Ruritan Member Management (MMS)
Frequently Asked Questions (FAQ)

1. I changed my phone number (or address or e-mail) and when I go back the change doesn’t show up.

   ANSWER: After making any changes to an individual’s information you must remember to click the “UPDATE” button toward the center bottom of the screen for the change to actually be made.

2. I de-activated (or deleted) one of my club members by mistake.

   ANSWER: Scroll down the page and you will see the member on the Past Club Members list. Click on “re-activate” and the member will appear back up in your active roster with all their related data intact.

3. Why can’t I make someone in my club a Ruritan Forever participant?

   ANSWER: A $600 endowment is required to establish a Ruritan Forever status for a member. Only the National Office can affirm that the payment has been made and activate that status for the member.

4. The “date joined” for me (or one of my club members) is wrong. Why can’t I change that?

   ANSWER: The system itself creates that date when a new member is added (or when the historical data about Ruritan members was imported into the system). It cannot be changed through this system.

5. Why does the system ask me so many questions when I try to enter a new member?

   ANSWER: Many times a Ruritan may appear to be joining a club for the first time, when in actuality he has been a member in the past and his data may already be in the system as an inactive member in your club or another club. We don’t want to have duplications in the system – so we are trying to make sure we recapture these former members rather than start new files on them. This way the new member also gets to use his original join date (which will appear when he is reactivated).

6. How do I tag one of my club members as a club officer?
ANSWER: Use the “roles” tab at the top of the page and click on ADD CLUB MEMBER ROLE. You will see a drop down menu of offices AND a drop down menu of members. Choose the office you want to add and then the corresponding member. You will need to enter a beginning and ending date for their term in office before you are finished with this step.

7. I want to quit Ruritan – why can’t I de-activate myself?

ANSWER: The system will not allow members to de-activate themselves. If you are truly leaving Ruritan, please report that to one of your club officers who will make that change. Once he de-activates you as a member you will no longer have access to the system.

8. Can I change my passwords?

ANSWER – Use the gold “security” seal at the top of the page and you will see where you can change your password.

9. I forgot my password

ANSWER: On the log in page at http://mms.ruritan.org is an option for retrieving your password. It works only if you have entered your e-mail into the system, and your access is already enabled.

10. Why do Ruri-Teen club pages look different than Ruritan club pages?

ANSWER: Ruri-Teen Clubs pay an annual affiliation fee instead of individual dues.

11: How does the “Send E-mail to Club Members” work?

ANSWER – If you click on that option it takes you to a window where you can write the content of your e-mail. When you are finished and hit send, the system generates an e-mail to all of the members of your club who have e-mail addresses in the system.

12: What about the little envelope icon next to a person’s name?

ANSWER – This e-mail option acts just like an e-mail link on a web page and allows you to draft an e-mail to that member.

13. What is the “recruited by” option for?
ANSWER – For members who are already in your club, you have the option of creating a sponsor relationship between the member and whoever brought that member into Ruritan. You simply put the sponsor’s member number in the box on the right side of the screen (member page) and hit “update”. When you are bringing in a new member, once they have been successfully added to the club, you can indicate the sponsoring member.

14. Where do I put the information on the Quarterly Report – about attendance etc.?

ANSWER- That report is not a part of the MMS at this time. You can find it on our website at http://ruritan.org/4_forms.php and download it as a PDF or as a fillable Word form to email to your district officers and the Ruritan National Home Office.

![Quarterly Report](http://ruritan.org/4_forms.php)

15. How does the data in this system fit into the awards programs like Blue Ribbon and Outstanding Club President?

ANSWER - In 2010, when applications for Blue Ribbon and Outstanding Club President are being completed – club secretaries should complete the applications as they always have. Ruritan National staff will use the MMS to verify membership levels and will refer to the club files to find previously filed Quarterly Activities and Attendance reports to verify attendance percentages etc.

While the national office staff is not entering that data into the MMS, as a club officer you CAN track your attendance in the MEETINGS portion of the club screen as shown below. And the individual member’s percent of attendance is available on their personal information page.
Future improvements to the MMS will allow the system to calculate the data needed for those awards and produce the reports you are now generating by hand.

16. I would like to print an older audit – one from several months ago. How do I do that?

   ANSWER – The Member Management System does not allow clubs to do that at this time. You can only see your current audit report. For past audit report copies you will need to contact the Ruritan National Home Office

17. As a club secretary what should I be doing now to keep our MMS club site accurate?

   ANSWER – The more club members you can get to use the MMS themselves, the easier your job becomes. Then it is the club members’ responsibility to update their phone numbers, e-mail addresses etc. Be aware of all of the e-mail addresses of your club members and enter those into the system. Encourage those members to use the MMS. Know which members are NOT using computers and get their updated information so you can enter it for them.
18. How does my District Governor or National Representative know what my club membership is? I used to have to send them paper copies of my reports.

**ANSWER** – District officers can see all the information about the zones, clubs, and members in their districts. Zone officers can see all the information about the clubs and members in their zones. National officers can see all of the members, clubs, zones, and districts in the organization. As soon as you update your information it is available to those officers to see and review if they visit the MMS.

19. Why can’t I find out on the MMS what past due monies my club owes?

**ANSWER** – At this time the MMS is not tied to the Ruritan National accounting system. All the MMS reflects is the dues that are owed in a current period. Balances and account details can be obtained from the National Office staff.

20. Some of my club members don’t want to receive the RURITAN magazine or they receive too many at their house. What can they do?

**ANSWER** – They (or you) can go to their personal information site and choose “N” for the “Receive Publications” option at the bottom left of the page. Remember to push UPDATE after the selection is made. Choose that option for any members in a household who do not wish to receive the magazine.

21. Why can’t a club member hold two offices or two club members share one role?

**ANSWER** – At this time the Member Management System is not set up to allow that.

22. Our club has a role that doesn’t seem to be provided (i.e. fundraising chair or corresponding secretary). How do I add that role?

**ANSWER** – National Office staff should be able to create that role for you. Please let us know where we can assist you by calling Member Service toll free at 877-787-8727 ext. 13.

23. Where do I put a fax number?
ANSWER – There is no specific field designated for fax numbers at this time. However, you can add COMMENT that has a fax number in it. You’ll find the COMMENTS tab at the lower right of the screen.

24. What is the difference between street address and mailing address and do you need both?

ANSWER – Your Ruritan magazine and other material will be mailed to the street address you provide. If you have a shipping or physical address that is different, please put that in the street address field.

25. How do I show that an Associate member is a business?

ANSWER – Under member type in the member’s personal information page you can choose business/org as their type. Leave the title, race, and gender fields as not designated or none.

26. How do I record attendance at make-up meetings?

ANSWER – If a meeting is missed, and a member has project time or attended another meeting within 30 days prior or 30 days after the meeting missed, the attendance calculation will automatically count the missed meeting as “made up”.

27. If my personal information has been edited how do I find out who has edited it?
ANSWER – At the bottom right of your personal member page click on the LOG option and it will show all activity on your personal information – both the times you have logged in and the times others have adjusted your information.
Ruritan Member Management (MMS)
HELP Screens for New Users

This series of screen captures should illustrate the general ways to access information in the MMS. The images are sorted according to what information is available to a club member (not an officer); what is available to a club officer; and what information a district officer can access in the system.

LOG IN SCREEN (for all)

![Logon Screen]

Club Member’s Personal Information Page
This information may be updated by the club member, club officer, district officer, national officer, or national office staff. Remember when updating information to always hit the UPDATE button last to save your changes.
Finding Other Members in Your Club

An individual member may click on the “members” icon at the top of the page and may search for any members who are the same clubs as the member who is logged in. Finding a fellow club member means you can see their telephone number and an e-mail address if they have provided one.

Club Officer’s Access

A club officer has the same access as the member (above) to all of the members in the club. The club officer can also see some graphs that the individual member cannot see.

Club Officer’s Home Page
A club officer logs on to this home page. He may click on any name to update a file. He may de-activate a member who has left Ruritan; he may mark a member who is deceased (a date of death must be provided), and he may add new members.

Attendance

Club officers can also create meetings and update attendance information. You will note that the system defaults to all officers attending Board meetings – if an officer is not present you must move him to the absent column. If a member (not an officer) attends the board meeting, he or she will need to be moved into
the present column. The system also defaults to all members being present for a regular meeting – but you can move members who are absent into the absent column. Be sure and click SAVE when you are finished.

Club Meetings - Rurlan Road

**Meeting Type** | **Date** | **Action**
--- | --- | ---
Board Meeting | 06/15/2009 | UPDATE MEETING
Club Meeting | 05/19/2009 | UPDATE MEETING
Club Meeting | 04/21/2009 | UPDATE MEETING
Club Meeting | 03/17/2009 | UPDATE MEETING
Club Meeting | 02/17/2009 | UPDATE MEETING
Expansion of MMS Features

A future module of the MMS will allow club and district officers to enter events and training opportunities.

Adding Club Officers

If a club officer is not listed – you can “add a club role” and see two pull down menus – one for the roles and one for the club members. Choose the office you want to add and then the corresponding member. You will need to enter a beginning and ending date for their term in office before you are finished with this step.
Club Officers can access a series of graphs (titles across the page) that illustrate various aspects of the club’s membership profile.

District Officer’s Access

A district officer has the same access as the club officer for every club in the zone or the district and also has access to reports that the club level leader does not have. The district officer’s home page is a profile of the district like this one. You can search for a club (see the magnifying glass center bottom) or search for a member (member icon at the top).
District Roles

Roles are outlined under the roles menu option at the top of the page and you can add district roles in the same way a club officer can add club roles (above).
District Officers’ Reports

District officers have access to the report icon which gives them the opportunity to choose periods of statistics (the graphs option also shows some additional membership data). Both graphs and reports data are grouped by zone first. Clicking on the zone will give you individual club data.