

Frequently Asked Questions: Last update 1/31/19

- 1) Is Wild Apricot legitimate? I saw an e-mail and thought it was spam.

Response: Yes. Wild Apricot is legitimate. This is the membership data management system used by FFMIA for keeping membership profiles, renewing membership and to register for classes and conferences.

- 2) The system will not take my credit card.

Response: We use PayPal exclusively for processing credit card payments. PayPal requires information to be an exact match or they will decline. For example, if you use a department issued credit card and put in your personal home address, or a station location that is different from the billing address assigned to the card, your payment will be rejected.

- 3) I don't have a PayPal account and don't want one.

Response: You do not need a PayPal account to process a payment through them. Simply scroll down on the payment page for additional options.

- 4) I tried to register for a class/conference and the system will not let me.

Response: Wild Apricot is linked to your e-mail address in your membership profile. If you have changed jobs, or e-mail addresses, you must update your membership profile. If you have forgotten your password you may contact the FFMIA office and we can have a new temporary password generated for you that you may then change. This is something that each member can easily manage by logging into their profile. The significance of this is e-mail in your Wild Apricot profile is what populates our Constant Contact account for A-List notifications. If e-mail addresses are not accurate members will not receive the A-List notices. This will also have an adverse impact on class/conference registration notifications and confirmations.

- 5) I paid my membership dues, but I am still unable to register for a class.

Response: Membership dues are payable the first of January each year. Notices reminding members that annual renewals are due are sent out during the first week of October. Three reminders are sent prior to January 31st. If payment has not been received your membership status automatically reverts to a lapsed category effective February 1. For those who pay after February 1, a manual entry intervention is necessary from staff to bring you current. If you have paid by check that should be done on entry of the payment. If you have paid through PayPal it may be inadvertently missed and we ask that you notify the office at 772-349-1507 so that we may credit you properly.

- 6) I attended a class, but did not receive a certificate of attendance.

Response: While not directly related to Wild Apricot, this is an area whereby you may still view classes that you have attended. When you access your profile you may view any class that you have registered for in your Wild Apricot profile. Your official attendance transcript however is

found in your FCDICE profile maintained by the Florida State Fire College. When FCDICE reporting became mandatory several years ago, FFMIA stopped issuing certificates of attendance for class participation.

- 7) I paid my dues, but did not receive a membership card.

Response: Membership cards were discontinued in 2014 as a cost savings to put your association dollars to better use for training and education. Membership cards are never requested for proof of membership for any event and with Wild Apricot we have even better records of membership as it is reported in real time data. Our Wild Apricot program now automatically generates a printable card upon your membership registration or renewal. This electronic card realizes a savings of over \$3000. Annually.

- 8) Can you please add my new inspector to the chat group?

Response: No. There is a process that each member must follow to be added to the chat group. This is very simple, but it must be initiated by the member. Simply go to the FFMIA home page and look at the top for Members drop down. Click on the link to "Join the FFMIA Chat Group". You will be prompted to ask some questions and will be sent to the moderator for activation. This is normally completed within a day or two of notification.

- 9) I am trying to register for a class but it is asking for a FCDICE number and a DBPR number. What is that?

Response: FCDICE is your student ID number issued by the Florida State Fire College. This number is mandatory as this is how we report your ceu's earned. We recommend you store this number in your cell phone for ease of access when attending classes. The DBPR number is for Building Officials and those seeking continuing education on the building code track. If you do not have either number simply enter a 4 digit number such as 0000 and you will be permitted to proceed.

- 10) I just paid my membership renewal and the system charged me twice. Can you please fix this?

Response: The Wild Apricot membership management program sends out numerous notices for your membership renewal. For your convenience the first notice is sent on, or around October 3rd each year. An invoice is automatically generated with this notice. A reminder is sent 45 days prior to the 1st of the year, approximately November 17 and again on New Years day. If you pay from the original invoice you should have no issue unless payment is made after January 30th. Many times a member will attempt to renew after January 30th when their membership has fallen into a lapsed status. This unfortunately creates a new invoice while the system holds the original. When you pay, the system will tell you that payment is due for both. This is not a system error, rather a problem created by the individual who is attempting to renew inadvertently creating a new invoice. The solution is to simply pay the original invoice, and contact FFMIA staff who can unlock the account (which must be done by FFMIA staff on an account which is 30 days overdue).

Please feel free to keep sending your questions so that we may provide you with the best information possible to ease your membership needs. We will be adding a FAQ section to the FFMIA home page very soon.

Thank you.

FFMIA Staff