BOH Hub
Administrator Manual

Version 2.0 | February 2026

Member Management System

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1. Getting Started

Logging In

To access the BOH Hub system:

1. Navigate to the application URL
2. Enter your Username and Password
3. Click Sign In

User Roles

The system has four access levels:

Role	Access Level
Admin	Full system access, all features
National Officer	Chapter management, dues, officer tracking
Chapter Officer	Limited to own chapter members
Member	View own profile and dues only

Navigation

The main navigation menu includes:

- Dashboard - Home page with overview
- Members - Member directory
- Prospects - Prospect and Hangaround management
- Officer Tracking - Dues and reminders
- Meeting Manager - Meeting scheduling
- Discord Analytics - Voice/text activity
- Admin - System settings (Admin only)

2. Dashboard Overview

The Dashboard provides a quick overview of the organization status.

My Dues Section

- Current month dues status
- Recent payment history
- Year-at-a-glance calendar showing paid/unpaid months

Quick Stats

- Total active members
- Upcoming birthdays and anniversaries
- Recent activity

3. Member Management

Adding a New Member

1. Click "Add Member" button on Dashboard
2. Fill in required fields: Handle, Name, Email, Phone
3. Set Chapter, Title, Join Date, Birthday
4. Click "Save"

Editing a Member

1. Find member in the directory
2. Click the three-dot menu
3. Select "Edit" and update fields
4. Click "Save Changes"

Archiving a Member

When a member leaves the organization:

1. Click three-dot menu > "Archive"
2. Enter deletion reason
3. Optional: Check "Also kick from Discord server"
4. Optional: Check "Cancel Square subscription" (default: on)
5. Click "Archive Member"

Member Profile Fields

Field	Description	Encrypted
Handle	Discord/display name	No
Name	Legal full name	Yes
Email	Contact email	Yes
Phone	Phone number	Yes
Address	Mailing address	Yes
Chapter	Chapter assignment	No
Title	Role in organization	No
Join Date	MM/YYYY start date	No
Birthday	MM/DD for notifications	No

4. Dues Management

Understanding Dues Status

Each month can have one of these statuses:

- Paid (Green) - Payment confirmed
- Unpaid (Gray) - No payment recorded
- Suspended (Red) - Member suspended for non-payment

Viewing Member Dues

1. Go to Officer Tracking
2. Click the Dues tab
3. Select a month from the dropdown
4. View all members and their status

Manually Updating Dues

1. Find the member in the Dues tab
2. Click "Update" next to their name
3. Select new status and add notes
4. Click "Save"

Dues Reminders

The system automatically sends email reminders:

- Day 3: First reminder
- Day 8: Second reminder
- Day 10: Final warning before suspension

Dues Extensions

To grant extra time to pay:

1. Find member in Dues list
2. Click "Grant Extension"
3. Select end date and enter reason
4. Click "Confirm"

5. Square Payment Integration

Automatic Sync

The system automatically syncs with Square hourly to:

- Match subscription payments to members
- Update dues status for paid months
- Track one-time payments

Manual Sync

1. Go to Officer Tracking > Dues tab
2. Click "Sync Square"
3. Review any unmatched payments

Viewing Subscriptions

Click "View Subscriptions" in the Dues tab to see:

- Matched Subscriptions - Linked to members
- Unmatched Subscriptions - Need manual linking

Linking Unmatched Subscriptions

1. Find the unmatched subscription
2. Click "Link"
3. Select member and confirm

Cancelling Unmatched Subscriptions

For subscriptions of former members:

1. Find the unmatched subscription
2. Click "Cancel"
3. Confirm the cancellation

Payment Types

Type	Description
Monthly Subscription	$30/month recurring
6-Month Prepay	$180 one-time

Annual Prepay	$330 one-time

6. Discord Integration

Discord Bot Features

The integrated Discord bot provides:

- Birthday and anniversary notifications
- Voice channel tracking
- Text activity logging
- Role-based permissions

Notifications

Automatic notifications sent to designated channels:

- Birthdays: Posted on members birthday
- Anniversaries: Posted on 1st of join month

Prospect Channel Analytics

Special tracking for Prospect voice channels:

1. Go to Prospects page
2. Click "Channel Analytics"

Features include:

- Live view of current users
- Time spent with each prospect
- Historical session data

7. Prospects & Hangarounds

Pipeline Overview

Two-stage prospecting workflow:

1. Hangaround - Initial contact, minimal info required
2. Prospect - Full information required

Managing Hangarounds

Adding a Hangaround:

1. Go to Prospects > Hangarounds tab
2. Click "Add Hangaround"
3. Enter Handle (required)
4. Click "Save"

Promoting to Prospect:

1. Click "Promote" on the hangaround
2. Fill in required information
3. Click "Confirm Promotion"

8. Officer Tracking

The Officer Tracking section provides tools for managing dues, reminders, and reports.

- Dues Tab - View and update member dues by month
- Reminders Tab - View sent reminders and resend if needed
- Reports Tab - Access financial summaries

9. Meeting Management

Creating a Meeting:

1. Go to Meeting Manager
2. Click "Schedule Meeting"
3. Enter meeting details
4. Click "Create"

Taking Attendance:

1. Open the meeting
2. Click "Take Attendance"
3. Check off members present
4. Click "Save Attendance"

10. Analytics & Reports

Discord Analytics:

- Voice channel participation
- Text message activity
- Most active members

11. System Administration

Creating Admin Users:

1. Go to Admin section
2. Click "Add User"
3. Enter username/password
4. Select role and click "Create"

12. Troubleshooting

Square Payments Not Syncing

1. Check Square API connection
2. Verify API keys are valid
3. Run manual sync
4. Check for unmatched payments

Discord Bot Offline

1. Check Discord bot status
2. Verify bot token is valid
3. Check server permissions

Quick Reference - Status Colors

Color	Meaning
Green	Paid/Active/Success
Yellow	Pending/Warning
Red	Unpaid/Suspended/Error
Gray	Inactive/Archived

Document Version: 2.0 | Last Updated: February 2026

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