



Trust Membership Platform – VeryConnect

Frequently Asked Questions:

1. Why does my members account show it's EXPIRED?

If you pay via bank standing order or through SPEKTRIX (the Club's ticketing system) there may be a delay in importing your latest payment. Typically, this will be no more than a week. The Trust will not send out overdue reminders until no payment has been made for 2 months. If you haven't received a reminder, then you can assume the EXPIRED status is due to this delay. In this case your priority status will be unaffected.

2. Why does my E-mail address look strange?

Each membership on our platform must have a unique e-mail address. When we imported existing member details, we found many memberships that shared an e-mail address. To overcome this, we used a solution to make it appear as though the e-mail address is unique, when in fact it isn't.

e.g., joe.bloggs@ecfc.co.uk may have been changed to: joe.bloggs+ecfcst@ecfc.co.uk. In this instance the characters in **RED** are ignored by most e-mail providers. Characters that follow the "+" sign can be anything.

Please note that there are several entirely fictitious e-mail addresses that have been applied during the import of existing member details. This is where the membership was not associated with any e-mail address. In this case we will have made one up – probably beginning with the word unknown – e.g., unknownECFCST001@ecfc.co.uk.

3. What is the SPEKTRIX_ID?

This is your account number on the Club's ticketing system. We need to store this against your membership account to ensure that we can match payments made via SPEKTRIX, but also to enable us to update your priority status on the ticketing system.

4. What is the SUB_REF?

This is the reference given to us by your bank or by SPEKTRIX to identify you. It means we can post your payments accurately to your membership account.

5. Why do we ask for your date of birth?

The Trust are a democratic organisation and from time to time (e.g., the election of Trustees) we need to understand that you are old enough to vote. At present this is 16 years of age.

6. What should I do if I have a problem or query regarding my membership?

Contact our membership secretary on trust.membership@ecfc.co.uk.

7. What if my query is answered on this FAQ?

Send us an e-mail to trust.membership@ecfc.co.uk, tell us your problem, and as well as fixing it, we might add it to this document.