

MemberHub FAQs

How do I log in?

You'll get a welcome email from MemberHub with your login information. Then, go to the login screen, enter your email address and select the "I need to create a password" button. If you didn't receive a welcome email from MemberHub, contact your state PTA office.

Will PTA members still get a membership card?

Yes! Each person who buys a PTA membership in your e-store or is manually added will get a membership card automatically added to his or her user profile, as well as an electronic membership card with their emailed receipt.

- **Can you mass print membership cards or do they have to be printed one by one?**
Membership cards are NOT printed in mass. They are individually emailed to the person who pays a membership fee.
- **If the state is not printing cards and the local units are not using Memberhub at all (based on Standard of Affiliation), how will the members be able to retrieve their cards?**
They must use MemberHub for their cards.

I submitted my officer information, but haven't gotten anything to access MemberHub?

The process of approving officers and adding them to MemberHub is a manual one. Once they have been added to the system, MemberHub will send them an automated message.

Can you import a membership list?

No, but you can import a list of individuals to the People tab, making it easier to add them as members with the autofill feature.

How do I create a membership list for a sign in sheet?

Go to admin console, click on Members on the right side, click on Export. This will open an excel spreadsheet and a sign in can be created from there.

How do we get all our families into the system?

There are a few simple ways to add people to MemberHub. You can provide a link to your [Site Joins](#) page via email, paper or text. You can also manually add people or [import](#) an Excel file of contact information. To import people, click on Admin Console, then People, then Import People. If the individuals added are also members, the next step is to click on Admin Console, then Members, then Enter Members.

Is it correct that the requirement is for local units to use Memberhub, and not a requirement for a member to use it?

Local units must use it for their officers and printing of membership cards, not the individual member.

When officers were entered this year, all officers were made administrators. Do prior year admins stop having privileges when the term is over?

No, they must be removed from the administrator access. To do that: 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, but it is up to those new admins to [remove old admins as needed](#). This can be done in Admin > Settings > Administrators, along with adding non-officer admins as needed.

<https://support.memberhub.com/hc/en-us/articles/115003198243-How-do-I-add-or-remove-Org-Site-Administrators->

Can the local unit officers use the generic email i.e. President@localunit.com or treasurer.localunit@gmail.com, and use the edit button to change the name of the individual at the end of the term?

No, because doing this changes the names of the previous year's officers. A unique, personal email address allows the State Office to identify your activity in MemberHub, and it can follow you from role to role and PTA to PTA. It allows the local unit member to keep a history of their own PTA records.

If a previous President already signed in using their email, how do I remove them and add the new President as admin?

On June 30th, the officers are archived automatically and then the new officers can then be added. There should always be more than one officer as an Admin. They can be deleted at any time.

How do you add or remove access to admin console and store admin once an officer has been created?

Someone with Admin privileges can go to the Admin Console, click on Settings then Administrators, click on the “X” to the right of their name to either add someone as an administrator or remove them. There must be at least two people as administrators always. *Removing someone from store admin is a different process.

How do you delete someone from the hub?

From Admin Console, click on People in the center, then click on the person, look to the right side under their photo you will see people action, click on the drop-down menu, remove from Organization.

Since the local units’ executive boards, and by association the general membership, change annually, can we permanently delete the demographic information from the database once parents exit PTA?

Yes. The information is removed from the local unit database, but it will stay within MemberHub’s database. Officer info is not removed for historical purposes. PTA should remove administrators from past years after June 30 once last year’s officers are archived.

Are there fees associated with MemberHub?

There is a convenience fee whenever a credit card is used to pay for an item through the e-store (just like any other service – PayPal, Square, etc.). The convenience fee breaks down to 3.5% + \$.50 per transaction. For example, for a \$10 membership the convenience fee the member would pay would be an additional \$.85 if they choose to pay with credit/debit card. They can pay with cash or check and not pay a convenience fee.

What payment processor does MemberHub use?

MemberHub uses [WePay](#), a Chase Bank-owned company, to process all transactions. WePay is a trusted platform to accept payments online. WePay handles payments for a variety of purposes, such as donation campaigns, online merchants, events, and more.

Do we have to use WePay?

MemberHub is integrated only with WePay for payment processing. All payments taken through MemberHub will be automatically routed to your PTA checking account, and all transactions will be reported inside your WePay PTA portal.

How much/what kind of communication will go directly to PTA members via MemberHub access?

MemberHub doesn’t communicate directly with PTA members. MemberHub only reaches out to site admins about features, products, and services in MemberHub.

MemberHub never sells membership lists or shares any personally identifiable information, and all membership lists are property of the state PTA. Please see MemberHub’s [terms of use](#) and [privacy policy](#) for more information.

Is this tool only for PTA members?

No, families don't have to be PTA members to use MemberHub. MemberHub makes it easier for **all** school families, teachers and school administrators to engage with the PTA. You can invite and communicate with everyone in your school community to increase engagement and raise funds. Once you have ongoing communication with non-PTA members in your school community, it's easier to ask them to join and support the PTA.

Are security measures in place to protect member data and financial data?

MemberHub takes every commercially available opportunity to maintain the privacy and security of member data and financial information. WePay, MemberHub’s payment processor, uses bank-level security to protect financial information. See [MemberHub’s privacy policy](#) and [WePay’s privacy policy](#).

Are there privacy settings?

Yes. Only people who are approved can get into the site. As a PTA administrator, you have complete admin control and can give control to only those you want. Parents can manage all personal information and notification settings to be as public or private as they want.

Is this FERPA-compliant?

Because each user “opts in” to MemberHub, this maintains compliance with FERPA standards. (FERPA – Family Educational Rights and Privacy Acts)