

Club Member Management



User Guide for JustGo

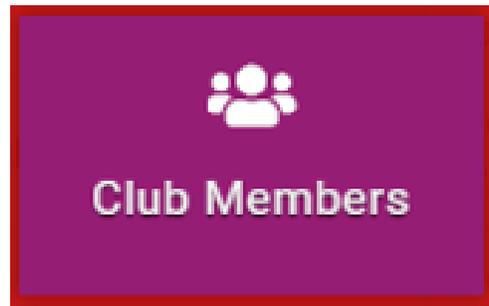
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What is Club Member Management?

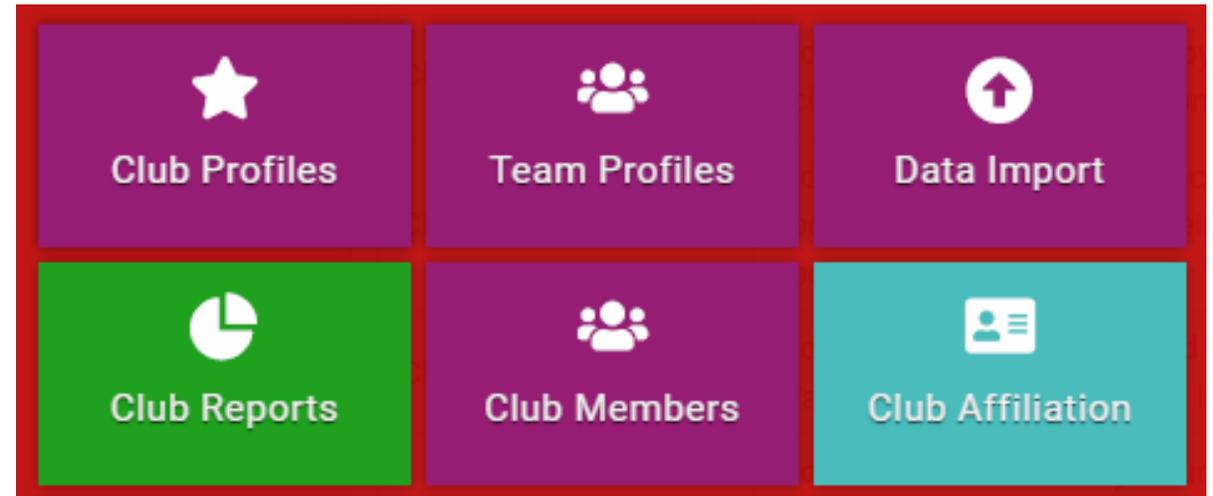
Club Member management allows clubs to view and manage their members within their club.

You can view and update their details, as well as purchase memberships for them on their behalf.



How do I access and view my Club Members?

Once you are logged in as a Club admin, the **Club Members** tile will be found in your Menu.



How do I view Club Members?

In **Club Members**, you can view all of your club members. You can search for members, sort accordingly and change the view of your members (from tiles to list).

The screenshot shows the 'Club Members' management interface. At the top, there is a search bar labeled 'Search...'. Below it, there is a 'Membership' dropdown menu and a 'Sort by Last Name' dropdown menu. To the right of the sort menu is a button labeled '+ Add Existing Memb'. Below these elements are four circular dials representing membership categories: 'All Members' (720), 'Club - Competitive' (1), 'Club - Training' (1), and 'No Membership' (719). A 'Summary by Membership' dropdown menu is located below the dials. Red arrows point from the text above to the search bar, the sort menu, and the 'No Membership' dial.

As a club admin you can also add an existing member or add a new member

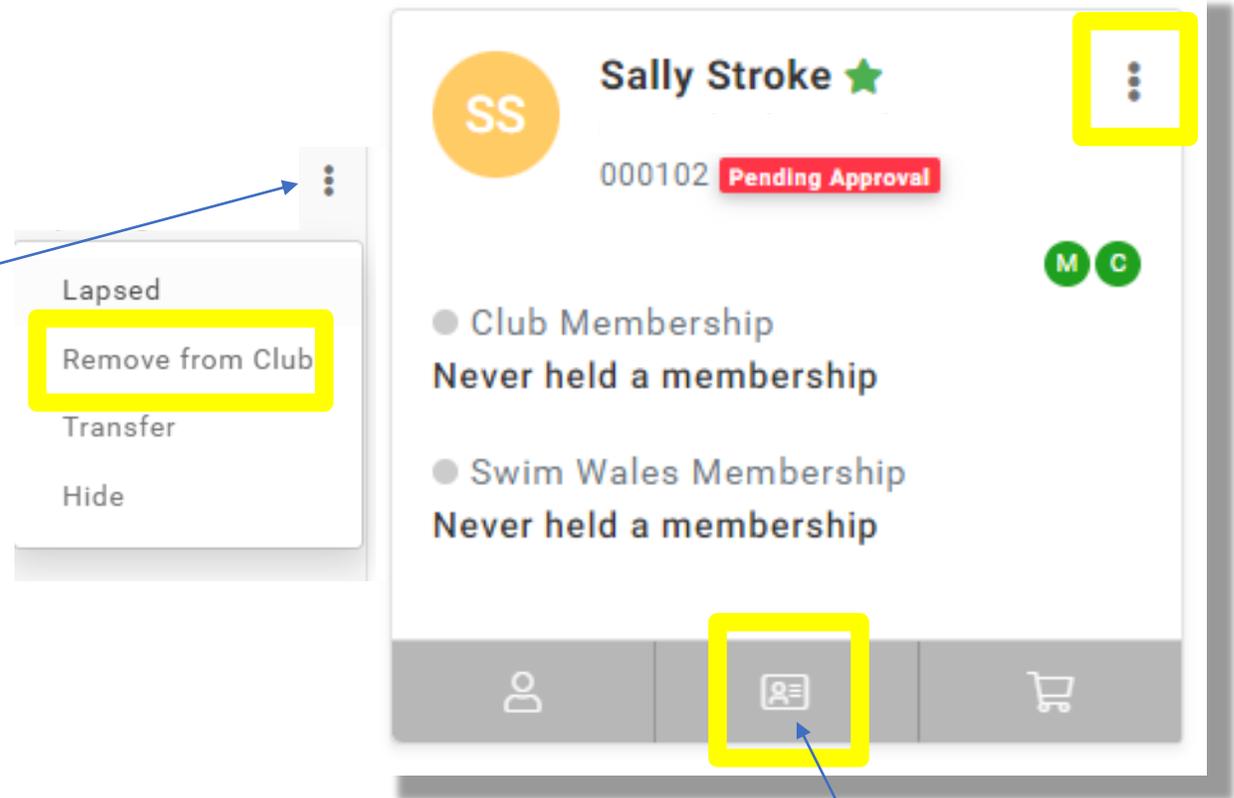
Click on the dials to display details of memberships purchased.

How do I update my club members' details?

Member's tile shows an overview of the member.

Click on the **3 dots** in the top right-hand corner of the tile to change the membership status of the member. Select ***Remove from Club*** if they have left your club, for accurate reporting purposes.

To **purchase a membership** on the member's behalf click on the ***purchase icon*** and follow the steps through to completion.



Purchase icon

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How do I buy a club membership for a member?

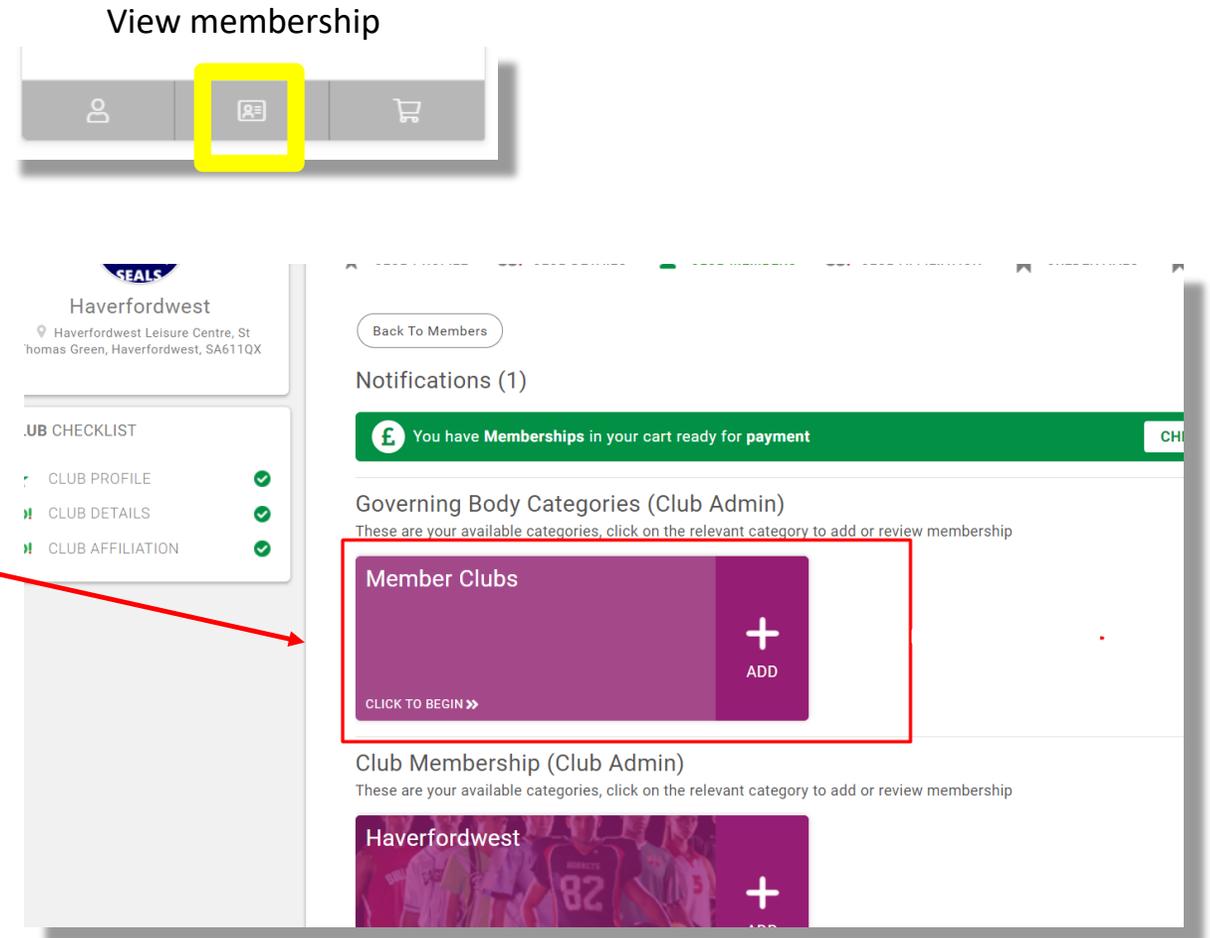
Purchasing Memberships for members – Pay Via Bank

Please go to the member's tile in **Club Members** and click **View Membership** icon. Then select the membership your volunteer requires from the **Member Clubs** tile (NOT the Club Membership tile)

To enable the option **Pay Via Bank**, if purchasing a membership on behalf of a member, you must select from the **Member Clubs** tile.

If there is a club product in the cart, even if it is zero value, **Pay Via Bank** will not work.

Only the Club Administrator will be able to complete this process i.e. organising the payment for the Swim Wales membership fee only.



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How do I buy a club membership for a member?

Purchasing Memberships for members

Bulk Renewal

The bulk renewal option is not available this year. All membership records have been imported into JustGo from Integra/OMS as 'historic,' as Swim Wales has updated its membership offering.

If purchasing a membership on behalf of the member, the club administrator will need to choose the appropriate membership and purchase one at a time for each member. Bulk renewal will be available next year, but please note it is a bulk renewal tool and not a bulk purchase function.

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How do I update my club members' details?

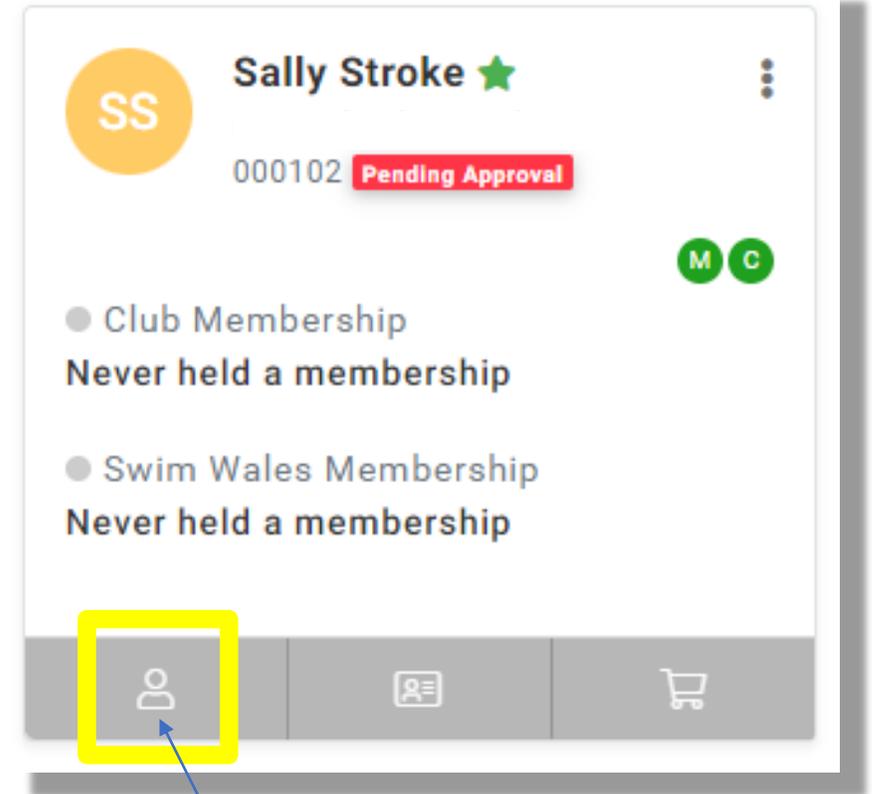
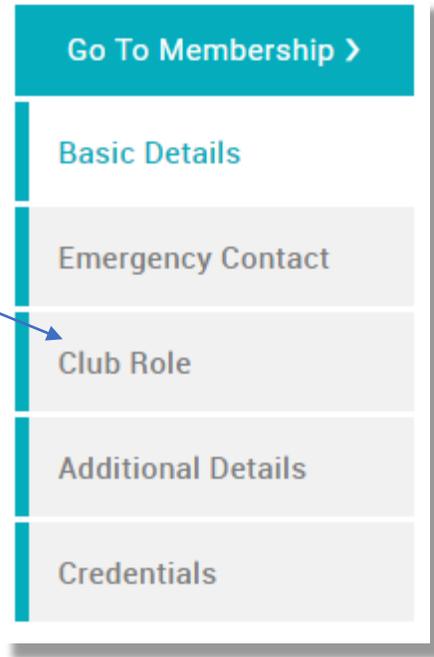
To view the member's details click on the **member icon**. You can update their details on the next page by clicking update details:



Club Role will allow you to assign a member to a particular role within the club.

*Select **Club admin** as well if they require admin access in JustGo

Remember to click **Update Details** to view the list of club roles.



Member icon

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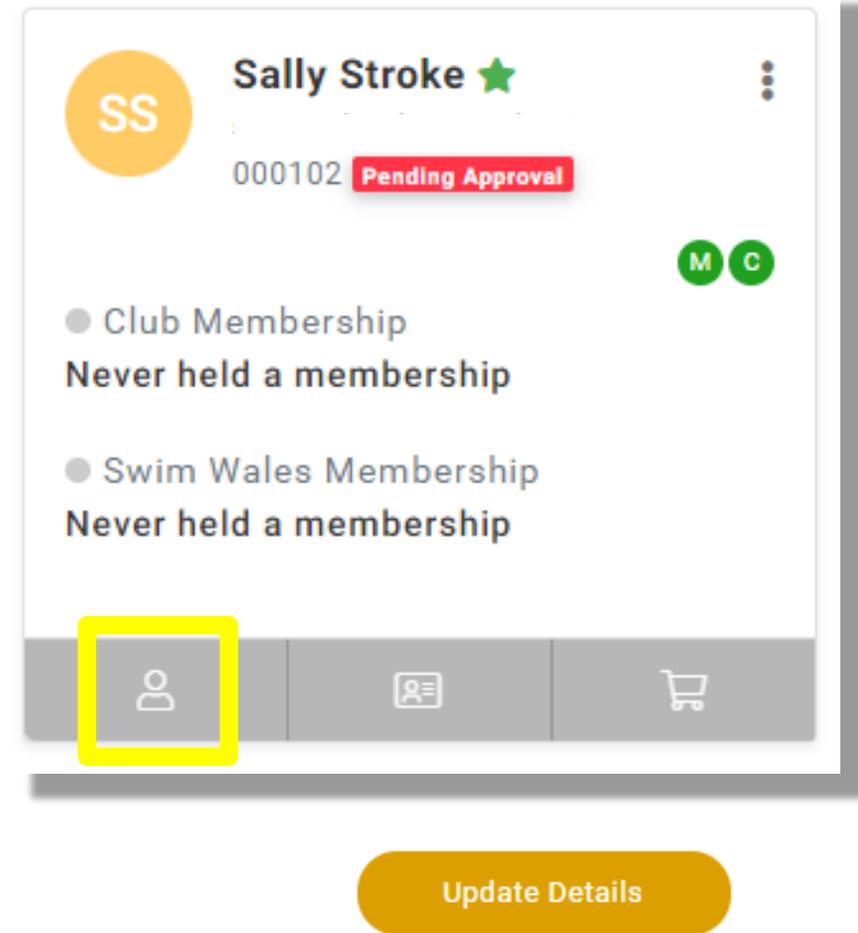
How do I update my club members' details?

Assigning **Club Admin** status to your Swim Wales membership record (2nd account)

As Club Admin, you can assign club admin status in **Club Roles** to your **actual membership record** allowing you to now use this one instead.

The initial club admin account you have been using will be removed in due course, as this was created to allow clubs to complete their setup prior to the data transfer.

You will be able to log in to your 'real' account using your Swim Wales membership number as the username and a new password that you can create by clicking **Forgot password when** you log in again.



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How do I add a new member?

To add a new member to your club, please ask the individual to navigate to <https://swimwales.justgo.com/> and complete all their necessary details before buying their membership.

Please see Member user guide ***Buying a Membership_For Club Members***

OR

As the Club Admin can add them via the green tabs below in ***Club Profile>Club Members***:

The screenshot shows the 'Club Profile' interface. At the top, there is a purple header bar with the text 'Club Profile'. Below this, a navigation bar contains several tabs: 'CLUB PROFILE' (with a star icon), 'GO! CLUB DETAILS', 'CLUB MEMBERS' (with a group of people icon and highlighted in green), 'GO! CLUB AFFILIATION', 'CREDENTIALS' (with a star icon), and 'FAMILIES' (with a star icon). Below the navigation bar, the 'Club Members' section is visible, with the text 'Below is a list of all your club members for you to view and manage'. To the right of this text is a search bar with the placeholder 'Search...' and a purple 'Search' button. Below the search bar, there are two green buttons: '+ Add Existing Member' and '+ Add New Member'. These two buttons are highlighted with a yellow rectangular box. To the left of the buttons, there is a purple button with a person icon and the text 'Membership' with a dropdown arrow. To the right of the buttons, there is a grey button with the text 'Sort by Last Name' and a dropdown arrow.

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How do I create families?

Family groups can be created for members who have more than one family member in your club. This can be completed by the member themselves, or by the club admin.

Once you are logged in as a Club admin, Click on FAMILIES and then ADD FAMILY

The screenshot shows a navigation bar with the following items: CLUB PROFILE, CLUB DETAILS, CLUB MEMBERS, CLUB AFFILIATION, CREDENTIALS, and FAMILIES. The 'FAMILIES' item is highlighted with a yellow box. Below the navigation bar, there is a section titled 'Club Family' with the subtitle 'Below is your family information'. A green button with a plus sign and the text 'Add Family' is highlighted with a red arrow. To the right of this button is a search box labeled 'Search family' and a purple 'Search' button. Below these elements is a table header with two columns: 'Family' and 'Members'.

The screenshot shows the 'My Family' interface. It features a green icon of a family and the text 'My Family' with an edit icon. Below this is a search box with the placeholder text 'Search by name, email address or member ID' and a green 'Add' button. Below the search box is a table header with two columns: 'Name' and 'EmailAddress'.

Search for all members of the same family and add one at time. Click SAVE when finished.

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Please update your Membership database?

Next Steps

1. Ensure all members you expect to see are present in JustGo.
2. Remove any members who have left your club from the system – ***Remove from Club*** via the 3 dots option on the member tile.
3. Assign volunteer members to their club roles, if appropriate
4. Ensure all members have an up-to-date contact email address. *Members will not be able to log in on their own without this as the system will not be able to send them a password reset link.*