

ONLINE MEMBERSHIP MANAGEMENT INDIVIDUAL MEMBERSHIP USER GUIDE



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IMPORTANT...READ ME FIRST

Email Addresses

The WWSF Membership Management & Event Registration System uses email addresses as contact identifiers (also usernames for logging in); and as such, an email address is mandatory and has to be unique for each member.

If you or members of your family (bundle) membership do not have an email address, then use fake email addresses such as johndoe@wiswaterski.com.

If you share your email address with others, then add "+1" or "+2" to your email address when entering an email address for a member of your family (bundle) membership. For example, if your email address is waterskier@yourdomain.com, use waterskier+1@yourdomain.com for the second person in your family (bundle) membership.

Most email programs (i.e. gmail) ignore anything after the '+' sign, effectively making these email addresses the same.

Payment Options

The WWSF offers two payment options:

- 1) Manual Payment (follow instructions on-screen or in your confirmation email message)
- 2) Credit/Debit Card (immediate payment at time of applying or renewing)

Be sure to read the Terms of Use and Refund Policy as well as the Frequently Asked Questions at the end of this document.



Step 1: Join the WWSF

Choose Join the WWSF from the Membership menu on the WWSF website at www.waterski.org.



You may also access the online membership application process by typing members.waterski.org directly into your web browser. Click on the Membership menu item on the left side of the page.



Step 2: Select Active INDIVIDUAL Membership

Select Active INDIVIDUAL Membership from the list of membership levels and then click the Next button.



Step 3: Complete the Membership Application

Complete the required fields on the membership application and click the Submit button. See Data Entry Standardization on the right.

WISCONSIN WATER SKI FEDERATION
Membership Management & Event Registration

Home
Membership
Member Teams/Clubs
Associate Members
Event Registration
Payment Options

Membership
Level: Active INDIVIDUAL Membership (\$15.00 (USD))
Subscription period: 1 year, on: January 1st
Automatic renewal: no

Fill in application form

Contact Information

* First Name
* Last Name
* Email
* Primary Phone Number
Secondary Phone Number
* Password
* Birthdate (mm/dd/yyyy)
* Address 1
Address 2
* City/Town
* State
* Zip Code + 4 Digit Extension
Occupation
* Terms of Use I agree to the terms of use and refund policy.

Field names with a red asterisk and highlighted in bold are required fields.

Club Information

* Sport Division (Secondary - can be same as primary)
Sport Division (Secondary) Other Info
USA Water Ski Membership Number
Optional Waterski.org E-mail Address Add-on Purchase (choose one)
 Annual (one e-mail address) \$5.00 (USD)
 Lifetime (one e-mail address) \$50.00 (USD)

Security check

* Code
Type the 6 characters you see in the picture
SGWF8U

Cancel Back Submit application

Security feature to prevent spam.

DATA ENTRY STANDARDIZATION

General

- Use upper and lower case letters.
- Please do not use all caps or all lower case letters. (The only exception is for email addresses...see below.)

Names

- Do not include middle initials.
- If you have a suffix in your name (i.e. Jr., II, or III), include it with your last name.

Email Addresses

- Email addresses are not case sensitive. Please enter your email address in all lower case letters (i.e. yourname@yourdomain.com)

Addresses & Zip Codes

- Use proper postal abbreviations (St., Rd., Ln., Blvd., Trl., etc.)
- Post office box should be entered as P.O. Box.
- Enter your zip code with the 4-digit extension (i.e. 53547-0249).



Step 4: Select Payment Method

Select payment method (credit card or manual) and click on the Next button.

WISCONSIN WATER SKI FEDERATION
Membership Management & Event Registration

E-mail:
Password:
 Remember me

Home
Membership
Member Teams/Clubs
Associate Members
Event Registration
Payment Options

Membership

Level: Active INDIVIDUAL Membership (\$15.00 (USD))
Subscription period: 1 year, on: January 1st
Automatic renewal: no

Select your payment method

Payment * Mandatory fields

Total amount: \$15.00 (USD)

* Payment method Credit Card  Manual

Payment instructions

If you chose the manual payment method, please make check payable to the WWSF. Please also indicate your new WWSF membership number in the memo of your check or include a copy of your dues invoice with payment.

Send payment to:

WWSF
Attn: Membership
P.O. Box 249
Janesville, WI 53547-0249



Copyright © 2009, Wisconsin Water Ski Federation | P.O. Box 249 | Janesville, WI 53547 | [Terms of Use](#) | [Send email](#)

Step 4-A: Credit Card Payment Option

If you selected credit card payment, you will be redirected to a secure payment processing page like the one shown below. The WWSF is a Verified Authorize.net Merchant. Your credit or debit card transaction will be secure. Access to our merchant account and website is limited to the webmaster only. We do not store credit card information on our web servers.

Enter your credit card information and billing address. Click on the Next button.

Wisconsin Water Ski Federation
<http://members.waterski.org/>
Payment for: Member application 'Test Test'
Total amount: \$15.00 (USD)

Secure online payment

Enter credit card information

Credit card details * Mandatory fields

* Card number do not enter spaces 

* Card type VISA MASTERCARD AMEX

* Card expiry - (mm - yy)

* CVV (3-digit number on the back of the card or 4-digit number on the front for amex-type card)

Name on card (first name) Test (last name) Test

Credit card billing address

Country United States

* Address 1 

Address 2

* City

* State / province Please select

* Postal code





Step 4-B: Manual Payment Option

If you selected manual payment, you will be redirected to the confirmation page shown in Step 5.

Step 5: Review Your Application and Confirm

Review your membership application for accuracy and click on the Confirm button to complete the application process.

Membership Confirmation (Receipt)

After confirming the accuracy of your information and completing the application process you will be directed to a confirmation (receipt) page. Click on the Got to Profile button.

WISCONSIN WATER SKI FEDERATION
Membership Management & Event Registration

Home
Membership
Member Teams/Clubs
Associate Members
Event Registration
Payment Options

Membership

Level: Active INDIVIDUAL Membership (\$15.00 (USD))
Subscription period: 1 year, on: January 1st
Automatic renewal: no

Please review and confirm your application

Please press **Confirm** to proceed.

Payment

Membership level: Active INDIVIDUAL Membership (\$15.00 (USD))
Subscription period: 1 year, on: January 1st
Automatic renewal: no

Total amount: \$15.00 (USD)
Payment method: Manual

Payment instructions

If you chose the manual payment method, please make check payable to the WWSF. Please also indicate your new WWSF membership number in the memo of your check or include a copy of your dues invoice with payment.

Send payment to:

WWSF
Attn: Membership
P.O. Box 249
Janesville, WI 53547-0249

Application data

Contact Information

First Name: Test
Last Name: Test
Email: test3@waterski.org
Primary Phone Number: (608) 555-1212
Secondary Phone Number:

Back Confirm

Confirmation Page Top

WISCONSIN WATER SKI FEDERATION
Membership Management & Event Registration

Home
Membership
Member Teams/Clubs
Associate Members
Event Registration
Payment Options
Members Only Access

Membership

Confirmation (Receipt)

Thank you for submitting your application. It will be reviewed and finalized upon receipt of your payment.
Below are your application details and payment instructions - you may wish to [print](#) this page.

Go to profile

Payment

Membership level: Active INDIVIDUAL Membership (\$15.00 (USD))
Subscription period: 1 year, on: January 1st
Automatic renewal: no

Total amount: \$15.00 (USD)
Payment method: Manual

Payment instructions

Occupation
Terms of Use I agree to the terms of use and refund policy.

Team/Club Information

Team/Club Affiliation: Aquanaut Water Shows
School or Other Club/Team Name (if not on list):
Sport Division (Primary): Show Ski
Sport Division (Primary) Other Info:
Sport Division (Secondary - can be same as primary): Show Ski
Sport Division (Secondary) Other Info:
USA Water Ski Membership Number:
Additional Address Add-on Purchase (choose one):

Back Confirm

Confirmation Page Bottom



Your Membership Profile

After confirming the accuracy of your information and completing the application process you will be directed to your profile.

Notice that your name shows in the upper right hand corner (1).

You have the option to change your password (2), edit your profile (3), set your privacy settings (4), manage your email subscriptions (5), change your membership level (6), renew your membership (7), view your directory profile (8), and logout (9).

The screenshot shows the user's membership profile page. At the top right, the user's name 'Test Test' is displayed (1). Below it are links for 'Change password' (2) and 'Logout' (9). A left-hand navigation menu includes 'Home', 'Membership', 'Member Teams/Clubs', 'Associate Members', 'Event Registration', 'Payment Options', and 'Members Only Access'. The main content area is titled 'My profile' (3) and includes links for 'Edit profile' (3), 'My directory profile' (8), 'Profile', 'Privacy', and 'E-mail subscriptions' (4 and 5). The 'Membership details' section shows 'Active INDIVIDUAL Membership' for \$15.00 (USD) with a 'Change membership level' button (6). A warning box indicates an outstanding fee of \$15.00 (USD) and provides instructions for manual payment. The 'Renewal due on' date is 1 January 2011, with a 'Renew until 1 January 2012' button (7). The 'Membership Number' is 2549444. The 'Contact Information' section lists the user's name as 'Test', email as 'test3@waterski.org', and phone number as '(608) 555-1212'. The password field is masked and includes a note: 'Password is not shown for security reasons. You can change it when editing your profile.' The birthdate is 01/01/1980.

- (1) If your name appears in the upper right hand corner, you are logged in.
- (2) Want to change your password? Click on Change Password to do so.
- (3) Need to change your mailing address, telephone number, email address, last name, or any other information associated with your membership? Click the Edit Profile button to do so.
- (4) Privacy settings let you choose the information you want other members to be able to see when. (Only those members who are Active INDIVIDUAL and Active FAMILY/Bundle members may view individual records of other members.) *Please leave the Privacy settings to the default settings.*
- (5) Email Subscriptions allow you to control the communications you receive from the WWSF via the membership management system. *Please leave your Email Subscription settings to the default settings* in order to periodically receive important information from the WWSF.
- (6) Active INDIVIDUAL members can change their membership level to Active FAMILY/Bundle. If you need to do so, click on the Change Membership Level button.
- (7) When it's time to renew your WWSF membership, log in to view your profile. Then click on the Renew button.
- (8) Want to see the information that other Active INDIVIDUAL and Active FAMILY/Bundle members are able to see (only when they are logged in)? Choose My Directory Profile to see.
- (9) Be sure to click on the Logout button when you are done, especially if you are using a shared computer.

Notice that your profile indicates when your renewal is due. It also shows your membership number.



Your Membership Directory Profile

This is what other Active INDIVIDUAL and Active FAMILY/Bundle members will see when logged in. (See reference number 8 on the previous page.)

The screenshot shows the user profile page for 'Test Test'. The header includes the WISCONSIN Water Ski Federation logo and navigation links like 'View profile', 'Change password', and 'Logout'. A left sidebar menu has 'Members Only Access' highlighted with a red arrow. The main content area shows 'Test Test' with 'Aquanaut Water Shows' as the team. Below are sections for 'Member profile details', 'Contact Information' (with fields for First Name, Last Name, City/Town, State), and 'Team/Club Information' (with fields for Team/Club Affiliation, Sport Division, and a secondary sport division).

Be sure to read the Terms of Use and Refund Policy as well as the Frequently Asked Questions at the end of this document.

How to Search the Membership Directory

Need to know who from your team has paid their WWSF dues? Use the Membership Directory search to do so. You must first be logged in to view the Membership Directory.

Only Active INDIVIDUAL and Active FAMILY/Bundle members can view other similar members. Associate (business) members cannot view the membership records.

After logging in, choose Membership Directory from the Members Only Access menu on the left. By default you will land on the Advanced Search page. Adjust the search parameters as needed. When searching for those on your team who have paid their WWSF dues choose "is" for Team/Club Affiliation and then choose the appropriate team from the drop-down box.

The screenshot shows the Membership Directory search page. The left sidebar menu has 'Membership Directory' highlighted with a red arrow. The search form includes fields for Membership Number, First Name, Last Name, Email, Primary Phone Number, Secondary Phone Number, Birthdate, Address 1, Address 2, City/Town, State, Zip Code + 4 Digit Extension, Occupation, and Terms of Use (with radio buttons for Checked and Unchecked). A red arrow points to the 'Terms of Use' field. At the bottom, the 'Team/Club Affiliation' is set to 'is' and 'Aquanaut Water Shows' is selected in the dropdown menu, with a red arrow pointing to it.



Membership Directory Search Results

Your search will return results like those shown below. You can edit your search, clear the search, or choose a particular member to view his or her profile.

The screenshot shows the 'Membership Directory' search results page. The header includes the Wisconsin Water Ski Federation logo and navigation links like 'View profile', 'Change password', and 'Logout'. A left sidebar contains menu items: Home, Membership, Member Teams/Clubs, Associate Members, Event Registration, Payment Options, and Members Only Access. The main content area shows search filters for 'Team/Club Affiliation: is "Aquanut Water Shows"' and a search box with 'Found: 47' results. A table lists member profiles with columns for Name, Type, and Team/Club Affiliation.

Name	Type	Team/Club Affiliation
Amore, Cynthia	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Amore, Damien	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Brumm, Candace	Active INDIVIDUAL Membership	Aquanut Water Shows
Burke, Briqaid	Active INDIVIDUAL Membership	Aquanut Water Shows
Burke, James	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Burke, Nancy	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Burke, Shane	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Douglas, Halev	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Douglas, Hemina	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Douglas, Hunter	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Douglas, Leska	Active FAMILY (Bundle) Membership	Aquanut Water Shows
Douglas, William	Active FAMILY (Bundle) Membership	Aquanut Water Shows

View a Member Profile From a Directory Search

A member's profile resembles your own personal directory profile as shown on the previous page. This is why you want to leave your Privacy settings to the default settings to avoid exposing your personal details such as address, phone number, etc.

The screenshot shows a member profile page for 'Test Test'. The header is identical to the search results page. The left sidebar is the same. The main content area shows a 'Back' link, the member's name 'Test Test', and their affiliation 'Aquanut Water Shows'. The profile is divided into sections: 'Member profile details' (Membership level: Active INDIVIDUAL Membership), 'Contact Information' (First Name: Test, Last Name: Test, City/Town: Anywhere, State: WI), and 'Team/Club Information' (Team/Club Affiliation: Aquanut Water Shows, Sport Division (Primary): Show Ski, Sport Division (Secondary - can be same as primary): Show Ski). The footer contains copyright information: 'Copyright © 2009. Wisconsin Water Ski Federation | P.O. Box 249 | Janesville, WI 53547 | Terms of Use | Send email'.

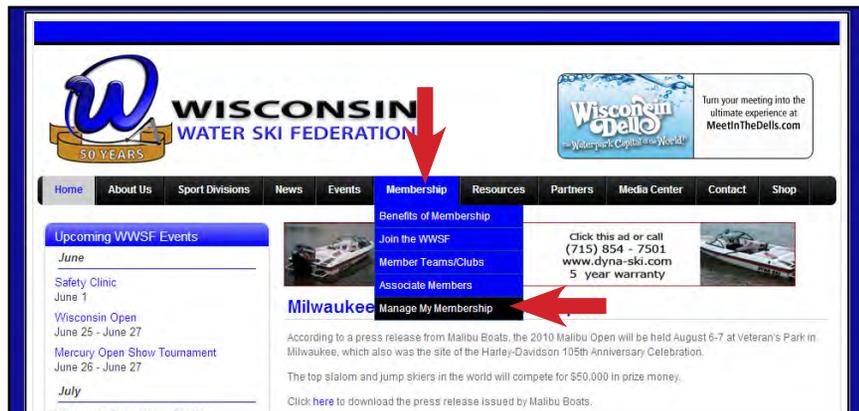


Managing Your Membership

Eventually you will need to renew your membership. You may also need to update your profile due to a change of address, new email, or some other change to your personal contact information.

There are two ways you can access the WWSF membership management system: 1) from the WWSF website or 2) by typing members.waterski.org directly into your web browser.

WWSF Home www.waterski.org



Choose Manage My Membership from the Membership menu on the WWSF website. You will then be redirected to the membership management site as shown to the right.

WWSF Membership Management www.waterski.org



Upon arriving at the membership management website either by following the Manage My Membership link on the WWSF website or typing it directly into your web browser, simply login in the upper right-hand corner of the page.

Your login is the email address associated with your membership.

Forgot your password? Type your login (email address) and choose Forgot Password.



Terms of Use and Refund Policy

The Wisconsin Water Ski Federation is committed to protecting the privacy of our members and those who register for events and/or purchase products from our website. The information we collect about you when you become a member or make a purchase is used to fulfill our membership obligations and/or process your event registration or order. We cannot guarantee complete security of information stored, which is why we do not store credit card information on our server. We also use encrypted secure socket layer (SSL) technology, whenever applicable, to increase the security of member and customer information.

PRIVACY

How do we use the information we collect?

When you become a member of the Wisconsin Water Ski Federation we require certain information including your email address. We do not rent, sell, or share your information with outside vendors, agencies, or other entities. We do, however, partner with outside vendors for membership management and event registration. They, too, have policies indicating that your information will not be rented, sold, or shared with others.

How do we use log files?

Your Internet protocol (IP) address is automatically logged upon visiting our website. We use this information to conduct site performance evaluations, identify site referrers, and to track click-stream data. Doing so helps us determine content you find most appealing. Log files are not linked to any personal identifiable information.

How is my information secure?

Access to our membership records, event registrations, and online shop is strictly limited – more so than ever before. Only the website administrator, membership chair, and event chairs have access to certain sections of the website. We no longer allow individuals from each member team to access the detailed membership records or their respective teams. You also have greater

control over access to your membership information in the new membership management system.

Correcting/updating your personal information

You may correct/update your personal membership information and/or shop account at any time by entering your proper login and password in the appropriate section(s) of our website.

Links to other sites

Our website contains links to other websites. Please note that when you click on such links you may be leaving our website and entering another. These other sites likely have their own privacy policies and terms of use and may independently collect or request information about you. We do not guarantee the accuracy of information or security provided by any site to which we link.

Communication

If you are a member of the Wisconsin Water Ski Federation, you are granting us the right to send communication via email. While you have the right to not accept email communication from us, we strongly encourage you to allow us to do so because such communications may include important membership, event, and other information relating specifically to the sport of water-skiing.

We may, from time-to-time, allow outside vendors to submit information to us for distribution via email, but we will never allow outside vendors to access our system of sending such email communications.

Legal disclaimer

We make every effort to preserve your privacy, but cannot guarantee it. You are not entitled to any damages in the event of a security breach, nor are you entitled to privacy in the event we are required by law to comply with a judicial proceeding, court order, or legal process served on our organization and website.



Terms of Use and Refund Policy (continued)

Supplementation

We reserve the right to correct or supplement your mailing address information with standardized postal representation in order to ensure delivery of materials and lower costs associated with delivering such materials to you.

How we use cookies

Cookies are pieces of information that your browser stores on the hard drive of your computer. Cookies help us identify you when you enter our website. We may use session cookies to provide a seamless experience on our website. We may combine cookies with our log files so that we can understand our site traffic and analyze demographic information in aggregate form. If you set your browser to reject cookies, our website will not identify you when you enter and you may need to manually type in your login and password.

How to contact us

Our preferred method of communication is email. We welcome your comments and feedback. Send email to wwsf@waterski.org.

You may also contact us via regular mail to:

Wisconsin Water Ski Federation
P.O. Box 249
Janesville, WI 53547-0249

REFUNDS

Are my membership dues refundable?

No, membership dues are never refundable. Even if your membership is suspended or revoked by the Wisconsin Water Ski Federation you forfeit all membership dues paid.

Is my Convention & Expo registration refundable?

If you must cancel your convention & expo registration or any part thereof at least two weeks prior to the first date of the event, you are entitled to a full refund.

Cancellation of your convention & expo registration less than two weeks prior to the first date of the event entitles you to a 50% refund, regardless of whether you paid by check/cash or credit/debit card.

There are no refunds for cancellation of your convention & expo registration less than one week prior to the first date of the event.

The Wisconsin Water Ski Convention & Expo chair must approve any cancellation made less than one week prior to the start of the event. Such cancellations will only be approved in the event of family or work-related emergencies.

Failure to show up and pay for an online registration (with manual payment) does not relieve you of your obligation to pay. You will be barred from participating in and/or competing in state championship events until payment is made in full.

RETURNS

Product purchases

You may return a product purchase within 30 days of date of original purchase so long as the item is in new, unused and in saleable condition.

Limitations

Apparel items that have been washed or had the original tags removed are not returnable. Sale and clearance items are not returnable, but can be exchanged for different sizes or styles.



Terms of Use and Refund Policy (continued)

Returns

Send email to wwsf@waterski.org for return authorization. You will receive specific return information upon receiving a return authorization. Return information will include a return shipping address, packaging information, and more.

Return shipping

Shipping charges for returning products are the responsibility of the person making the return.

Credit or refund for returns and re-stocking fee

If not making an exchange as part of your return, you will receive a credit or refund less shipping charges and a 10% re-stocking fee. If we erred in sending you the wrong item or size, then we will refund your original shipping charges and will waive the re-stocking fee should you choose to receive a refund or credit instead of making an exchange.

Packing materials

Please utilize the original packaging if making a return. If the original packaging is not available, a suitable cardboard box with appropriate packing material will suffice. (Do not use newspaper as packing material for any apparel item as newsprint will stain the apparel item.)

Lost or damaged items

We are not responsible for lost or damaged items while in transit, but we will assist you in filing the necessary claim paperwork with the appropriate carrier.

Preferred carrier

We do not have a preferred carrier, but request that you use UPS or Federal Express.



Frequently Asked Questions

Q: Why can't I use the same email address for two different memberships or for the more than one member of my family (bundle) membership?

A: The WWSF Membership Management & Event Registration System uses email addresses as contact identifiers (also usernames for logging in); and as such, an email address is mandatory and has to be unique for each member.

If you or members of your family (bundle) membership do not have an email address, then use fake email addresses such as johndoe@wiswaterski.com.

If you share your email address with others, then add "+1" or "+2" to your email address when entering an email address for a member of your family (bundle) membership. For example, if your email address is waterskier@yourdomain.com, use waterskier+1@yourdomain.com for the second person in your family (bundle) membership.

Most email programs (i.e. gmail) ignore anything after the '+' sign effectively making these email addresses the same.

Q: Which credit cards does the WWSF accept?

A: The WWSF accepts Visa and MasterCard credit and debit cards as well as American Express credit cards.

Q: I chose the manual payment method. Why do I have to send my check to an address in Janesville?

A: The WWSF has historically had its official mailing address in the city in which the treasurer lives. The current WWSF treasurer lives in Janesville.

Q: I chose the manual payment method and now wish to pay with a credit or debit card. Can I do that?

A: Regrettably, no, there is no way to go back and change your payment method, whether from manual to credit card or vice versa.

Q: How do I edit my personal details (address, phone, etc.)?

A: Refer to page 7 of this document.

Q: Can anyone see my membership profile?

A: Refer to pages 7 and 9 of this document.

Q: How do I renew my membership?

A: Refer to pages 7 and 10 of this document.

Q: How can I see who from my team has paid their WWSF dues?

A: Refer to pages 8 and 9 of this document. These pages indicate how to search the membership directory.

Q: Who do I contact if I have questions or problems with the WWSF membership management system?

A: You should send email to wwsf@waterski.org if you have any questions about or problems with the WWSF membership management system. Please allow up to 72 hours for a response.

If you find an error in this document or a better or easier way to perform one of the tasks/steps, please send email to wwsf@waterski.org.

Document last updated May 7, 2010.

