Help Guide for MVA's Membership Management System

This guide is to help members and guests who are having problems accessing the membership management system that MVA began using in October 2019. With MVA total membership exceeding 150 households and businesses, the new system has significantly reduced time-consuming, administrative tasks for our volunteers.

We are grateful for the those who are using the system and apologize to those who have experienced any headaches. Most user problems that user have reported to us seem to be related to "cookies" being blocked.

We want all of our members and guests to be able to use our online system for joining, renewing, updating membership information, making online payments for memberships and donations, printing membership cards, and for registering for MVA meetings. This guide is provided to help you understand and resolve the most common problem, and -- if you cannot-- to give you other options for either accessing the membership management site or making payments by other methods.

Cookies are blocked:

If you are at the MVA website (www.maalaeavillageassociation.org) and trying to use the embedded links to access your profile, make an online payment, or register for an event, you may see a message similar to the following:

Please log in to continue

Please login to continue to the page you have requested.

Email

Password

Warning: browser cookies disabled. Please enable them to use this website.

Close

☑ Remember me

Log in   Forgot password

⚠ Your browser settings are preventing this content from being displayed. Check your privacy settings regarding third-party cookies. See more details at Cookies policy.

Event   MVA Annual Membership Meeting and Board Election
01/08/2020 5:30 PM
Location: Maui Ocean Center

Enter registrant email   * Mandatory fields

Email

owered by Wild Apricot Membership Software

Why am I getting this error message?

MVA is using a membership management software system called Wild Apricot. Wild Apricot accounts typically use a membership website hosted by Wild Apricot. However, MVA wanted to preserve its existing website to preserve all the work, expense, and the familiar look that our members are accustomed to. Therefore, we elected to implant certain content ("widgets") from Wild Apricot into our existing website. This includes membership forms, donation forms, and profile information. When you click on this content, you are automatically being re-directed to the Wild Apricot site.

The browser settings on your computer, phone or tablet may prevent you from being re-directed. *For a more detailed explanation of cookies, please scroll to the bottom of this document to see information from Wild Apricot.*

What are my options for online content if my browser won't allow me access?

1) <u>Try from a different device</u>: if you can't access the content from your phone, try your tablet or computer. If your other device uses a different browser, or has different browser settings, simply using the different device may work for you. This simple solution worked for one of MVA's board members.
2) <u>Change your browser settings</u>: if you are comfortable with changing your browser settings, you can search for the settings and instructions on your device. You can also "google" for help with "cookie settings" and visit any of numerous guides on the internet to assist you. The following link is recommended by Wild Apricot for help with cookie settings: https://www.whatismybrowser.com/guides/how-to-enable-cookies/
3) If you are uncomfortable changing your browser settings, you may go directly to the MVA site on Wild Apricot and access the same membership, donation or event content there. This site is the "home" of the widgets that are implanted in MVA's website. Click on the following link: https://mva.wildapricot.org/

What are my options if I'm still having problems?

1) <u>You may pay by check</u> for memberships, renewals, or donations. We will gladly accept your payment mailed to Maalaea Village Association, PO Box 2122, Wailuku, HI, 96793. When paying by check, please remember that we are a volunteer organization and it may take several weeks for us to process and acknowledge your payment. If during that period you receive automated notices from MVA, kindly disregard them.   Please always denote the purpose of your

check in the memo line (donation, membership, renewal, etc), or attach a note including your email and phone number if we have questions. For new members, please enclose a membership form with your check. Click here for a printable MVA membership form.

2) Pay by credit card in person: if you are on island, you can arrange to meet our Membership Chair, Nikta Houston. Nikta is the administrator for MVA's "Square" account and can swipe your credit card with the Square on her mobile phone to take your payment. MVA uses the Square for payments at meetings and events.

3) Pay with Paypal: MVA can accept payments by Paypal. If you wish to use this option, please email us and we will reply with an emailed link to your personalized Paypal invoice/payment request.   Please allow time for our volunteers to respond to your invoice request.

4) To register for an MVA meeting or event when you cannot access online content, please RSVP by sending an email to maalaeavillageassociation@gmail.com. We'll happily register for you, and you will receive an automated confirmation. Meeting registration is important so that we can properly prepare for the number of attendees. Also, we are able to print a registration list with your name that greatly reduces your check-in time when you arrive at the event.

Explanation of cookies from Wild Apricot
(MVA notes in italics)

What is a cookie?

A cookie is a chunk of data – typically stored as a text file – that is placed on your computer or other device when you visit a website.

The cookie is used to identify your device to the website when you visit again so the site can load your preferences, automatically accept your credentials, or otherwise personalize the experience. Cookies do not store personal information about you, just information identifying your device.

Accepting cookies

Within your browser settings, you can choose whether to accept cookies. To access Wild Apricot sites, you need to enable cookies (which most browsers do by default). For instructions on enabling cookies in different browsers, [click here](#).

If you are using Safari as your browser, you also need to enable cross-site tracking by disabling the **Prevent Cross-Site Tracking** option.

Third-party cookies

You can also separately control whether to accept third-party cookies – cookies placed by third party services that are integrated into the website you are visiting.

For example, third-party cookies are used by Google Analytics for tracking website traffic, and by Wild Apricot to embed its functionality on non-Wild Apricot sites using widgets. *(MVA note: "widgets" include content such as membership forms and event registration, that are embedded in MVA's website. Your browser must allow third party cookies to use MVA's online membership content. See MVA's help guide for other options if you are uncomfortable with changing your browser settings.)*

By default, Safari blocks third-party cookies, while Firefox and Chrome accept them. Internet Explorer blocks third-party cookies by default but allows users to accept them from Wild Apricot and other sites. Some anti-virus firewalls or browser plug-ins may affect your browser's cookies settings. *(MVA note: browser updates, or IOS updates on Apple devices may also change your device settings without your knowledge. If you once had access to MVA online content and now you don't, it's possible that your browser settings were reverted to the default settings without your knowledge.)*