FOR MEMBERS

ACCESSING SNC WEBSITE AND MEMBER APP

1. **How do I log onto the SNC website? How do I reset my password?**

    Go to www.southlakenewcomers.com. In the upper right corner, enter the email address that is in your SNC member profile and enter your SNC password. If you do not know your SNC password, click on the link "Forgot password" and follow the prompts. You will then receive an email with instructions on how to reset your password.

2. **How do I set up the member app?**

    You must have an IOS Apple iPhone or an Android phone to use the member app. Download the "Wild Apricot for members" app from the Apple App Store for IOS devices or from the Google Play Store for Android devices. Be careful not to download the "Wild Apricot for admins" app which is different and not for general members. When opening the member app for the first time, you may be asked a few notification questions then you will be asked to log in. Log in using the same email address and password you use to log onto the SNC website.

3. **Who do I contact if I need help logging on to the SNC website or member app?**

    You can request login assistance or ask login related questions by sending an email to southlakenewcomersclub@gmail.com.

FOR MEMBERS

EVENTS CALENDAR AND EVENT REGISTRATION

4. **Do I have to register online to attend an event or activity?**

   Yes. Registering is the way to RSVP and it replaces evites and emails.

5. **When can I register for an event?**

   All events in a particular month are open for registration starting on the 22nd day of the previous calendar month. For example, you may register for any event in November starting on October 22nd. Once registration opens for an event, you can register at any time up until registration closes for the event.

6. **How do I view the SNC calendar of events?**

   To see the calendar of events on the SNC website, select "Events Calendar" in the menu on the left side of the screen then select an event to see more details. Alternatively, you can use the SNC member app and tap "Events" in the menu across the bottom of the screen to see a list of events and then select an event to see more details.

7. **Who can view a list of registrants for an event?**

   Only members, not the general public, can see who is registered.

8. **What are my payment options for events that require payment such as the Monthly Luncheon/Dinner Meetings, Socials, etc.?**

   Payment options available for an event are outlined during the registration process and can vary for events. The three possible payment options are paying online with a credit card for those with a PayPal account, paying offline by mailing a check to the club P.O. Box, or paying offline by presenting a check or credit card at an event (note: not all events accept payment at the event though).

FOR MEMBERS

9. **How do I register for an event?**

You can register for an event by logging onto the SNC website, accessing the event from the Events Calendar, selecting "Register" and following the prompts. Alternatively, you can use the SNC member app on your mobile device to register by tapping "Events" in the menu across the bottom of the screen, selecting an event, then tapping "Register" and following the prompts.

10. **How do I view a list of all events I've registered for?**

You can view a list of all your event registrations by logging onto the SNC website, selecting "View profile" in the upper right corner of the screen, then selecting "My event registrations". Alternatively, you can use the SNC member app and tap "My tickets" in the menu across the bottom of the screen.

11. **How do I view one of my specific event registrations?**

Follow the instructions in Question 10 to view a list of your event registrations. On the SNC website from your event registration list, select the event to view your registration. On the SNC member app from the "My tickets" list on the SNC member app, select the event to view your registration.

12. **Am I required to cancel my event registration if I am unable to attend?**

Yes, you are required to cancel your event registration or waitlist. Canceling allows for someone on the waitlist to attend, allows for accurate event attendance numbers to be recorded, and informs the Event Leader who and how many to expect in attendance.

FOR MEMBERS

13. **How do I cancel one of my registrations or waitlists?**

    Follow the instructions in Question 10 to view a list of your event registrations. On the SNC website from the list of your event registrations, select the event you want to cancel, then select the "Already registered" link, then select "Cancel registration" and follow the prompts. Alternatively, on the SNC member app from your list of tickets, tap the event you want to cancel, then tap the "Cancel" button and follow the prompts. NOTE: There are certain situations when you will not be able to cancel the registration yourself, such as an event where a payment is required or it is too close to the event date/time. In those cases, you must request your registration be canceled by emailing the SNC Registrar at register4SNC@gmail.com.

14. **How will I know if there is a registration limit for an event?**

    Follow the instructions in Question 6 to view a list of events and to see details about a specific event. On the SNC website when viewing a specific event, if there is a registration limit then the remaining number of allowable registrations will be shown as "Spaces left" below the Event Date and Location (for example, "Spaces left 13"). On the SNC member app when viewing a specific event, if there is a registration limit then the number of spaces left is displayed or if the event is full it will display "Sold out".

15. **Can I bring a guest to events?**

    Some events allow members to include a guest when registering for the event; others do not. If guests are allowed, there is a field in the registration to indicate the number of guests.

    SIG events with a registration limit will not allow members to register a guest in order to accommodate more members. Ex: Samba, Book Club, etc. SIGs events that do not have a registration limit will permit members to register a guest. Ex: Saturday Night Cocktails, Game Night, Coffee Talk, etc. Whether guests are permitted to attend Non-SIG events is decided event by event. Ex: Fall Social, Valentine Dinner, Christmas Tea, etc.

3/3/24

FOR MEMBERS

EVENT WAITLISTS

16. **If the event is full, how do I get on the waitlist?**

    The SNC member app does not currently allow for waitlisting. In order to waitlist for an event, you must log onto the SNC website, select the event in the Events Calendar to view event details, then select the "Join waitlist" button. Follow the prompts to confirm your personal information and then click on "Join waitlist" on the final page.

17. **If I am on an event waitlist, how will I know where I am on the list?**

    The system doesn't currently offer a feature for you to view the waitlist. However, you can contact the Event Leader to inquire about where you are on the list.

18. **If I am on an event waitlist, how will I know if a spot opens up and I am able to attend?**

    If a spot becomes available and you are next on the waitlist, the system will automatically complete your registration and send you an event confirmation email.

19. **Who can I contact if I have questions about a waitlist?**

    Email waitlist questions to the SNC Registrar at register4SNC@gmail.com.

20. **If I am on an event waitlist and I cannot attend the event or no longer want to be waitlisted, do I have to remove myself from the waitlist?**

    Yes, you should cancel your waitlist. The SNC member app allows you to cancel a waitlist yourself in most cases. This feature is currently not available on the SNC website. If the ability to cancel a waitlist is not available for an event, you can request to be removed from the waitlist by emailing the SNC Registrar at register4SNC@gmail.com.

<u>FOR MEMBERS</u>

EVENT EMAILS

21. **What type of event emails will I receive?**

    You will receive an event confirmation email when you register, when you cancel your registration, when you join the waitlist, or when you need to pay. Depending on the event, you will also receive 1-2 reminder emails prior to the event date.

22. **What do I do if I am not receiving event emails?**

    Event emails are sent from SouthlakeNewcomersClub@wildapricot.org. If you are not receiving these emails, check your email spam folder or junk folder for the missing emails. You should also make sure your mailbox isn't full or close to its limit.

23. **If I reply to an event email, who receives it?**

    The Event Leader receives any reply to an event email.