



## Online Registration System (ORS) Frequently Asked Questions

### General

Why has the Club decided to implement an Online Registration System (ORS)?

- In response to numerous requests from members in recent years to provide a more convenient method of paying membership fees, MCC has decided to implement an Online Registration System (ORS). ORS will allow members to renew and pay for their membership online using their credit card through PayPal at their convenience from the comfort of their home, the cottage, the ski hill, the beach – anywhere! No more waiting in line ups!
- ORS will also make life much easier for our volunteers who process the membership renewals, simplify the accounting process and eliminate the need for handling cash and cheques.

### Payment Options

If I don't want to use the Online Registration System (ORS), what other renewal and payment options are available?

- While the Club strongly encourages members (with the exception of Honourary Members) to use the Online Registration System, members will still have the option to fill out the renewal form and pay by cash or cheque at the four regular meetings in April and May or by downloading, filling out and mailing in the renewal form available on the website [www.mississaugacameraclub.ca](http://www.mississaugacameraclub.ca) under the Club Information/Membership tab, along with their cheque.

If I want to use the Online Registration System (ORS), but don't want to set up a PayPal account, can I pay with my credit card without setting up a PayPal account?

- There is no requirement to set up a PayPal account when using ORS. After submitting your completed membership renewal form you will be taken to the PayPal site.
  - **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 have a PayPal account and wish to set one up**, you will be taken through that process.

- **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 or Visa debit card.

## PayPal

### What is the advantage of using PayPal?

- 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, there is a small additional charge for using PayPal.
- PayPal charges 2.9% of the amount of the transaction plus 30 cents per transaction.
- For an Individual membership renewal, this will amount to \$2.33
- For a Couples renewal, this will amount to approximately \$4.08.
- **Please note that MCC will absorb these fees until the end of this fiscal year on June 30 2019. As of July 1<sup>st</sup>, membership fees for those using the Online Registration System will be increased to reflect these charges.**

### How do I set up a PayPal account?

- 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 2019-20 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](http://www.mississaugacameraclub.ca) under the Club Information/On-line Registration System tab
- To access the Online Registration System, go to the website at [www.mississaugacameraclub.ca](http://www.mississaugacameraclub.ca) and **click** on the **Members Only** tab at the top of the Home Page.
- You will then be taken to the **Members Only Login** page where you will use your competition initials (which should be prefilled) and password to login.
- **What do I do if I do not know my competition initials?**
- Your competition initials 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](mailto:membership@mississaugacameraclub.ca)
- **What do I do if I do not know my password?**
  - Click on the **Lost your password button** and follow the instructions.
- You then will be brought to a screen with several options. Click on either the green **2019-20 Individual Membership Renewal** or **2019-20 Couple Membership Renewal** boxes at the bottom of the page.
- This will bring up the appropriate 2019-20 Membership Renewal Form.

### **Guidelines for Completing the Membership Renewal Form**

#### **Will the renewal form be personalized with my information?**

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

## Changing Your Type of Membership

I am currently an individual member, but my spouse would also like to join or My spouse and I are currently registered as a couple, but my spouse does not wish to renew this year. How do I change my type of membership?

- If you wish to change your type of membership from individual to a couples membership or vice versa, you must email your request to [membership@mississaugacameraclub.ca](mailto:membership@mississaugacameraclub.ca) after filling out the appropriate form.

## Changing the Pre-filled Information on the Form

If I change any of the pre-filled information on the form will this update the information in the club database?

- You can change any of the pre-filled information on the form, **but this will not update the database. If any of the pre-filled information is incorrect or if your address or telephone has changed in the previous year, *you must also fill out the Change of Information Request Form available on the website at [www.mississaugacameraclub.ca](http://www.mississaugacameraclub.ca)*** under the ClubInformation/Membership/Change of Information form *tab and follow the instructions on the form.*

## 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.

## Couples Renewals

Do both members of a couple have to fill out a renewal form?

- Yes, both members of a Couples renewal must log in individually, click on the **2019/20 Couple Membership Renewal** box and each complete a separate form.
- The first and last name, email address and competition initials will be pre-filled for the member of the Couple who has logged in. Please verify your competition initials.

Can one member of the couple pay the full \$120 couples membership fee?

- No, the \$120 Couples renewal fee is split into two payments of \$60 to be paid individually by each member of the couple.

## Honourary Members

I am an Honourary member. Do I have to fill out a registration form?

- Yes, all members, including Honourary Members must fill out a membership renewal form.

#### **I am an Honourary member. Can I use the online registration form?**

- At this time, the Online Registration System is not able to process membership renewals for Honourary Members. **Honourary Members are** requested to either fill out the form at one of the Club meetings in April or May or obtain the form from the website [www.mississaugacameraclub.ca](http://www.mississaugacameraclub.ca) under the **Club Information tab/Membership** and follow the instructions on the form.

#### **I am an Honourary member, but my spouse is not? Can my spouse use the online registration form?**

- No, both members of the Couple, including the Honourary Member can either fill out the form at one of the Club meetings in April or May or obtain the form from the website [www.mississaugacameraclub.ca](http://www.mississaugacameraclub.ca) under the **Club Information tab/Membership** and follow the instructions on the form.

### **Problems Filling Out the Renewal Form**

#### **Who do I contact if I have trouble filling out the Online Registration 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](mailto:ors@mississaugacameraclub.ca) .

### **Refunds**

#### **Who do I contact if I require a refund?**

- If you require a refund, please send an email to [ors@mississaugacameraclub.ca](mailto:ors@mississaugacameraclub.ca) explaining why you need a refund and you will be contacted with the relevant information.