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1. **Question:** *What is the benefit of using Glue Up?*

**Answer:** Glue Up will improve member communications by allowing members to join SASA communities of your choice with tailored content. It will enhance the member billing environment and collate CPD information. Lastly it will allow branches or other structures within SASA to run academic events allowing for marketing campaigns, registration and sale of tickets.

2. **Question:** *Is the link I received from Glue Up legitimate?*

**Answer:** SASA is migrating to a new membership data platform. The link you received is from the solution provider of our new database, called Glue Up. This is used to activate your profile and is legitimate.

3. **Question:** *Am I required to join the Glue Up platform?*

**Answer:** Yes, as a SASA member you will be required to join Glue Up. We have embarked on the process of migrating to the new Glue Up database system and this will be the platform for SASA memberships going forward. All communication and updates to members, invoicing and events will be done using Glue Up. We require all members to verify their details to ensure we have the correct information.

4. **Question:** *Why are all the private / personal details necessary?*

**Answer:** In order for the database and a member's profile to perform optimally, all compulsory fields are required. This data is protected under POPIA and PAIA. Data will not be shared outside of SASA without relevant permissions by a member.

5. **Question:** Why, when verifying my data, is it requesting me to include the proposer and seconder's information?

**Answer:** The proposer and seconder fields are pre-populated and existing members do not need to complete these fields. It will be relevant for new members only, and SASA Admin will fill in the respective fields, not the member.

6. **Question:** Why do certain fields, such as for the BHF number, not accept a valid BHF/PCNS number.

**Answer:** Please exclude any zeros from the preceding number. The field prompt will also guide you likewise.

7. **Question:** I have received an error whilst capturing my details.

**Answer:** Please review the members help resources or screenshot the error and send it through to the SASA Secretariat to assist ([sasa@sasaweb.com](mailto:sasa@sasaweb.com) / [ops@sasaweb.com](mailto:ops@sasaweb.com)).