

RFTC PERSONIFY/WILD APRICOT INSTRUCTIONS

Below, you will find instructions for getting started on Personify/Wild Apricot, RFTC's membership management software that currently provides an eDirectory, list of RFTC events, and more features in the future.

RFTC website

While information for the general public is available without logging in on www.rftc.org, member-only content requires logging in with the instructions below.

Both the primary (Adult 1 Email) and the secondary (Adult 2 Email) email addresses you provided on your application will receive all membership email communications. However, only 'Adult 1 Email' serves as the shared login and password for Personify/Wild Apricot. This can be swapped if you wish once you log in.

For your initial log in, please follow the steps below. We recommend using a larger screen like your PC (not your phone) for this.

1. Go to www.rftc.org. Click the 'Log in' link in the top right corner.
2. On the 'Login' screen, click the 'Forgot password' link (next to the 'Log in' button).
3. On the 'Reset password' screen, enter your account's Adult 1 Email address. Next, complete the code entry (type the 6 characters you see in the picture, to prove you're not a robot). Click 'Submit'.
4. Check that email account for instructions on how to choose a new password (please remember it and share it with your spouse!)
5. Return to the log in screen and log in with your new password.
6. Once logged in, the top navigation will include 'Events' and 'Members' (these were not visible before).

Please note that the website does not currently accept any payments. Annual dues and any other activity fees are handled by your club account; invoices are emailed periodically. (Swim lessons and junior tennis will be billed through Active.com.)

Personify/Wild Apricot phone app

1. Download the free 'Wild Apricot for Members' app from the iTunes app store or on Google Play (Android).
2. Open the app and log in. (Remember, your log in is Adult 1 Email, which may be your spouse's email address.)
3. The app should open to your Profile. Navigation is at the bottom:
 - Members - a searchable eDirectory
 - Events list - tennis tournaments, dinners, swim meets, etc.
 - My Tickets (ignore for now - not being used at this time)
 - Profile - allows you to update your info (this is where you can swap your primary and secondary emails.)

Please note that the main web site has much more information available than the app -- we recommend logging in and exploring rftc.org using a computer or a tablet. The full site can be accessed from a smartphone, but navigation has some limitations (may need to turn your phone sideways).

If you need help, or have any questions or suggestions, please contact Lauren Behan (Communications Committee Chair) at hello@rftc.org.