



Database and Dove Hub FAQs

Volunteer/Housing FAQs

- **Who can make changes in Dove Hub?**
 - **Send Portal Invites**—president, new member experience officer, ABS and NM experience officer advisor, alumnae chapter officers
 - **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 Alumnae Officer Roles**—alumnae chapter president
 - **Change House Corporation Officers**—corporation board president (this functionality is not live yet. Please send changes to info@sigmakappa.org)
- **I used to be able to see all chapters when I logged into the 'old' Dove Hub. Why can't I see them all now?**
 - We are being very intentional with the chapter and membership information shared in the new system and evaluated that several positions did not need the full visibility access that they previously had
 - As a volunteer or chapter officer, if you believe you should be seeing more than you do or a specific chapter that you are working with is missing, contact your staff liaison for additional information or adjustment to your visibility.
- **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

- **Where can I find a list of volunteers?**
 - Go to Directory and Search and click on Volunteers and use the tabs to select the correct entity.
 - We are working on district level views so you can see who the best contact for each district is.
- **Why can't I use my sigmakappa.org or [.edu](mailto:xyz@sigmakappa.org) 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 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 XYZ@sigmakappa.org.
 - You are able to list your sigmakappa.org 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 sigmakappa.org email address can be listed in the “additional personal email address” field.

NHC

- **Will the NHC finance team still use Monday.com or DoveHub for communication about removing fees and financial agreements?**
 - NHC will still use Monday.com
- **Will Housing and Furnishing fee amounts be listed in DoveHub?**
 - Housing and Furnishing fee amounts are not yet in Dove Hub but will soon be available under the chapter profile
 - Immediate need for these amounts should be sent to nhchelpdesk@sigmakappa.org
- **Will there be a form to request the housing/furnishing funds?**
 - This will be remaining on Monday.com
- **Will Housing agreements and financial responsibility forms be done through Dove Hub?**
 - Housing agreements are going to be going out through Dove Hub for NHC participating chapters in Fall 2026
 - Financial responsibility forms for members not living in the house will remain with Monday.com