MyBoardPacket.com FREQUENTLY ASKED QUESTIONS

How is MyBoardPacket.com (MBP) different from Google Drive or Dropbox?
Following are the key functions that make MyBoardPacket.com (MBP) a preferable board management tool over Google Drive and Dropbox:

- MBP has a user-friendly interface that looks and feels like a traditional filing cabinet. Looking for financial reports? Simply tap the tab titled "Financials" to find all related documents.
- MBP is easily accessible from mobile devices.
- MBP includes an online voting mechanism that allows a nonprofit board to make business decisions and conduct business virtually.
- MBP provides added security as users are expected to login to the portal with a unique username and password instead of sending/receiving links to confidential documents via email.

How much is the service?
The annual fee is $100 per year. The fees may be pro-rated to reflect your membership renewal cycle.

Do all Spokes Members qualify?
Only active Spokes Organizational Memberships qualify for the MBP Members Rate. Not an Organizational Member? Join, renew or upgrade by contacting membership@spokesfornonprofits.org.

How many people from my organization can participate?
Twenty-five. That's right, your entire board and key staff will be able to access your documents online! If you grow and need access for more people, you can upgrade your account.

How much storage does MBP have?
You get 250MB of storage. Need more room? You can upgrade your account.

How do I upgrade my account? What do I receive if I upgrade?
Upgrade your account and receive unlimited users, multiple News tabs, Discussion Board tabs. Select from these various amounts of storage.

450MB Storage - $50/month

650MB Storage - $100/month

850MB Storage - $150/month

1.5GB Storage - $200/month

To upgrade, login with your administrators account, go to the Admin Panel and select upgrade.

What if I love Myboardpacket.com, but don't want to renew my Spokes membership?
We know how important it is to retain access to all of your documents. If you choose not to renew your Spokes Membership but want to continue using MyBoardPacket.com please contact them directly. You will not need to reconfigure or reorganize your online records and your account settings, files, and documents will be retained.

We're a not-for profit bank or hospital. Can we get MBP through Spokes?
No. Hospitals and banks require particular due diligence steps that Spokes cannot deliver. These organizations are very welcome to be Spokes Members, but should contact MBP directly to sign up for MyBoardPacket.com.

Questions about how to use the MyBoardPacket.com platform

How do I use MBP?

If you are the admin of your organization's MBP platform, there is a tutorial that will guide you upon your first login.

If you are a member of your organization, but aren't the admin, ask your admin for assistance.

My Spokes username and password aren't working. How do I login?
Your Spokes membership login information will be different from your MBP login credentials, unless you manually change them in both places to match.

I want to access MyBoardPacket.com (MBP) from my iPad. How can I do that?
For best results:

- Download the free MBP app from App Store by searching for the MyBoardPacket app by M29 Technology and Design.
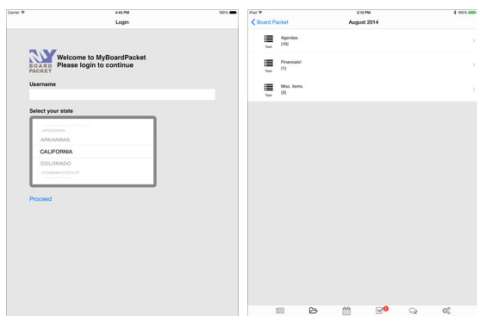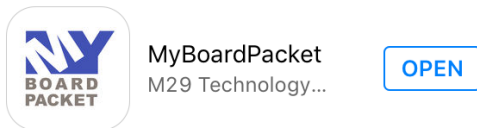
- Use a wi-fi connection when using the app, although file access remains available if you go offline after logging in.
- Make sure you are able to "synchronize" files and "wipe" files when using the app. You may set these functions by opening the app, selecting "settings" at the bottom of your mobile device screen, and following the appropriate prompts.

Still having trouble? Please ask your organization's Administrator for help or call Spokes at
805-547-2244.

I created a paginated pdf of all of our board packet materials, but I can't find it when I login to MyBoardPacket.com (MBP). Where is it?
Once you create the paginated PDF, it should appear in a new tab on your web browser. From there you can download it for ongoing reference. The administrator of any MBP tab can upload the document for viewing through MBP.

My board would like to vote on a resolution using MyBoardPacket.com (MBP). How can we do that safely?
The voting module is ideal for solidifying a vote between meetings, but certainly doesn't provide a replacement for robust discussion. If a vote is conducted outside of a board meeting, ensure you are following these guidelines to maintain responsible dialogue. Need ideas for how to use this module responsibly? Check out the scenarios below.

Scenario 1: The deadline to submit your 990 is prior to your next board meeting, but you need board approval before submittal. The completed form is uploaded to MyBoardPacket and there aren't any material changes needed. The board can take a vote digitally in lieu of calling a special meeting.

Scenario 2: The board held a robust discussion regarding two insurance policy quotes in their last meeting. They requested that the Executive Director obtain one more quote, and indicated that if the third quote isn't cheaper they would like to go with Company A. The third quote is received and it is not the most affordable. The three policies can be uploaded to the voting module for review and a vote.

The voting module is also ideal for straw polls and live voting in meetings for complex motions.

Does every board member/staff person have to use an email address as his/her username for MyBoardPacket.com (MBP)?
No, you're welcome to use any username that is convenient for you. Your Administrator can change your username easily in the "ADMIN" tab of MBP.

I'm involved with multiple organizations using MyBoardPacket.com (MBP) portal. Can I use the same username and password for multiple accounts?
No. Each username is tied to a specific organization's portal. You will need a separate username to access each respective organization's portal.

I want to review the Administrator Tutorial again. Can I reset it?
This tutorial appears only on the administrator's account. To reset it:

1. Login
2. Go to link at top of all pages "Personal Profile"
3. Click the blue button "**Reset All Tutorials**"
4. Navigate to the News Page within the portal
5. If the tutorial does not begin, logout and login again.