



*Overview for TellicoLife Admin, Club Admin and Support Teams
December 14, 2020*

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
 - Blue menu
 - How to guides
- Admin Site Overview – tvlife.memberclicks.net/administrator#/login
 - Who has access
 - Your responsibilities
 - Menu Overview
- Q&A

Our Vision

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

www.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
- Content is open to all – sign in is **not** required to view

TellicoLife Operating Principles

- 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?

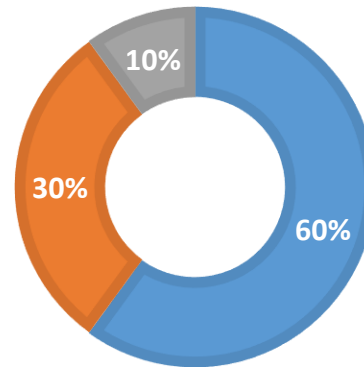


Villagers

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

3,200+ Households
6,000 + Individuals
100% of New Villagers are on TellicoLife

Participation Options

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

- Club home page(s)
- Up to 48 calendar events / year
- TellicoLife provides administrative services
- **\$300/year**

Silver

24 Calendar Entries

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

Bronze

Marketing Presence

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

Memberclicks OASIS Platform

- We license TellicoLife from memberclicks.com, who provides association management software to over 1,900 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)
- Only your club/organization will use your ***TellicoLife*** email
 - ***TellicoLife*** will not email blast all members
 - Your profile is not available to other clubs for use
- 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 on www.tellicolife.org / about us

Credit Card Security

- Your 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

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