A Step-by-Step Guide Through the Membership Update Center (MUC)

The MUC is the database utilized by international for membership rosters, dues, and monthly report forms (put together by district). You will need to use this throughout the year as members pay dues and graduate and filling out the monthly report form (MRF) each month.

Topics covered in this guide:

- How to access the MUC
- How to individually add members
- How to bulk add members
- How to delete members
- How to add new officers
- How to send the invoice to treasurer
- How to access the monthly report form
- Information you will want from your members prior to adding them to the MUC

How to Access the MUC

1. To get to the MUC, go to reporting.kiwanisone.org. The following page will come up:

2. You will need to set your password. Be sure to use the email that you gave when you became a member. You do not need a Portalbuzz subscription.
3. Once you have completed your account, you will need to select your group, aka school. Just click submit once you have the correct school.

4. After this, you will be in the MUC! If additional tabs (Membership Update Center and Monthly Report) do not initially show up on the left side or you cannot access them, you will need to email Kiwanis International to give you access at the email listed on the page (kiwanisone@kiwanis.org). They are super helpful and usually get back pretty quickly. Just tell them that you have recently been elected to secretary for you club and need access to the MUC and monthly report for your responsibilities. You may need to give them your club number and member ID. You should not need to do the background check for this.

5. Once you have this access, you should be able to do everything necessary within the MUC for your responsibilities.
How to Individually Add Members

1. When you click on the Membership Update Center Tab, the dashboard will appear. This is where you can see how the club owes in dues, club board, and other club information.

2. To access the roster, click on the Members tab at the top of the page. This page is where you can add, delete, or edit a member's information. To add members on at a time, click on Add New Member.
3. Once you have clicked on Add New Members, the following screen should appear. Fill in the information about the member. Keep in mind that First Name, Last Name, City, Country, State, and Graduation Year are all required fields. Once all of the information has been entered, click save.

4. If a member has been a part of the Kiwanis Family prior to joining your CKI club or shares the same name as someone who does, this page will pop up. You will need to resolve this before the member can be saved.

5. Once you click on resolve, a box will appear.
6. Use the drop down within the box to either select a school where they have been a part of the Kiwanis family before or that there is no match and they have not been a member before. This allows the member to keep their Kiwanis ID as they grow through the Kiwanis organization.

7. Once you have resolved the match, you can either confirm, cancel, or close the window, but you will eventually need to confirm it.

8. Once you confirm the match (or not match), the member will be added to the roster.
How to Bulk Add Members

1. When you get large groups of new members in the fall, it can be a pain to add them one at a time. The Bulk Add Members feature allows you to add up to 10 members at a time. To access this page, click on Bulk Add Members at the top of the Members page.
2. For this way to add members, you will need First Name, Last Name, Email Address, Gender, and Graduation Year. When you are done, press Save at the bottom of the page.

3. Once you have filled out the fields and pressed Save, you may see the Duplicate Members page if a new member has been flagged as a member of the Kiwanis family previously.

4. In order to resolve this (must resolved to be added to the MUC), click on the Resolve button. A new box will pop up.
5. Click on the drop down and either select the school or No Match. This allows the member to keep their Kiwanis ID with them as they grow through the Kiwanis organization.

6. After selecting a potential match, you will confirm the match and the member will be added to the roster and become a full member.
How to Delete Members

1. You may need to delete members during your tenure, mostly because members who have graduated. To do this, you will need to open the Members tab of the Membership Update Center.

2. If you are only deleting a few people, it may be the more efficient to simply click the boxes on the right side of the individual entries. Once you have clicked all of the desired boxes, click the delete button above the roster.
3. If you are deleting an entire class, you may want to select a class with a particular graduating year. Above the roster, there is a drop-down menu for Graduation Year. Select the desired year and only those will appear.

4. There is a select all button if you need to delete all of the graduating, or you can select them one by one as above. Click the Select All button will not automatically delete them; you will still need to click the delete button.
5. If you accidentally deleted someone you should not have, the MUC will retain deleted members for 90 days. You will click on the Deletion History tab at the top of the MUC. If you have members in this section, they will appear here.

6. In order to restore them, click on the box on the right side of the entry and click the restore button underneath the list. After you click restore, you will click confirm and then they will be added back into the full roster.
How to Add New Officers

1. To give each officer the access deemed necessary by international, you will need to add your board into their positions on the MUC. This is on the Dashboard page, on the right side.

2. To add someone, click on the plus sign next to their position. This will pull up the Select Officer window. Type in the officer’s name and click on the name underneath. Click save.
How to Send the Invoice for Dues to the Treasurer

1. When you have completed the roster, it will time to take the invoice and send it to the treasurer so that they can pay dues on behalf of the club. To do this, go to the Membership Update Center and click on the Members tab at the top of the page.

2. There will be a button at the top to print invoice/send it to the treasurer. This button should be near the Export to Excel button.
3. Once you have pressed the button, this will open an order in the Finances tab where you or the treasurer will be able to pay the order online with credit card or print it out and send in the money for dues. Once you have added the treasurer as an officer, they should have permission to get to the Finances tab to pay the dues.
How to Access and Complete or Edit the Monthly Report Form (MRF)

1. Each month, you will need to complete the monthly report by the 5th of each month. To access this, click on the Monthly Report Tab on the left side of the page.

2. Once on the Monthly Report Launch Page, you will be able to see any previously completed MRF’s and any MRF’s that are open to submit. You will submit the one for each month that is labeled for that month. For example, you would submit all information about October in the October MRF.

3. To submit an MRF, click on the Go button for that month and the form will open.
4. The information needed for the MRF includes service hours, interclubs, KFR events, Service partners and charities, and member of the month. The district will usually things to the bottom as well asking about a service event to highlight money that has been raised and feedback on various things. When you have out the information, press submit at the bottom of the form.

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6. If you do not have all of the information, you can still submit the form and go back and edit it later with the rest of the information. The information that you input will not be saved unless you press submit. You can also go back and look at each form or send copies of them to people.

7. These reports are due on the 5th of each month.

Information to Get from New Members to Add to the MUC

When you are adding new members to the Den and for your own reference, you will want the following information:

- First and Last Name
- Nickname
- Email
- Phone Number
- Address
- Graduating year
- Have they previously been involved with the Kiwanis Family and if so, where and which branch
- Gender