



Overview for TellicoLife Admin, Club Admin and Support Teams
December 6, 2021

Today's Agenda

- Overview of what TellicoLife is, how and why it got started
- Member Site Overview – www.tellicolife.org
 - Home page use and purpose
 - Primary Navigation (Blue menu)
 - How to guides
- Admin Site Overview – tvlife.memberclicks.net/administrator#/login
 - Who has access
 - Your responsibilities
 - Menu Overview
- Privacy Forms Process
- Q&A

Our Vision

... to become the one on-line place to go
for all activities/events
in and around Tellico Village

tellicolife.org



History



- Founded in **2017** by ...
 - HOA
 - New Villagers
 - Computer User Club
 - StayInTV
- Free to Individuals / Funded by participating Organizations
- Managed by Village Volunteers
- Most content is open to all – sign in is **not** required to view

TellicoLife Operating Principles

- Most content is open – ***Login is NOT required*** -- access is free
- Governed by the participating clubs
 - Governance provided by *TellicoLife* Board of Directors
 - All volunteer *TellicoLife* leadership
- Clubs and organizations participate in the cost of providing *TellicoLife* by how much they choose to use
 - Maintain a financial model that is affordable to all clubs & organizations
 - Shared costs: Subscription fee to MemberClicks + light admin support
- *TellicoLife* operated at cost
 - HOA has provided gap funding (2017-2018)
 - *TellicoLife* is accumulating reserve of one year's operating costs (2019+)

Why Use TellicoLife?

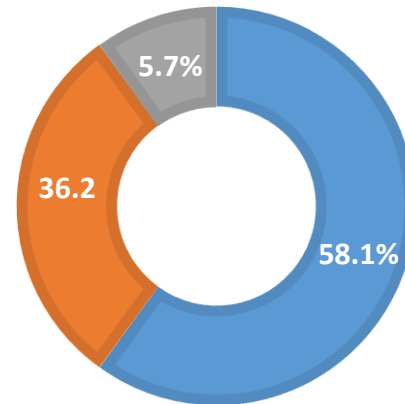


Villagers

Common calendar
Event sign up
Participate in the Community
Site security

ACCESS

■ Desktop ■ Mobile ■ Tablet

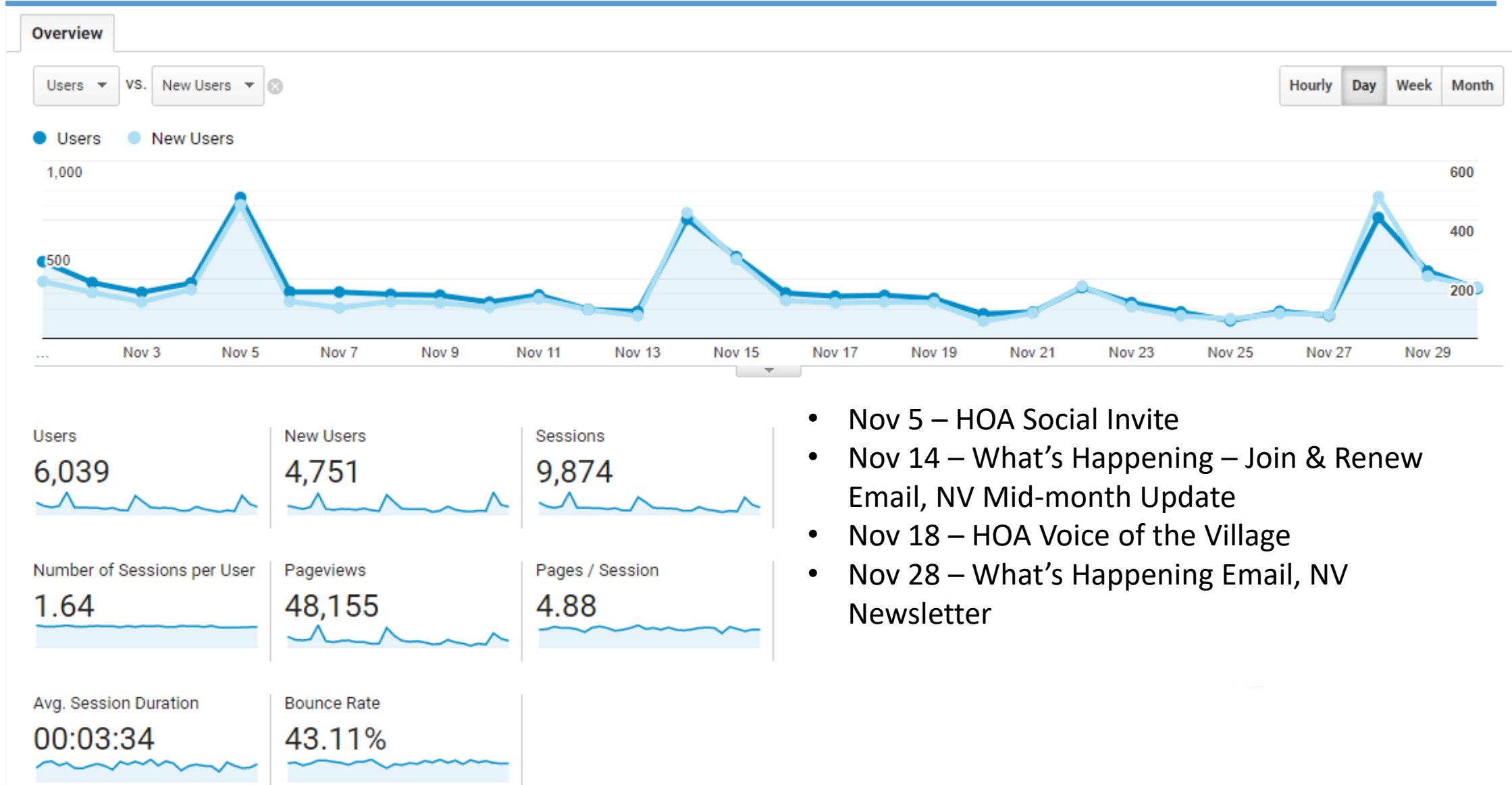


Village Organizations

Village wide exposure
Grow club
Manage membership
Easy email
Less expense*
Less administration
Site security

3,600+ Households
6,800 + Individuals
100% of New Villagers are on TellicoLife

TellicoLife Usage



TellicoLife Subscription Levels

Platinum

Sponsor or Partner

- *Unlimited access to all TellicoLife features*
- *Club control of back-end functions*
- *Credit Card option (fees are direct billed to club)*
- *Custom attributes in Membership Database*
- *TellicoLife board membership*
- **Sponsor (HOA & POA): \$1,800/year**
- **Partner (TVCUC, New Villagers, Timeless Tellico, RoverRun): \$600/year**

Gold

48 Calendar Entries

- *Multiple Club web page*
- *Up to 48 calendar events / year*
- *TellicoLife provides administrative services*
- **\$300/year**

Silver

24 Calendar Entries

- *Club home page*
- *Up to 24 calendar events / year*
- *TellicoLife team provides administrative services*
- **\$120/year**

Bronze

Marketing Presence

3 Calendar Entries

- *Club home page*
- *Circles (optional)*
- *Elists (optional)*
- **\$60/year**

Blue

Marketing Presence

2 Calendar Entries

- *Logo on Tlife homepage to own website*
- **\$30/year**

TellicoLife Secures your Confidential Information

- We minimize the information about you...
 - Name
 - Address
 - Phone
 - Email
- Credit card information is *never* stored on **TellicoLife**
- Three Layers of Security & Privacy
 - Memberclicks platform
 - **TellicoLife** Privacy Policies & Practices
 - Credit Card Security

Personify MemberClicks - MC Professional (MemberClicks OASIS) Platform

- We license TellicoLife from Personify MemberClicks, which provides association management software to over 3,000 clients for 20+ years
 - Hosted entirely on Amazon Web Services, the world's leading public cloud vendor
 - Provides the very latest technologies, premium security and performance
 - 24x7 security monitoring of firewalls by certified security technicians
 - SSL encryption using modern TLS standards
 - All hardware and services are located in a secure data center, with multiple security checkpoints, close circuit television and network infrastructure security
 - Access to private areas of **TellicoLife** requires username and password and transmit, transmitted securely
 - Login sessions time out after 60 minutes of inactivity; Forms timeout after < 10 minutes

For additional information about MemberClicks Security and Privacy

www.memberclicks.com/memberclicks-security-policy

TellicoLife Privacy

- Your profile is NOT available to the public
- Other **TellicoLife** users can *only* see your name and picture (if you choose)
 - (not your address, email or phone)
- Your profile is not available to other clubs for use unless you are a member of the other club
- If you are a member of HOA/NV/TVCUC, the board, FLS and event coordinators have access to your email, phone and address for *club business only*.
 - Those with access sign a confidentiality agreement before receiving privileged access

View our full privacy policy under [TellicoLife.org/about](https://tellicolife.org/about): tellicolife.org/privacy-policy

Credit Card Security

- Credit card info is never stored on ***TellicoLife***
- It is sent as an encrypted transmission to Payscape, a leading credit card processor
- MemberClicks & Payscape maintain PCI compliance, the highest standard of security in the credit card industry

For information on PCI compliance, visit www.memberclicks.com/pci

Getting & Finding Help

TellicoLife Help Menu:

- [Help For TellicoLife Users](#)
- [Help For Clubs & Organizations](#) (some require login)
- [How To Guides](#) (requires login and access of admin or club admin)

MC Professional

- Link from Red Question mark at lower right on admin screens
- [MC Professional Help](#)

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Privacy Form Process

Identify all admins and those with search capability

In order to submit the privacy form, admin and/or search must be set up in member profile.

- See attached spreadsheets. Update year to 2022 for those who need access.

Email will be sent to all with link to Privacy Policy information and form.

Privacy form can not be accessed unless the admin and/or search is set up in user profile

Privacy forms need to be submitted by mid-January

[Privacy form link](#)