



Database and Dove Hub FAQs Collegiate Chapters

- **Who can make changes in Dove Hub?**
 - **Add New Members**—president, vice president of recruitment, director of COB, new member experience officer, advisory board supervisor, recruitment advisor, member experience advisor, new member experience advisor
 - **Make Member Status Changes**—president, vice president of finance, new member experience officer, vice president of member integrity
 - **Change Collegiate Officer Roles**—president, vice president of member integrity, advisory board supervisor, collegiate management advisor
 - **Change Advisory Board Roles**—collegiate district director (CDD), volunteer recruitment coordinator and staff
 - **Change house corporation officers**—corporation board president
 - **Send Portal Invites**—president, new member experience officer, ABS and NM experience officer advisor
- **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
- **What is this membership agreement and why do I need to sign?**
 - The membership agreement is an annual requirement for all collegiate members and serves as a reminder of Sigma Kappa's policies and governing documents.
 - The membership agreement replaces several other requirements chapters/members had to do including signing and confirming the Risk Management Policy, badge affirmation card and more.
- **Why can't I use my .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.
 - Having role-based email address as a personal 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.

- You can list your .edu on your profile and we are setting up communication to reach you at the best address for the content we share.
 - On your profile, your .edu email address can be listed in the “alternate email address” field
- **As a chapter officer or corporation board member, is there something I can do to help my members get access (lost their link, link expired, new email account, etc)?**
 - Yes, officers 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.
- **Will the new system include sending chapter and house corporation financial responsibility agreements (FRA) to new members?**
 - Not yet, but we hope to have this available within the first year of our new Dove Hub.

Dove Hub – Chapter Profiles

- **How do I see how much my chapter owes to NHQ and the next number on our roster?**
 - As a chapter officer/advisor, sign in to Dove Hub and you will see “Chapter Profile” as a tile.
 - Use the tabs near the top of the page to see different sections (roster, officer, recruitment, statement of accounts, etc.)
 - This are continuing to add new information to the profile, weekly, to include Foundation giving, chapter size, chapter accreditation, leadership counts and more that was previously available as a dashboard.

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)
- **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