

# MemberClicks 101: Commonly Asked Questions

To save you time, we've compiled a list of the questions we hear the most and their answers. Remember, if you have any questions, don't hesitate to contact our sales team at [sales@memberclicks.com](mailto:sales@memberclicks.com).

## General

### **Tell me a little about MemberClicks.**

**A:** We were founded in 1998 in Atlanta, GA. We're a privately held company focusing on membership management software, web design and online registration services. In serving over 1,500 clients, we strive to make technology a refreshing experience.

### **What types of organizations use your services?**

**A:** Primarily small-staff or volunteer-managed associations and membership organizations with less than 10,000 members that span a wide-array of industries. Professional and trade societies, alumni associations, clubs, chambers of commerce, or any type of member-based group.

### **What are the sizes of the organizations that you support?**

**A:** We work well with organizations of varying sizes from 0 to 10,000 members, averaging 2-3,000 members.

### **Where are your clients located?**

**A:** Primarily in the US and Canada with clients in the UK and Australia as well.

## Support And Security Information

### **How secure is the data?**

**A:** Data is hosted in secure, enterprise facilities that are monitored 24 hours a day, 7 days a week. More security information can be found at [www.memberclicks.com/security](http://www.memberclicks.com/security)

### **Who owns the data and web site content?**

**A:** Per our terms and conditions, the client owns the data and content. At any point, you have the ability to extract your information from the product.

### **What is your cancellation policy?**

**A:** We strive to keep your business on a daily-basis and do not lock you into long-term agreements. Our services are month-to-month which means you can cancel at anytime.

### **How often do you back up the data?**

**A:** We have dedicated data storage devices that are backed up regularly and moved offsite to a secure location.

### **What hardware or software do I need to support your product?**

**A:** Because we host the services in secure data centers, you do not need any additional software or hardware. All you need is an internet browser such as internet explorer to access your product.

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## **How often do you update your software, and is there a charge for updates?**

**A:** We understand that technology evolves, so we are continuously advancing our products and services, with the majority of updates and enhancements being driven by client feedback. We do not charge for product updates.

## **What do you charge for your technical support?**

**A:** Phone and email support is included in your monthly fee and there are no additional charges for support. We also offer a free online knowledge base, ongoing training webinars, and recorded videos.

## **How many admin licenses are included with your product?**

**A:** Unlimited. With our MemberClicks Complete or Membership Module, there is no limit on the number of admin logins.

## Using Your Database

### **How many records/profiles can I store in the database?**

**A:** The record allotments are broken down into five different tiers, 0-300 member records, 301-1,000, 1001-2500, 2501-5000, and 5001-10,000. We can provide custom quotes for organizations with over 10,000 members.

### **What are the differences between your modules/products?**

**A:** The Membership Module is designed to link to an existing site; whereas, the COMPLETE module includes all features included with the Membership Module in addition to a website builder, a domain name, and web hosting. For a more detailed comparison, you can go to:

[http://www.memberclicks.com/products\\_comparison.html](http://www.memberclicks.com/products_comparison.html)

### **Can I turn certain features off if I do not wish to use them?**

**A:** The product is flexible so that you can turn features on and off as needed.

### **Can I assign different levels of admin and member access within your product?**

**A:** Yes. Most organizations have different membership levels. Within our system you can have multiple groups and determine which data fields, pages, features, and permissions are associated with a particular group.

### **Can members update their own database profile or must they contact an admin?**

**A:** You can select what fields of information are editable by your members and admins can receive email notifications that list all changes.

### **Can I import or export the database information?**

**A:** Yes. MemberClicks will perform your initial import; however, you may import and export data at any time.

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## **Can I send mass emails from the system, and are they spam compliant?**

**A:** You can send mass and targeted emails directly from the database and the history of those emails is stored in the database. Because we are sending out the emails individually, this reduces the chances of emails being caught in the spam filter. Additionally, you can give mail recipients the ability to unsubscribe.

## **Can I store my mailing list and prospects in the database in addition to member profiles?**

**A:** Yes. We understand that you may want to store contacts and prospects as well as members. You can store such records as basic contacts, which support up to 15 fields of information.

## Using Forms For Registrations And Payments

### **Can I accept online payments with via the online form portion of your product, and are the payments processed real-time?**

**A:** Yes. You can collect credit card and EFT/e-check payments using the following vendors: <http://www.memberclicks.com/payment> . The money is transferred directly into your merchant account. MemberClicks does not hold the funds.

### **Does MemberClicks charge a fee for online registration form usage?**

**A:** For forms that deal with monetary transactions, MemberClicks charges a 1% + \$.70 fee per transaction for the secure handling and transferring of payment information. For example, a form that has a \$100 fee to register is billed at \$1.70 per transaction. Forms that do not deal with any payment (e.g. free events, surveys, mailing list subscribe forms) do not incur any transaction fees.

### **How many registration forms can I have, and do you charge for each form?**

**A:** You can have as many forms as you like, and if you are creating your forms, there is no per-form charge. Included in your basic setup, MemberClicks will create at least 3 forms for you.

### **Are the forms and the database integrated?**

**A:** Yes. The fields within the database and on the registration forms are tied to one another. Additionally, if a member submits an online form, that form transaction is automatically logged in the member's record to reduce data entry.

## Customizing And Setting Up Our Solutions

### **How customizable are your solutions?**

**A:** Although our services are off-the-shelf, they are very flexible. For example, all fields of information within the database and on your online registration forms are customizable and the look and feel of your product is a custom, not stock template.

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## **What are my setup options?**

**A:** Depending on which product you choose, we can either integrate into your current site or create a website for you. Setup starts as low as \$895, and at the bare minimum, includes a custom site template, creation of 3 registration forms, database field setup, and your initial data upload. Additionally, we can design your web pages, email templates, and more, depending on what you are wishing to accomplish.

## **Will your designers use a stock template or create a customized look for my site?**

**A:** We will customize a template for you to reflect your unique brand and design preferences.

## **What is the process for implementing your products and/or services, and how long does it take?**

**A:** Once you activate your account online, you will have immediate access to your product. Within 1 business day of activating your account, you will be assigned to an implementation manager and web designer who will facilitate your phased setup. Total setup and design times vary.

## **Once setup is complete, can clients make changes to the database, registration forms, and/or website or must we contact MemberClicks for edits?**

**A:** Although we offer maintenance packages, you have the ability to make changes to your page content, database fields, or registration pages at any time. Because many of our clients do not have a tech background, we provide user-friendly and intuitive tools that allow for easy editing.

## **When clients are ready to move forward with MemberClicks, what payment options are available?**

**A:** For your convenience, we accept EFT or credit card payment for our services.