

What steps can you take to export your data and import into a new MemberHub site?

1. [Use their existing subdomain in their new local unit site that is currently being used in their existing MemberHub site.](#)
2. [Export all contacts from their current MemberHub site.](#)
3. [Export contacts from hubs to have a current hub contact list.](#)
4. [Bulk add contacts by email to specific hubs.](#)
5. [Export membership data from their current MemberHub site.](#)
6. [Import their contacts into their new MemberHub site.](#)
7. [Import memberships into their new MemberHub site.](#)
8. [Export all orders from their current MemberHub site.](#)
9. [Export all payout reports from their current MemberHub site.](#)
10. [Download all files and photos uploaded to their current MemberHub site.](#)
11. [Upload files and photos to the applicable hubs and folders to their new MemberHub site.](#)
12. [Download any compliance files they have uploaded to their current MemberHub site.](#)
13. [Upload the applicable compliance documents to their new MemberHub site.](#)
14. [Set up a New Stripe account for taking payments in their new MemberHub store.](#)
15. [Keep their MemberHub Fundraiser account that was registered previously.](#)

What are some limitations with moving existing data over to a new MemberHub site?

1. Import more than the basic contact data into their local unit MemberHub site under Free State PTA.
2. Import custom fields on membership data.
3. Import past orders and payout reports into their new MemberHub site.
4. Export compliance submissions previously submitted in their current MemberHub site.
5. Use their existing Stripe account from their current MemberHub site in their new local new MemberHub store.
6. Import contacts directly into hubs.
7. Export any current website built on MemberHub.
8. Export any current newsletter template built on MemberHub.

Step-by-step Instructions

How to use your existing subdomain in your new local unit MemberHub site.

1. Within your existing MemberHub site, go to **Settings** and click **Change** for your **Organization Profile**.
2. In the subdomain field, you can enter a 1 at the beginning or end of the existing subdomain to make it different. Click **Save**.
3. Once you have changed the subdomain in the existing site to be different, you can then go to your new MemberHub site within the same area and enter your subdomain that you previously had in your existing MemberHub site.

How to export contacts from your current MemberHub site.

1. Go to **Contacts>Manage Contacts**.

2. Click the **Export Contacts** icon
3. Save the CSV file.



How to export hub contacts from your current MemberHub site.

1. Go to **Communications>Hubs**
2. Click the 3 dots for the Hub and click **Hub Contacts**.

3. Click the **Export Contacts** icon
4. Save the CSV file.



5. If you wish to have your contacts imported to specific hubs, you will need to first [create and set up your hubs](#).

How to bulk add contacts to hubs by email

1. Within your new site, go to **Communications>Hubs** and click **Add Contacts** for the associated Hub.
2. Select the option to enter email addresses.
3. You can then copy and paste each email address from the hub contact export into the email address field. Be sure to separate each email address by a comma.

How to export membership data from your current MemberHub site.

1. Go to **Memberships>Manage Members**
2. Click the **Export CSV** link.
3. Save the CSV file.

How to import contacts into your new MemberHub site

1. Before you do this step, you must first [export your contacts from the existing site](#).
2. Be sure to remove the role of Member for the contacts since Members are imported separately from Contacts.
3. You will then follow this tutorial on how to [Import your Contact list into MemberHub](#).
4. If you wish to import more data that is on the exported contact list, you will need to [contact MemberHub Support](#) to arrange a custom import.

How to import Memberships into your new MemberHub site.

1. You will first need to [export your memberships](#) from your current MemberHub site.
2. You will then follow this tutorial on how to [Import your Memberships into MemberHub](#). Please note that you will need to copy information from the exported file into the template in order to successfully import our membership data.
3. If you wish to have the additional fields in your membership data, you will need to [create custom properties](#) and contact MemberHub support to arrange to have this data imported to the contacts.

How to Export your Orders from your current MemberHub site.

1. Go to Online Store>View Orders.
2. Click the link to Export CSV.
3. Save the CSV file once it has been exported.
4. This will show all orders for the lifetime of your MemberHub store. You can filter/sort the spreadsheet by date if you wish to split them over different years/products/categories.

How to Export your Payout Reports from your current MemberHub site.

1. You can export each payout report that you have received in your MemberHub store. There is not a way to export all but each one individually can be exported by following this tutorial to [export payout reports](#).

How to download your files and photos that were uploaded into your current MemberHub site.

1. You will need to download all files and photos from each hub individually. So, you will need to follow these instructions for each hub that has files and photos you wish to download.
2. Go to Communications>Files and Photos. Select the files you wish to download on the first page that are not in any folders and then click Actions Download.
3. This will download all of the selected files and photos into a zip folder.
4. You will then do these same steps for each folder and hub listed that you wish to download.

How to upload your files and photos to the applicable hubs within your new MemberHub site.

1. Before doing this, you will need to first [download all files and photos](#) in your current MemberHub site.
2. If any of these files and photos were in a hub, you will need to first set up your hubs following this tutorial on [creating and setting up hubs](#).
3. Follow this tutorial for [uploading your files and photos](#) to your new MemberHub site.

How to download your compliance files previously uploaded in your existing MemberHub site.

1. Go to **Compliance>Documents** within your existing MemberHub site. Click on the folder for the compliance area.
2. Click the 3 dots for the file and then click **Download**.
3. It is not possible to download all of the files at one time so you will need to do this for each file you wish to download.

How to upload your compliance files into your new MemberHub site.

1. Current year compliance documents should be uploaded through Compliance>Submissions following [this tutorial](#).
2. If these are compliance documents from previous years, you can upload them within the Compliance Documents area by first selecting the year and then the compliance area and then clicking **Add File**.

Setting up your Stripe account in your new local unit MemberHub site.

1. Since you won't be able to transfer your Stripe account from your existing MemberHub site to your new MemberHub site, you will need to create a new Stripe account for the new MemberHub site.
2. To do this, you will need to make sure you use a different email address than the one that was used on the original Stripe account.
3. Follow this tutorial on setting up your Stripe account to [take payments in your MemberHub store](#).

Your MemberHub Fundraiser Account

1. You will not need to take any further action to transfer your existing MemberHub Fundraiser account over to your new stripe account set up within your new MemberHub site.
2. If you have concerns that your Fundraiser account is not properly connected, please contact [MemberHub Support](#).