



Database and Dove Hub FAQs

Alumnae Chapters

- **As a chapter officer, is there something I can do to help my members get access (lost their link, link expired, new email account, etc)?**
 - Yes, as a collegiate or alumnae chapter presidents, corporation board presidents, or advisory board members can resend account claim invites in Dove Hub. [See the tutorial.](#)
 - This will generate a unique link for the user and be sent out through our email system
 - New members will automatically receive a claim account email when they are added to the chapter roster in Dove Hub.
- **Who has the ability to make changes in Dove Hub?**
 - **Send portal invites** – alumnae chapter officers
 - **Make member status changes** – alumnae chapter officers
 - **Change alumnae officer roles** – alumnae chapter president
 - **Change house corporation officers** – corporation board president
- **As an alumnae officer, can I update someone's profile?**
 - As we continue the account claim process for our members, we are keeping the data locked to avoid accidental overwrite by an officer
- **Could the paired collegiate and alumnae chapters' contact information be made more readily/easily available?**
 - We will be building out the pairings through the Chapter Profile and hope to have them available in 2027

Billhighway

- **Can members still log in to Billhighway to pay dues without activating a DoveHub account?**
 - No, all members must claim a Dove Hub account
 - While you would be able to log in directly to Billhighway, the log in Billhighway uses is now your Dove Hub login credentials

- **How does single sign on (SSO) log in work for those with multiple Billhighway accounts?**
 - Single sign on will take your membership-based account (member of collegiate chapter, officer of the collegiate chapter, member of alumnae chapter, advisor for a chapter) and streamline into more cohesive views
 - For majority of members holding a role as a dues paying member and an officer, this will mean one login
 - For our members with accounts across multiple chapters or Billhighway functions, there will still be multiple sign ins as the single sign on relates to the account you are a member of
 - (I could do an example but let me know if that is too in the weeds)
- **How will DoveHub know which alumnae chapter utilizes Billhighway to show the link just for those that use it?**
 - We would love all alumnae chapters to utilize Billhighway
 - Dove Hub has been provided with a list of which alumnae chapters utilize Billhighway to have it show for the chapter members
 - The company that powers Dove Hub is the same company that owns/powers Billhighway so they are very connected!
- **Will the chapter be able to edit items 31+ days late to a different date?**
 - No, more information about the new AFS process can be found in the Learning Center or by contacting your chapter finance coordinator or Sophie Rebar, collegiate finance specialist, at cfs@sigmakappa.org
- **Will there be a way to filter members by days past due and email them all directly from the website?**
 - There will be lists available in Dove Hub for certain officers and advisors to see who is on AFS and be able to contact directly to set up needed meetings, payment plans
 - Billhighway will also continue to send out the past due notices which is what will also let members know they are on AFS