member_Type	First_Nam	Last_Nam	Email	Account Phone	ADDR1	City	State	ZIP	Join_Date	Exp_Date	Branch	Primary Branch
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Please Cut Down the Green Tree



Help us Help You

When requesting help, remember to tell us:

- Your name, branch, and the email address you were using.
- A lot about what the problem is.
 - Hard to help you: *I can't log in*
 - Easier to help you: *I tried to log in using xxx@gmail.com and I can't remember my password.*
 - Even better: *I tried to log in to aauw.org using xxx@gmail.com and I can't remember my password. I reset the password but didn't receive the reset password email. I checked my spam folder. My branch is xxx.*
- Other things to include:
 - Include any error messages
 - A screen print is worth a thousand words

How to Get Help

- Contact AAUW National at connect@aauw.org
OR
- Contact AAUW California at webteam@aauw-ca.org

Use the subject line to get noticed:

- Password reset not working.
 - Include your name, email address, branch in the body
- Member accounts need to be merged
 - Include member name, account numbers if you know them, branch.

The California team is working with AAUW National to resolve issues. We will work to identify the issue and resolve as many problems as we can. We are working with Angie Cooper on those we can not solve.

Additional Challenges

- I'm using a mobile device and can't see the administrative functions. *Turn the device sideways.*

