

# TEWKESBURY AND DISTRICT U3A MEMBERSHIP SYSTEM

This document describes the Tewkesbury and District U3A Online  
Membership application and Renewal Process

*21 August 2015*

# Your Online Membership System

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## So what benefits will the new system bring?



Your committee in early 2015 decided it's time to join the 21<sup>st</sup> Century in respect to its Membership subscriptions methods. 2015 subscription season will see the start of a new era with the introduction of an online payment and membership system.

For those without a computer, or access to one, please note the old Membership system of a Membership form and Royal Mail will still be available to you!

- The ability to pay your subscription electronically
- An online Membership application process
- The ability to renew your membership online
- Keep your own details up to date
- Quicker payments methods, includes card payments
- Less trips to the post box or the post office
- Less time resolving change of postal and email addresses
- Reduced work load for the Membership Secretary
- More accurate records
- Membership Cards via email
- Offline payment methods, such as cheques etc. also catered for
- Keep informed of progress of membership application or renewal via email
- Access to the site is via a Secure user ID and Password system
- Collaboration between Membership secretary and assistant

### Some things will remain the same.

- Group Leaders will check your membership cards are valid
- The great value for your membership

## The Process of Renewing your membership online.

Memberships will be able to be renewed, up to 2 months ahead of the membership expiry date. There is no penalty for renewing ahead of date.

*Example: You renew your membership 2 months ahead of renewal, your membership will be extended forward by 14 months.*

If paying by offline means (for example by Cheque) your membership will be updated once the payment has been received.

If your payment is not received by the current expiry date the member will be moved from being an active membership to a pending state, this indicates on the membership system that they are no longer a paid up member.

### Pre Membership Expiry Communication

Members will receive a reminder email about their membership renewal from the membership system, 9 days and another 2 days ahead of their membership expiry date.

### Post Membership Expiry Communication

If a member has not renewed their membership and 28 days has elapsed since their membership expiry date, another email will be sent prompting the member to renew.

### Membership Expiry

Your membership will be recorded as lapsed on the anniversary of your last payment. Your membership with Tewkesbury U3A will have effectively cease. Expired membership details are retained for three months on the membership system.

Once membership has expired the member will cease to receive the TUTA magazine and any group emails sent. They will also **not** have access to their membership page.

### Late renewals

- If your membership has expired but you renew before your details are archived then your membership will be reinstated from the expiry date. This prevents late renewals gaining periods of free membership.
- If the data has been achieved then you will have to Join Tewkesbury U3A anew. You will have lost your accrued continuous membership period.
- This will also apply to offline renewal.

## New Member Joining Process Summary

### Joining – with a PayPal payment

When a member completes their application and pays with a card they are sent a full [Welcome Pack](#). This will include:

- Confirmation of membership details and PayPal transaction
- A message from the Membership Secretary
- A link to our latest TUTA News.
- Your electronic membership card for local printing

Your membership renewal is complete

### Joining – online with an offline payment

The membership systems can accept any form of offline payment (e.g. cash, cheque, bank transfer/Fast Payment).

When one of the offline payment methods has been chosen, the member will receive a “Welcome Pack”; however at this stage the membership card will not be included.

When the payment is received, the membership secretary will confirm its receipt on the membership system. When this is done the member will receive an email confirming their payment and an attached membership card for local printing.

If time passes and no payment is received, the membership secretary will cancel the application. The member will receive an email indicating the membership application has been cancelled.

## Example of the Home page of the Payment System.



Sign In



### Welcome the the Tewkesbury and District U3A Membership system.

If you wish to **JOIN** Tewkesbury and District U3A then please click on the **Join Us / Renew** button to the right of this page.

**Members RENEWING their membership** - Please **Sign In** first (Click on **Sign In**, at the top right of this page)..., once signed in, please check your current detail are correct, if you make any changes please click on **the Save** Button before continuing to the **Join Us / Renew** Button. *Your email address is very important since it will be used to keep you informed of the progress of your application or renewal.*

For manual applications please download the Membership Application Form at the foot of this page.

**Use of your email address:** *By providing your email address you are agreeing to receive relevant Tewkesbury U3A communications through email. You will receive emails relating to your membership application/renewal process. Membership cards will be sent electronically to members using this online system. The processing of Manual applications will remain as is.*

Thank You

| Membership Type     | Cost   |
|---------------------|--------|
| Sole                | £12.00 |
| Joint               | £20.00 |
| Sole Concessionary  | £8.00  |
| Joint Concessionary | £14.00 |

#### Concessionary Rate Condition:

A Member must be a minimum of 82 years of age and must hold current membership and also have maintained membership for 5 consecutive years to-date, joint members must also reside at the same address.

| Optional memberships |   |
|----------------------|---|
| Option               |   |
| 1                    | Existing Members of <b>Other U3A's</b> should select the <i>concessionary Sole or Joint</i> rates |

### Contact Us

✉ [memsec@tewkesburyu3a.org.uk](mailto:memsec@tewkesburyu3a.org.uk)  
 🌐 [u3asites.org.uk/code/u3asite.php?site=138&...](http://u3asites.org.uk/code/u3asite.php?site=138&...)

### Memberships

|                               |     |
|-------------------------------|-----|
| Sole                          | £12 |
| Joint                         | £20 |
| Concession Sole <sup>1</sup>  | £8  |
| Concession Joint <sup>1</sup> | £14 |

<sup>1</sup> Membership requires approval

Join Us / Renew

**New members** will click on the button  button.

Existing members are requested to click on the **Sign In** button at the top right of this screen.



### Sign In to Tewkesbury U3A at membermojo

Please provide your current membership address so we can send some simple instructions.

email

Sign In with password

Send

Image: The Sign In Screen

If you have a password Click on '**Sign in with Password**',

Else

Just enter your email address and click **Send**. An Email will be sent to you email address entered, it will contain a link that enables you to **Sign In**. This sign in link is only valid for 2 hours. Don't forget to set up the password when you have the option.

Once signed in proceed to click on the **Join Us / Renew** Button.


*To see the Membership application process for new memberships, please proceed to:- Page 9.*

The **Renewal** process follows on the next page.

## The Membership Renewal Process

Existing member will receive an email from the membership application when their membership is due to expire 9 days ahead of the renewal date.

Below is an Example of such an email,



Dear John Hinton

Your membership with Tewkesbury U3A is due for renewal before Sat 30 Apr 2016 and can now be renewed.

Please Sign In using the link below and confirm your details and then proceed to renew your membership.

Please note you will not require a password.

Thank You

Regards

Membership Sec

**[Confirm your details and renew your membership.](#)**

Membership Enquiries

Any queries concerning your membership should be directed to:

Name: John Hinton  
Email: [u3ajohnh@outlook.com](mailto:u3ajohnh@outlook.com)  
Phone: 012345678

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This message was sent to [u3ajohnh@outlook.com](mailto:u3ajohnh@outlook.com) on Tue 5 May 2015 08:01.  
Tewkesbury U3A membership queries should be sent to [u3ajohnh@outlook.com](mailto:u3ajohnh@outlook.com).  
Delivered by <https://membermojo.co.uk>, Club Membership Made Easy.

Clicking on the link

[Confirm your details and renew your membership](#)

The link will take you to a Membership Renewal Screen on Membership Application web host 'MemberMoJo' See *Screen shot below*:



## Membership Renewal

You are currently signed in as John Bull (bbb@jahinton.plus.com) and your membership is due for renewal.

Please review your details then click **Next**.

To create a new membership that shares your email click [here](#).

|   |   |   |
|---|---|---|
| <b>Title</b>  | <b>* First name</b>   | <b>* Last name</b>                                    |
| Mr  | John  | Bull  |
| Mr, Mrs, Miss, Ms, Dr, Revn or Capt   | Please enter your First/Given Name  | Please enter your Family/Surname Name                 |
| <b>* Email</b>  | <b>Year of Birth</b>  | <b>Contact number</b>                                 |
| Your email address  | 1947  | 046827  |
| Please enter your own email address. If you do not have an email address, please download our Membership form from the Tewkesbury U3A website. Please search/google 'Tewkesbury U3A' in your Browser - Thanks | In order to tune our Groups to the needs of our membership it is useful for us to know the age profile of our members. Please enter your year of your Birth. EXAMPLE: If you were born on the 1 Jun 1936, Please enter 1936 in this box. Thank You. | Please enter your contact telephone number. Thank You |
| <b>Membership</b>   |   |   |
| Joint - £20   |   |   |
| Additional members are added on the next page. Expires 30/04/2016.  |   |   |
| To choose the membership type you require, please click on the down arrow and select the membership you require.Thank You   |   |   |
| <b>* House-Road</b>   | <b>Address</b>  | <b>Address.</b>                                       |
| Bull House  |   |   |
| Please enter your House Number or Name AND the Street or Road Name.   | ** optional explanation text **   | ** optional explanation text **                       |
| <b>* Town</b>   | <b>* County</b>   | <b>* Postcode</b>                                     |
| Tewkesbury  | Glouc   | GL11WE  |
| Please enter your town  | Please enter you countyname   | Please enter your Postcode.                           |
| <input type="checkbox"/> <b>Gift aid</b>  | If you are a Tax payer please consider Gift Aiding Your Membership. If you gift aid, Tewkesbury U3A will receive £1.25 for every £1 of your membership.Thank You  |   |
| <input type="checkbox"/> <b>Email TUTA</b>  | The ditridution cost of sending Quarterly Magazine TUTA by post is costly. If you would like TUTA sent via email please select Yes. Thank You   |   |
| <b>Photo</b>  |   |   |
| Change Photo  | Missing Photo   |   |
| <input type="button" value="Next"/> <input type="button" value="Cancel"/>   |   |   |

Check your details are correct.

Should you wish to have your photo on your membership card, you may upload one by clicking on Change Photo and following the instructions on uploading

Then press NEXT. The payment screen will be presented to you. *Screen shot below shows a Card Payment option selected.*



Sign In



### Payment Due

Membership: Sole

£12.00

### Payment Options

#### Pay with PayPal using your PayPal account or credit/debit card

 The safer, easier way to pay.

You will be taken to the PayPal website to complete payment. To pay by card select 'Check Out as a Guest' or 'Pay with a debit or credit card' on the PayPal login page.

#### Pay with Cheque, Standing Order or Direct Debit

- Cheque
- Standing Order
- Direct Debit

CHEQUE PAYMENT: Cheques should be made payable to Tewkesbury U3A and sent to Membership Secretary 13 Tewkesbury Rd Tewkesbury, Glouc GL20 1TW

STANDING ORDER: Should be set up as Follows: To setup to pay Tewkesbury U3A  
Sort code 11-11-11 Ac 00123456. For the Payment Reference - please use your Lastname/Surname and Postcode. Please see example below  
Example John Broom lives at postcode GL20 1AS .. Ref for J Brooms payment is:- BroomGL201AS

DIRECT DEBIT: Please contact the Membership Secretary on 012345678 to Request DD Form

Payment instructions will be also be sent to you by email. Your membership will be activated once this payment has been received.


Back

Pay with PayPal

Cancel

The Applicant is presented with a Payment Screen. Shown above, the PayPal option has been selected. This is the option that will handle the card payments. *No card details will be held within the membership system. Card transactions are directly with PayPal.*

Pay with PayPal

The Applicant would then click the  button, the applicant will be taken to the PayPal system, where the card detail etc. are taken and the payment is completed. For greater detail on using the Card Payment option please see document: "Renewal Process Card Payments" also available on the Tewkesbury and District U3A website

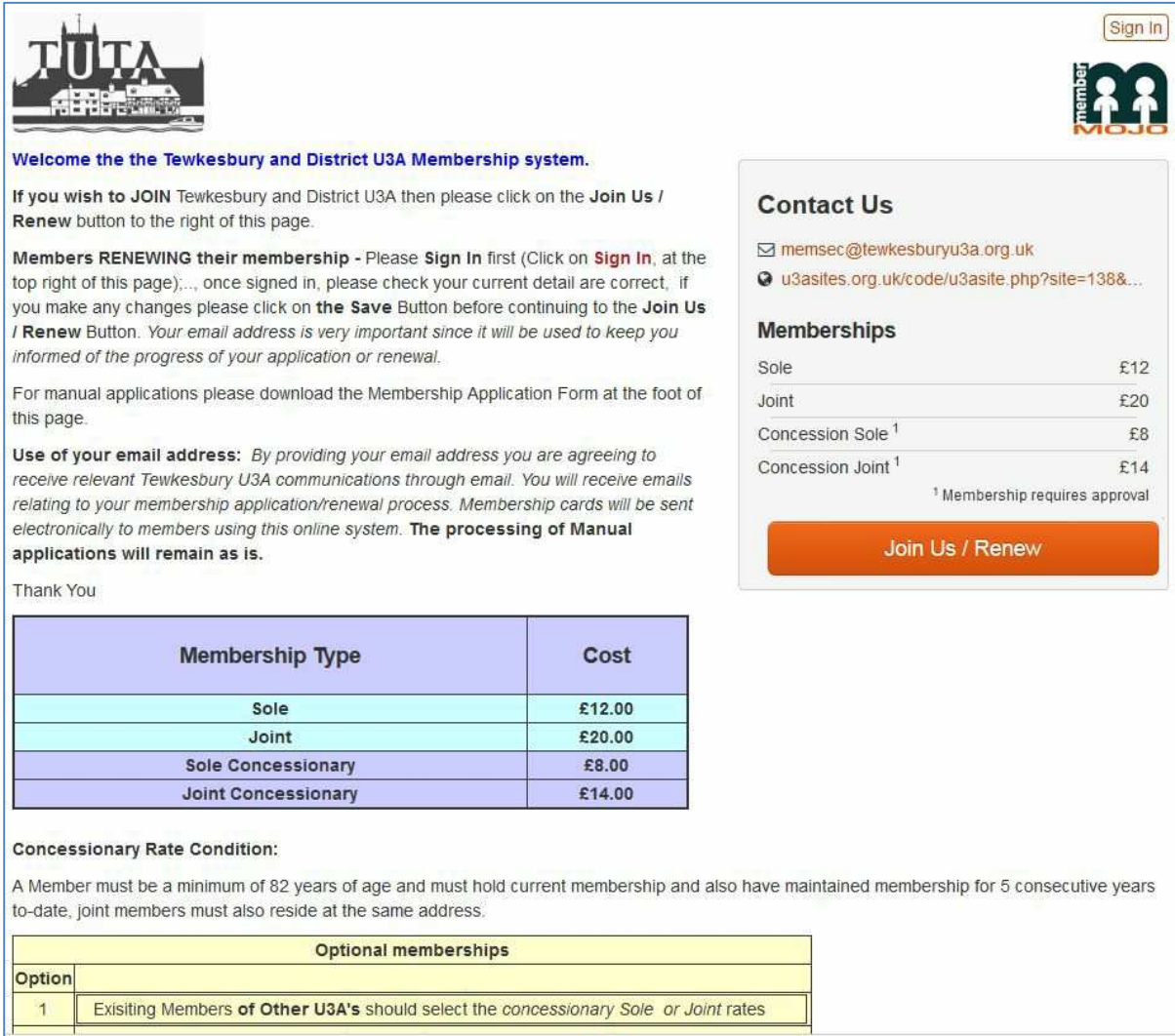
**Post this transaction:** The applicant will then automatically be sent an email confirming their Membership

If the cheque option were selected, the member would receive confirmation of their application. The Membership Secretary is also notified of the action. On Receipt of the Cheque, the membership secretary will update the membership system and a further email will be sent to the Membership Applicant welcoming them to membership of Tewkesbury & District U3A.

### Membership Document;

In both of the above situations, included in the Members confirmation email will be a Membership Document for local printing. The membership card is being phased out completely in 2016. Members that have no local printing facility should then contact the Membership Secretary who will then send a Paper copy of the Membership Document by post.

# A New Online Membership Application



**Welcome the the Tewkesbury and District U3A Membership system.**

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**Use of your email address:** *By providing your email address you are agreeing to receive relevant Tewkesbury U3A communications through email. You will receive emails relating to your membership application/renewal process. Membership cards will be sent electronically to members using this online system. The processing of Manual applications will remain as is.*

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| Option               |  |
| 1                    | Exisiting Members of <b>Other U3A's</b> should select the <i>concessionary Sole or Joint</i> rates |

**Contact Us**

✉ [memsec@tewkesburyu3a.org.uk](mailto:memsec@tewkesburyu3a.org.uk)  
 🌐 [u3asites.org.uk/code/u3asite.php?site=138&...](http://u3asites.org.uk/code/u3asite.php?site=138&...)

**Memberships**

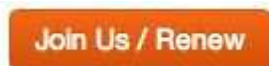
|                               |     |
|-------------------------------|-----|
| Sole                          | £12 |
| Joint                         | £20 |
| Concession Sole <sup>1</sup>  | £8  |
| Concession Joint <sup>1</sup> | £14 |

<sup>1</sup> Membership requires approval

**Join Us / Renew**

## Example of the New Members Application Screen

This is the screen that a new member wishing to join the Tewkesbury & District U3A will Come to. The page is at: [www.membermojo.co.uk/tuta](http://www.membermojo.co.uk/tuta)  
 New members will click on the button **Join Us / Renew**.



Clicking this button will take you to the following Page



Sign In



### New Membership Application

You are applying for a new membership with Tewkesbury U3A. Please provide us with some information about you.

If you are renewing an existing or recently expired membership please Sign In first. Signing in does not require a password.

|   |   |  |
|---|---|--|
| <b>* Title</b><br>-- select --<br>Required field.<br>Mr, Mrs, Miss, Ms, Dr, Revn or Capt  | <b>* First name</b><br>Please enter your First/Given Name   | <b>* Last name</b><br>Please enter your Family/Surname Name                    |
| <b>* Email</b><br>Please enter your own email address. If you do not have an email address, please download our Membership form from the Tewkesbury U3A website. Please search/google 'Tewkesbury U3A' in your Browser - Thanks | <b>Year of Birth</b><br>In order to tune our Groups to the needs of our membership it is useful for us to know the age profile of our members. Please enter your year of your Birth. EXAMPLE: If you were born on the 1 Jun 1936, Please enter 1936 in this box. Thank You. | <b>Contact number</b><br>Please enter your contact telephone number. Thank You |
| <b>* Membership</b><br>-- select --<br>To choose the membership type you require. please click on the down arrow and select the membership you require.Thank You  |   |  |
| <b>* House-Road</b><br>Please enter your House Number or Name AND the Street or Road Name.  | <b>Address</b><br>** optional explanation text **   | <b>Address.</b><br>** optional explanation text **                             |
| <b>* Town</b><br>Please enter your town   | <b>* County</b><br>Please enter you countyname  | <b>* Postcode</b><br>Please enter your Postcode.                               |
| <input type="checkbox"/> <b>Gift aid</b><br>If you are a Tax payer please consider Gift Aiding Your Membership. If you gift aid, Tewkesbury U3A will receive £1.25 for every £1 of your membership.Thank You                    |   |  |
| <input type="checkbox"/> <b>Email TUTA</b><br>The ditridution cost of sending Quarterly Magzine TUTA by post is costly. If you would like TUTA sent via email please select Yes. Thank You                                      |   |  |
| <b>Photo</b><br>Change Photo  | Missing Photo   |  |
| <input type="button" value="Next"/> <input type="button" value="Cancel"/>   |   |  |

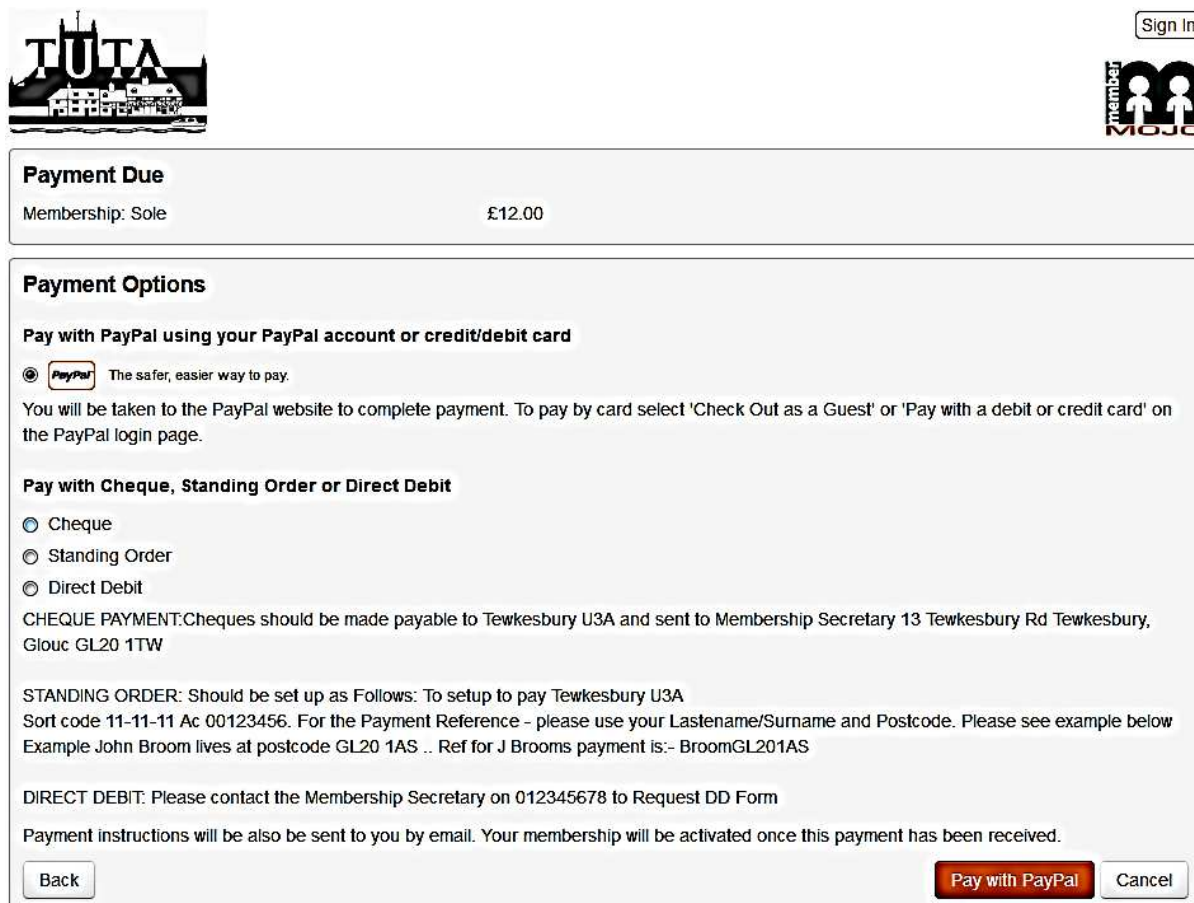
The new member applicate will complete this form and then click



The Applicant will then be presented with a Payment Screen. Here the PayPal option has been selected. This is the option that will handle the card payments. *No card details will be held within the membership system. Card transactions are directly with PayPal.*

The Applicant would then click the  button; the applicant would be taken then to PayPal system, where the card detail etc. is taken and the payment is completed.

For a more in depth look at this option: Find “Renewal Process Card ayment” available on our website.



The screenshot shows a payment interface for TUTA. At the top left is the TUTA logo, and at the top right is a 'Sign In' button and a 'member MOJO' logo. The main content is divided into two sections: 'Payment Due' and 'Payment Options'. The 'Payment Due' section shows 'Membership: Sole' and a payment amount of '£12.00'. The 'Payment Options' section is titled 'Payment Options' and contains three main options: 'Pay with PayPal using your PayPal account or credit/debit card', 'Pay with Cheque, Standing Order or Direct Debit', and 'Pay with Cheque, Standing Order or Direct Debit'. The PayPal option is selected with a radio button and includes a sub-option 'Pay with PayPal using your PayPal account or credit/debit card'. Below this, there is a note: 'You will be taken to the PayPal website to complete payment. To pay by card select 'Check Out as a Guest' or 'Pay with a debit or credit card' on the PayPal login page.' The 'Pay with Cheque, Standing Order or Direct Debit' option is also selected with a radio button. Below this, there are instructions for cheque payments: 'CHEQUE PAYMENT: Cheques should be made payable to Tewkesbury U3A and sent to Membership Secretary 13 Tewkesbury Rd Tewkesbury, Glouc GL20 1TW'. There are also instructions for standing orders: 'STANDING ORDER: Should be set up as Follows: To setup to pay Tewkesbury U3A Sort code 11-11-11 Ac 00123456. For the Payment Reference - please use your Lastname/Surname and Postcode. Please see example below Example John Broom lives at postcode GL20 1AS .. Ref for J Brooms payment is:- BroomGL201AS'. And instructions for direct debit: 'DIRECT DEBIT: Please contact the Membership Secretary on 012345678 to Request DD Form'. At the bottom, there is a note: 'Payment instructions will be also be sent to you by email. Your membership will be activated once this payment has been received.' At the bottom left is a 'Back' button, and at the bottom right are 'Pay with PayPal' and 'Cancel' buttons.

On completion, the applicant will then be sent an email confirming their Membership.

If the cheque option were selected the member would receive confirmation of their application. The Membership Secretary is also notified of the action. On Receipt of the Cheque the Membership Secretary will update the membership system and a further email will be sent to the Membership Applicant welcoming them to membership of Tewkesbury U3A.

### **Membership Document;**

In both of the above situations, included in the Members confirmation email will be a Membership Document for local printing. The membership card is being phased out completely in 2016. Members that have no local printing facility should then contact the Membership Secretary who will then send a Paper copy of the Membership Document by post.

## How to Change your Email address

It will be necessary to Sign in with your old email address:

Once in your details screen, there change your email address to the new one.

Save and Exit. You should then be able to access your details by logging in with the new email address entered. Warning: **Make sure your email address is correct** before accepting the change and logging out

**End of Document.**