University of Nottingham Students' Union

SUMS Training – Student Group FAQs

Getting to the Member Dashboard

How do I log in to the Member Dashboard?

To log in to the Member Dashboard go to the SU website (su.nottingham.ac.uk) and press the **login** button. You should be directed to the portal and can log in with your normal student ID details. On the SU Website you should now see a button that says **Member Dashboard** – this will direct you to the Member Dashboard. You will be unable to see the button until after you've logged in and you have to login through the website, rather than bookmarking the dashboard link itself.

I can't see the Member Dashboard button on the SU Website

This may be one of two issues. Firstly, ensure that you've logged into the site, using the process above. If you have logged in and still can't see the button then it's likely that your role or privileges haven't been set correctly. To check that you are in your role press the My Account button on the SU Website and then you'll see your account profile: click the button that says 'Activities' and all active committee roles are listed in the 'My Committees' box. If you do not see any roles (or an incorrect role), please contact a member of staff who supports you.

In the Member Dashboard I can't see the group that I manage

You can select your group from the drop down list in the top left hand corner of the screen to go to your group. If this results in an error then it is likely to be a permissions issue: please contact a member of staff who supports you to rectify the issue.

How can I get to my group's Dashboard?

In the Member Dashboard there are two ways of getting to your group dashboard. The first way is to click the 'manage' button next to the group that you're managing. The second way is to select the name of the group from the drop down menu in the left hand corner.

I am on a mobile device and can't do what I need to do in the Member Dashboard

Unfortunately the Member Dashboard is best experienced on a desktop device and some functionality is not enabled on the mobile version. It is recommended that you use a desktop browser when managing your group's activities in the Member Dashboard.

When will we have admin permissions/access to the website?

For the majority of individuals in committee roles, permissions are in place now and will be ready for you once your membership has been bought. These should be available on Wednesday 9th September.

Selling products through the Member Dashboard

How do I sell products through the SU Website?

Using the products application process in the Member Dashboard will allow you to sell any products through the website and eventually through reception. A full guide on this process is available, or you can watch the video here

What is an Inventory for your product?

The inventory defines how many of a product that you have available to sell, this could be a finite number or you can create an unlimited inventory by inputting the figure -1.

I have put in a product application, but my product is not on sale: why not?

There could be a few issues that cause this to happen. Firstly, the product will not be on sale until approved by a member of staff: if you need a product approving urgently, please contact a member of your support staff quoting the Product ID. Secondly, a product is automatically on sale within the terms that you've set in your forms: if the sell from date has not yet passed, then it will come on sale at the allotted time (and will come off of sale after the sell to date has been passed). Thirdly, it might be that you have sold out of the product.

I need to extend the sell dates of my product, can I do this?

Once a product is approved then it will become live on the site until the 'To' date has passed: a member of staff will be able to extend this date after approval. Please contact a member of your support staff to extend this, quoting the ID of the product that you need to be amended.

I am selling merchandise in a range of sizes: how can I make sure that all sizes are on the system?

There are a couple of ways of doing this in SUMS. Firstly you can create a separate product for each size of the merchandise (e.g. Society Hoodie – Size Medium). Secondly you can create one products, and an 'extra capture field' can capture the additional data that would be needed: if you wish to have an extra capture field enabled then please contact a member of support staff, quoting the Product ID, who will be able to add these fields in for you.

When will we be able to buy memberships?

All membership products have been added to the new system and will be available for purchase as soon as we move over. We expect that memberships can be sold from September 9th 2020

Can we/how do we add/change membership prices?

Membership prices have been set to the system for 2019-20; we would ask that to update those prices you log into the **Member Dashboard** and go into the **Products** section. After logging in click the tab that says **all products** and your membership product will be listed there. If a membership product is now more expensive than it will be charged in 2020-21, please fill in the form now and we'll expedite the change on the system before you buy a membership for the year. You will be unable to log into the dashboard until after a membership has been purchased. **Please fill in the form at this link and a member of staff will be able to change it for you as soon as possible: if you have more than one membership product, please complete the form multiple times.** In 2020-21 this system will be more automated.

How soon can we sell stash/merch?

You can apply for merch to be sold on the website as soon as you have access on the 9th and a member of staff has approved the product. This will be a quick process, and we should be up and running very soon. A full guide on how to do this has been provided to you.

I am selling an event ticket and need to capture dietary requirements, or other extra capture fields.

There are a wide range of extra capture fields that can be applied or built for a variety of needs, please contact a member of support staff and they should be able to assist.

I am putting on an event and need to sell tickets; do I need to put in a product application separately to the event application?

No, in this instance the events process should capture the ticket element without you having to put in an additional application: please refer to the events process guide for further information.

How can I found out how many products my group has sold?

All products and their sales history are marked in the Member Dashboard under the Products section.

Group Webpage Settings

How can I change some details on my webpage?

You can change details on the webpage by going to the Member Dashboard and using the 'Settings' function. A full guide to doing this has been produced, and a video guide as to how to complete this activity is produced at the following link.

How can I change the logo of my group on our web page?

In this instance, you can do this by using the same links as changing other settings on the page. The dimensions of your logo needs to be a maximum of 300 x 300 and the maximum size is 512kb.

I have used HTML formatting in my web page settings but they don't appear on the page.

This is likely to be a technical issue in relation to the page template: please get in touch with your support staff who can explore the issue for you. There may be some time before this issue can be fixed.

How can I edit the subpages of our group's web page?

These pages have been imported into the site as we have built a new on. Some substantial development has had to be done to allow these pages to work correctly and this is currently very new to the SUMS platform. These pages are editable, but unfortunately at this point any development would need to be done by a member of staff: please contact your support staff and they can work through this process for you.

The social links on our web page aren't working correctly

To get social media links to work correctly, you need to only enter the user name: do not include the name of the site in this link and do not include @ symbols.

Emails and communications

How do I send an email to my group?

Included in the Member Dashboard is a communications module to contact your group by email. A full guide to sending an email to all of your group is included in a separate guide; a video explaining the process can also be found at the following link.

Can I send an email to specific people in my group?

Yes you can: included in the email communications module is the ability to build communications groups that can include a sub-set of volunteers or members. Guidance on how to do this can be found in the guide on sending emails.

Can I amend a communications group after it has been made?

Unfortunately SUMS does not currently have the ability to do this, although they are developing this ability over time. For the time being, you would need to create a new group to take account of any changes.

Can I change the default email address for my group?

Unfortunately the system works by sending all student groups from a single domain (in this case, the domain is @uonsu.com), so there is no way of changing to an alternative mailbox. If you wish to change the URL of your group, or the prefix to your email address please get in touch with a member of support staff. To make it easier for users of the site, we would recommend that the URL and the prefix of the email are aligned.

Additional FAQs

Will I be able to do anything else on the Member Dashboard?

There are some functions of SUMS that have not currently been enabled, although over time we may begin to use them. Please watch out for further news about when they might be enabled!

How can I find out who is in my group?

Some details on your members should be included on the main section of the member dashboard.

Why do the statuses of my applications say pending?

In this instance, a member of staff has not yet approved your application: please communicate with a member of your support staff to get an application approved. Please remember that standard deadlines for applications, particularly for Events applications, still apply and that it may take some time for a member of staff to approve any application.

In the Member Dashboard there is a note from a member of staff at the top of the screen

Within SUMS there is the opportunity for a member of staff to communicate with you directly using the Notices function: you are seeing a message of this type. This message will be removed on a certain date.

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