2020 Q3 CivicRec Enhancement Webinar Question and Answers

Q. When you process a bulk refund, is it always a user credit that will be applied to each account? I am assuming you can't refund back to each individual credit card from that bulk refund page.

A. Correct, bulk-refunds are remitted to users as user credit. To refund back to a user in the form of other payments would require individual refunds. We are working on changes to that process to allow for bulk-refunds in the original payment form for users. You can expect to see that functionality in the future, subject to payment gateway capabilities.

Q. How do we subscribe for release notes?

A. Release notes are posted to our help center. You can subscribe for email notifications each time new information is posted. Sign up here.

Q. Is there a way to send questionnaires or surveys to participants through CivicRec?

A. Yes. We have a few articles in our help center on activity and facility surveys. You can control automatic survey notifications based on the number of days that have passed since a reservation or activity completion. Read this Help Center article for guidance creating a survey template.

Q. When you print a roster or print participant sheets will the emergency contact information show up?

A. Yes, you can include that information in your roster or participant sheet along with the roster details should you choose to do so using the available Organization Options.

Q. Will existing accounts be prompted to fill out these fields when they sign up for their next program?

A. Yes. As long as you configure your account to require Emergency Contacts it will prompt the user at log-in to provide this information.

Q. If we were to implement a required emergency contact today, would all our current accounts be sent an email, or would users receive a prompt to add one the next time they register?

A. CivicRec will not send an email to all users. Instead, the next time they log in, they will see a prompt to provide that information before continuing to their public catalog experience.

Q. Will the emergency contacts for one child (for example) easily be applied to their siblings under the same account? Or possibly the whole family? Or will you need to enter the same emergency contact for each child or individual on the account?

A. You can choose to share emergency contact information for users in the same household. You do not have to re-enter the same information for each user one-by-one.

Q. What mobile app was referenced during the webinar?

A. What was shown for the mobile view during the demo was a simulated experience of someone viewing CivicRec from their mobile device on a Google Chrome browser. It simply showed what the user would see working from a mobile device.

Q. Could the account holder get notifications that their account needs to be reviewed like you have for the emergency notifications?

A. This functionality is on our development backlog. A number of enhancements are planned for various notifications similar to what we've done for emergency contacts moving forward.

Q. Is the override code specific to each staff member? Is it a code that is assigned to a staff member that gives them the ability to override?

A. The override code is specific to an individual staff member. Think of it like an individual pin or special password specific to the staff member.

Q. What kind of hardware works with Authorize.net?

A. CivicPlus has built an integration with the BBPOS chipper. For more information or to view hardware for other payment gateways, please visit our help center.

Q. Does the Authorize.Net hardware work with all processors/merchants?

A. While we have a hardware integration with Authorize.net now, Authorize.net has only certified a few of their processors/merchants to use it. See their help center for details on which processors can utilize hardware.

Q. We already have hardware for Authorize.net, what do we need to do to get it setup to work within Authorize.net?

A. We will need a few additional credentials from your Authorize.net account to setup EMV. Those requirements are in two steps and can be found in our help center. Once you have the new set of credentials, please submit them as a support ticket to our CivicRec Technical Support team and we will be happy to set them up for you. Email them at CivicRec@civicplus.help.

Q. What information does CivicPlus need to setup a custom SMTP?

A. Refer to this article for information on setting up a custom SMTP.