

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?

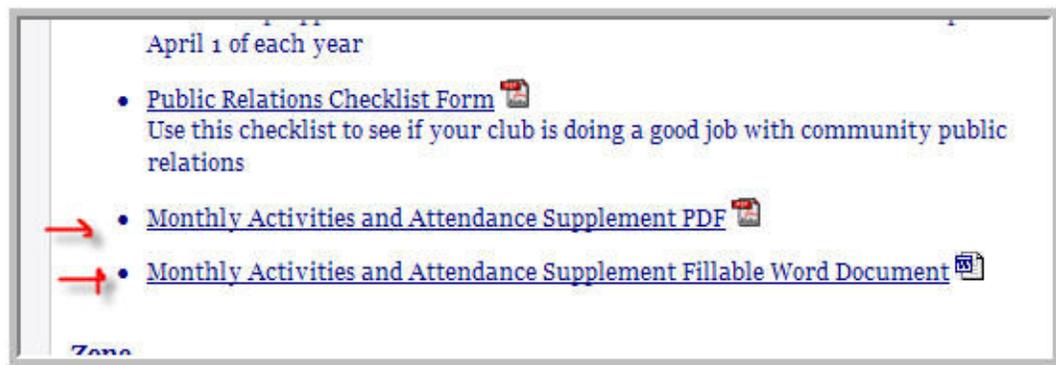
ANSWER – This e-mail option acts just like an e-mail link on a web page and allows you to draft an e-mail to that member.

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.



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?

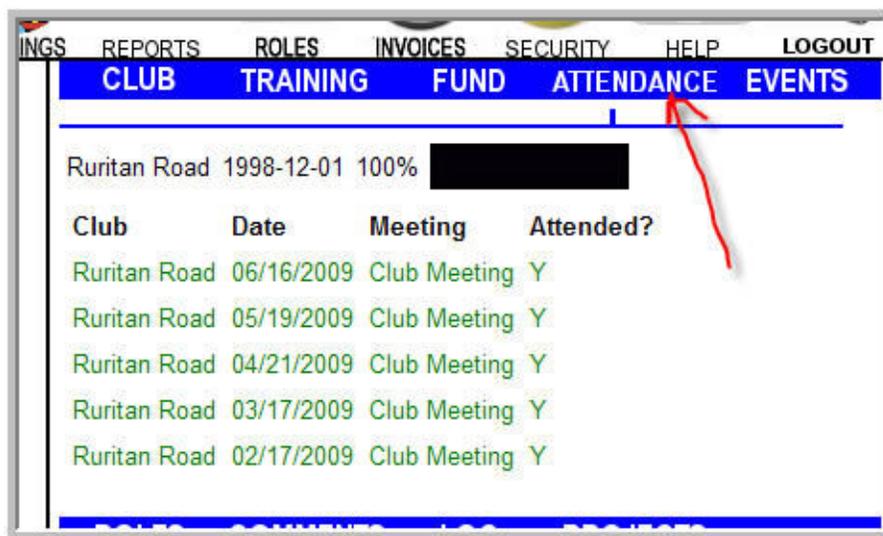
ANSWER – Your Ruritan magazine and other material will be mailed to the street address you provide. If you have a shipping or physical address that is different, please put that in the street address field.

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".



The screenshot shows a web application interface with a menu bar at the top containing 'INGS', 'REPORTS', 'ROLES', 'INVOICES', 'SECURITY', 'HELP', and 'LOGOUT'. Below the menu bar, there are tabs for 'CLUB', 'TRAINING', 'FUND', 'ATTENDANCE', and 'EVENTS'. The 'ATTENDANCE' tab is selected and highlighted in blue. A red arrow points to the 'ATTENDANCE' tab. Below the tabs, there is a table with the following data:

Club	Date	Meeting	Attended?
Ruritan Road	1998-12-01	100%	[REDACTED]
Ruritan Road	06/16/2009	Club Meeting	Y
Ruritan Road	05/19/2009	Club Meeting	Y
Ruritan Road	04/21/2009	Club Meeting	Y
Ruritan Road	03/17/2009	Club Meeting	Y
Ruritan Road	02/17/2009	Club Meeting	Y

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)

RURITAN NATIONAL
Membership Management System

USERNAME: 12345
PASSWORD: *****

YOUR IP ADDRESS (75.147.227.145) HAS BEEN RECORDED.
Any unauthorized access and/or malicious actions will be investigated and prosecuted to the full extent the law will allow.

You are about to access the PRODUCTION system.

[Log on screen found at http://mms.ruritan.org](http://mms.ruritan.org) [I forgot my password.](#)

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.

RURITAN NATIONAL
Membership Management System

MEMBERS EVENTS TRAINING REPORTS SECURITY HELP LOGOUT

MEMBER INFORMATION STATUS: ACTIVE MEMBER: 12345

Title: Mr. First: John Middle: Wayne Last: Doe

Street Address: 276 First Street Mailing Address: 276 First Street

Home Phone: 555 222 1234 Cell Phone: Office Phone: E-Mail: doej@worldnet.com

Spouse Name: Member Type: Adult Gender: MALE

Military Status: N/A Military Branch: None Race: White

Date of Birth: Deceased Date: First Joined: 09/01/1952 Years: 56

Receive Publications: Y

CLUB	TRAINING	FUND	ATTENDANCE	EVENTS
Active Clubs				
355-Dublin/Radford				
Status	Date	Involvement Level	Ruritan Forever	
ACTIVE	09/01/1952	Full	N	
1597-Ruritan Road				
Status	Date	Involvement Level	Ruritan Forever	
ACTIVE	09/01/1952	Full	N	

ROLES	COMMENTS	LOG	PROJECTS	
Level	Name	Role	Starts	Ends
District	New River	District G & D Chair	01/01/2003	12/31/2003
District	New River	District G & D Chair	01/01/2002	12/31/2002
District	New River	District G & D Chair	01/01/2001	12/31/2001
District	New River	District G & D Chair	01/01/1999	12/31/1999
District	New River	District G & D Chair	01/01/1998	12/31/1998
Club	Ruritan Road	Club Vice President	01/01/2006	12/31/2006
Club	Ruritan Road	Club President	01/01/1999	12/31/1999
Club	Ruritan Road	Club Vice President	01/01/1998	12/31/1998

Finding Other Members in Your Club

And 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.

RURITAN NATIONAL
Membership Management System

MEMBERS EVENTS TRAINING REPORTS SECURITY HELP LOGOUT

MEMBER INFORMATION

Rosters for your Club(s) Find a Member

Search by Name:

[Dublin/Radford](#)
[Ruritan Road](#)

Search for a Ruritan member by entering a partial name. For example, for John Smith, enter Smith.

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.

1597 - Ruritan Road
 District - 34 - New River
 Zone- 1
 Club Type - Regular
 STATUS-ACTIVE
 5451 Lyons Road
 Dublin VA, 24084

Club Officers

- Club President [Chris Pugh](#)
- Club Vice President [Carolyn Brown](#)
- Club Treasurer [Tina Arnold](#)
- Club Secretary [Bonnie Westofahl](#)
- Past Club President [Chris Pugh](#)

Club Member Count - 36
Involvement Level Counts

Associate	22
Full	14

[SEND E-MAIL TO CLUB MEMBERS](#)

ESTIMATED DUES

Member Type	Count	Unit Rate	Quarterly Rate	Yearly Rate
Adult	28	\$10.00	\$280.00	\$1,120.00
Bus/Org	2	\$10.00	\$20.00	\$80.00
Youth	1	\$3.75	\$3.75	\$15.00
			\$303.75	\$1,215.00

Please note that Ruritan Forever Members are not charged dues
 There are 5 Ruritan Forever Members in the Ruritan Road Ruritan Club.

Club Count Comparison

Category	Value
Nat. Max	207
Nat. Min	4
Nat. Avg	28
Club Cnt	36

[ADD A NEW MEMBER](#)

Active Club Members

Member Number	Name	Phone
22874	Alley, Betty	DE-ACTIVATE 540-980-4436
89210	Arnold, Shammra	DE-ACTIVATE 000-000-0000
85841	Arnold, Tina	DE-ACTIVATE 540-980-0942
81197	Baldwin, Debbie	DE-ACTIVATE 434-248-6969
70788	Brown, Carolyn	DE-ACTIVATE 000-000-0000
21568	Chrisley, Michael	DE-ACTIVATE 540-674-5431
79992	Dean, Russell	DE-ACTIVATE 864-833-0069
70052	Ely, Linda	DE-ACTIVATE 000-000-0000
22122	Ely, Richard	DE-ACTIVATE 000-000-0000

IN ORDER TO ENSURE WE DON'T UNNECESSARILY CREATE DUPLICATE RECORDS IN THE SYSTEM, PLEASE FOLLOW THE INSTRUCTIONS BELOW TO CONFIRM THAT THE MEMBER YOU'RE ABOUT TO ADD ISN'T ALREADY IN THE SYSTEM. THANKS VERY MUCH FOR YOUR HELP WITH THIS.

FIND A MEMBER TO ADD

Enter a partial or full last name:

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.

NATIONAL
Membership Management System

home MEMBERS GRAPHS MEETINGS REPORTS ROLES SECURITY

Club Meetings - Ruritan Road

[ADD CLUB MEETING](#)

Meeting Type	Date		
Board Meeting	06/16/2009	UPDATE MEETING	UPDATE ATTENDANCE
Club Meeting	05/19/2009	UPDATE MEETING	UPDATE ATTENDANCE
Club Meeting	04/21/2009	UPDATE MEETING	UPDATE ATTENDANCE
Club Meeting	03/17/2009	UPDATE MEETING	UPDATE ATTENDANCE
Club Meeting	02/17/2009	UPDATE MEETING	UPDATE ATTENDANCE

Membership Management System

MEMBERS GRAPHS MEETINGS REPORTS ROLES SECURITY

UPDATE MEETING ATTENDANCE - 1597 - Ruritan Road - Club Meeting - 2009-02-17

Present		Absent
Alley, Betty G	->	Arnold, Shammra
Arnold, Tina		Baldwin, Debbie B
Chrisley, Michael	<-	Brown, Carolyn
Hemdon, Joann		Dean, Russell
Lester, Nancy		Ely, Linda
Pugh, Anthea		Ely, Richard
Pugh, Chris		Everett, James A. "Jim"
Westpfahl, Bonnie		Folino, Karen
Whitt, Craig		Graham, A. Curtis
		Harris, Heather
		Harris, Thomas
		Hines, Jean L
		Hines, Larry E
		Hines, Lonnie
		Inc., Rapidsign
		Jennelle, Crystal
		Katrena, Brandon
		Katrena, Debra

[SAVE](#)

Expansion of MMS Features

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

RURITAN NATIONAL Membership Management System

MEMBERS EVENTS TRAINING REPORTS SECURITY HELP LOGOUT

EVENTS

The following events are scheduled. Contact your club officers for more information.

Event	Date

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.

RURITAN NATIONAL
Membership Management System

home MEMBERS GRAPHS MEETINGS REPORTS ROLES INVOICES SECURITY

Club Roles - Ruritan Road

[ADD CLUB MEMBER ROLE](#)

Role	Member	Start	End	
Club President	Pugh, Chris	01/01/2009	12/31/2009	UPDATE
Club Vice President	Brown, Carolyn	01/01/2009	12/31/2009	UPDATE
Club Treasurer	Arnold, Tina	01/01/2009	12/31/2009	UPDATE
Club Secretary	Westpfahl, Bonnie	01/01/2009	12/31/2009	UPDATE
Club President	Pugh, Chris	01/01/2008	12/31/2008	
Club Vice President	Brown, Carolyn	01/01/2008	12/31/2008	
Club Treasurer	Arnold, Tina	01/01/2008	12/31/2008	
Club Secretary	Hines, Jean L	01/01/2008	12/31/2008	
Club President	Brown, Carolyn	01/01/2007	12/31/2007	
Club Vice President	Pugh, Chris	01/01/2007	12/31/2007	
Club Treasurer	Arnold, Tina	01/01/2007	12/31/2007	
Club Secretary	Hines, Jean L	01/01/2007	12/31/2007	

Graphs

Club Officers can access a series of graphs (titles across the page) that illustrate various aspects of the club's membership profile.

RURITAN NATIONAL
Membership Management System

home MEMBERS GRAPHS MEETINGS REPORTS ROLES SECURITY HELP LOGOUT

[Member Count Trend](#) [Members by Involvement Level](#) [Members by Type](#) [Members by City](#) [Members by Gender](#) [Members by Race](#) [Members With/Without E-Mail](#)

1597 - Ruritan Road - Club Count Trend

Date	Count
2008-10-01	35
2008-11-01	35
2009-01-01	37
2009-03-22	36
2009-04-20	36
2009-05-12	36
2009-06-08	36
2009-07-01	36
Current	36

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).



RURITAN NATIONAL
 Membership Management System

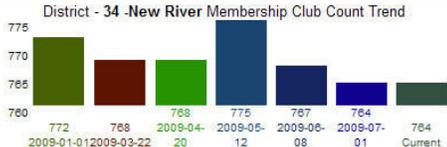








District - 34 -New River Membership Club Count Trend



PROJECTED REVENUE

Member Type	Count	Unit Rate	Quarterly	Yearly
Adult	737	\$10.00	\$7,370.00	\$29,480.00
Busi/Org	3	\$10.00	\$30.00	\$120.00
Youth	17	\$3.75	\$63.75	\$255.00
			\$7,463.75	\$29,855.00

Please note that Ruritan Forever Members are not charged dues

There are currently 7 Ruritan Forever memberships.

Go to club #:

Go to Member #:

Member Count - 759 **Membership Count - 764**

60 Day Member Activity



Members by Gender



60 Day Club Activity



Memberships by Involvement Level



Memberships by Type



Club Count Comparison




 FIND CLUB BY NAME


 MY RECORD

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).



RURITAN NATIONAL
 Membership Management System









District 34 - New River - ROLE MANAGEMENT
[ADD ROLE](#)

Role	Member	Start	End	
District Governor	Dean, Daniel L	01/01/2009	12/31/2009	UPDATE
District Lt. Governor	Lilly, Susan Shrader	01/01/2009	12/31/2009	UPDATE
District Treasurer	Patterson, Martha Fontaine	01/01/2009	12/31/2009	UPDATE
District Secretary	Bott, Tereba	01/01/2009	12/31/2009	UPDATE
District Director	Rodes, Jerome	01/01/2009	12/31/2009	UPDATE
District G & D Chair	Bott, Tereba	01/01/2009	12/31/2009	UPDATE
Foundation Chair	Davis, Patricia W	01/01/2009	12/31/2009	UPDATE
Fundraising Chair	Patterson, Martha Fontaine	01/01/2009	12/31/2009	UPDATE
Leadership Development (LDC)	Cassell, Ruby	06/01/2009	12/31/2009	UPDATE
Publicity Chair	Patterson, Martha Fontaine	01/01/2009	12/31/2009	UPDATE
District Governor	Scott, Charles	01/01/2008	12/31/2008	

The screenshot shows the 'ADD MEMBER ROLE' form in the Ruritan National Membership Management System. The header includes the Ruritan National logo, the text 'RURITAN NATIONAL Membership Management System', and navigation icons for 'home', 'MEMBERS', 'GRAPHS', 'REPORTS', 'ROLES', 'HELP', and 'LOGOUT'. The form fields are:

- Role:** A dropdown menu with 'District Governor' selected. The dropdown list includes: District Governor, District Lt. Governor, District Treasurer, District Secretary, District Director, District G & D Chair, Foundation Chair, Fundraising Chair, Youth Coordinator, Leadership Development (LDC), Publicity Chair, and Publicity Co-Chair.
- Member:** An input field with a 'GET NAME' button.
- Starts:** An input field with a 'SEL' button.
- Ends:** An input field with a 'SEL' button.

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.

The screenshot shows the 'RURITAN NATIONAL MEMBERSHIP REPORTING - District Level' page. The header is identical to the first screenshot. The main content area lists several links for membership statistics:

- [Membership Statistics as of 2009-07-01](#)
- [Membership Statistics as of 2009-06-08](#)
- [Membership Statistics as of 2009-05-12](#)
- [Membership Statistics as of 2009-04-20](#)
- [Membership Statistics as of 2009-03-22](#)
- [Membership Statistics as of 2009-01-01](#)
- [Membership Statistics as of 2008-11-01](#)
- [Membership Statistics as of 2008-10-01](#)