

## General

### **Who can use Fraternal Connect?**

All activities coordinators, membership coordinators and administrative assistants have access to Fraternal Connect to check in attendees at a fraternal activity.

### **Am I able to check in members before the activity?**

If RSVPs are collected ahead of the event, attendees may be checked in. The activity will be listed in Fraternal Connect up to four weeks before the event date. Please ensure you review the photo release policy with each member so they can accept or decline.

### **How many devices can be logged in at one time during an activity?**

There's no limit to how many devices can be used at one time.

### **Can more than one type of device be used during an activity?**

Yes. You can use a Modern Woodmen issued laptop, mobile phone or other devices (such as iPads and tablets) to install and use Fraternal Connect. More than one device can be used at one time at the same event.

### **Am I required to take attendance using Fraternal Connect?**

Yes. Fraternal Connect has taken the place of sign-in sheets. Using Fraternal Connect to take attendance at events leads to improved, more consistent reporting. Physical sign-in sheets are only accepted when Fraternal Connect is unavailable due to a late report or activities that began more than 28 days prior to the attendance being recorded.

### **Where can I find additional training and resources?**

Find training and other resources on the Training Materials site at [imakeanimpact.org](http://imakeanimpact.org).

## Sign in and authentication

### **What is the install code, and why do I need to enter it?**

The code, "**Impact**" (not case sensitive), adds an extra layer of security. This code will be required if Fraternal Connect is being used for the first time on a new device or if the cached history is cleared from the app or web browser.

### **Why did I receive a prompt to verify my email?**

This is a standard security measure. You will be prompted to verify your email upon installing each version of Fraternal Connect (both web and app versions). Additionally, email verification will be required every 90 days or if the cached history is cleared from the app or web browser.

## Security

### **What is the purpose of the End User License Agreement and Fraternal Leader Agreement?**

The End User License Agreement sets rules for using software, protecting both the developer and the user. It explains what users can and can't do, helps prevent misuse, and covers what happens if there are problems.

The Fraternal Leader Agreement allows you to use Fraternal Connect for tracking event attendance as a fraternal leader. You must use it only for this purpose, keep your login details confidential, get permission for photo releases, and notify us of any security issues.

### **Can I give a board member or other member volunteer my username and password to sign in and help take attendance at an activity?**

No. You must keep your username, password, and all other pieces of information used as part of Modern Woodmen's security procedures or authentication procedure confidential. Do not disclose them to any other person or entity. Activities coordinators, membership coordinators and administrative assistants can access Fraternal Connect using their own credentials.

### **Where can members access and view the photo release policy?**

The photo release policy is viewable in Fraternal Connect when you check in each member or guest at the activity. Select **View Policy** before you accept the photo release terms. You must physically display the photo release policy at all fraternal activities where photos will be taken. The policy is also listed at the top of physical sign-in sheets.

### **What member information is available on Fraternal Connect?**

#### **Chapter member information:**

- First name, last name and middle initial.
- City, state, age.
- Email address and phone number.

#### **Guest attendees:**

- First name, last name.
- Email address, phone number.
- Home address.

### **How do I keep member information safe?**

- Don't share member information.
- Never give your login credentials to another individual.
- Don't leave your device unattended at fraternal activities.
- Log out of Fraternal Connect after use.
- For more information, visit the Training Materials site at [imakeanimpact.org](http://imakeanimpact.org). Go to Chapter/Summit chapters/Youth clubs > Training modules and quizzes > Protecting Members Information.

### **Do I need to log out of Fraternal Connect after use?**

The program will automatically time out after 30 minutes of no activity. It's always a best practice to log off when finished.

## **Check-in and reporting**

### **What activities will show up under the homepage?**

You'll see activities that will take place within 30 days and any overdue activities that have not yet been reported.

### **Why does an activity show a zero under "Number of Attendees" on the homepage?**

This means no attendees have been checked in yet. The number will adjust when attendees are checked in.

### **What is the "Activity Quick Switch" under the hamburger menu?**

The "Activity Quick Switch" feature maintains a running list of activities where attendance tracking has begun across multiple chapters you lead. This feature is designed to simplify navigation for activities with ongoing attendance tracking. Once the report is submitted on [imakeanimpact.org](http://imakeanimpact.org), the activity will be removed from the quick switch list.

The hamburger menu will be found at the top-left corner of Fraternal Connect.



### **Where can I view my list of youth service club members on my roster?**

Youth club members are listed in the Chapter Members tab. You'll also see all chapter members who are on the parent chapter's roster.

### **What if a member doesn't show on my roster but should be in my chapter?**

There are multiple reasons a member may change chapters, including a change of address, a chapter transfer request, or a reorganization of chapters based on location by the regional office. For more information about your chapter roster, view the [Roster Excel Guide](#) on the Engage Members page of the Training Materials site at [imakeanimpact.org](http://imakeanimpact.org).

### **Who all is included as part of a member's household in Fraternal Connect?**

All members who have the same address in Modern Woodmen's member database (on their certificate) as the person you're checking in are considered part of a household.

### **What if I can't find a member from another chapter?**

First, be sure you're on the Other Member tab when looking for a member not on your chapter roster. Second, verify that the person *is* a member. Some households may include individuals who are not current members. Does the individual have an active Modern Woodmen certificate (policy), or does he/she have an active social membership? If not, the individual will not show as a member.

### **Why do I see the same guest listed several times?**

A guest may appear under a chapter multiple times if they are registered more than once. Once a guest is registered initially, they will remain in the system, eliminating the need for repeated registrations. Currently, duplicate guest entries cannot be deleted from the Fraternal Connect system. It is recommended to search for the guest under the guest tab before registering them to ensure they have not been previously added. The search results will only display guests associated with the chapter for which attendance is being reported.

### **Will I see a chapter member or other member on the member list after he/she has checked in?**

Yes, you'll still see the full member list even after a member has been checked in.

### **Do I need to submit the attendee list on Fraternal Connect for the attendance to show up on the activity report?**

No. Fraternal Connect is constantly connected to Modern Woodmen's servers and updating information in real time. You don't need to take any action for the attendees to load onto the report. When completing your report on [imakeanimpact.org](http://imakeanimpact.org), click **App Sign-ins** to view your attendees checked in using Fraternal Connect. Once you submit the report, the activity will no longer be available in Fraternal Connect.

### **Why isn't an activity appearing on my chapter's homepage?**

Once an activity report is submitted on [imakeanimpact.org](http://imakeanimpact.org), the activity is automatically removed from the chapter's homepage.

### **What if I don't have an internet connection or have a spotty connection at the activity venue?**

- Call the venue ahead of time to check if they have a Wi-Fi network available.
- Bring a physical sign-in sheet as backup in case internet connection is not available.
- Make it a habit to sign in attendees using the app later, once connected to the internet. This ensures consistent attendee tracking and access to more accurate reports.
- Consider accessing the app using your mobile data instead of using Wi-Fi if you have an unlimited data plan.