

SECTION 8.1

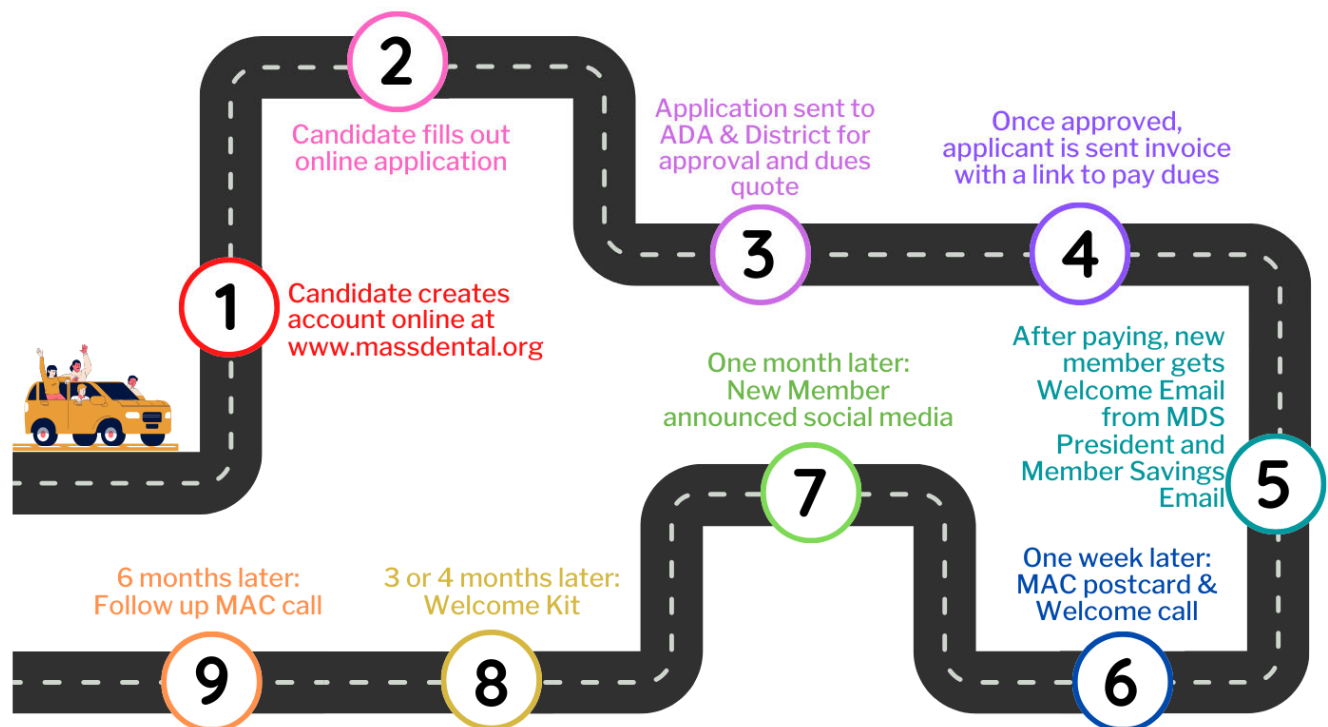
NEW MEMBER ON-BOARDING PROCESS

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When a dentist applies to become a Massachusetts Dental Society (MDS) member, they begin the **onboarding process**, which educates them about all that MDS membership has to offer. A prospective member can apply either [online](#) or over the phone and receive a welcome text at once.

Within the first 24 hours after applying online, an MDS staff member will reach out to confirm their information and ensure the application is completed and ready for processing. While their application is processed, they are granted a temporary, two-month limited membership which will be converted to a full membership once they are approved, and dues are paid. Their application is forwarded to the ADA so that a dues quote and an ADA number can be generated. Applicants will receive an invoice and a link to pay their dues within one week of submitting their application. Upon paying their dues, they are sent a welcome email from the president of MDS. The welcome email connects the members to the MDS website and outlines the benefits of membership.

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While the ADA is generating a dues quote, the district secretary receives a new member's application for review and approval. Once approved, MDS collects dues from the prospective member and the applicant's membership status is changed to active member. At this point **the District is urged to reach out and welcome them to their District**. The membership department coordinates member dues collection and onboarding which includes, a new member welcome gift, and several communications about their new membership. It is important for Districts to start engaging with new members as soon as they are approved so they can quickly see the benefits of membership.