

[FAQs](#)

For your convenience, your most frequently asked questions are answered right here.

Q: How do I **find** stuff on this website?

A: Information about the next upcoming event, and other current news, is posted on the **home page**, while other pages are arranged in a **menu** across the top of your screen (smartphone users: click on the **menu**  **icon**). You can **search the entire site** by entering one or more **keywords** in the **Search...** box in the top right corner (smartphone users: click on the **search**  **icon**). You can **search the current page** by using your browser's **Find** capability (from the browser's menu or via a keyboard shortcut such as Ctrl-F) .

Q: What is the Brits 'n' US Club?

A: A social club in The Villages, Florida, for anyone who enjoys British customs and culture of the British Isles. For more information, see our [About Us](#) page.

Q: Who runs the Brits 'n' US Club and how would I contact them?

A: The club is run by a small group of dedicated volunteers. For more information, see our [Contact Us](#) page.

Q: How do I **sign up for events** and do I need to be a member first?

A: Check out our [Events](#) page for upcoming activities. Click on an event to find its details and then follow the instructions on how to sign up. You do not need to be a member, but we encourage online signup for which you will need to create an account on this website, either as a registered user for free or as a member. You can also sign up other people in your party, whether or not they already have an account, but if they do, be sure to enter their first and last name accurately so that we can identify their status and apply the member rate to active members.

Q: Who may join the Brits 'n' US Club?

A: Any full or part time resident of The Villages, Florida, may apply to join the club.

Q: How do I become a member of the Brits 'n' US Club?

A: Please review the [Quick Tour](#) or go straight to our [Register/Signup/Join](#) page.

Q: How do I obtain or replace my membership **Badge**?

A: Your badge should be ready for you to pick up at the door at the first event you attend after joining. You will receive a magnetic vinyl holder and a printed name tag insert. For replacements, please contact the Membership Director at Membership@BritsnUS.club. There is a small charge to replace the holder.

Q: Can my spouse/partner and I use the **same email address for both** of our accounts?

A: No, the system requires that each account on this website has a **unique** email address. Please use one of the many free options available to set up a second email address for your spouse/partner. If you prefer that email messages for both of you end up in the same inbox, you can generally achieve this by setting up one email account to monitor both, or by setting up the second email address to forward to the first. If you are unsure how to do this, please send an email to our [Webmaster](#) asking for assistance. As a last resort we may be able to set up an alias for your spouse/partner that forwards to your main email address.

Q: What **personal information** does the Brits 'n' US club hold on me and may I review it for accuracy?

A: We hold the *minimum information necessary* for us to function effectively as a club. Please refer to our [Privacy Policy](#).

Q: Does the Brits 'n' US Club **share personal information**?

A: The Brits 'n' US Club respects your privacy and **protects your personal information**. Please refer to our [Privacy Policy](#).

Q: How do I record a **change** in my **contact information**?

A: While logged in to the website, go to the [My Profile](#) page, found under the Membership menu. Your email address is in the [Login section](#) and your address and phone number are in the [Extra Contact Information](#) section. Review and change as necessary. Note that your username *cannot* be changed.

Q: Is there a way for me to **contact another member**?

A: We don't publish members' actual contact information, but we do provide the [Member Messaging](#) feature for active members to find and make initial contact with each other without involuntarily revealing email address, phone number or mailing address. Refer to our [Privacy Policy](#) before using this.

Q: How do I pay my membership dues?

A: The fastest and easiest way to pay membership dues, either initially or on renewal, is to select the **PayPal payment method** and provide **credit card** or PayPal account information.

Alternatively, you may select the **Manual/Offline payment method** and pay by **cash**, or by **check** payable to "Brits 'n' US Club", when entering your next club event (or contact the Membership Director at Membership@BritsnUS.club to make an alternative arrangement).

Q: Where can I get shirts and mugs with the club logo?

A: Details of club logo items can be found on our [Brits 'n' US Merchandise](#) page. For inquiries, or to order, please email sales@britsnus.club with "BritsnUS Merchandise" in the subject line.

Q: I'm already a member, how do I log in?

A: Go to the [Login/logout page](#) and click on the [Lost your password?](#) link. Use the same email address that you provided when joining. If this doesn't work, your email address is not yet registered. Please email the Membership Director at Membership@BritsnUS.club.

Q: Do I have to be a member to get news of Brits 'n' US Club activities?

A: No. Information on event dates, times and locations is publicly available on this website and via our mailing list (please refer to our [Register/Signup/Join](#) page).

Q: How do I **stay up to date on current activities** of the Brits 'n' US Club?

A: The best way is to stay current is to signup as a registered user or member to be subscribed to our **BritsnUS Club mailing list** (please refer to our [Register/Signup/Join](#) page). Another alternative is to subscribe to [our RSS feed](#) (also listed under the Other menu).

Q: What is an **RSS feed**?

A: A stream of posts or comments that is updated when new content is published. An **RSS feed reader** presents a list of all recent articles from sources you have subscribed to, highlighting any articles that are new or changed since you last visited. RSS feed readers are freely available for desktop computers, tablets and smartphones. On a **desktop**, point your browser at [our RSS feed](#) and accept the invitation to subscribe; typically this will create a **"live bookmark"** in your browser that updates automatically to show recent articles. On a **smartphone or tablet** you may first need to install an **RSS app**, such as FeedReader, Feedly or Free RSS, then use that app to add our feed as a new **"source"**. For more information on RSS feeds in general, visit the [WordPress Feeds](#) support page.

Q: What is **"MailChimp"**?

A: MailChimp is the e-mail delivery system that hosts our mailing list. We selected MailChimp because of its advanced features and proven ability to reach our subscribers on most email servers without being blocked by spam filtering. For more information about MailChimp, please refer to [MailChimp.com/about](#).

Q: How do I get off the club's mailing list?

A: Every email sent to the **BritsnUS Club** mailing list contains a link in the footer section to "*unsubscribe from this list*". Also, if you [delete your account](#) from this website, your email address will automatically be removed from the mailing list.

Q: How do I view and change my details in the club's mailing list?

A: Every email sent to the **BritsnUS Club** mailing list contains a link in the footer section to "update your preferences". Click on this to view the information held in the mailing system, typically just First Name, Last Name and email address. Any changes you make will be synchronized with the corresponding fields in your account on this website.

Q: How do I determine my membership expiration date?

A: While logged in to the website, go to the [My Profile](#) page, found under the Membership menu, and you will see the status of your current subscription and its Expiration Date.

Q: What happens if my subscription Expires?

A: If the expiration date on your subscription arrives before renewal payment is received, the status of the subscription will change to Expired and you will lose access to restricted content. Your email address will remain on our mailing list unless/until you unsubscribe from MailChimp.

Q: How do I Renew my subscription?

A: If you visit the [My Profile](#) page after your subscription has expired or is due to expire within the next 30 days, you will see Renew among the available actions. Click on Renew and follow the instructions. Once your renewal payment is received, your subscription's Expiration Date will be updated and its Status set to Active.

Q: What happens if I **Cancel** my subscription?

A: If you select the Cancel action on the [My Profile](#) page, any future automatic renewals are stopped and the status of your subscription will be set to Canceled. If the Expiration Date is in the future, you will retain access to restricted content until then. Your email address will remain on our mailing list unless/until you unsubscribe from MailChimp.

Q: What happens if I **Abandon** my subscription?

A: If you select the Abandon action on the [My Profile](#) page, your subscription will be removed from your account and although you may continue to log in you will no longer have access to restricted content. Any future automatic renewals will be stopped. Your email address will remain on our mailing list unless/until you unsubscribe from MailChimp.

Q: How do I **Delete my account** from this website?

A: While logged in to the website, go to the [My Profile](#) page, found under the Membership menu, and click on the Delete button beside where it says "Delete My Account". Alternatively, you may send an email to our [Membership Director](#) requesting cancellation of membership and deletion of account.

Q: What happens if I **Delete** my account?

A: If you select the Delete button on the [My Profile](#) page, your account will be removed completely and any future automatic renewals will be stopped. All related data, including subscription and contact information, will be removed from our system and you will be unsubscribed from our mailing list.

Q: Does deleting my account on this website **automatically remove me from the mailing list**?

A: Yes. After deleting your account from this website your email address is automatically unsubscribed from the mailing list after a brief delay (typically a few minutes but could take longer).

Q: Does unsubscribing from the mailing list **automatically delete my account from this website**?

A: No. After unsubscribing from our mailing list your account remains on this website but it is flagged as having opted out of the mailing list. If you subsequently change your mind, please send an email to our [Webmaster](#) asking to be resubscribed.

Q: I was expecting an email from this site and have not received it. How do I make sure your emails get through to me?

A: Please add **webmaster.britsnus@gmail.com** and **Webmaster@BritsnUS.club** to your email contacts list / address book to avoid these emails being diverted to your spam / junk mail folder.

Q: I know a **recently joined member** of the Brits 'n' US club, but they're **not displayed in the Member List**. Why not?

A: Once a new member has received email confirmation of their Member subscription their name should appear in the Member List. However, for performance reasons the member list is held in a cache that is refreshed only periodically. To be sure you are looking at the latest data, click on the green **Refresh Cache**  icon beneath the list.

Q: How do I **change my password**?

A: To change your password, start by going to the [My Profile](#) page where the system will help you **choose** a new password (at least 8 characters including a mix of upper and lowercase characters and numbers) and verify it by reentering it a second time. Alternatively, you can continue to the [Edit My Profile](#) page and request a **system generated** password, which will be longer and probably impossible to remember. Either way, you should make a note of the new password in a secure place.

Q: I've **lost my password**. How do I access my account?

A: If you have misplaced or forgotten your password, use the ***Forgot your Password*** option on the [Login](#) page to have a secure **Password Reset** message sent to your current e-mail address.

Q: While attempting to log in I fumbled my password entry too many times and now I'm **locked out**. How do I access my account again?

A: You could revisit the login screen again *after* the lockout period has expired, at which time be sure that you have the correct password available or else use the *Forgot your Password* option. If you need more immediate assistance, please send an email to Webmaster@BritsnUS.club.

Q: What is the purpose of the little **pdf**  **icon** that appears at the bottom right of each article?

A: It provides you with a means to view the article content without the surrounding website components (menu bar, side bar, footer). The main contents of the article are transformed into a pdf file that is displayed in a separate window and which you may download and/or print.

Q: How can I **download or print just the contents of an article** without the website menu, sidebar, etc??

A: Click on the little pdf  icon at the bottom right of an article to transform the main contents of the article into a pdf file. (Note that the transformation process may omit some content or formatting of more complex articles, so be sure to review the results in your browser before sending to your printer.)

Q: How do I get a **picture of myself** to appear in the Member List?

A: First you will need a suitable portrait picture, cropped to show your head and shoulders. Next, go to the [Edit My Profile](#) page (also found under the *Howdy ...* menu at top right of your screen, or from the link at the top of the [My Profile](#) page). If you would like to use the same picture here as on other sites that know about “gravatars”, then search for the *About Yourself* section and then click on the *gravatar* link there. Alternatively, if you are simply looking to upload a picture for this site only, scroll further down the page to the *Avatar* section and click on the *Browse...* link to find that and upload that portrait picture.

Q: What is an “**avatar**” and what is a “**gravatar**”?

A: “Avatar” in this context refers to an icon or figure representing a particular person. On this website we would like members to upload an avatar picture that is a head and shoulders portrait that, when displayed next to their name in the Member List, will be recognizable to other members.

“Gravatar” is a “globally recognized avatar”, linked to an email address and displayed on any “gravatar aware” site (including all WordPress sites) where that email address is associated with an account. Helpful for people who have a presence on multiple sites and want their image to appear consistently.

Q: I went to update my extra contact information on the My Profile page and it has a **different menu with a white font on a black background**. How do I **get back to** the Brits ‘n’ US Club site?

A: Although the My Profile page has a different look and feel, it is still part of the same website. To return to the more familiar home page you have three options: click on the **Brits n US Club** menu item at the top left of your screen; use your browser’s back button to return to a previous page; or close the current window and navigate to britsnus.club in another window.

Not finding what you want? Feel free to **submit a new question** via [email to Webmaster@BritsnUS.club](mailto:Webmaster@BritsnUS.club).