MemberHub

Unit

Training Manual
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Welcome to MemberHub

Florida PTA has recently partnered with MemberHub, a free online tool, designed to help PTAs with recordkeeping and the administration of your unit, council, or district. MemberHub software is designed to make it easier to run the PTA – engaging families, raising funds, and staying in “good standing.”

Units will be able to manage everything including tracking and paying membership dues, filing compliance paperwork, setting up a PTA store, creating newsletters, sending emails to PTA members, managing volunteer signups, and more.

Starting with the 2019 – 2020 school year, MemberHub will be required for all local unit PTAs regarding FLPTA compliance (payment of membership dues to Florida/National, audits, 990s, and officers). The other tools provided by MemberHub are not required at this time, however you may find them beneficial. That is up to you and your PTA.

MemberHub never sells membership lists or shares personally identifiable information with any outside party. State PTA needs member data to report to National PTA and to communicate directly with PTA members. MemberHub does not communicate directly with members.

Please note: You must use GOOGLE CHROME as your browser on a computer for accessing MemberHub or WePay as an admin to avoid any issues!
I. Officer Registration with Florida PTA

Once your PTA has elected its 2019-2020 officers, an officer, usually the President, will need to first complete the FLPTA “New or Returning Officers Form” on the FLPTA website (direct link: https://floridapta.org/new-or-returning-officers-form/).

Once completed, the officer will receive an email with a link to MemberHub. The officer will need to set-up the unit/council, a generic domain/url, and register unit/council officers.

When completing the online registration with FLPTA, you will need to have the following information:

- **PTA Unit Information:**
  - PTA Name (as noted on Bylaws)
  - National PTA Unit # (add zeros at the beginning to = 8 digits)
  - Federal EIN # (9 digits, no dashes)

- **School Information:**
  - Name of school, address, city, zip, county, phone (without dashes)
  - Principal’s name and email
  - Type of school (elementary, middle, etc.)

- **Certify read information about audit and the annual 990 tax filing**

- **Officer Information:**
  - Name
  - Home address
  - Phone number
  - **Personal email address** – IRS requires personal contact information (address, phone, email, etc.) for officers of 501(c)3 organizations. PTAs using general mailboxes (e.g. ABCElemPTA@gmail.com) will be able to use those in MemberHub as well (refer to pg. 8)

- **Date of election meeting**
- **Name and email of person completing the registration**

After completion of the form, FLPTA will send an email confirmation of the form submission. (Note: If you do not receive an email confirmation, the form was not completed properly. You will need to resubmit the information).

FLPTA will also send an email, to the Unit President, with MemberHub login information. The officer receiving the email is responsible to now create the PTA’s MemberHub account and register the PTA officers in the MemberHub system (refer to page 8).

Florida PTA ‘Kit of Materials’ will be emailed (via Constant Contact) to each registered local unit officer upon receipt of the completed online FLPTA form.

FLPTA DOES NOT PROVIDE OFFICER OR MEMBERSHIP LISTS TO OUTSIDE NON-PTA ENTITIES.
II. First-Time Login / Creating Your MemberHub account:

A. First-Time Log-In

I. To access the MemberHub website for the first time, go to: app.memberhub.com/login:

- Enter your **personal** email address (email recognized by FLPTA)
- Select **I need to create a password** and enter your first and last name
- Next

![MemberHub Login Page](image)

- MemberHub sends you a confirmation email with an access code (first time login only)
- Enter the code from the email in the confirmation code box on the MemberHub site
- Create a password for yourself
- Next

Once in the site, you should see an **Admin Console** button in the upper right. If not, please contact your state PTA.
B. Activate your site and set the domain name

As “Site Administrator” you are going to set-up your PTA’s site domain / PTA’s MemberHub email address. This is a one-time set-up and is done by the first unit officer with ‘administrator (admin)’ rights.

- Enter in a **New Subdomain**. The subdomain should be short and unique to your PTA. (Example “ABCElementary.Memberhub.com”). Recommend not using “PTA” in the name as you may be using the MemberHub site for more things than solely PTA, such as a ‘store.’
C. Assigning Access Rights:

Access Rights:

When setting up the officers in MemberHub, the PTA President will determine who will have “Admin Console and Store Admin” access – the ability to add/change/delete information in MemberHub as well as access reports and submit dues directly to FLPTA.

Admin Console rights provide access to the following tabs:

- **PTA**: enter members, officers, audit, financial review and/or Form 990 confirmations
- **People**: search people and add students and parents to your site to receive communications
- **Hubs**: create hubs to match your Unit/Council or school’s communication needs
- **Site Joins**: set up a page for members of your Unit/Council or school community to become part of your site
- **Settings**: customize your site to reflect your Unit/Council or school spirit and organization
- **SponsorShare**: learn how to raise money with this sponsorship fundraiser!
- **Store Admin**: Access your store admin, complete your Merchant Processing Agreement or log in to your WePay Merchant center.

FLPTA assigns PTA Presidents with “Admin Console and Store Admin” rights.

The PTA President assigns access to fellow officers accordingly. Usually the Treasurer is assigned “admin rights” as well, being s/he is responsible for remitting membership dues, filing the annual report, and 990 (taxes).

Access can be changed at any time.

FLPTA will have ‘admin rights’ on all Florida PTA units, councils and regions.
II. Add / Update Officers:

1) Login to the PTA MemberHub site (app.MemberHub.com).
2) Select the Admin Console button in the upper right
3) At the PTA tab:
   a. Click on Officers (on the right)
   b. To Add Officers:
      i. Click Add Officer (on left, under “Officer List”)
      ii. In the popup, enter officer’s details:
         • First & last name
         • Personal email address – see below regarding email.
         • PTA ‘Office’ position
         • Term - select 2019-2020 (current fiscal year)
      iii. Check whether to give him/her ‘admin’ rights
      iv. Click the Add Officer button (on the bottom).
      v. Complete this process for each officer

Note: After June 30, past year officer information cannot be updated or removed. Prior year officer information should remain in MemberHub for state-level PTA data recordkeeping.

When an officer's term is over, the new officers/admins often leave the old ones on as site admins for a while in case they need training or assistance. It is up to the new administrators to remove old admins as needed. This can be done in Admin > Settings > Administrators.

IMPORTANT – EMAIL ADDRESSES:

• You must use personal email addresses for your personal accounts. The profiles created will stay with the individual as s/he moves from school to school and/or in and out of PTA roles. This applies to MemberHub and all levels of PTA!

• Never use generic or PTA-owned email addresses to report officers or purchase PTA memberships. These types of profiles cannot identify an individual and cannot be transferred to new officers.

• Generic emails (e.g. ABCElemPTA@gmail.com, Volusia.cc@floridapta.org) must be kept separate from anyone's personal profiles. Add generic emails as a new "Officer" and assign admin rights and/or add to hubs as needed. I use the County Council email address when sending messages on behalf of County Council and/or FLPTA.

• Remember to log in and out of each profile, depending on what you need to do.

• If you have already been added to MemberHub using only your generic or PTA-owned email address and:
   Someone else in your unit already has admin rights:
   ○ Have them to change your email address in (Admin > People) BEFORE you attempt logging in for the first time.
   If no one else in your unit currently has admin rights:
After logging in for the first time and confirming your account, please follow these instructions to change it to your personal email address.

After making your personal email the primary, remove the old one from your account. This will allow you to add a new person using the generic email address, if you want.
III: Adding People to Your MemberHub site

There are several ways you can add people to your MemberHub site:
- Add PTA members individually
- Import a list of non-members
- Set-up a “Site Joins” page
- Set-up membership in your school store (see pages 15-17)

IMPORTANT: Once people have been added to your site, they still need to be entered as members. This requires the person to be added as a ‘member’ on the PTA> Add Members (see page 14). By entering them in the PTA tab - Add Members, you are actually placing/confirming a transaction as well documenting how they paid. In addition, this transaction sets off a series of tasks such as membership card creation and emailed receipts. None of these things can happen until the payment is confirmed. So we need the actual transaction information versus just indicating a person is a member in their profile.

Note: County Council Presidents and Region Reps are automatically a member of each local units MemberHub. By being a ‘member,’ you will have easy access to them as any member. Neither County Council President nor Region Rep will have access to change and/or edit your MemberHub site.

Add People individually
1) Login to the PTA MemberHub site (app.MemberHub.com)
2) Select the Admin Console button in the upper right
3) At the People tab:
   a. Click on Add People (on the right)
   b. Enter required info for each person:
      vi. Name
      vii. Phone #
      viii. Personal email
   (Note: Phone or email is required information for all members, except students).

Import a list:
Site admins can upload contact data into their MemberHub sites through the People Importer. Once you upload your contact records, MemberHub will create profile records in the Admin Console. Then, you can place them into hubs for communication.

1) Login to the PTA MemberHub site (app.MemberHub.com)
2) Select the Admin Console button in the upper right
3) At the People tab:
   c. Click on Import People (on the right)
   d. Click on Download Template (lower right)
   e. Complete the downloaded CSV file with contact data
f. Upload the completed file and click **Run Import** button

*Note: Please read Step 1 below before completing the spreadsheet because you must adhere to certain data formats – e.g. you can’t add any additional columns with data in the spreadsheet.*

### 1. Download and Complete the Template

- Download the template and fill it out without adjusting the header row. The format of your data must match this exact format.
- Any Spreadsheet program like Excel can be used to edit and save a file in the .csv file format.
- The Email column must contain unique email addresses. Two people cannot share an email address.

### 2. Upload Your Completed .csv File

- These contacts are expecting to hear from my organization.
  - True
  - False
- The list was not purchased, rented, appended, or provided by a third party.
  - True
  - False
- Place your initials below to confirm.

Once the import has completed, the results will be emailed to the person who runs the import. If there are any errors in the import before the import starts, you may see an error message with instructions.

If there are any rows with erroneous or invalid data, the import will skip those rows and try to run to completion.

### Set-up a “Site Joins” Page:

A **Site Joins Page** is essentially a registration page for your site. Enabling your Site Joins Page allows your PTA to provide a link to a public page where people can register themselves and family members (if applicable) to join your MemberHub site. You and/or other site administrators will then approve or reject the join requests.

1) Login to the PTA MemberHub site (app.MemberHub.com)
2) Select the **Admin Console** button in the upper right
3) Select **Site Joins**
4) Click the **Sites Joins Page Settings** button in the bottom right
5) Check **Enable your Site Joins Page**

Once you check that box, you'll see a handful of other options to configure. These options allow you to customize your Site Joins Page with instructions and contact information.

6) Click **Save Changes**

At this point, you're ready to distribute the web address of your Site Joins Page which is where people will go to request to join your MemberHub site:

7) Two (2) options:
   i. provide the full web address which includes the **Join Request Key**
   ii. Provide the shorter of the two web addresses that do not include the key in the address. This is more secure. Visitors that join that page will be required to type in the **Join Request Key** in order to register.
**Processing Join Requests**

As people submit join requests, administrators are then required to process those requests. The requests will show up right on the **Site Joins** tab in the **Admin Console**.

Administrators can **accept, reject, hold, or edit** each request accordingly.

### Process Join Requests

- **Accepting** a join request, that person's information will either create a new person and family in the People tab or if a match is found, it will update the existing person's information.
- **Rejecting** the request will flag the request accordingly and any email addresses used in that request will not be available for future join requests until an administrator deletes/clears that request.
- **Holding** a request just puts it into a "hold" state so an administrator can handle it later.
- **Edit** will allow an administrator to actually edit the details of the request before it is ultimately accepted or rejected.

### For Schools

An additional checkbox will appear when setting up your Site Joins Page that will allow people to select a classroom hub when they are entering their student's information.

### Setup Site Joins Page

Enabling your Site Joins Page allows Five Points Solutions to provide a link to a public page where people can register themselves and family members (if applicable) to join your MemberHub Site. Site Administrators will then approve or reject the requests. **Check the box below to enable this feature.**

- Enable your Site Joins Page
- Allow people to select classroom hubs for each student to join [What is this?]

The idea is to make it easier on administrators so that when the join request is accepted, it will automatically put those students (and parents if chosen) into their appropriate classroom hub!
IV: How To Document Membership Payments in MemberHub

Membership payments can be made via cash, check and credit/debit card. As always, your Executive Committee will determine whether or not your PTA will take credit/debit cards in addition to cash & checks. If accepting credit/debit cards, the President or Treasurer will need to set-up an ‘e-store’ / WePay account (refer to page 11).

When entering memberships in PTA tab > Add Members, you are placing/confirming a transaction which:
- documents how the member paid
- creates a membership card
- generates an email receipt & yellow star, syncing this with FLPTA

None of these things can happen until the payment is confirmed.

There are no fees from MemberHub for cash or check payments. For credit card fee information, refer to page 12.

To Add A PTA Member - Cash/Check:
1) Login to the PTA MemberHub site (app.MemberHub.com)
2) Select the Admin Console button in the upper right
3) At the PTA tab:
   a. Click on Members (on the right under PTA Pages)
   b. Click on Enter Members
   c. Complete the information
      i. Name
      ii. Phone # and / or Personal email
   (Note: Phone or email is required information for all members, except students).
   d. Select the applicable Member Type (Individual, Student, etc.) from the dropdown
   e. Click on Allow this person to join and access your MemberHub Site
   f. Complete the payment information:
      i. School Year
      ii. Dues Amount
      iii. Extra Donation Amount (if applicable)
      iv. Check Number (if paid by check)
   g. Click on Send Member an Email Receipt
   h. Click on Add Member

Once a member is added, scroll down to the bottom of the page to see all the members that have been entered into your MemberHub site.

To Add A PTA Member – Credit/Debit Card:

An ‘e-store’ will need to be set-up to take sell memberships, collect donations, sell spirit wear and more online. Refer to the next Section, Setting Up Your MemberHub Store.
V. Setting Up Your MemberHub Store:

First, you will need to complete a Merchant Processing Agreement and register for a WePay Account. The President or Treasurer has to ‘sign’ a Merchant Agreement using the PTA bank account information. S/He will need the PTA’s EIN and bank account information handy.

Once this information is entered online, the details are ‘hidden’ and are secure.

The WePay login you create will be separate from your MemberHub login. It is recommended using a generic PTA email address for the WePay login, which will allow for easier transitions each year.

There are fees associated with credit card transactions. WePay, the payment processing company, and MemberHub charge in total 3.5% + $0.50 per credit card payment. Ex: On a $10 membership, the fee is $0.85. Typical industry fees as much as: 7% plus $0.50 comparatively.

Who pays the fees with MemberHub?

Fees can either be paid by the PTA or passed on to the member (Refer to Store Settings tab to select who absorbs the fee).

Setting Up Your MemberHub Store:

1) Login to the PTA MemberHub site (app.MemberHub.com)
2) Select Admin Console > Store Admin
3) Click on Merchant Processing Agreement (right column)
4) Select Register for WePay Account.
5) If your organization already has a WePay account, enter your sign-in and click Log In.
6) If new to We Pay, complete the sign-up form in the We Pay pop-up window
   a. You may use a generic PTA Treasurer email address if you wish, but the first and last name that you input in the form should be that of the individual who will be managing/owning the WePay account.
   b. The login credentials for your WePay account are separate from your MemberHub login.
7) Read the Terms of Service and bookmark the link for future reference.
8) Confirm your email(sent to the email address provided), then click Next.
9) Enter the details of the PTA/PTSA:
   a. Entity Type: Nonprofit / Unincorporated Association
   b. Industry Type: Education
   c. Legal Organization Name – must match your unit name on your EIN
   d. Address & Phone: use school’s address and phone
   e. Website: use your PTA website. If you do not have one, then select My nonprofit has no web presence.
   f. Beneficial Owner: (Do you own 25% of the nonprofit) select No.
   g. Review details of agreement. Click Submit.

10) Enter details of the controller (Treasurer):
    a. Name, address, phone
    b. Enter last 4 digits of Social Security number. Federal law requires the bank (Chase) to verify your identity. Chase will try to do so using last 4 digits of SS#.

11) Enter details of the bank account:
    a. Routing number: set of numbers located in lower left of check (9 digits)
    b. Account number: set of numbers located in middle of check
    c. Select applicable account: checking or savings
    d. Select Link Bank and Finish.
VI: Adding Membership Types to Your MemberHub Store:

Your standard state membership types will already be loaded in the system. Here is where you can change the dollar amounts, add other types of membership options, and ‘hide’ types not applicable to your unit/school,

1) Click on the Admin Console
2) Click on the Store Tab to access the MemberHub Store Admin Site
3) Click on Memberships (left-hand side)
4) Your standard state membership types and a few other options will already be listed in the store.

5) Click Edit to adjust pricing and other details, if necessary.
6) To ‘Hide’ a type that is not applicable to your unit/school, click Hide in Store?
7) Another option is to customize PTA membership types and pricing for school store.
   a. Click on New Custom/Bundled Memberships in the top right
   b. Fill out the Membership Name, Short Description, Long Description, Number of Members, and the price. Note: Your membership level price must be greater than the number of potential members that are joined multiplied by the amount due to the state for each member ($4).
8) Enter an Available At and an Expires At date.
9) Add an Image. Note: The following fields are automatically included when someone purchases a membership online through your site or an administrator manually enters a membership: first name, last name, email address OR a mobile phone number, and member type.
10) Add Additional Fields. Choose the Field name, Field type, and option values.
11) Choose the **School Year**.
12) Click **Add Membership**. You should see the Memberships listed in your live store.
VII. Adding Items and Donations to the Store:

Once you set up memberships in your school store, you should add items like spiritwear, donations, event tickets, and no-fuss fundraisers to get the most out of your store and

1) Click on the Admin Console > Store Admin Tab to access the MemberHub Store Admin Site
2) From the Dashboard of the MemberHub Store Admin Site click on Items on the far right, New Item (top far left)
3) Enter the Required Information:
   a. Item / Event: Name, Short Description, Long Description, Price, when the item is available, and when the item is no longer available.
   b. Donations: name and describe your donation. For ‘enter a price,’ select the option Allow shopper to enter a custom price and enter a Minimum Price for the donation.
4) Select the Category you want the item in.
5) If there are different sizes or colors check the Has Sizes or Has Colors boxes and add the sizes and colors.
6) Add an image
7) Add Additional Fields (optional)- Choose the Field name, type of field, and enter the optional values.
8) Choose the School Year.
9) Click Create a New Item.

Sample Store
VIII. How to Void/Edit a Transaction & PTA Membership

Administrators can void cash and check transactions that get created through the PTA > Members page. This allows you to edit PTA membership entries by first voiding a transaction and then re-entering it.

1) Click on the Admin Console > PTA tab > Members
2) Search for the incorrect membership in the search bar
3) Click on the X to the right of the membership
4) Click Void Membership

The yellow star, the membership card, and the dues owed to the state will be removed from that person's profile.

Voided transactions and memberships will automatically be sent to the state level PTAs in their reports and the MemberHub API.

To re-enter that person into the PTA tab>Members> Add Members form in order to give them an updated membership.
IX: Printing and Emailing Membership Cards:

When people join your PTA, a membership card is linked to their MemberHub profile.

Members will receive an email notification with a link to print their membership card, or to save it as a pdf. The email is sent automatically by MemberHub, once you mark them ‘paid’ in MemberHub or when they pay through the MemberHub system. NOTE:

You will also be able to print a copy of the member's card or save it as a pdf by clicking on the blue card icon next to the member's name once they have been added to MemberHub and marked paid (especially helpful for members who do not have an email address).

Only Site Admins can see everyone’s cards. Each member can only see his/her own card.

To access the membership cards (Site Admin only):

1) Click on the Admin Console > People tab
2) Click on the Person’s name to access his/her profile
3) In lower right-hand corner, you will see their membership card
4) Click on the link below the card image and the card will open in a new window
5) You can print the card from this window
6) To email the card, right-click (on a PC) or two-finger click (on a Mac) and then click on Save image as
7) Save the image to whatever location you prefer. Create an email and attach the membership card image to the email.
X: Submitting Membership Dues to Florida PTA:

State and National PTA dues are to be submitted electronically to Florida PTA. The fee for this option is a flat $1 per remittance. Funds are sent directly to Florida PTA via an eCheck/ACH.

1). Login to MemberHub

2). Select Admin Console

3). Click on PTA tab

4). Click on State Payments (menu on the right)

5). System will display how much is owed to the state and for how many members.

6). To see which members are owed for, click on Show/Hide Members. All members with state dues outstanding will be listed at the bottom of the page.

7). The current President or Treasurer may remit dues via e-check, select Send Payments Via e-Check. The following pop-up will be displayed:

8). Check both check boxes to activate the Send Payment to FLPTA button. If they are both checked and the box is still grayed out, un-check the top check box and re-check it to make the box live.

Note: If your button is not ‘live’ and you are the president or treasurer there are a few things to check. First, go to the Admin Console> PTA tab> Officers and verify that you are listed as the current year officer (2019-2020) and not last year’s officer (2018-2019). If you are listed as a past officer, you will need to add yourself as a new officer for the
2018-2019 year. You cannot update or delete 2018-2019 officers after June 30th due to state record keeping needs. If you are listed as a current officer the next step would be to verify you are logged in with the email listed on the 2019-2020 officer profile. If you are not, you will need to logout and login again with the email on the officer profile.

9). A pop-up from WePay is displayed. If you do not get a pop-up, check your Google Chrome settings to make sure pop-ups are not disabled.

10). If your PTA utilizes online banking:
   - Hit **Continue**
   - Search for your bank
   - Enter your online banking user name and password. If you are getting an error that the login credentials are incorrect go back and check if your bank has a business integration with WePay. For example, logins for TD Bank Business Direct with not work if you are in the regular TB Bank option. You have to choose the business option.
Once logged-in, a list of your active online banking accounts should be displayed.

Select the account to use to pay this and all future payments from Continue.

Verify the bank information displayed and complete the process.

Once completed, a confirmation number should be displayed on the MemberHub state payments screen. Your payment has now been sent to the state.

11). If your PTA does not utilize online banking (or WePay does not have an integration with your bank), you will have to manually confirm the account. FYI - When entering the bank information manually, WePay will make two small deposits in your PTA's bank account, which you will need to confirm to verify your account. Once you have done that, your ACH payment will be released.

To manually enter the bank information:

- At the WePay pop-up, click on Manually enter account and routing info.
• Fill out the form in its entirety. If it is not accepting the bank name, the bank may have a special character in the name. For example, for M&T Bank, enter M and T.

• Select **Authorize Account**

• **Displayed message:** *WePay is going to make two small micro deposits into your bank account in 1-2 business days.* WePay will also send you an email with a link to enter the micro deposits. If you do not receive this email please check your spam.

• Click the link in the email and log in to confirm the amounts.

• **Continue**

• A confirmation number for the payment is displayed. Note: your payment will not be sent until you confirm your micro deposits. If you do not get the micro deposits it is likely something you entered when you confirmed the account was incorrect. Please confirm it again. If you do not get the deposits the second time please reach out to MemberHub support.
• The account is now set-up. You only have to confirm the bank account on the first payment. Each additional payment only requires you to press the button to Send the Payment.

12). Once the eCheck is sent, a breakdown of all payments is available under State Payments History button.

Information regarding ‘Advanced Access Code’:

When using the WePay pop-up to send an eCheck state payment, you may get to a point where you're prompted to enter an ‘Advanced Access Code.’ This is an extra security measure that some banks use on their accounts in order to generate online transactions.

For example, Wells Fargo offers a feature called Advanced Access. According to Wells Fargo: When conducting online or mobile banking, Wells Fargo may sometimes prompt you to request an ‘access code’ to perform certain transactions or access sensitive information.

Please be aware of this setting with your bank and work directly with your bank on your ‘Advanced Access’ settings.

If logging into your bank through the WePay ACH popup continues to be a challenge just follow the screenshots noted on MemberHub website tutorial (https://support.memberhub.com/hc/en-us/articles/360006895253-How-to-pay-your-state-dues-in-MemberHub) to manually enter your bank account and routing information.
Also, WePay recommends logging-in to your bank account to decide if you'd like to disable 2-Step Verification.

(MemberHub tutorial link: https://support.memberhub.com/hc/en-us/articles/360006895253-How-to-pay-your-state-dues-in-MemberHub)
XI. Adding a File to Your Message

To add a file to a message you need to make sure you have the file link from the file section of MemberHub. All files must be hosted within Memberhub First.

4) Login to the PTA MemberHub site (app.MemberHub.com).
5) Select the Admin Console button in the upper right
6) At the Hubs tab, select the Hub you want to message from:
   g. Click on Files (on the left)
   h. Select Upload Files (right)

7) Copy the link for the file underneath the file on the files tab.
8) Insert this link into the message
   a. Click Messages > New Message > Insert > Insert/Edit Link
9) Once you click **Insert Link**, insert the link in the **Url** box. The **Text to display** and **Title boxes** are not necessary.
10) This is what it will look like in the message. From here, you can finish your message as necessary by adding additional text, recipients etc.
XII. Privacy Settings

If local units are concerned about people seeing their information, you may make it ‘private’.

1. Login to MemberHub
2. Select Admin Console
3. Click on Setting > Features
4. Under Directory, select the applicable setting.

5) Under Access:
   a. Select Access if want everyone in the entire directory to have access to everyone’s information.
   b. If Access is not selected, the only people who will be able to access/ see information are the officers.

*As a reminder all County Council Presidents and Region Reps are automatically a member of each local units MemberHub. This allows for easier access to your CC President or Region Rep. They do not have access to change/ edit anything. This is so they can help the local units.