



# NAWBO

National Association of Women Business Owners

# TECHNOLOGY

## FAQs for Leaders and Members

### **Why did NAWBO National transition to a new technology system?**

This transition was the result of years of feedback from team members and chapter leaders across the country that our former technology was lacking in many areas and could be more intuitive and streamlined with enhanced capabilities. With guidance from our National Technology Committee and feedback from chapter leaders who were already using this new operating software, NAWBO National chose GrowthZone and made the transition this past October. The NAWBO National website followed—built on WordPress—and the microsites for those chapters who were already using microsites powered by HQ are currently being created to launch by February.

### **Why are we now experiencing challenges as a result of this transition?**

While NAWBO National worked to anticipate every challenge our organization might face in this technology transition, several have since come to our attention that we are working tirelessly to correct. Most prominently, there was a glitch in the data pull from the old system to the new, resulting in information not transferring as cleanly as planned. Some of this data was missing or incorrect.

### **What has NAWBO National done so far to resolve these challenges?**

Once this most prominent challenge was discovered, NAWBO National's Technology and Membership teams began working around the clock to manually compare new membership rosters to ones on the former system and create member profiles for missing members. They are also determining correct anniversary dates, which are now used for renewal billing, as well as correct chapters, since the systems allows members to select chapters that aren't physically near them. They have made thousands of updates and additions and anticipate that any missing members and data will be back in the system by mid-February.

### **Why am I no longer receiving e-communications from NAWBO National?**

NAWBO National e-communications are now coming from [delivery@nawbo.org](mailto:delivery@nawbo.org). Please mark all emails coming from [nawbo.org](http://nawbo.org) as safe (aka "whitelist") so you won't miss

any important information or opportunities. Also, if you previously received NAWBO National communications and have noticed a pause, check your spam folder and mark any NAWBO emails as "not spam or junk."

### **Why am I receiving notices about setting up a new account and profile?**

The transition to GrowthZone requires that all members activate their new GrowthZone accounts and set up their member profiles—a process that connects the new account with the transferred account data. This includes inputting financial information that didn't transfer over because it's considered sensitive data and setting up auto pay. NAWBO National continues to send out weekly reminders with a link to activate your account and set up your profile; just note that the link is only good for 72 hours. Upcoming reminders are scheduled for January 29 and February 2, 7, 15 and 20. If you haven't taken care of this already, please do so at your very earliest convenience—our goal is to have everyone activated and set up by mid-February.

### **Why did my auto pay information not carry over to the new system?**

Billing information didn't transfer over to GrowthZone because it's considered sensitive data and while it's certainly an inconvenience, our number one priority is always protecting the sensitive, personal information of our members.

### **Why have I not been receiving my membership invoices?**

For some monthly-paying members, membership invoices didn't transfer over during the technology transition. These invoices are now ready in GrowthZone for members who have activated their accounts and set up their profiles to go in at their very earliest convenience to pay their account balances. As the HQ team finds other billing errors, those will be corrected, too.

### **When will I now receive invoices and how long will I have to pay?**

All outstanding invoices were distributed the third week in January. Going forward, this process will be automated

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and all members will receive their renewal invoices 30 days prior to their membership expiration date, which is the date when they joined NAWBO, or latest membership activation date. These notices used to go out on the 27th of each month. We are also extending the drop deadlines to give members enough time to pay their balances. In the future, this process will be automated.

### **Why is activating my profile and paying on time so important to my chapter?**

It's important that all members take care of activating their accounts, setting up their profiles and paying any past due account balances because these actions directly affect chapter rebates received from NAWBO National. The faster you pay your dues, the faster your chapter is paid through these rebates, which are an important revenue source—supporting all sorts of local activities, including chapter events.

### **Why are our chapter rebate amounts less than anticipated?**

As members activate their accounts, set up their profiles and pay any past due account balances, you can expect to see chapter rebate amounts gradually increase to reflect the anticipated levels. Please keep in mind that just half of NAWBO members nationwide have currently done this. Please also note that the change to running payments on each member's anniversary date vs. on the 27th of each month should not affect chapter rebates.

### **Why are there missing members from my chapter roster?**

This is part of the glitch in the data pull from the old system to the new, which we are working tirelessly to correct. If you notice members who are missing from your chapter roster, please let us know right away so that we can correct it by emailing [Memberservices@nawbo.org](mailto:Memberservices@nawbo.org).

### **Why am I listed as “new” on my chapter roster and in the online member directory?**

If you are among the missing members who has been inputted back into the system as a result of the data transfer challenges, you will unfortunately be listed as a new member until your next anniversary date passes; we apologize to our long-time members for any inconvenience this may cause.

### **How do I change my membership level in the new system?**

Once you activate your GrowthZone account and set up your profile, you can go back in at any time to change your membership level. Simply log into [nawbo.org](http://nawbo.org) and look on the left side for forms to change, reinstate or cancel your NAWBO membership. If you still need support, email [Memberservices@nawbo.org](mailto:Memberservices@nawbo.org).

### **I have been experiencing glitches related to the NAWBO National website as well, including the online member directory. Will these be corrected?**

Our online member directory has been impacted by the data transfer challenges, so you may have noticed missing or duplicate members as well as long-time members being listed as new members. We have pulled down the online directory as to not cause any confusion while we resolve these issues and will notify everyone when it is live again. This is anticipated to happen by the end of February. There are also pages previously on the National website we are still working to move over or update so that they are current.

### **Our chapter has a microsite powered by HQ and is working to create our new microsite on WordPress—how do we log in and when do we need to have our microsite complete?**

To work on your chapter microsite as well as to pull chapter reports, you'll need chapter-specific credentials. Those were sent out to your chapter president and chapter administrator this past October. If you need us to resend those to you, please email [Memberservices@nawbo.org](mailto:Memberservices@nawbo.org). We ask that all chapters with microsites powered by HQ have those complete by the start of February.

### **How do we know if we have a microsite powered by HQ and if we don't have one, how do we get one?**

If your website URL ends with [nawbo.org/your chapter name](http://nawbo.org/your chapter name), you have a microsite powered by HQ. The NAWBO National Team is currently focused on supporting those chapters with microsites to make the successful transition to WordPress. Once this happens, we will turn our focus to training on things like customization and reporting capabilities. If you do not have a microsite powered by HQ, but would like one, please email [Techsupport@nawbo.org](mailto:Techsupport@nawbo.org) to have your chapter added to the interest list. We will begin taking on additional chapters who have expressed interest in March.

*If you have additional questions that are not currently answered in this FAQ, please email [Memberservices@nawbo.org](mailto:Memberservices@nawbo.org). We will respond at our very earliest convenience and include our answers in this FAQ for all leaders and members.*



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