

Mooresville/Lake Norman Area Newcomers Club Wild Apricot Website and App Frequently Asked Questions (FAQ)

To use the website or app, you need a password. If you don't have one or don't know it:

- Go to lknnewcomers.wildapricot.org and click Login at the top of the page.
- Click "Forgot password" and enter your email address to request an email with a link to create a password.
- Check your email (including spam folder) for a message with the link.
- Click the link in the email and enter your desired password. Click the blue "Set new password" button.
- Return to the Home screen, or open the app, and use your new password to login.

How do I...	On the website	In the app
find the website/get the app?	<ul style="list-style-type: none"> • lknnewcomers.wildapricot.org 	<ul style="list-style-type: none"> • Go to Apple app store or Google Play store and search for "Wild Apricot for members" • Install the app on your device
find a member's phone number, email, etc?	<ul style="list-style-type: none"> • Login • Click <u>Directory</u> at top of any page • Type part of member's name in Search box or scroll through the list to find her name • Click her name on the list to view her profile info 	<ul style="list-style-type: none"> • Open the app • Tap Members at bottom of screen • Type part of member's name in the Search box or scroll through the list to find her name • Tap her name on the list view her profile info
see information about activities (events)?	<ul style="list-style-type: none"> • Login • Click <u>Calendar</u> at top of any page • Scroll to view upcoming events • TIP: click "Next month" at top right of page to view future events • TIP: click "Switch to List View" to view all events as a list 	<ul style="list-style-type: none"> • Open the app • Tap Events at bottom of screen • Scroll to view upcoming events • Tap an event for more information • TIP: Tap "Info" tab at top of screen to view the event description • TIP: Tap "Registrants" to see who's already signed up
sign up (register) for an event?	<ul style="list-style-type: none"> • Login • Click <u>Calendar</u> at top of any page and locate the event • Click on the event name • Click blue Register button on right side of screen • Click "Complete Registration" in confirmation window 	<ul style="list-style-type: none"> • Open the app • Tap Events at bottom of screen • Locate the event name and tap "Register" • Scroll to end of screen and tap "Include name in list of registrants" <u>and</u> "Continue" • Tap "Complete" on confirmation screen

<p>see what events I registered for?</p>	<ul style="list-style-type: none"> • Login • Click <u>your name</u> at the top of any page • Click “My event registrations” above Membership details • Events you’re registered for are listed 	<ul style="list-style-type: none"> • Open the app • Tap “My tickets” at bottom of screen • Events you’re registered for are listed
<p>cancel my event registration?</p>	<ul style="list-style-type: none"> • Login • Click <u>Calendar</u> at top of any page and locate the event • Click on the event name • Click “Already registered” on right side of screen • Click blue “Cancel registration” button • Click “Cancel registration” in confirmation window 	<ul style="list-style-type: none"> • Open the app • Tap “My tickets” at bottom of screen • Tap the event, then tap “Cancel” • Tap “Yes, cancel registration” to cancel
<p>see who’s registered for an event?</p>	<ul style="list-style-type: none"> • Login • Click <u>Calendar</u> at top of any page and locate the event • Click on the event name • Click on “# registrant(s)” to left of event description • Scroll to view the list of registrants 	<ul style="list-style-type: none"> • Open the app • Tap “Events” at the bottom of the screen • Tap “Registrants” tab at top right of screen • Scroll to view the list of registrants • TIP: tap a member’s name to view her contact information
<p>update my email, phone number, address, etc. in the directory?</p>	<ul style="list-style-type: none"> • Login • Click <u>your name</u> at the top of any page • Click blue “Edit profile” button • Make any additions/changes needed • Click blue “Save” button before leaving the page! 	<ul style="list-style-type: none"> • Open the app • Tap “My profile” at the bottom of the screen • Tap the blue circle with 3 dots below your name • Tap “Edit profile” • Tap any row to update the information • Tap “Save” at the top of the screen to save your changes!
<p>see if I’ve paid my dues yet?</p>	<ul style="list-style-type: none"> • Login • Click <u>your name</u> at top of any page • The “Renewal due” date below Membership details shows due date of next dues payment 	<ul style="list-style-type: none"> • Open the app • The “Next renewal” date shows due date of next dues payment