

General Navigation FAQs

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How do I log in?

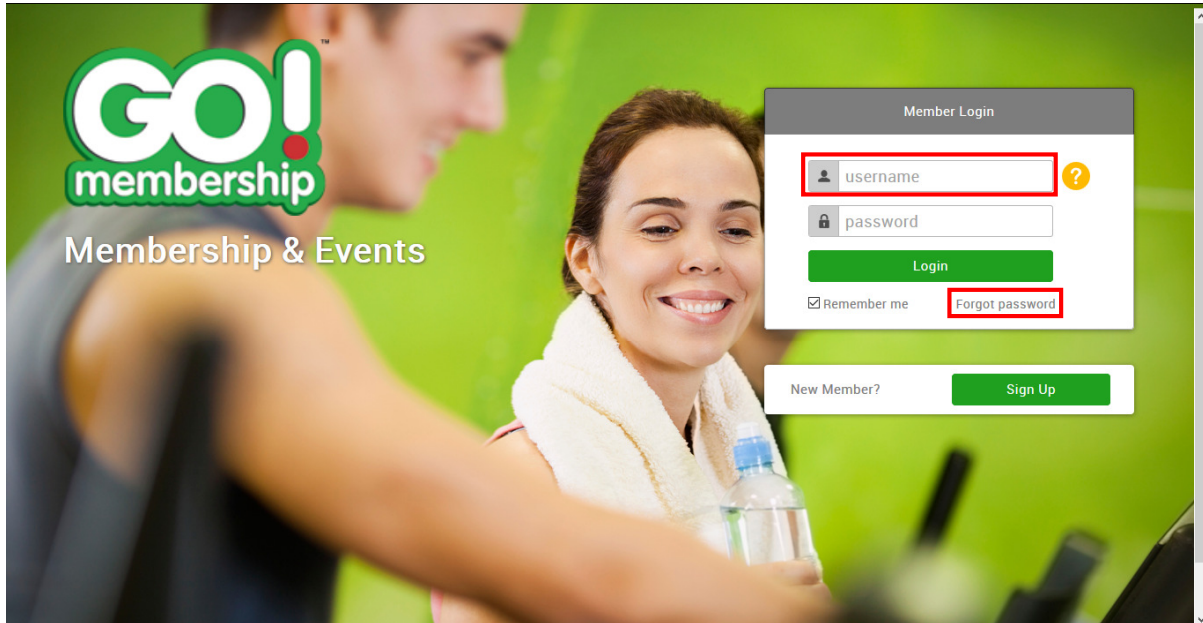
Using the link from your Governing Bodies website or the browser URL (the internet path) that your Governing Body provided, you will be presented with the login page.

In the Member Login section type in your User Name and password in the appropriate fields and click Logon.



What do I do if I don't know my password?

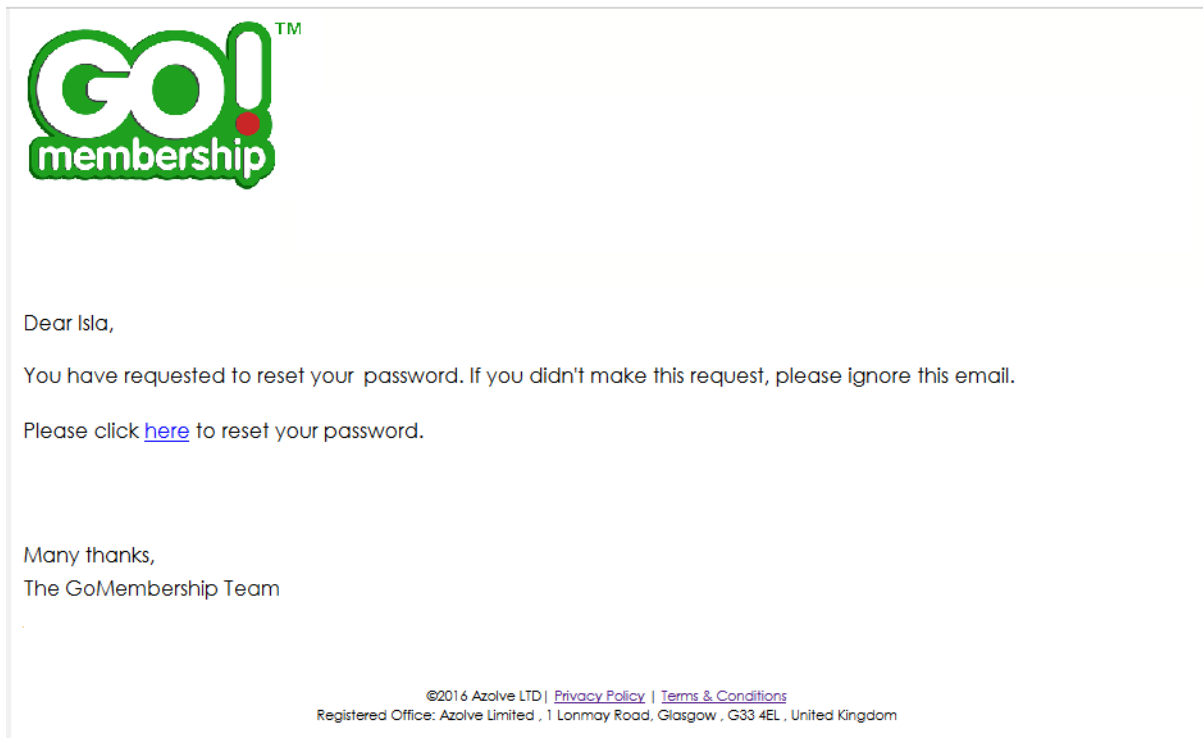
Type your User Name into the username field and click on Forgot password. An email will be sent to the email address held on your member/user record containing a password reset link.



Login Page



Click the link in the email and you will be able to reset your password



Sample Email

v2016.05.3.UK

What do I do if I don't know my User Name?

Your User Name should have been notified via email. If you registered on the GoMembership database yourself you would receive an email automatically. If your Governing Body added you to the GoMembership database they should have triggered an email notification.

If in doubt please contact your Governing Body to confirm your User Name.

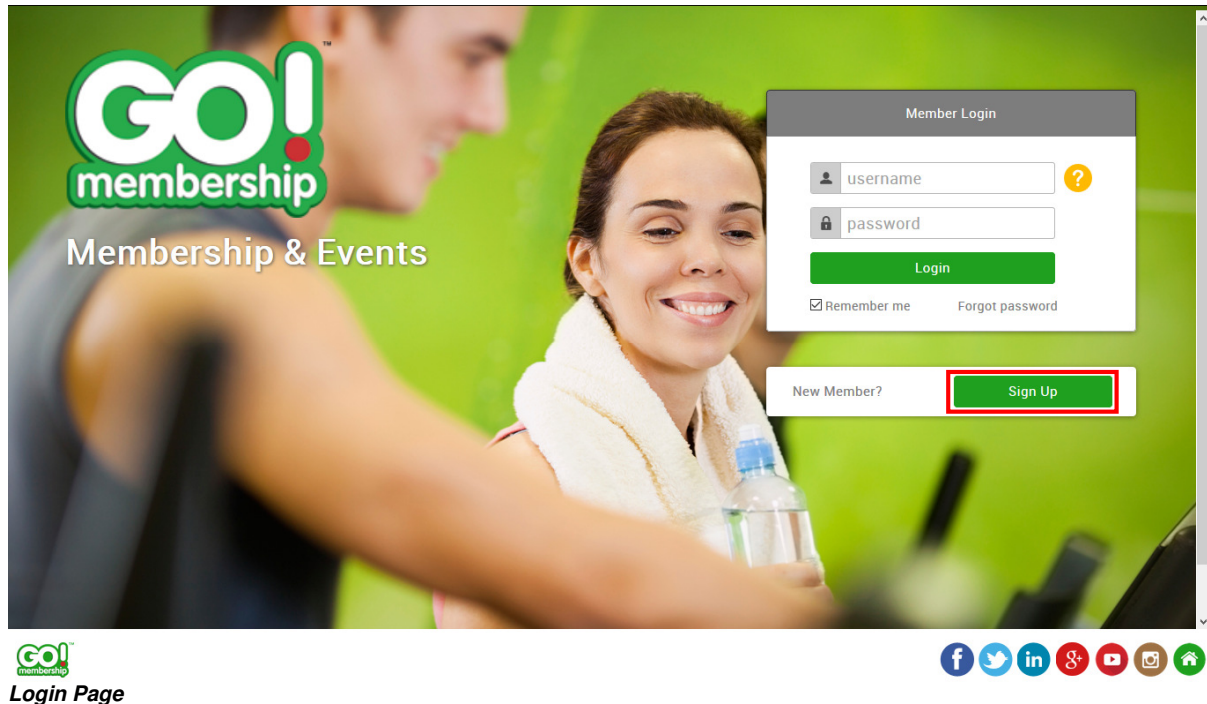
Note – your Governing Body cannot see your password so will not be able to advise that, they can trigger the password reset process which is the same process that would happen if you click Forgot password yourself.

What is New Member on the login page for?

For new members of the organisation, they can self-register on GoMembership.

Club Administration roles have to be assigned by either an existing Club Administrator or an Administrator in the Governing Body.

If a new member needs to be added to the GoMembership database they can do this themselves using the New Member feature or a Club Administrator can add them through the Club Area of the system.



GO! membership
Login Page

When I have logged in I can't see the tiles I expect to see – how do I access them?

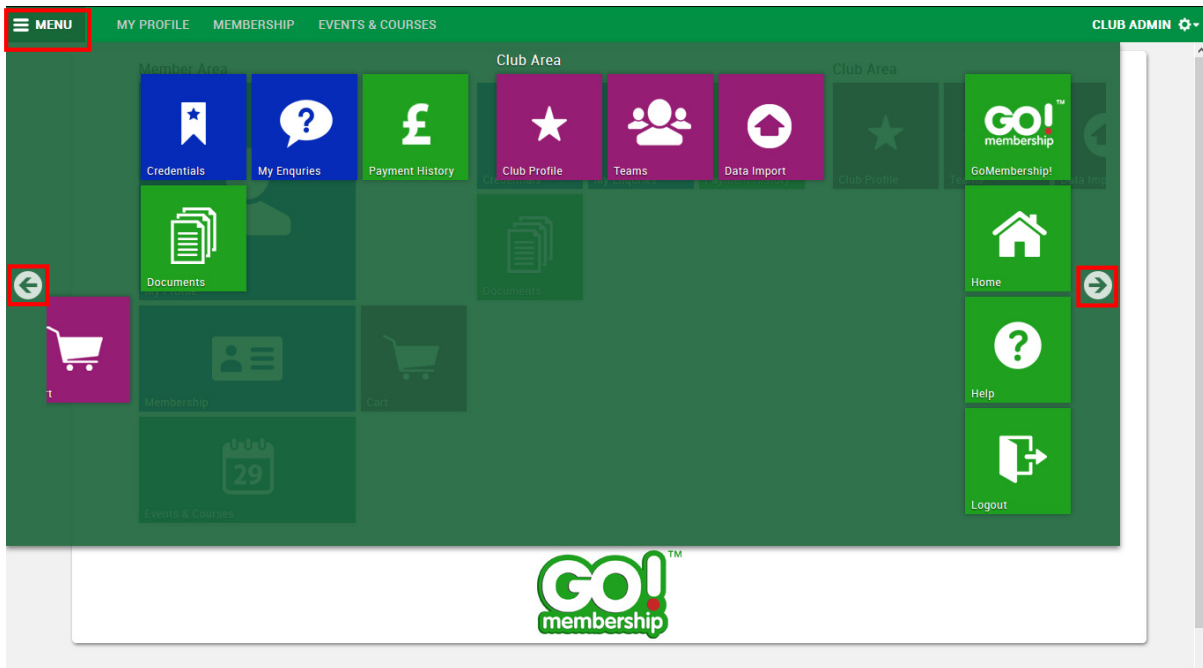
As a Club Administrator you should have tiles in the Member Area and the Club Area. Depending on your screen size and resolution settings you may need to scroll right and left to access the tiles you need.

Scrolling on a laptop or PC is provided through left and right arrows, on a tablet or touch screen this works by swiping across the screen.

The left and right arrows are shown in the middle of the display.



Home Page

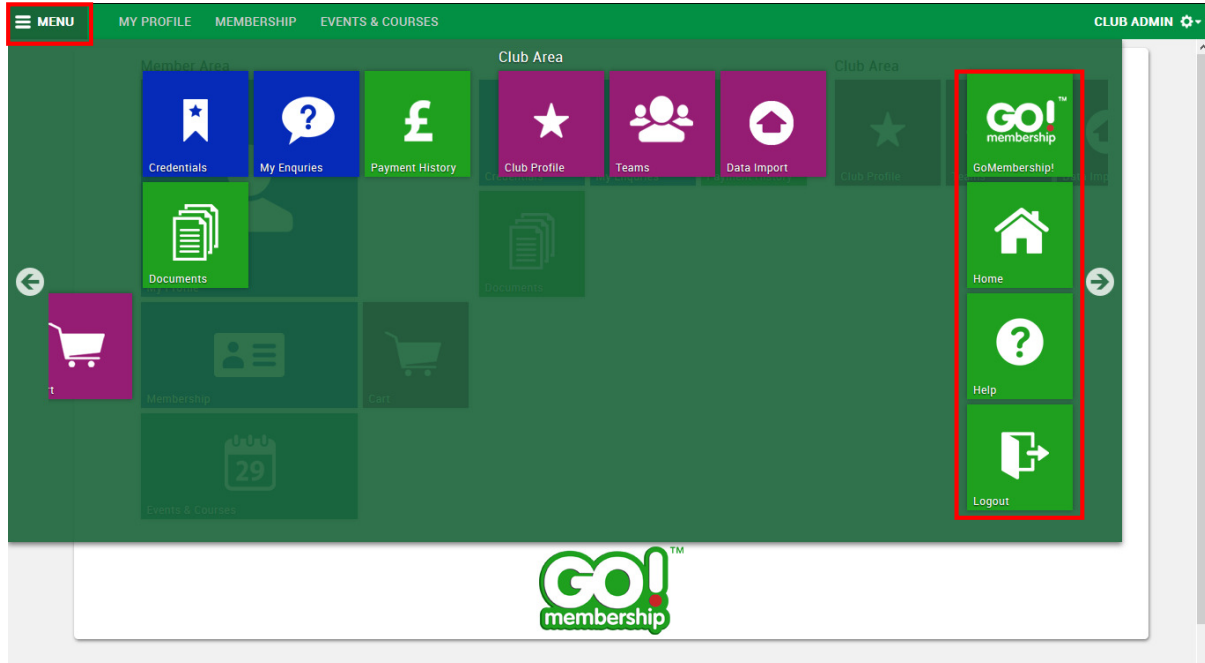


Menu

If you should have access to Club Area but you do not see it at all contact your Governing Body to correct this for you.

What are the 4 fixed tiles on the menu for?

When you click the menu button at the top of the page there are 4 tiles fixed at the far right of the menu.



Menu

GoMembership

This tile provides information about GoMembership providing our Terms and Conditions, Data Protection Policy, Privacy Policy, Useful Links and Contact Details for Azolve.

Home

This tile reloads the GoMembership solution and displays the Home page.

Be aware that if you are in the middle of making data changes on another page when you click the Menu button and choose the Home tile if you haven't saved the data changes you will lose them.

Help

This tile displays some FAQ documents for Members. This will be expanded at a later date but is currently aimed at Member assistance.

Logout

This tile logs you out of the GoMembership system and returns you to the login page.

How do I change my password?

At the top right of the screen is a setting button, beside your name, click the settings button to see a short menu.




Home Page

The first item on this menu is Change Password.



Settings

A pop up form will be displayed, enter Current Password, New Password and then Confirm Password. Click Save to save your new password.

 **Change Password**

Current Password: *

New Password: *

Confirm Password: *

Change Password

Why is there a language option on the settings menu?

GoMembership can be dual language if your Governing Body has had this added. By default the language is set to English.

How do I administer my Club?

Use the tiles in the Club Area accessed either from your Home page or from the Menu.



Home Page



Menu

What are each of the tiles in Club Area for?

There are currently 3 standard tiles in the Club Area of GoMembership. If your Governing Body has signed up to additional functionality there may be more tiles visible. If this is the case refer to the FAQ appropriate to those tiles.

Club Profile

This tile is where you manage your Club's:

- Profile
- Affiliation
- Members (including Family groups)
- Credentials

Teams

This tile is where you manage your Club's Team(s):

- Profile
- Members

Data Import

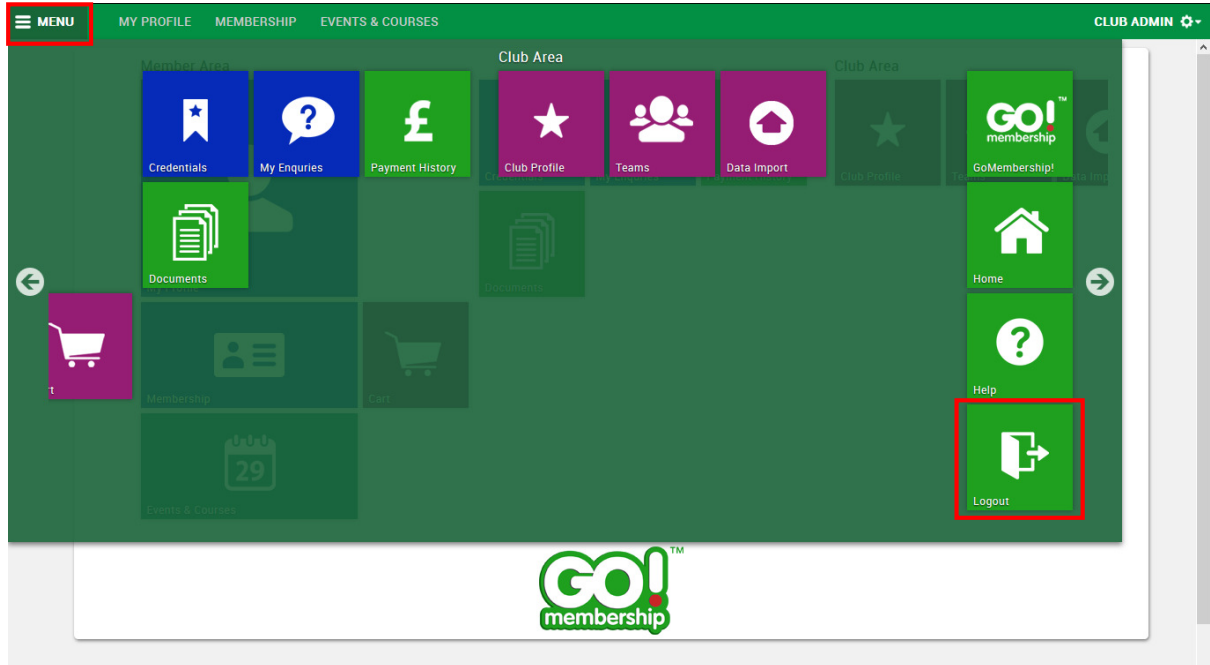
This tile is where you import new members to your Club as a bulk import.

Further information on the functions within each tile are provided in the appropriate FAQ documents.

How do I log out?

There are two ways to log out of GoMembership. Either from the Menu or from the settings menu.

Choosing Logout returns you to the login page.



Menu



Settings