



Renewing your membership using the new MemberMojo system

Dear member,

We have migrated our membership data from the old legacy system to a new dedicated membership software system to manage and administer all membership related processes.

All members will have the ability to manage their personal data themselves by editing their profile as required, and it will be the responsibility of the member to keep their information up to date.

This provides an ideal opportunity during the 2021 renewal process for members to review the existing old data that we hold and ensure it is correct and up to date.

You can renew and manage your own data just using your email address – you do not need a password. If you select to log in by email the system will send you a link to allow you to log in. However, you do have the option to set a password should you want.

Please note that at the 2020 AGM it was agreed to rename “Full Membership” to “Ordinary Member ship” to remove confusion with the new “Flying Membership” that will be coming in next year to provide all the benefits of the Ordinary (previously Full) membership with the additional benefits provided by the new Flight Training organisation including aircraft rental.

2021 Renewal Process

The membership year runs up to 31 January each year with renewals being able to be made online up to 2 months in advance.

Direct Debits – *please note that the club are no longer able to offer a direct debit facility but are looking with our bank how we might be able to do this in future. Unfortunately, that means that for the 2021 renewals members will need to either pay by credit card or bank transfer.*

The new membership system will send the following reminder emails:

- Renewal Notice (28 days before expiry)
- Expiry Warnings (9 days and 2 days before expiry)
- Membership Expired (1 day after expiry)
- Recently Expired (28 days after expiry)

Click on the blue “Confirm your details and renew your membership” link to start the renewal process

Subject: TEST: Membership renewal
Date: Tuesday, 8 December 2020 at 17:05:25 Greenwich Mean Time
From: Jersey Aero Club
To: [REDACTED]
Attachments: logo.png, JAC Membership Renewal Process.pdf



Dear [REDACTED],

Your membership with Jersey Aero Club is due for renewal before Sun 31 Jan 2021 and can now be renewed.

An explanatory letter on the new renewal process is attached to help you with your renewal.

Please Sign In to confirm your details and renew your membership. You will not require a password.

[Confirm your details and renew your membership.](#)

Membership Enquiries

Any queries concerning your membership should be directed to:

Name: JAC Information

Email: info@jerseyaeroclub.com

This message was sent to [REDACTED] on Tue 8 Dec 2020 17:05.
Jersey Aero Club membership queries should be sent to info@jerseyaeroclub.com.
[Unsubscribe](#) from Jersey Aero Club membership reminder emails.
Delivered by <https://membermojo.co.uk>. Club Membership Made Easy.

Sign in with your email address (note password not required)



Sign In



Please sign in to renew your membership.

Sign In to Jersey Aero Club at membermojo

You do not need a password to Sign In.

Enter your membership email address so we can send some simple instructions.

* email

Sign In with email

[Sign In with password](#)

The system then sends you a link to verify who you are

Subject: Sign In to Jersey Aero Club at membermojo
Date: Tuesday, 8 December 2020 at 17:53:27 Greenwich Mean Time
From: Jersey Aero Club
To: [REDACTED]

Your email address, derek.fage@gmail.com, was used to request a Sign In email to Jersey Aero Club at membermojo.

If this was you, [click here to Sign In](#).

Or, copy and paste the following line into your browser's address bar.

<https://membermojo.co.uk/jerseyaeroclub/token?k=BZgnliVP3dkClw5klJFSr0Uu1M5fbSwG&t=e>

This link can only be used once and is valid for 2 hours.

If this was not you, you can safely ignore this email.

This message was sent to [REDACTED] on Tue 8 Dec 2020 17:53.
Jersey Aero Club membership queries should be sent to info@jerseyaeroclub.com.
Delivered by <https://membermojo.co.uk>, Club Membership Made Easy.

Once you click on the link you are taken into the membermojo system to start your renewal.

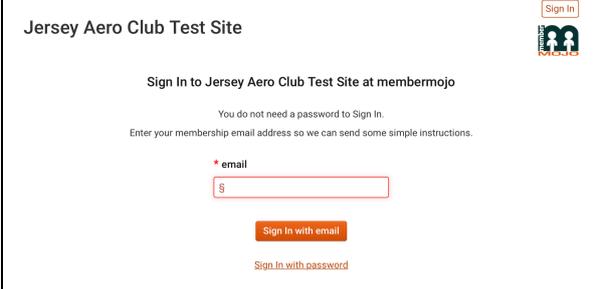
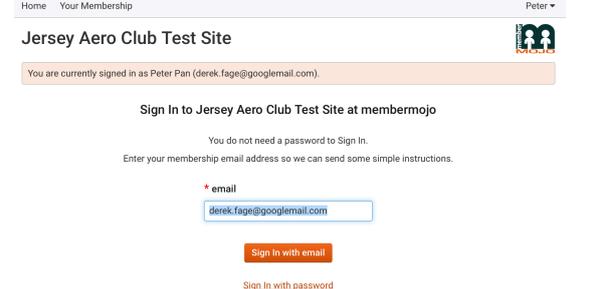
Within the membermojo system you can setup a password so that you do not need to use the email sign-in and verification process each time, however you will still be able to use the sign-in method at any time.

IMPORTANT NOTE

Some members have reported that they seem to get into a loop where they keep entering their email address at the login page to send an email that then sends them back to the login page.

It appears that they had actually logged in and did not realise it.

Note the differences show below:

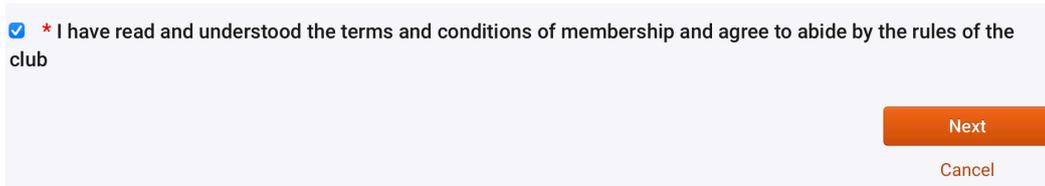
<p><i>In the below image the member is not logged in – you can see the header shows “Log In” in the top right of the screen</i></p>	<p><i>In the below image we see additional headings and links to Home and Your Membership</i></p>
	

If you see you are logged in (your name in the top right instead of “Log In” then just click on “Your Membership” in the heading line.

Checking your details and confirming your renewal

The system then shows you your current details as held on the system. Note that for the 2021 renewals these will be old details migrated from the previous system which may well be out of date.

Please check and update all your emails and update a photo (this can be used in future for membership cards) then agree to the terms and conditions



* I have read and understood the terms and conditions of membership and agree to abide by the rules of the club

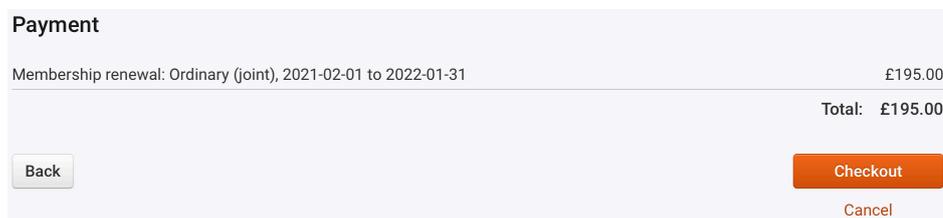
Next

Cancel

Note that for joint members you will be prompted to check and confirm the details your joint member before clicking Next again.

Final Renewal Confirmation and Checkout

The system will then display all your details with the cost, and prompt you to Checkout



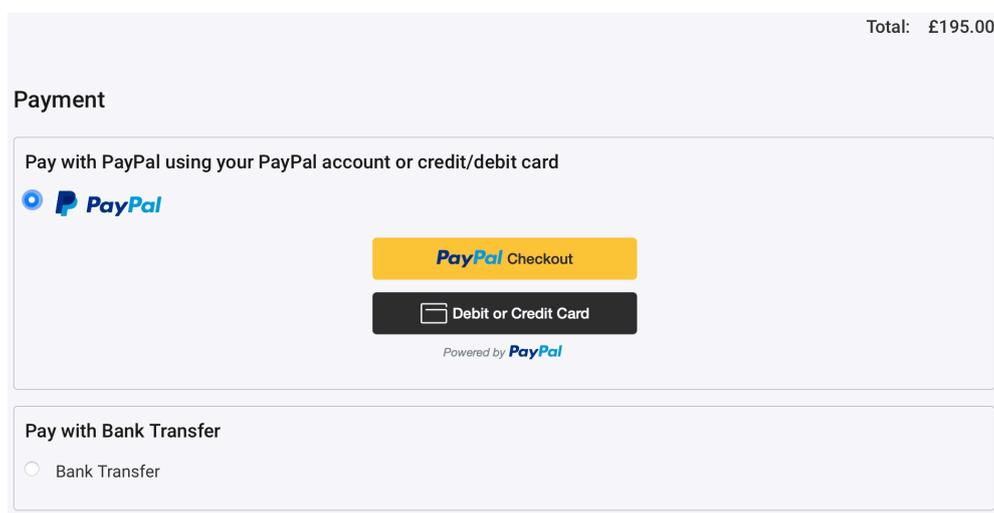
The screenshot shows a 'Payment' section with the following details:

- Membership renewal: Ordinary (joint), 2021-02-01 to 2022-01-31
- £195.00
- Total: £195.00

At the bottom, there are three buttons: 'Back' (grey), 'Checkout' (orange), and 'Cancel' (red text).

Method of Payment

The system will then display options for methods of payment with PayPal/Credit card as the default



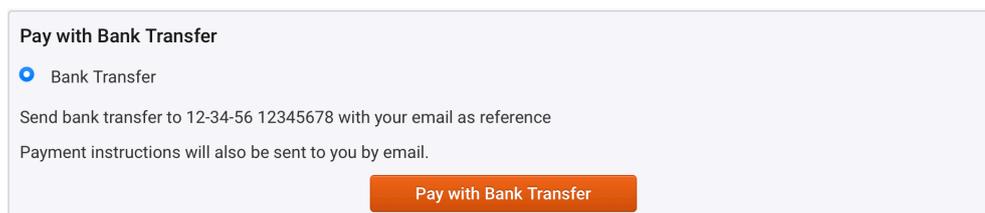
The screenshot shows the 'Payment' section with the following options:

- Total: £195.00
- Pay with PayPal using your PayPal account or credit/debit card
- PayPal logo
- PayPal Checkout button (yellow)
- Debit or Credit Card button (black)
- Powered by PayPal logo
- Pay with Bank Transfer
- Bank Transfer radio button (selected)

PayPal Checkout allows you to log into PayPal to make payment if you have a PayPal account and the process will have been completed.

Debit or Credit Card allows you to enter your Debit or Credit card details to make payment if you have a PayPal account and the process will have been completed.

Selecting Bank Transfer shows you our bank details to make transfer to – please remember to put your email address in as the reference.



The screenshot shows the 'Pay with Bank Transfer' section with the following details:

- Bank Transfer radio button (selected)
- Send bank transfer to 12-34-56 12345678 with your email as reference
- Payment instructions will also be sent to you by email.
- Pay with Bank Transfer button (orange)

Please note that with Bank Transfer your renewal will go into a **pending payment** status in our membership database.

Once you have made payment and it is shown in our bank account you will receive a confirmation email and your status will change to ***completed payment***.

Finally

2020 was a difficult year, but we think we're now in a very good position to move forward in 2021 once COVID restrictions are eased which will include working with a new Flight Training Organisation, re-instating GA Handling, opening the Bar/Café and refurbishing the clubhouse (for which we are going to put donations towards).

I'd like to personally thank you for continuing to support the club, and look forward to seeing you all in 2021

Kind regards,

Derek Fage
Chairman
15 December 2020