

MemberHub FAQs for Florida PTA Unit Leaders

For more general information, visit support.memberhub.com > [PTA Management](#)

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We at the Florida PTA want everyone to be successful in this transition to MemberHub! Below is a list of FAQs that we hope will help you in the new system. For any questions concerning this process or membership, please email info@floridapta.org.

What is MemberHub?

MemberHub is a tool that makes running the PTA easier. The system puts all your online tools in one place, making it easier to engage families, raise funds, and stay in good standing. You and your volunteers will save hours on admin tasks so you can focus on connecting with your children and supporting your school.

What is required of me?

The only requirement is to use MemberHub to manage your PTA members, officers and good-standing requirements. However, MemberHub has built-in benefits for PTA leaders, including:

- Online purchase of PTA memberships, with emailed membership cards
- Automatic membership reporting to the state
- Easy submission of good-standing confirmations (officers/dues/audit/990) - PTA units must meet these requirements every year with their state, and MemberHub makes it easier.
- Instant dues remittance via ACH

Is this tool only for PTA members?

No, MemberHub makes engaging easier for **all** school families, teachers and school administrators. Families don't have to be PTA members to use all the tools in MemberHub. PTA leaders can invite and communicate with everyone in their school community to increase engagement and raise funds. Once you have ongoing communication with non-PTA members in your school community, it is easier to ask them to join and support the PTA.

I'm having trouble logging in.

If you've logged in before:

If you're the president and you're sure you submitted your updated officer lists to the state officer, go to the log-in screen and choose "forgot password." You will get a link to reset your password. If you didn't submit the updated list, contact info@floridapta.org.

If it's your first time logging in:

You'll need to go to the login screen, enter your email address and select the "I need to create a password" button. (www.MemberHub.com)

