



*TellicoLife Admin, Club Admin and Support Teams*  
*January 11, 2021*

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# Today's Agenda

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- Welcome
- Roles & Responsibilities
- Help Resources
- TellicoLife URL use
- Duplicate Log on with Forms
- Meeting Cadence
- Open Discussion & Next Steps

# Roles & Responsibilities

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- The 2021 Roles & Responsibilities Matrix is now available on Tellico Life
  - Target Staffing
  - The list of everyone with Admin access to TellicoLife
  - Roles & Responsibilities for Tlife, HOA, New Villagers, TVCUC
  - On TellicoLife under '[Responsibilities – Club Admins](#)'


# Help Resources

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- TellicoLife has 3 sets of help articles:
  - [Help for Tellico Life Users](#) – primarily for our users
  - [Help for Clubs and Organizations](#) – primarily for our subscribers
  - [How To Guides](#) for Admins – primarily for us
- How To Guides for Admins
  - These articles cover many of the things that TellicoLife admins do
  - Be sure you read the [Club Admin Training Guide](#)
  - It is recommended that you browse thru the other articles to see which ones might be helpful to you
- [MemberClicks Help](#) ([help.memberclicks.com/hc/en-us](http://help.memberclicks.com/hc/en-us))
  - MemberClicks Help has detailed information on how to do things

# TellicoLife URL Use

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- There are 2 URL's in use with the TellicoLife website
  - [www.tellicolife.org](http://www.tellicolife.org): external branding URL
  - [tvlife.memberclicks.net](http://tvlife.memberclicks.net) : internal address used for all TellicoLife elements
  - Once you log in, you will be using the tvlife.memberclicks.net URL
- External links to TellicoLife
  - When referencing TellicoLife from an external website, document or email, always use tellicolife.org in the display text for the link
  - When copying links from TellicoLife, always log in to TellicoLife first
  - To get a link to a specific page, copy the URL from the browser window and paste it as the link address.
- Internal TellicoLife links
  - If you are editing an article, event or email in the backend, you should log in to [tvlife.memberclicks.net/administrator#/login](http://tvlife.memberclicks.net/administrator#/login)
  - When linking to articles, forms or events from within TellicoLife, insert the link from the 'Site Links' option which appears under the text editing box: 

# Duplicate Log on with Forms

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- The problem with a second log on being required for certain forms was caused by a mismatch between the two TellicoLife URLs
- If a form was accessed with a tvlife.memberclicks URL and a user had logged on to tellicolife.com, the system was unable to recognize that the user was logged in
- We think this is now fixed!
  - There is now a 'Member Login' button in the header instead of the former login box. This ensures that all users are logged on with the tvlife.memberclicks URL
- See the charts Adrian created for more details on the sitelinks and Tellico Life.

# Meeting Cadence

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- Thank you for filling out the survey
- Large meetings difficult to schedule
- Suggest smaller meetings with focus:
  - Forms
  - Events and calendar entries
  - Creating/Editing Articles and Emails
  - Profile Search and Reporting
  - Specific issues as needed
- Submit questions / issues / discussion items ahead of meetings
- One idea: Schedule regular monthly Zoom meetings but use breakout rooms to address different issues and topics
  - 1<sup>st</sup> Mondays at 1:00
  - 3<sup>rd</sup> Thursdays at 2:00

# Open Discussion & Next Steps

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- Issues
- Questions
- Next meeting?
  - 1<sup>st</sup> Mondays at 1:00
  - 3<sup>rd</sup> Thursdays at 2:00