

Electronic invitations frequently asked questions

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Possible questions from members

What is Modern Woodmen's electronic invitation system? Why should I care?

How you could answer: Starting in May, Modern Woodmen will send electronic messages to members across the country informing them about chapter and youth service club activities in their area.

That means you could receive text or email (in addition to mailed postcard invitations). The auto-generated messages:

- Let you know about our chapter's [club's] upcoming activities.
- Offer quick reminders as the activities get closer.
- Remind you of my contact information as the chapter activities coordinator [club leader].

Where will the messages come from? How will I know if they're legitimate?

How you could answer: The messages are auto-generated, and the sender will be listed as Modern Woodmen of America. Text messages are sent from **22300**. Email messages are sent from the email address: mail@notify.onecallnow.com. You might want to add this email to your email safe-sender list to ensure you receive the messages.

How often will I receive messages through this system?

How you could answer: You'll receive a message every time our chapter [club] plans an activity. Depending on timing, you may also receive a reminder or two as the activity gets closer. And you'll receive a message if we need to cancel the activity.

Where will you get my phone number or email address?

How you could answer: We'll use the phone number(s) tied to your certificate and the email address associated with your online member account at member.modernwoodmen.org. (This is sometimes referred to as Modern Woodmen's member website.)

I encourage you to log on to your account to make sure your email address and phone number is up to date. If you don't have an online account yet, you can register now at member.modernwoodmen.org. Or use the mobile app. Search for "Modern Woodmen" in your favorite app store.

If you have questions about registering, [this is a helpful page](#) on Modern Woodmen's regular website.

Can I opt out of receiving these messages? What happens if I do?

How you could answer: Yes, you'll see an opt-out feature at the bottom of the email. For SMS or text, reply STOP to opt out.

Please be aware that this only keeps you from receiving information about our chapter [club] activities via phone, text or email. (You will need to opt out of each method to stop receiving all notifications.) Modern Woodmen or your Modern Woodmen representative may still send you other electronic correspondence related to your certificate.

Requesting electronic invitations

[Are electronic invitations required?](#)

Electronic invitations are required for chapters and Summit chapters. Chapters must send an initial invitation to members. Subsequent reminders (10 or 3 days prior to the activity) are optional.

Electronic invitations (initial and reminders) are optional for youth service clubs.

[Are electronic invitations available for all activity categories?](#)

Electronic invitations are available for all activity categories – educational events, Hometown Hero, Matching Fund, service projects and social/Community Day.

[Are postcard invitations still required?](#)

No. As of Jan. 1, 2023, postcard invitations are no longer required.

[Do we still need to submit activity requests at least 28 days in advance?](#)

No. All activity requests must be submitted 7 days in advance. If postcard invitations are needed, the request must be submitted at least 28 days prior to the activity date.

[Are you making any changes to printed postcards?](#)

Yes. Due to many circumstances, we've changed the look of the postcard. Additionally, we've added statements about electronic invitations and the new member website/mobile app.

What does the electronic invitations area look like on the request form?

Invitations

How will you invite people to the event? (Please select all that apply.)

- E-invitations - Voice, email and text
- Postcard - I'd like the Fraternal Department to mail postcards to members in my chapter.
- Facebook Closed Group - I'm going to promote this activity within my Facebook closed group. (Contact the Fraternal Department if you wish to create a closed group for your chapter/club.)
- Other

Mailing radius **E-invitations Age Group**

When should the invitations be printed?

When should the e-reminders be sent? (Please select all that apply.)

What date should the initial e-invitation be sent?

Will you request an RSVP?

SECTION STATUS
Incomplete - Required fields marked with **!**

Use the checkboxes to select how you'd like to invite people to your event. You may select more than one option.

Mailing radius (Postcards) - Members within the radius selected will receive the invitation.

E-invitations Age Group - If the chapter activity is more appropriate for members aged 18 and older or 21 and older, select the appropriate age group. If age is not a factor, select None.

Initial E-invitation Date - This date represents the date our system will send the initial e-invitations. The e-invitations will be created the night before the date you select.

E-invitation reminders - Select whether an electronic reminder should be sent 3 or 10 days prior to the activity. Select None if a reminder is not needed.

For more information about e-vites, including voice, e-mail and text templates, visit the [Training & Resources page](#).

Will you request an RSVP? - If members are required to respond to your invitation, please input information on how RSVPs should be sent. This invitation will appear on the printed invitation now and e-vites in the future.

I am a youth club leader. The request form says e-invitations are required. Aren't e-vites optional for youth clubs?

Yes. E-vites are optional for youth service clubs.

Will the same information displayed on the postcard be included in the e-vite?

If postcards are allowed for the activity category, all information that is visible on the postcard will be included in the email invitations. Due to limited space, text messages will only include the event title, date, location, leader name and leader phone number.

If we select the option to hide the Hometown Hero name on the postcard, will it hide it on the electronic invitations?

Yes, as of June 2023.

What are best practices or tips for submitting the activity request?

See the separate "Best practices for electronic invitations" document on the [Training & Resource site](#).

The messages

What messages will members receive?

Members will receive an initial invitation to the fraternal activity and up to two reminders about the activity. The different templates are listed below. There are two versions of each template – one for chapters and one for youth service clubs – except the activity canceled template.

1. Initial invitation – Sent on the Initial E-invitation Send Date selected.
2. 10-day reminder without RSVP – Sent approximately 10 days prior to the event.
3. Initial invitation with RSVP – Sent on the Initial E-invitation Send Date selected.
4. 10-day reminder with RSVP – Sent approximately 10 days prior to the event.
5. 3-day reminder (Not available if RSVP required.) (*Note: This will be an email-only reminder.*)
6. Activity canceled – Sent when an approved activity is canceled in advance of the activity.

How are electronic invitations sent?

Electronic invitations and reminders are sent as SMS (text) or email messages. A member can receive both a SMS and an email message.

From what email account will the email invitations be sent?

The sender will be listed as Modern Woodmen of America. The email account is mail@notify.onecallnow.com. The “reply to” email account is MWAEvents@modern-woodmen.org. Members should add mail@notify.onecallnow.com to their safe-sender list.

Which phone number will display for SMS (text) messages?

Text messages will come from 22300.

Who will receive the messages?

For chapters and Summit chapters, e-vites are sent to all chapter members living within 150 miles of the chapter zip code. (You can find the chapter zip code on the Chapter Details tab of the chapter dashboard.) If an age range is selected, only those members in the age range will receive the e-invitations. If no age group is selected, adult and youth members will receive the invitation or reminder.

For youth service clubs, all youth members within 15 miles of the youth club ZIP code will receive the messages regardless of the youth member’s chapter number. View the youth club details tab to find the youth club ZIP code.

Note: E-invitations are optional for youth clubs.

At what times are the messages sent?

Messages are sent between 10:00 a.m. and 7:00 p.m. Central Time. The initial invitation is sent on the Initial E-invitation Send Date selected on the activity request form. Reminders are sent approximately 3 and/or 10 days prior to activity.

Will my youth club members receive electronic invitations?

Youth club invitations are sent to the parent or legal guardian. In some cases, a grandparent’s contact information is tied to the youth member’s certificate.

Why isn’t the 3-day reminder available for my activity? I cannot select it.

To avoid any possible confusion due to a reminder being sent after an RSVP deadline, this option is disabled when an RSVP is required.

Why didn't my members receive a text for the 3-day reminder?

In an effort to limit the number of text messages members receive, the 3-day reminder is only sent via email. Research has indicated emails are a preferred method of receiving invitations. They are seen as less intrusive.

Where can we find examples of the messages?

You can see examples of the text and email messages in the electronic invitations in the "Best practices for electronic invitations" document on the [Training & Resource site](#).

The email messages include phrases after the activity title. What are they?

These are what we call "activity category phrases." They are meant to help members understand the type of activity being hosted by the chapter or youth club. It provides more context for the activity title. Below is a list of the activity category phrases.

Activity Category	Phrase
Educational Event	an educational event for members
Hometown Hero	an event to recognize a local hero, [recipient]
Matching Fund Project	an event to raise money for [recipient] for [purpose]. All proceeds raised will be matched by Modern Woodmen up to [match amount]
Service Project	a volunteer service project to benefit [recipient]
Social Activity	a fun event for members

How will I know if the messages were sent?

At this time, leaders will not receive delivery confirmations for electronic invitations. If you are a member of the chapter sending the notification, you will receive a copy of the message. If you are not a member of the chapter, you will not receive a copy. We hope to provide more transparency into the process in the future.

In the meantime, if you have questions or concerns about the e-invitations for your chapter or youth club, contact us at fraternal@modern-woodmen.org. We will work with you to provide the information needed.

Will fraternal leaders, sponsoring agents and/or membership coordinators associated with a chapter or youth club (but not a member of that chapter), receive a copy of the electronic invitation?

Only members of the chapter living within 150 miles of the chapter zip code and youth members within 15 miles of the youth club ZIP code will receive the invitation. The fraternal leader will not receive a copy.

If a member RSVPs or replies, does the leader get notified?

Members are instructed to RSVP directly to the leader. If a member replies to the email from mail@notify.onecallnow.com, an automatic email will be sent to the member asking the member to contact the chapter or youth club leader.

Will e-invitations be sent for regional activities?

Yes. This option is only available to regional offices, specifically Regional Directors and Administrative Assistants. However, it is important for fraternal leaders to know. Regional offices can send e-invitations to all members in the region when the regional activity invitation option is selected. The regional invitation option is only visible on the social activity request form and to Regional Directors and regional Administrative

Assistants. (Currently, it will appear if the activity request is submitted at least 28 days prior to the activity date.)

To avoid sending multiple e-invitations to the same member on the same day, the system will prevent a regional activity and a “regular” chapter event from having the same Initial E-invitation Send Date. For example, if Region A submits a request for a regional social activity and select 9/1/2023 as the e-invitations send date, all other chapters in the region will be prevented from sending invitations on 9/1/2023. Conversely, if a chapter in Region A already selected 9/1/2023 as its initial send date, the regional office will not be able to select 9/1/2023. *Currently, reminders will not be sent for regional events.*

Will we get a notification if a message fails for a member?

At this time, leaders will not be notified of the results of electronic invitations. The Fraternal Department has access to reports showing the results of a message, including email bounces, bad phone numbers and opt-outs. We hope to provide more transparency into the process in the future.

In the meantime, if you have questions or concerns about the e-vites for your chapter or youth club, contact us at fraternal@modern-woodmen.org. We will work with you to provide the information needed.

What happens if ...

A member opted out of receiving postcards? Will the member receive electronic invitations?

Yes. If the member does not want to receive electronic invitations, the member will need to opt out of electronic invitations. To opt out of email invitations, use the Unsubscribe link at the bottom of the email. To opt of text messages, reply “STOP.”

A member is transferred into a chapter after the initial e-vite is sent for an activity?

The member would receive any future notifications about that activity if the leader opted to send reminders.

I resubmit an approved activity request? Will another initial invitation be sent?

It depends. If there is still time to send the initial e-invitation, you can select a new send date.

My activity spans multiple days? Will reminders be sent during that entire time?

Reminders will be sent based on the start date of the activity. Once the activity begins, reminders will no longer be sent out.

I want my activity request approved months in advance? Will the initial invitations still be sent immediately?

No. As of June 2023, leaders select the initial date e-invitations are sent.

I submitted or drafted an activity request prior to the release of electronic invitations? Can I add electronic invitations?

It depends. Only activity requests submitted on or after the date electronic invitations were made available in the system will be able to use electronic invitations.

If the activity still meets the pre-submission requirements (7 or 28 days prior to the activity date), you can edit and resubmit the activity. It must be submitted on time.

If the activity will take place in less than 7 or 28 days (whichever is the applicable pre-submission requirement), do not attempt to resubmit the activity. We will not make exceptions to the pre-submission deadlines. You can use your chapter/club's closed Facebook group to share information; take advantage of the fillable PDF; or call members using the phone number on the chapter roster.

[I want to send electronic invitations for an activity I've already started or submitted?](#)

You can edit and submit/resubmit the activity request form, if the request still meets the pre-submission deadlines (7 or 28 days prior to the activity date).

If the activity will take place in less than 7 or 28 days (whichever is the applicable pre-submission requirement), do not attempt to resubmit the activity. We will not make exceptions to the pre-submission deadlines. You can use your chapter/club's closed Facebook group to share information; take advantage of the fillable PDF; or call members using the phone number on the chapter roster.

Miscellaneous

[What is One Call Now?](#)

One Call Now is the vendor Modern Woodmen selected to disseminate invitations, reminders and other types of messages regarding fraternal activities. One Call Now, a subsidiary of OnSolve, is a leader in sending mass messaging to multiple groups and subgroups.

[Will the information captured in Fraternal Connect automatically update the member's certificate information?](#)

No. At this time, contact information updated in the Fraternal Connect app or website does not update the member's certificate. The member must update their contact information on the member website.

[Will we get access to the One Call Now system to send our own messages?](#)

We hope to give fraternal leaders direct access to One Call Now in the future.

[Where do I send suggestions or feedback?](#)

Please send any feedback or suggestions to fraternal@modern-woodmen.org. Look for polls and surveys from the One Call Now systems throughout the year.

Best practices for using electronic invitations

- ✓ Think about how the information will sound and look when added to the e-vite templates. (See sample messages within the activity request form and detailed template information in the Best Practices document on the [Training & Resources site](#).)
- ✓ **Avoid using ALL CAPS, when not necessary. The One Call Now system assumes this is an acronym or initialism. Each leader will be spoken individually on voice messages.**
- ✓ Include information members will need to know to attend or participate.
- ✓ Include a location name and address on the invitation.
 - If the activity is virtual, list the location name as “online” or “virtual.” Include the link in the address line. The city should be listed as “Your home” in the state where the chapter/club is located.
- ✓ Be detailed but concise. Make sure you provide members with enough information but avoid being too wordy.
- ✓ Check the activity request form and/or the postcard for spelling and grammar.

This is just a short list of best practices. More best practices, sample messages, message templates and data mapping are available in the Best Practices document on the [Training & Resources site](#).