

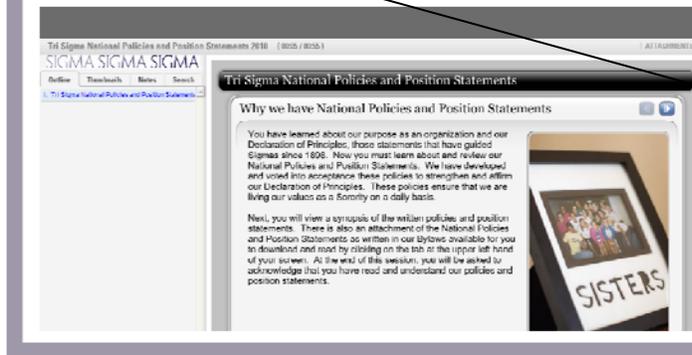
## RM1 – Policy and Procedure Acknowledgement Form

Instead of annual policies and procedures being presented by the chapter alone, each individual member will need to sign into our member's only section – Sigma Connect – review the policies tutorial and then sign an electronic RM1 – Policy and Procedure Acknowledgment Form. When women login, they will be routed to the Policy and Procedure review. Members cannot access other portions of Sigma Connect until this information is reviewed and the RM1 – Policy and Procedure Acknowledgement Form has been submitted to NHO.

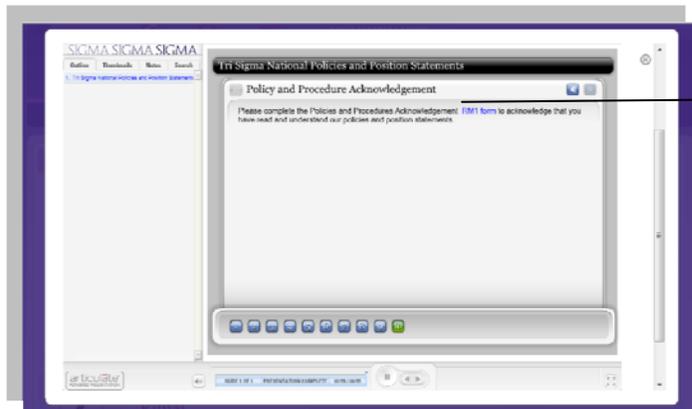
### Procedures for Members

#### National Policies and Position Statements

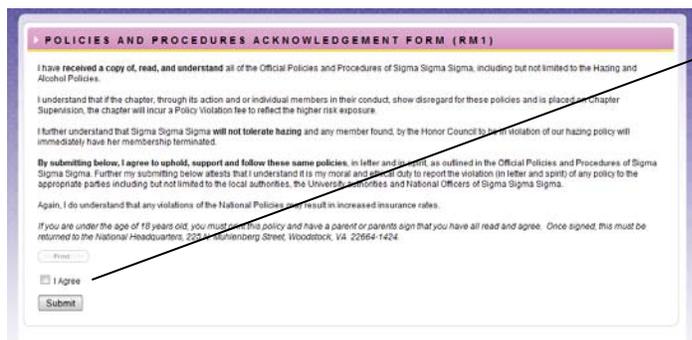
[Microsoft Word - National Policies and Position Statements 2010.pdf](#)



Members can download a personal copy of the all policies and procedures.



Once all pages and policies have been reviewed, members will need to click on the blue RM1 link to access the acknowledgement form.



Review the acknowledgement form. If you are willing to adhere to the National Policies and procedures, indicate so by checking the "I Agree" box. Then, click SUBMIT to send this agreement form to NHO.

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100% of members will be asked to review the policies and complete this form annually and before October 1. New members will continue to submit this form as part of their online Arc Sequence New Member Program.

## **RM1 FAQs**

***FAQs - Many of my members have never signed in before, are there instructions on how to create an account?***

Yes, they are posted on the login page for easy download and distribution.

***FAQs – They need to have an accurate email address to set up their account – what if it is wrong on they are getting an error screen?***

Simply call NHQ. When there is an error, the number of NHQ is displayed on the screen. Here is a sample script for that phone call to help them get the best help here. It is detailed and please know the script is intended to help you get what you need with minimal frustrations. Our NHQ staff is there to help you but when women call frustrated sometimes they don't provide all of the details to truly resolve the problem. We hope this script will provide a good guide to get access fixed quickly, smoothly, and with just a single 2-3 minute call! ☺

"Hi, my name is (first & last) from (chapter). I am a collegiate member trying to set-up my Sigma Connect account. It says my account is not recognized. Do you have a minute to make sure my email address is correct?

Great! Thank you! My name is *(spell it to be sure your record is coming up correctly)* and I'm from (City, State). My email address is\_\_\_\_\_. *(Now, wait on the phone for the NHQ staff member to confirm that the email address has been saved in our database. Before hanging up, TRY entering your email address AGAIN. Does it work? If so, you're ready to set up your account! Congratulations! If not, go to the next scripted section.)*

Okay, I just tried my email address again and I'm still getting an error message. Can we confirm my email address one more time? (Ask them to read back to you what is in the database...correct if necessary.) I read in the Sigma Standard that my internet security tab needs to have my ID number listed as my login and that I need an expiration date listed on that tab too. Are those things correct? *(If not, wait again for the NHQ staff member to update this part of your database record. Then try to login again. These two fixes should correct most problems. If not, the last item to confirm is that you are listed as an Active member (opposed to terminated or depledged for some reason) and that you have a chapter name assigned to your account. If those items are correct and you STILL cannot login, then the staff member should take down your information and they'll need to work with Margaret Fields, NHQ Technical Coordinator, to resolve the problem with our database tech support. Again, most issues will quickly be resolved with a current and correct email address. )*

It is working now! Thank you for your help and time! Have a great day! Good bye!

**FAQs – Since this is being submitted to NHQ directly, how will I know who still needs to sign the RM1 so I can follow-up with the women in my chapter?**

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Consultants will receive reports each week listing the women who still need to complete the RM1. They will pass these on to you as they receive them. The last week of September they will distribute a list to you daily to provide you with more information as the October 1 deadline approaches. Reports will include the date/time they were run so you can determine if a member who says they completed it did so after the report was run. If so, they should be removed on the next report distributed.

### **FAQs – Some women in my chapter just don't respond to my emails – what if I can't get everyone to sign the RM1 by October 1?**

This may be the case for a handful of members. Those women should be sent to Honor Council for not completing the form. This includes that woman who waited until 4:30pm on October 1 to set-up her account and is now having problems. If a chapter can demonstrate individual accountability via Honor Council, the chapter will not be held accountable – reporting points will be awarded and the chapter will not have their operations suspended for failure to submit the form. (see also information on suspension of activities due to late payment of National Dues and RM1 submission )

## **Join your Regional Support Group on Sigma Connect!**

Your Regional Consultant has created a Sigma Connect group to provide you important updates every Friday. It is open to all alumnae and collegians. You can search and join your group by logging onto Sigma Connect, typing



your Regional Group name into the search bar in the top right corner of the main page, then using the drop down menu to search for "groups."

Need to know your region? Click [here](#) (link to PDF file of regional chapter breakdown) to download a Regional Chapter Breakdown.

When you find your Regional Group, click on the group, then on the group's main page, click on the "Join Group" link on the left hand side. Now you can receive your consultant's Friday FAQs and Updates!

The Regional Group Names are:

- Region 1 Support Community
- Region 2 Support Community
- Region 3 Community Support
- Region 4 Support Community
- New Chapters & Colonies

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