



Membership Renewals for 2020-21 Season Frequently Asked Questions

General

Because of the ongoing COVID-19 pandemic, all Club activities including regular meetings, SIG meetings and workshops for the 2020-21 season will be virtual. All the usual Club programs and activities, except print competitions, will be offered online using ZOOM.

I have never used ZOOM. How will I be able to join these meetings?

- Instructions for joining MCC activities via ZOOM will be sent to all members before Sept. Is this true?

Membership Fees

What are the membership fees for the 2020-21 season?

- Individuals - \$55
- Couples living at the same address - \$95
- Students - \$20
- Honorary Members (members with 25 + years participation in the Club) - \$0
- Spouse of Honorary Member - \$47.50

What is included in the basic membership fee?

The basic membership fee will include access via ZOOM to all regular Thursday night meetings and unlimited access to all Special Interest Group (SIG) meetings via ZOOM. Registration for individual SIGs through the Members Portal will still be required to help manage attendance. We encourage active commitment and consistency in SIG participation. SIG Leads will send out their own ZOOM meeting invitations and links to registrants.

Renewal Options

What renewal options are available for the 2020-21 season?

- For the 2020-21 season, to ensure the protection and safety of our valued membership volunteers, **renewals will only be accepted online via ORS** at the Club website www.mississaugacameraclub.ca under the Club Info Tab/Memberships Renewals.

Can I still renew my membership by filling out a paper form?

- No, all membership renewals must be processed through ORS.

What can I do if I can't or don't want to use ORS to renew my membership?

- Members who are unwilling to renew through ORS and PayPal are encouraged to ask a friend in the Club to renew on their behalf.

Why has the Club made the decision to allow membership renewals only through ORS for the 2020-21 season?

- As has been previously announced at Club meetings, the plan was to fully implement ORS as the only registration option for all Club activities for the 2021-2022 season. The ongoing COVID-19 pandemic necessitated implementing that decision a year early to ensure the safety of our valued membership volunteers by eliminating their need to handle cash, cheques and all the other associated paperwork.
- ORS simplifies the accounting and banking processes for volunteers
- ORS also allows members to renew their membership at their convenience anywhere, anytime.

Payment Options

What are my payment options?

- After you have completed your membership renewal form on ORS, you will be automatically forwarded to the PayPal site for payment.
- **If you already have a PayPal account and wish to use it to pay your membership fees,** you will be asked to login to your existing account.
- **If you do not wish to use a PayPal account to pay for your membership renewal,** there is an option at the bottom of the screen to pay with a credit card or Visa debit card.
- **If you do not have a PayPal account and wish to set one up,** you will be taken through that process.

PayPal

What is the advantage of using PayPal?

- PayPal is one of the top payment processors in Canada.
- PayPal integrates well with ORS and the Club's accounting and banking processes.
- PayPal enables you to pay for items without revealing your financial details to the vendor.
- If you have a PayPal account, when you login, your credit card details are prefilled so that you don't have to fill in the details each time you make a purchase

How safe is PayPal?

- PayPal uses the latest in data encryption and anti-fraud technology to keep your information secure, reducing the risk of online fraud.

- PayPal has been in existence for over 20 years. Every day, 179 million people use PayPal in 202 countries to pay for purchases in 26 different currencies.
- PayPal has a Purchase Protection Plan which allows you to file a claim within 180 days of your purchase for full reimbursement if you encounter a problem.

What credit cards does PayPal accept?

- PayPal accepts MasterCard, Visa, American Express and Discovery credit cards.

Are there additional charges for using PayPal?

- Yes, like all payment processors, PayPal charges a small additional charge for using its services.
- **These fees are being absorbed by the club at this time**
 - PayPal charges 2.9% of the amount of the transaction plus 30 cents per transaction.

How do I set up a PayPal account?

- If you wish to do so, when you complete your membership renewal form and click on the Submit button, you will be automatically taken to the PayPal site where you can sign up for free to create a PayPal account by providing your email address and creating a password and then linking your credit card to your PayPal account. You also have the option to link your bank account to your PayPal account.

Will I get a receipt if I use PayPal to pay for my renewal?

- When you have completed your payment, you will immediately receive an onscreen receipt from PayPal providing all the details of your payment which you can print out.
- You will then be taken back to the MCC website where you will see an acknowledgement from MCC thanking you for filling out the Membership Renewal form.
- You will also receive an email from PayPal at the email address you provided giving you the details of your payment.

What will show on my credit card statement?

- Your membership fee will show as a payment to PayPal/MCC.

Accessing the Online Registration System

How do I access the Online Registration System?

- For detailed procedures for accessing the Online Registration System and filling out the membership renewal form, please see the ORS Procedures on the MCC website www.mississaugacameraclub.ca under the Club Info/On-line Registration System link
- To access the Online Registration System, go to the website at www.mississaugacameraclub.ca and **click** on the **Log In** tab at the top of the Home Page.
- You will then be taken to the **Members Portal Login** page where you will use your membership username and password to login.

What do I do if I do not know my membership username?

- Your club membership username was assigned to you when you joined MCC and is usually, but not always, the three characters of your initials. They can be found on your MCC membership card next to your name. If you do not have your MCC membership card, please contact membership at membership@mississaugacameraclub.ca . Your username must be entered ALL IN CAPS to log in.

What do I do if I do not know my password?

- If you have never accessed the Members Portal on the website, your password is the same as your username and must also be entered on the renewal form ALL IN CAPS.
- If you have previously changed your password from your competition initials, but do not remember it, please contact Reset@MississaugaCameraClub.ca for instructions on how to reset your password.

Guidelines for Completing the Membership Renewal Form

Once logged in you will be brought to a screen with several options. Click on the green **2020-21 Membership Renewal** button at the top of the page.

This will bring up the appropriate 2020-21 Membership Renewal Form.

Will the renewal form be personalized with my information?

- Your first and last name, your email address, as well as your membership type and the applicable fee will be pre-filled with your current information from the club's database.

What do I do if the pre-filled information is incorrect?

- If any of this prefilled information and/or your address or phone number has changed in the last year, please make the relevant corrections in the Comments/Change Contact Information box on the form. You must also fill out the Change of Information Request Form available on the website at www.mississaugacameraclub.ca under the Club Info/Membership/ Change of Information Form tab and follow the instructions on the form.

What do I do if I wish to change my membership type, i.e. from Single to Couples or vice versa?

- If you wish to change your type of membership from Single to a Couples membership or vice versa, please email your request to change your type of membership to membership@mississaugacameraclub.ca.

Mandatory Fields

What does * next to an item on the Renewal form mean?

- Any item followed by an asterisk is a mandatory field and must be filled in or your Renewal Form cannot be processed.

Is volunteering to help with at least one Club activity mandatory?

- Volunteering to help out for at least one Club activity is mandatory. Submission of your membership renewal form will not be successful if you do not tick at least one box, which can include *other with a description in the Comments area*. Volunteering does not necessarily involve a large time commitment if all members make some contribution based on their personal circumstances.

Couples Renewals

Do both members of a couple have to log on and fill out separate membership renewal forms?

- Either member of the couple may log in and fill out the membership renewal form, but each member of the couple must individually fill out the **Volunteering, Sharing of Information, Terms and Conditions of Membership** and **Personal Responsibility for Liability** sections.
- Either member of the couple can pay for both members in the payment section.

Honorary Members

I am an Honorary member. Do I have to fill out a renewal form?

- Yes, all members, including Honorary members, must fill out the ORS membership renewal form to ensure that we have a record of your sharing preferences, agreement to the terms of membership and acceptance of personal responsibility for liability.

Spouses of Honorary Members

I am the spouse of an Honorary member. Do I have to fill out a renewal form?

- Yes, spouses of honorary members must fill out a separate membership renewal form.

Problems Completing the Renewal Form

Who do I contact if I have experience problems completing the ORS membership renewal form?

- If you have any questions pertaining to the completing of the Membership Renewal Form, you can contact a member of the ORS Implementation Team at ors@mississaugacameraclub.ca.