



Database and Dove Hub FAQs

General Information

- **Where is the private side of the website?**
 - There is no longer a private side of the website. All resources and capabilities are in Dove Hub. After claiming your account, sign in and available resources, directories, links and more will be at your fingertips.
- **Where are the Resource Libraries – they aren't on the website anymore?**
 - Resource libraries can be found in Dove Hub.
 - Initiated members will have access to the Resource Library (including Foundation resources, branded materials, volunteer job descriptions, and more).
 - The NHC Resource library is also in Dove Hub though access is limited to NHC staff, national volunteers, and participating corporations
- **My name isn't showing correctly, how do I update it?**
 - In [Dove Hub](#), click on your name in the upper right-hand corner and select "My Profile". On the right-hand side, you will see "edit profile". Use this button to update your name, contact information, etc.
 - Should you need to correct information that is locked/not able to be edited (maiden name, chapter of initiation, initiation date), please contact info@sigmakappa.org.
- **How do I find a chapter or a member?**
 - Please note that contact information found within our member database is not allowed to be used for solicitation or purposes not directly related to Sigma Kappa
 - **Find a chapter on the website**
 - To see a list of current alumnae and collegiate chapters, visit [Chapters - Sigma Kappa](#) to see quickly if there is a chapter near or a chapter at the school someone is attending
 - For chapter contact information, log into Dove Hub.
 - **Find a chapter in Dove Hub**
 - Log into [Dove Hub](#) and select "Directory and Search" from the listed tiles
 - Select Find a Chapter (second tab in)
 - Currently, all alumnae and collegiate chapters are in the same list – we are working to improve this to help you in your search
 - Search by part of a chapter name by using "contains"; search for a full chapter name by using "equals"

- To contact an officer of the chapter, hit “View Officers” and you can find them listed by role order with available to members contact information
- **Find a member**
 - Log into [Dove Hub](#) and select “Directory and Search” from the listed tiles
 - Select “Sister Search”. Use the ‘search all fields’ drop down feature to find the member by any field or across fields.
 - If you can’t find someone using all fields, try searching by last name, maiden name or chapter.
- **I’m trying to find a member and her name isn’t coming up. What am I doing wrong?**
 - Helpful tips
 - Try searching by a specific field like last name, maiden name or chapter
 - For first name, try using part of a name - *Kat will pull up Katherine, Kathy, Katie, Kate should the member use a different variation of their name
 - Deceased members will pull up and be noted in status as deceased
 - If the member has terminated their membership, they will not show
 - A member may show without any contact information; this may be because we do not have contact information for that member or they have opted to restrict it from the search
 - If there is a living member who does not show up, it is possible that they have elected to be excluded from the directory
- **I am trying to claim my account and getting a 403 error**
 - A 403 Forbidden error in Chrome occurs when access to a web page is denied, and it can often be resolved by refreshing the page, checking the URL, clearing cache, or adjusting personal permissions. It has been found to be a personalized security setting in Chrome.
 - Refresh the Page: Press Ctrl + R (Windows) or Cmd + R (Mac) to reload the page. Sometimes the error is temporary and a simple refresh resolves it.
 - Check the URL: Ensure the URL is typed correctly and points to a valid page, not a directory. URLs should typically end in .com, .html, .php, or .org rather than a trailing slash (/)
 - Try Incognito Mode: Open Chrome in incognito mode to bypass cached data, cookies, and extensions that might interfere with access
 - Clear Browser Cache and Cookies: Go to Chrome settings → Privacy and Security → Clear browsing data. This removes outdated or corrupt data that may trigger a 403 error

- Try a Different Device, Browser or Network: Access the site from another device or switch to a different internet connection to rule out network-related restrictions
- Restart Your Router: If the error is network-related, rebooting your router or modem can resolve connectivity issues

Accessing Your Account

- **How do I reclaim an account if I used an email (especially a school account) that I no longer have access to?**
 - If your claim account email went to an email you no longer have access to, please email helpdesk@sigmakappa.org or click “Claim account” at dovehub.sigmakappa.org
 - If you have claimed your account but are now locked out/unable to connect to the email you used to claim account, please email helpdesk@sigmakappa.org.
- **Do I have to use FSID?**
 - Yes, FSID will need to be used for the sign on process. FSID allows for identity verification separate from Dove Hub and that verification is what is accepted by our vendor partners.
- **Will I have to authenticate upon signing in?**
 - Some volunteers will have to authenticate when signing in. This is based on their position/role (finance) and is a requirement due to the single sign on allowing direct access to Billhighway.
- **Why can't I use my sigmakappa.org or .edu email addresses for my primary email?**
 - We want every user to have a unique, primary email address that is likely to stay with them past the four years of college or their volunteer tenure in Sigma Kappa.
 - Having role based email address as a person email address is a concern when the email address is transitioned to a different officer but is not changed in the database. An example of this is role-based email addresses such as UofSKPresident@gmail or ABSofSKchapter@yahoo

Dove Hub – Member Profile

- **Can we see what we used to be able to see? (Giving history, employment, education, communication preferences, etc.)**
 - Yes, all of this information will eventually be in Dove Hub.
 - If it's not there immediately, please check back as we continue to integrate data.

- Giving history is being fine-tuned to reflect the giving that took place while we were “offline” and will be visible soon
 - Sigma Kappa and Community Involvement is new and we look forward to adding other new features to enhance member profiles
- **How do I edit something that is locked on my profile (my maiden name is wrong, etc.)**
 - Should you need to correct information that is locked/not able to be edited (maiden name, chapter of initiation, initiation date), please contact info@sigmakappa.org with corrections.
- **Are my alumnae dues payments carrying over?**
 - Alumnae dues payments made before 6/1 have carried over. Most recurring dues payments between 6/1 and 8/31 have been processed
 - Alumnae dues payments made through check or at convention are being manually added to the records
 - Members with alumnae dues payments set to recur after 9/1 will need to re-establish their dues payment in the new system
 - Members impacted will receive an email about how to set up their new gifts in August and at the time that their dues lapse
- **Can I find alumnae local to me/my alumnae chapter?**
 - At this time, our radius report is still in progress and not deployed to members
 - Please contact [Nicole Maynard, alumnae engagement manager](#), to have a report pulled
- **For individuals with multiple positions that currently have multiple accounts, will there now just be one login?**
 - For most members, yes! We have streamlined for many of our vendor partners through single sign on so that your login as a member gets you to see what you need connected to your role or membership
 - If you have had multiple Billhighway logins fitting to different roles, this is likely to remain the same for the time being

Foundation

- **When will the gift I made show on my record?**
 - We will be able to show the last 10 gifts made on your member profile. Those should be visible within 24 hours of the gift being made/check being entered
 - We anticipate giving history to be showing on profile in the Fall. We are still catching up on all of the historical gifts and recent gifts across multiple platforms/channels
 - If you have questions on your giving history, please contact foundation@sigmakappa.org

- **Will information regarding chapter money raised for the Foundation and money owed to the NHQ still be available?**
 - Yes, this will live on the chapter profile and be updating automatically
 - We hope to have this information visible this fall.