Membermojo: Questions and Answers

August 2026

Sussex Gardens Trust is adopting a new online membership management system called Membermojo. This document explains the reasons for the change, what it means for existing and new members, and how to access Membermojo.

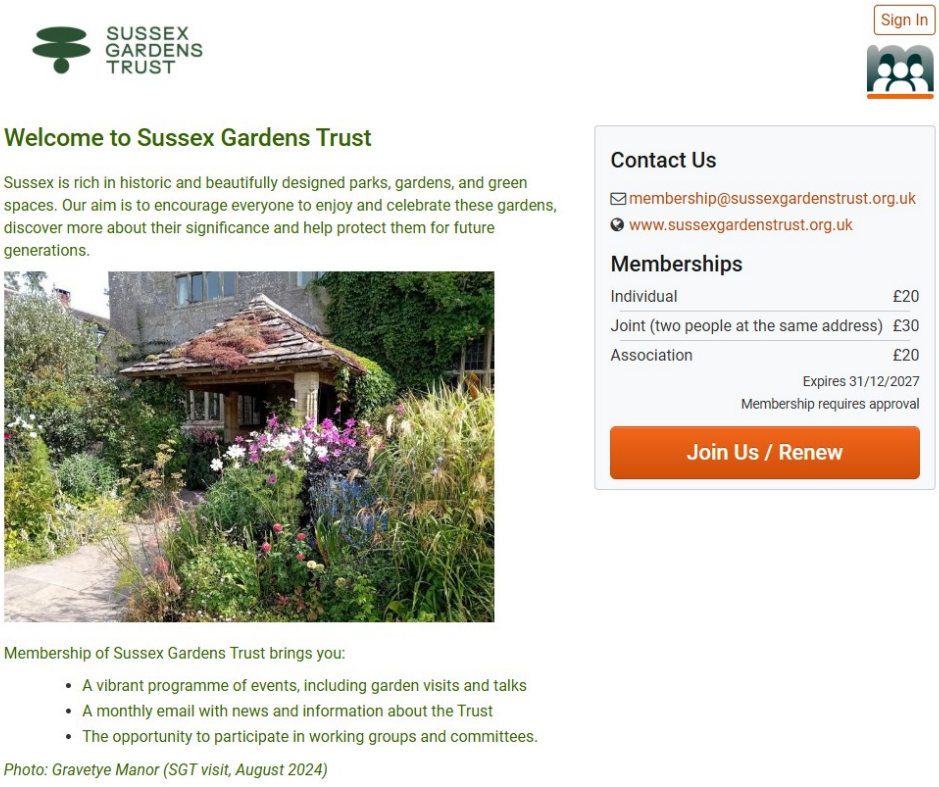
Why do we need an online system to manage membership?

Until now, Sussex Gardens Trust has managed its membership using a manual system — spreadsheets, paper records, and individual email correspondence. While this has served us well, it is an outdated and inefficient way of managing membership records.

What is Membermojo?

Membermojo is an established, professional, secure, well-supported online membership management system that is already used and endorsed by many organisations like ours. It replaces our current manual membership systems.

SGT has its own Membermojo home page at https://membermojo.co.uk/sussexgardenstrust, which looks like this:



What are the benefits of using Membermojo?

- Members can view and manage their own membership record online, which previously was not possible.
- **Current members' details — name, address, email address, telephone number and Gift Aid status — have already been transferred into Membermojo; you do not need to re-enter any information from scratch.**
- New members can join online via the SGT website, or at events – they no longer need to download and print a paper application form. This makes the application process for new members easier and more efficient.
- Membermojo enables SGT to keep member records accurate and up to date in one secure place; it supports consistent working practices and transfer of knowledge between the designated SGT Administrators.
- Membermojo automates communications about the annual renewal process.
- Membership fees can be paid securely online by credit or debit card within Membermojo (using Stripe), or by existing methods. **SGT encourages members to pay by Standing Order, or by card online, if possible. This greatly reduces the administrative workload for SGT's volunteer officers.**
- Membermojo helps SGT to meet its legal obligations under data protection law (GDPR, i.e. General Data Protection Regulations).

We encourage members to sign into Membermojo periodically (e.g. once a year) to check and, if necessary, amend or update membership details. We rely on members to inform us when details (e.g. address, email, phone number, Gift Aid status) change, and members can now do this quickly and easily online.

What does compliance with GDPR mean in practice?

- The Membermojo system is held on secure UK based servers.
- Members can view and update their own details, keeping records accurate.
- Membermojo provides for clear records of consent and membership status.
- ***Sussex Gardens Trust will never share your personal data with third parties without your consent, and Membermojo does not use your data for any purpose other than managing your membership with us.***

How do I access my membership record?

- Go to https://membermojo.co.uk/sussexgardenstrust and click **sign in** (top right of the page); then enter your email address then click **sign in with email**. Membermojo will send a secure link to your email address, which you click to sign in. You can create a password later if you wish to.
- Please note that for Joint memberships, one member is designated as the `lead member' and the other as the `linked member'. If you wish to switch these

designations, please contact the SGT Membership Secretary at: membership@sussexgardenstrust.org.uk.

How will I renew my membership and pay my subscription?

- SGT membership will continue to be due for renewal on 1 January each year.
- Around the beginning of December, members will receive an email headed Membermojo with a link to the SGT Membermojo HomePage https://membermojo.co.uk/sussexgardenstrust and instructions on how to sign in and renew a membership.
- If you pay by Standing Order, the email notifies you that payment is due to be taken. You need take no further action to renew your membership and you should receive no further emails about renewal (unless you change your payment method)
- If you pay your membership by any method other than Standing Order you may receive a reminder email prior to the renewal date, and further email reminders if the renewal is still due after 1 January.

Will I receive a lot more emails?

- No; SGT will only use Membermojo to send emails that relate directly to your membership. For example, for renewals Membermojo emails will replace the letter we usually send out in the autumn (and subsequent reminder emails if applicable).
- SGT will continue to send the normal monthly email Newsletter, with news, articles and event updates. It is separate from Membermojo.

How will I know that a Membermojo email is genuine?

- Membermojo emails will direct you to SGT's Membermojo page, from which you can log in to make payment (if applicable) or amend your details.
- You can always access your own page from https://membermojo.co.uk/sussexgardenstrust if you prefer not to click on a link in an email.

What about members who don't have email?

- Nearly all SGT members (more than 98%) now use email. Manual renewal will still be available for any member who doesn't have an email address.

What is the cost to SGT?

- Membermojo costs SGT £95 per annum (equivalent to less than 50p per member).
- There is a small fee for any card payment processed using Stripe (a secure online payment processing system already used by SGT and many other organisations and businesses).

For any queries not covered above, please contact the SGT Membership Secretary at: membership@sussexgardenstrust.org.uk.