

## **Rollingwood Member Splash Overview**

Rollingwood is launching a new online membership management system for the 2021 season hosted by Member Splash. This system will allow for each member to manage/update their personal information, review/pay invoices, and purchase prepaid guest passes. It will also enable the management of our waiting lists, send bulk emails (replacing the current email notification system), and conduct member check in at the front desk. The sections below provide some further instruction by area for member review and action. If you have trouble with the system or if you have questions, please send an email to [technology@rollingwoodpool.org](mailto:technology@rollingwoodpool.org) and we will get back to you to resolve your issue.

***Members are asked to log in to the system to verify/update their account information. Members should also note that dues invoices will be posted to accounts on March 1st and may be processed using this system for the 2021 season.***

### **Logging In**

Every Membership has an account containing information about their membership as well as the family members associated with their membership. To log into the system, go to the Rollingwood website and click on the blue circle titled “Account Login”. The account is set up to have a primary member (billing contact) and that member’s email is the login username for the account. When the data was imported, the primary member was set to the first member listed in the membership database. If the email you enter is not recognized and there is a second adult on the account, try that email as well prior to requesting help. Also note that this username email is the email address that was on file with membership and may not be the same email used for the email notification system. The default account password is “rollingwood”. When you log in the first time, you will see a reminder that you are using the default password. Please take a moment to update it to something secure. If you ever lose your password you can use the password reset link (requires a valid email address on file).

### **Updating Account/Member Information**

As part of the pre-launch process, we consolidated and imported existing account data from several sources (Membership, Treasurer, and the ID Card System). It is likely that there will be some discrepancies and/or missing information due to formatting as well as whether the data on file was kept current. In addition, we did not have the ability to import member pictures.

When you log in you will be able to see your basic account information and membership type as well as any guest credits. The account number on the account is a Member Splash record number and is not the bond number. To change account information, click the pencil in the blue bar titled “ACCOUNT #xxx” on the upper left. From here, you can change your username, billing contact, and address information. The pencils next to the member accounts can be used to update that information and upload pictures (*please use a closeup headshot or cropped face photo for picture – no hats or*

*sunglasses*). You may delete members that are no longer on the account by clicking the trashcan icon. If you need to add a new member to your account, please contact the Membership Chair at [membership@rollingwoodpool.org](mailto:membership@rollingwoodpool.org). **Pictures must be included for all members and birth dates must be included for all children on the account.**

Every account also has an emergency contact (grey box in the lower left). This information was uploaded from the Card ID System. This is an optional field, but it is recommended to list a current emergency contact and phone number.

You will also note a slider under the title “INCLUDE IN ONLINE DIRECTORY”. If this is pushed to the right, your email, home phone, and cell phone will be accessible in the online directory. Note that this is defaulted to not be included so if you wish to be in the directory, you need to enable this setting.

***We ask that members keep their information up to date on their accounts throughout their time as a Rollingwood member (phone, email, address, ...)***

### **Invoices and Payments**

When you log into your account, you will see a big red banner that says “Your account is not paid for the current season. To make a payment click here.” This is because all members are currently set to a status of “unpaid” for the season. This link or the payments link in the top blue banner will take you to a list of account charges due/product purchase options. ***Invoices for the current season will post starting March 1<sup>st</sup>.***

Once an invoice is posted, you can select a payment method and continue to the online checkout. Payments can be made with check or credit card (there is currently not an option to electronically charge a bank account). If you are paying by credit card, a 2.9% fee and a \$0.30 per transaction fee will be applied (this is a fee imposed by our credit card processing system). A credit card can also be added to the account by selecting the Payments/Payment Option link.

Members may also mail in their check with the dues notice and once processed by the treasurer, their account will be marked as paid. Note that credit card payments may only be processed through this system.

### **Late Fees**

Late fees will post to accounts and be automatically included in the invoice in accordance with scheduled payment deadlines dictated in the bylaws.

### **Email Notifications**

We will be moving to a new bulk email notification system called Mailchimp which is integrated with the Member Splash account data. This system can be used to target emails to the billing member, all adult members, all family members, etc. We ask that you please make sure your adult member emails are correct and maintained. Also, please make sure that your spam filter is not blocking Mailchimp emails. There will be an option to unsubscribe at the bottom of Mailchimp emails, but please do not do this

unless you do not want to receive emails sent to the membership. We will continue to send emails through the Mailchimp and our DaDaMail (legacy) notification platforms until we have completed our transition. We will send a message to the membership to alert you when we will be dropping the DaDaMail notifications.

### **Guest Passes**

Guest passes are available for purchase online, starting March 1<sup>st</sup>, and can be included in the payment of your invoice or purchase separately throughout the season. Guest passes are purchased in blocks of 10 for \$63. Once payment is received, the guest pass credits will be posted to the member's account. Members will also be able to continue to pay for guests at front desk check in.

### **Nanny Passes, Pavilion Rentals, and Weekly Houseguest Passes**

These products will continue to be requested by members as they have in the past. Once approved for one of these products, the product will be posted to the member account for payment.

### **My Reservations**

Members will notice a menu link titled "My Reservations" on the blue bar containing the account menus. This is associated with a reservation system option for scheduling pool visits. It is unclear if we will need a reservation system this season. If it does become necessary, information regarding how to use this feature will be provided.

### **Front Desk Check In**

When checking in at the front desk, families will provide their last name and the gate guard will be able to verify and check in all family members present on the visit (*pictures must be included for each member using the facility*). We are considering whether we will keep barcode ID cards but if that decision is made, new cards will be issued that will be integrated with this new system. Account Guest credits can be used at check in as well.

Thank You,  
The Rollingwood Board