Frequently asked questions

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?
No. You should not check in any attendees before the activity date because the attendee must review his or her information in Fraternal Connect, and the attendee also needs to review and accept or decline the photo release policy.

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?
Fraternal Connect has taken the place of the original attendance tool. We recommend that you use Fraternal Connect to take attendance at events because it leads to improved, more consistent reporting. At this time, physical sign-in sheets are still accepted.

Where can I find additional training and resources?
Find training and other resources on the Training Materials site at imakeanimpact.org.

Security

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.

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.

Do I need to log out of the app after use?
The app will automatically time out after 30 minutes of no activity. It's always a best practice to log off when finished.

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. Go to Chapter/Summit chapters/Youth clubs > Training modules and quizzes > Protecting Members Information.

Sign in and authentication

What is the install code, and why do I need to enter it?
You'll be asked to enter an install code during the installation process for both the web and app versions of Fraternal Connect. The install code is **Impact** (not case sensitive). It provides an extra layer of security protection.

Why did I receive a prompt to verify my email?
You'll be prompted to verify your email once at installation of each version of Fraternal Connect (web and app versions) and once every three months thereafter. This is a normal security measure.

Check-in and reporting

What activities show up under the Upcoming Activities section of the homepage?
You'll see activities that will take place within 30 days and any overdue activities that have not yet been reported.

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 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.

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.

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.

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, click **Attendance App Sign-ins** to view your attendees checked in using Fraternal Connect. Once you submit the report, the activity will no longer be listed under the Upcoming Activities homepage.

Why does an activity show up as "active" in the Upcoming Activity list?

Once at least one member or guest has been checked into an activity, the activity will change to active status in the activity list. This makes it easier to differentiate between activities for which you're currently taking attendance.

Why does an activity no longer show up on my Upcoming Activities homepage?

Once an activity report is submitted on imakeanimpact.org, the activity is automatically removed from the Upcoming Activities 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.