

Club Members FAQs

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How do I see my club's members?

Once you have logged in, in the Club Area click the Club Profile tile from either your Home page or from the Menu

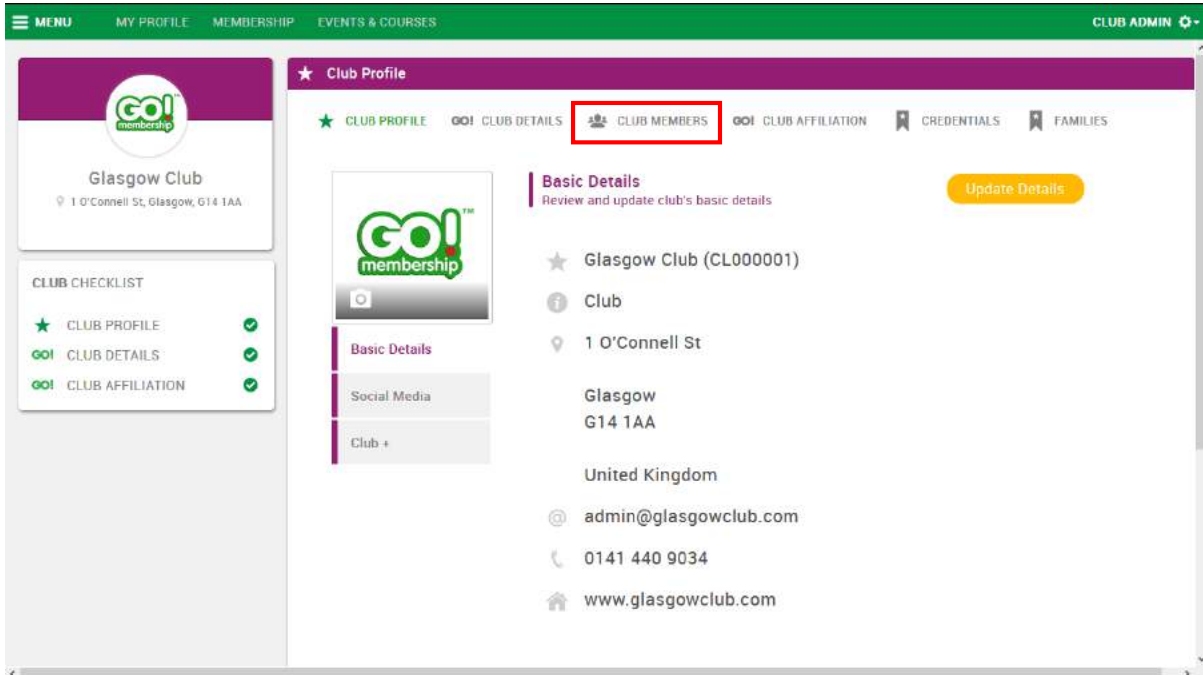


Home Page



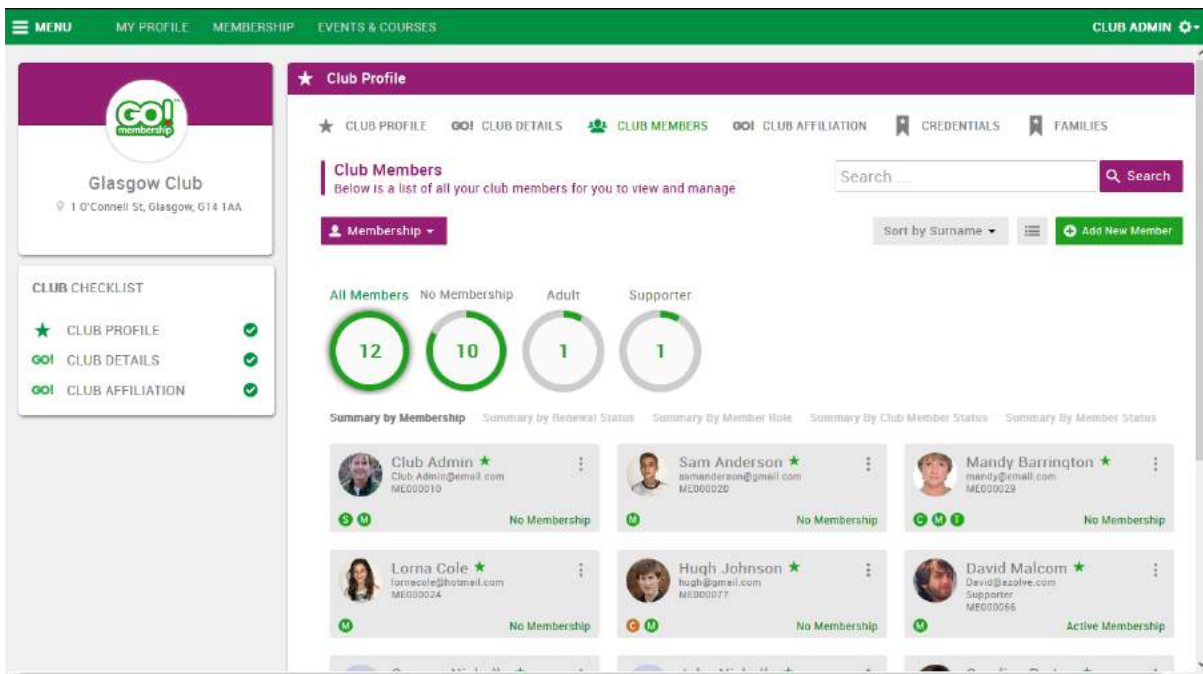
Menu

This will display your club's profile. Click Club Members at the top of Club Profile



Club Profile – Basic Details

The members of your club that have already been linked will be displayed by default in a contact card layout and the circular statistics are shown summarised by Membership.



Club Profile – Club Members

How do I search for a specific club member?

Click on the Club Profile tile and click Club Members at the top of the Club Profile page. This will display all linked club members laid out in a contact card style. To search for a specific member use the Search feature at the top right of this page. Enter the text you want to find and hit Enter key or click the Search button. The cards in the lower part of the screen will reduce to display only those that meet your search criteria.

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a search bar at the top right with the text 'Search ...' and a 'Search' button. Below the search bar, there are statistics for 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). A list of members is shown below, including Club Admin, Sam Anderson, Mandy Barrington, Lorna Cole, Hugh Johnson, and David Malcom. The search bar is highlighted with a red box.

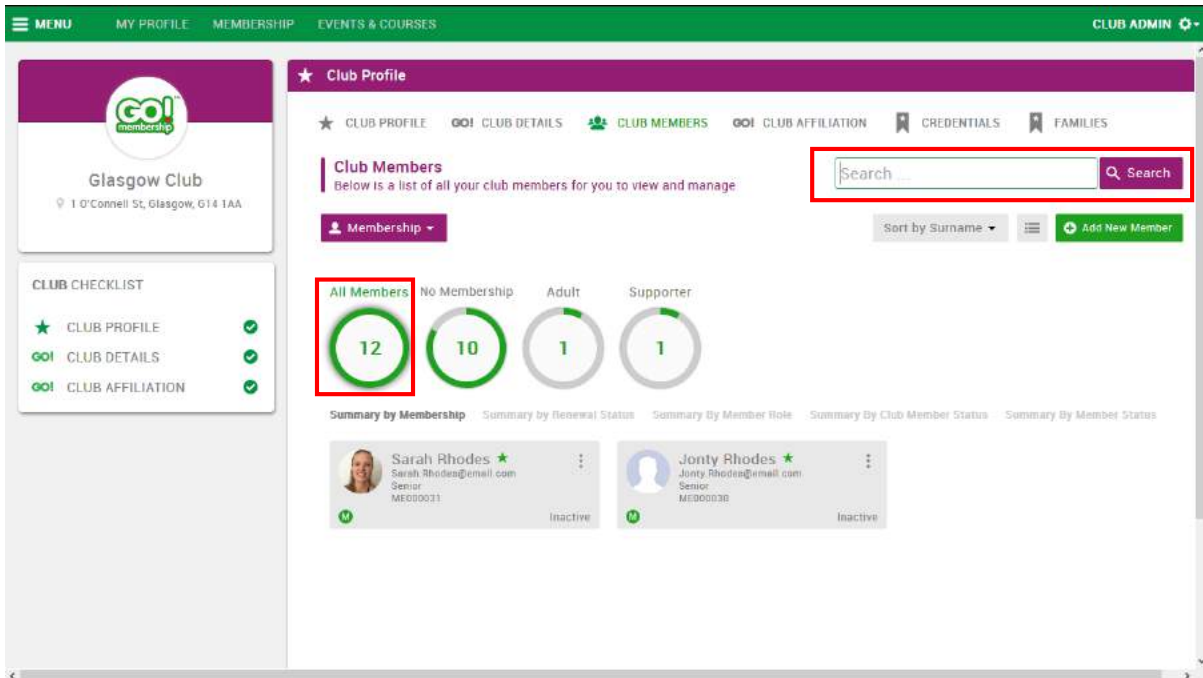
Club Profile – Club Members

A sample search for Rhodes returns 2 results

The screenshot shows the 'Club Profile' page for 'Glasgow Club' with the search bar containing the text 'rhodes'. The search results show two members: Sarah Rhodes and Jonty Rhodes, both with 'Inactive' status. The search bar is highlighted with a red box.

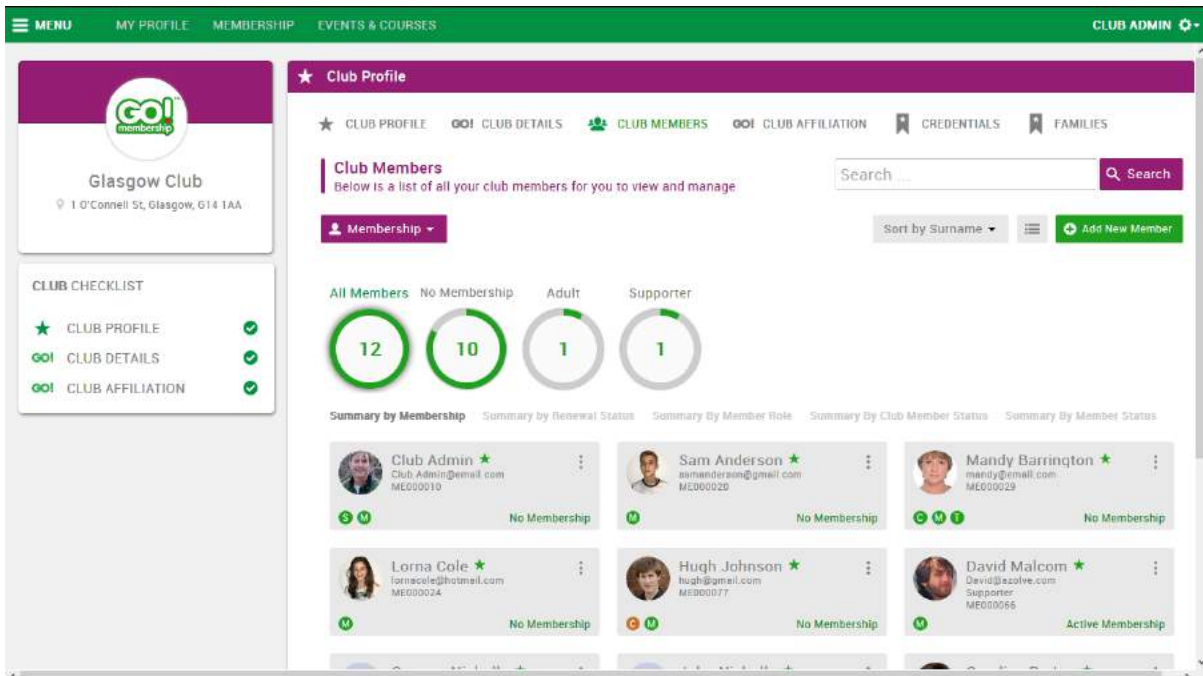
Club Profile – Club Members – Search Results

To display all members again click on the All Members circle or clear the content in the Search box and hit Enter key or click the Search button.



Club Profile – Club Members – Search Results

The full Club Member list will be displayed



Club Profile – Club Members

Partial Name searches can be performed if the whole name is not known and requires the use of an asterisk at the end of the search text, this is commonly referred to as a wildcard character. For example, if you type Smith the results will be those with an exact match to Smith. If you are not sure of the full and exact spelling required you can enter Smi* and this will return all records where the name starts with Smi so will include Smith, Smithson, Smiddy, etc.

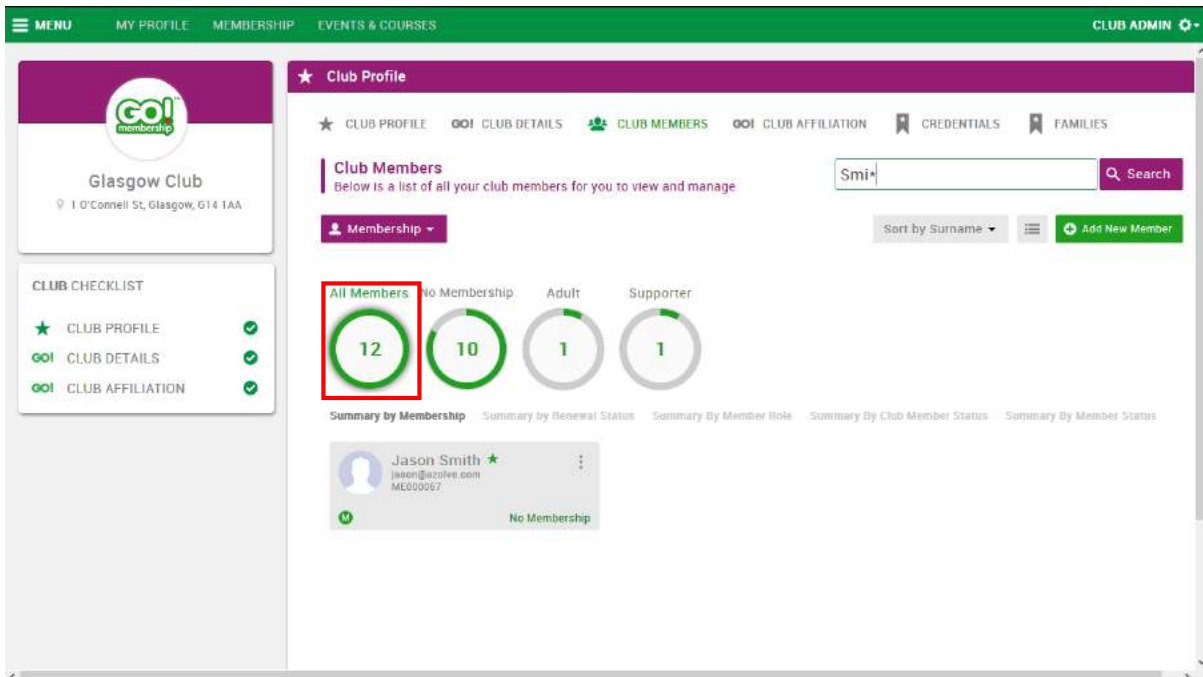
The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying search results for the wildcard query 'Smi*'. The search results are summarized by membership status: All Members (12), No Membership (10), Adult (1), and Supporter (1). A list of members is shown below, with one member, Jason Smith, highlighted. He has the email jason@azolve.com and ID ME000057, and his membership status is 'No Membership'. The interface includes a navigation menu, a club checklist, and various filters and sorting options.

Club Profile – Club Members – Search Results using wildcard

My member contact cards are not displaying all my members, how do I see them all?

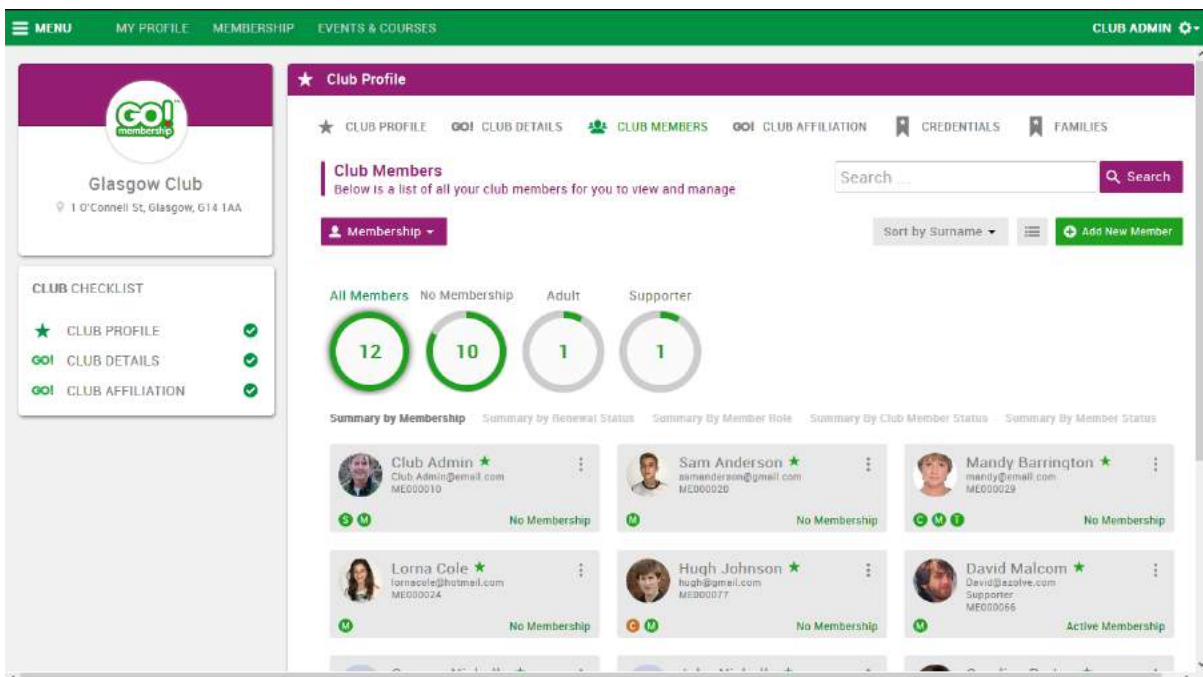
There can be 2 ways that this has happened, either because a search has been applied to the club member list or you have clicked on one of the circles with member counts that is not the All Members circle

To ensure you are displaying all members click the All Members circle.



Club Profile – Club Members – search results

The contact cards will refresh and display all members.



Club Profile – Club Members

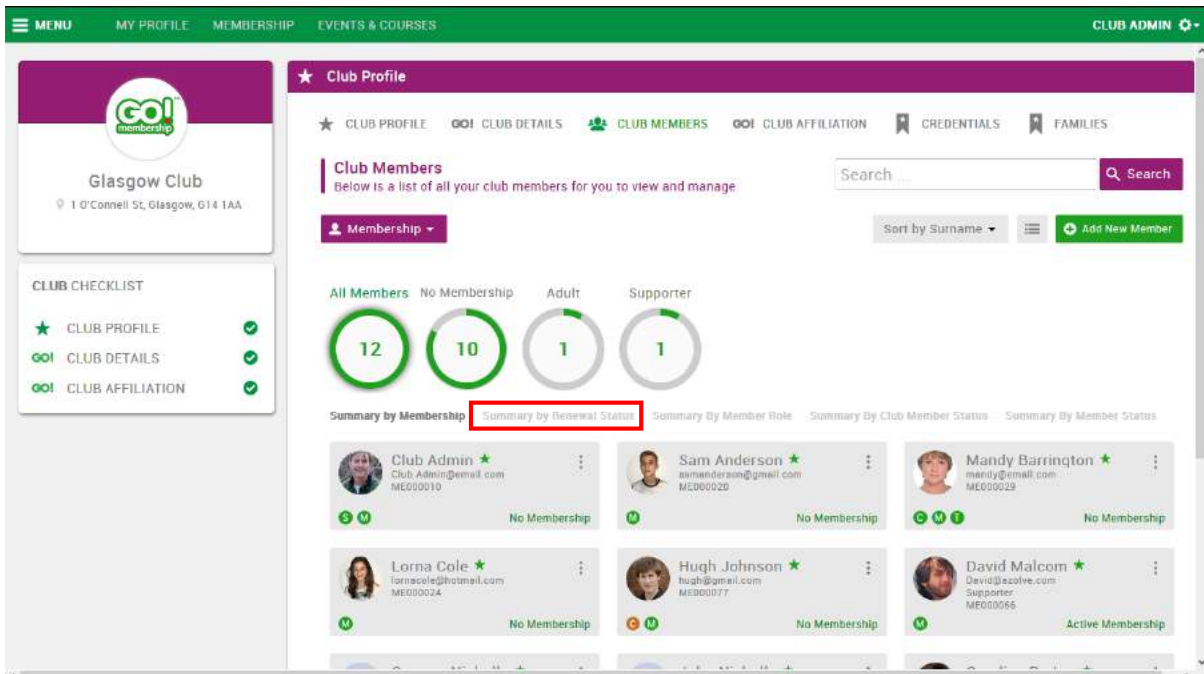
Can I see my club members' membership status?

Within the Club Members area the contact cards display across the bottom the membership status of that member. For example No Membership, Active Membership, etc.



Member Card

You can also group your members using the groups below the statistic circles on screen. For example clicking on Summary by Renewal Status will change the circle values to break down your member count by membership status and change the sequence of the members.



Club Profile – Club Members

You can see the All Members maintains the total member count but the statistic circles have changed titles and values

Club Profile - Club Members - Grouped by Renewal Status

| Membership Status | Count |
|-------------------|-------|
| All Members | 12 |
| No Membership | 8 |
| Active Membership | 2 |
| Inactive | 2 |

Club Profile – Club Members – Grouped by Renewal Status

You can also sort your contact cards by Licence Status using the Sort order box at the top right of the page. This sorts the members in alphabetic status order.

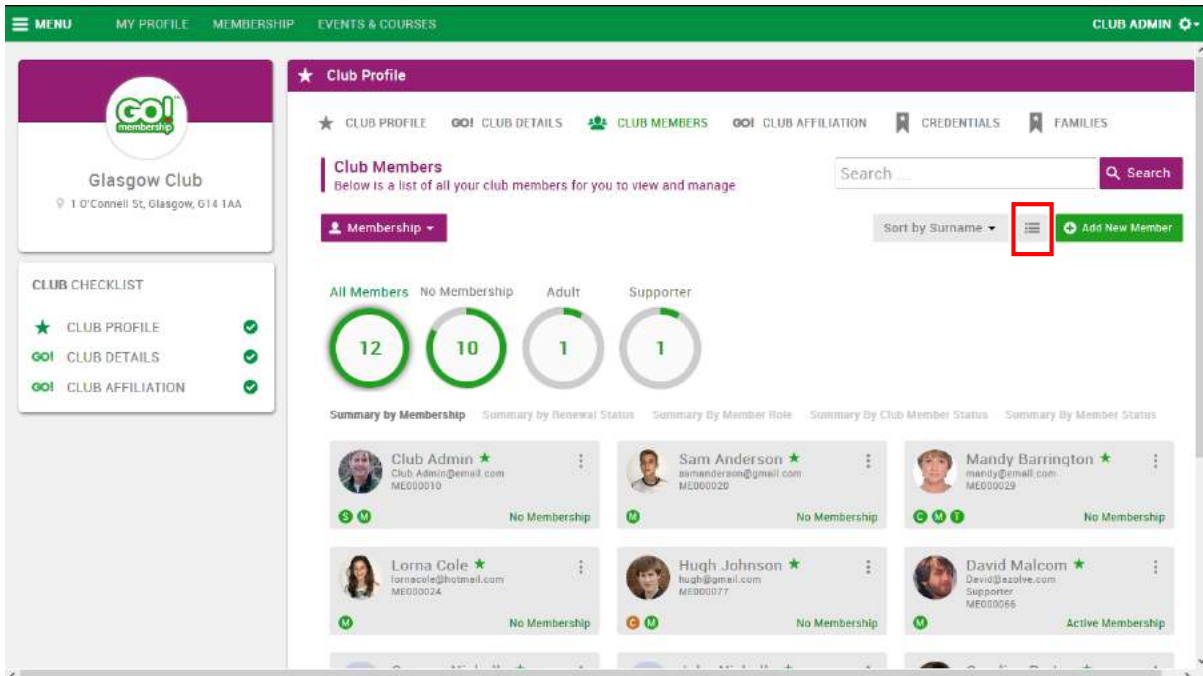
Club Profile - Club Members

| Membership Status | Count |
|-------------------|-------|
| All Members | 12 |
| No Membership | 10 |
| Adult | 1 |
| Supporter | 1 |

Club Profile – Club Members

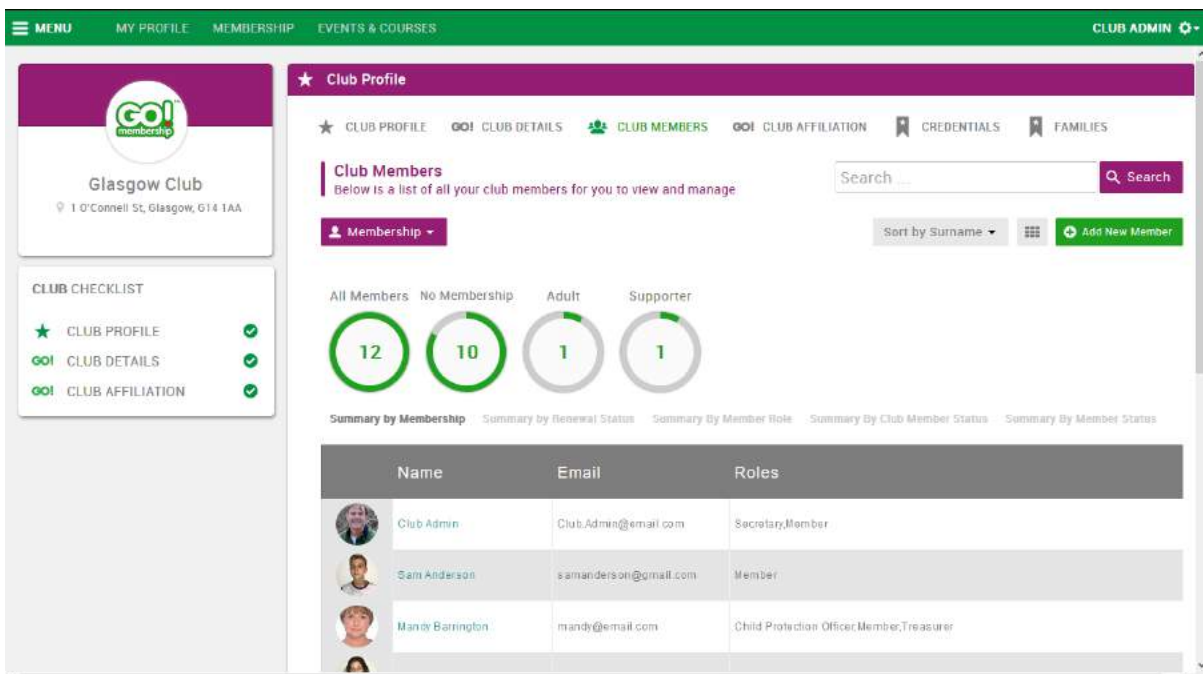
Can I see my members as a list instead of contact cards?

Between the sort order field and the Add New Member button at the top of the page is a Switch View button, this switches the members between contact card and list views



Club Profile – Club Members

This is the list view of members showing Name, Email Address and Roles.



Club Profile – Club Members – List View

Can I renew my club members' membership/licence?

Within the Club Members area from either the contact card or member profile you can buy membership for or renew membership for a club member. There are 3 ways to do this.

Method 1

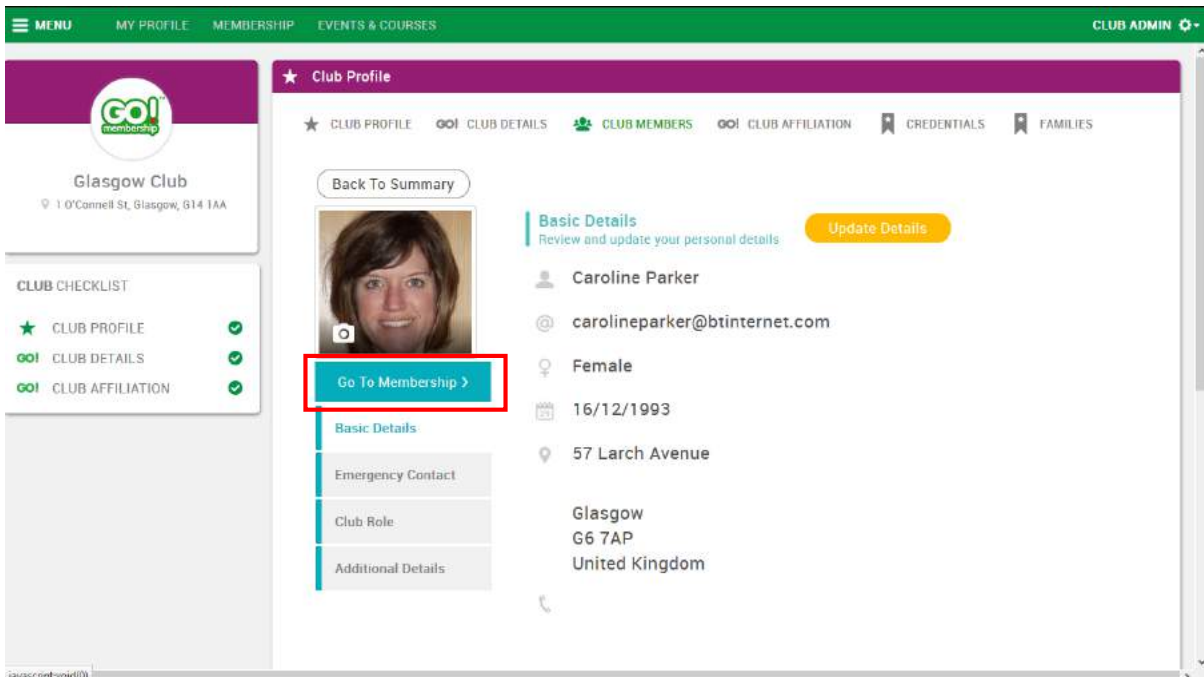
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Renew



Member Card

Method 2

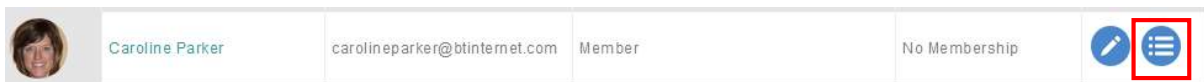
From the Member Profile click Go To Membership



Club Member Profile

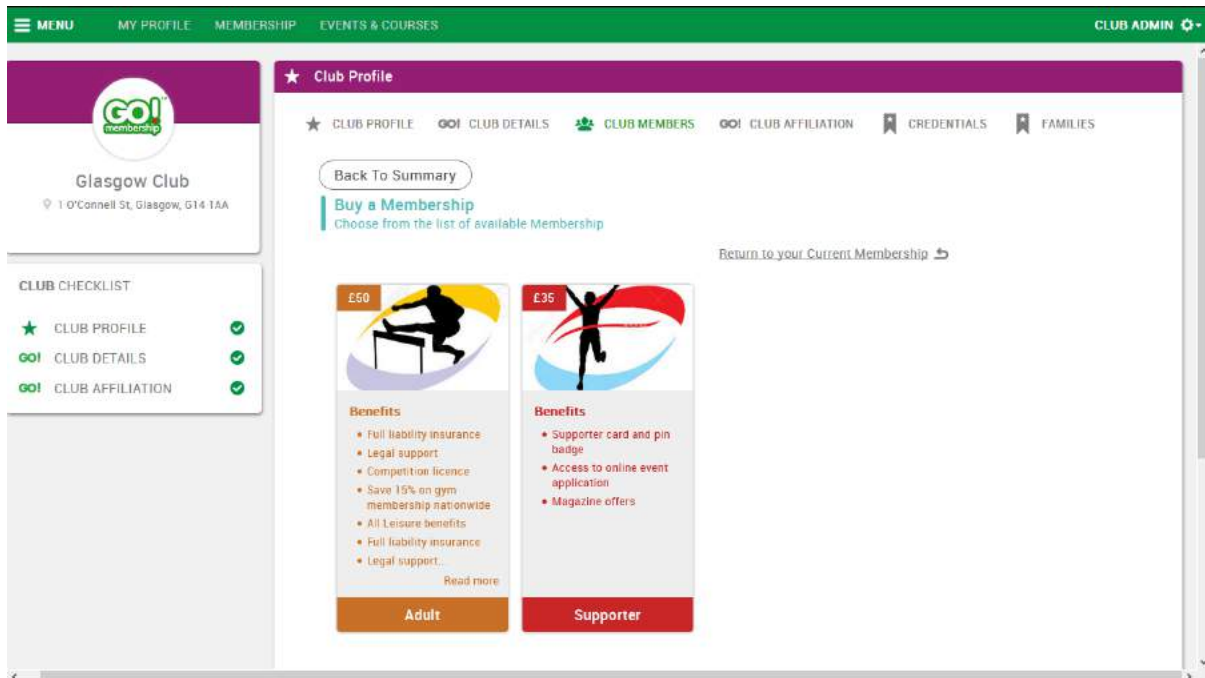
Method 3

From the list view, locate the member to be renewed, click the menu button at far right of the row and choose Renew



Club Member – List View

Whichever of these three methods chosen will result in you being presented with the Membership(s)/Licence(s) that are available. You can review any benefits associated with the membership and the fee. Click on the Membership card that you wish to pay for. Click Save and Continue if you are renewing more than one member at a time, otherwise click the Checkout button to be directed to the Checkout to make payment.



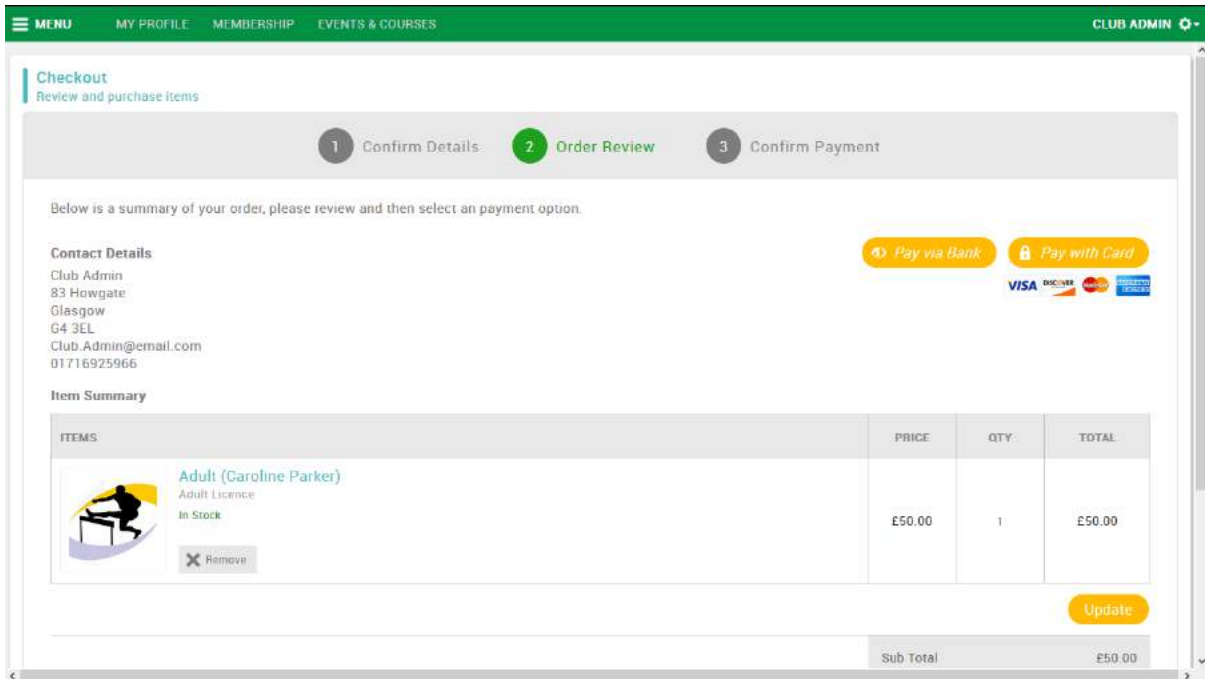
Club Member's Licence Selection

Save and Continue will place the Licence in the Club Administrator's Cart and show this on the Club Member's Card



Member Card

If you use Checkout instead you are redirected directly to your Checkout ready to make the payment.



Proceed with the normal payment process.

Can I bulk renew my club members when their membership is due for renewal?

In the Club Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Bulk Renew.

The screenshot shows the 'Club Profile - Club Members' page for Glasgow Club. The page features a navigation menu at the top with options like 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'CLUB ADMIN'. The main content area includes a club profile card for Glasgow Club, a 'CLUB CHECKLIST' on the left, and a 'Club Members' section. The 'Club Members' section has a search bar, a 'Sort by Surname' dropdown, and an 'Add New Member' button. Below these are four circular gauges for 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). A 'Summary by Membership' tab is selected, showing a list of members with their names, roles, and membership statuses. A red box highlights the 'Membership' dropdown menu in the top left of the member list.

| Member Name | Role | Membership Status |
|------------------|------------|-------------------|
| Club Admin | Club Admin | No Membership |
| Sam Anderson | Member | No Membership |
| Mandy Barrington | Member | No Membership |
| Lorna Cole | Member | No Membership |
| Hugh Johnson | Member | No Membership |
| David Malcom | Supporter | Active Membership |

Club Profile – Club Members

Choose this option and the member contact cards will change to a Bulk Renewal display. It lists the members giving name, email address, membership and a renewal column. you can use the Select All or Deselect All to quickly choose all available members for a bulk renewal process - this may be helpful where you are bulk renewing the majority of members and only want to manually deselect one or two from the list and is quicker than clicking the tick box for a long list of members.

Club Profile

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

Club Members
Below is a list of all your club members for you to view and manage

Bulk Renew Renew (0)

All Members: 12 | No Membership: 10 | Adult: 1 | Supporter: 1

Summary by Membership | Summary by Renewal Status | Summary by Member Role | Summary By Club Member Status | Summary By Member Status

Select All Deselect All

| Name | Email | Membership | Renewal |
|------------------|----------------------|---------------|---|
| Club Admin | Club.Admin@email.com | No Membership | Member does not have a licence and so cannot be bulk renewed. |
| Sam Anderson | smanderson@gmail.com | No Membership | Member does not have a licence and so cannot be bulk renewed. |
| Mandy Barrington | mandy@email.com | No Membership | Member does not have a licence and so cannot be bulk renewed. |

Club Profile – Club Members – Bulk Renew

If a member is valid for inclusion in the bulk renewal process a tick box is shown in the Renewal column.

| | | | |
|--------------|------------------|-----------|-------------------------------------|
| David Malcom | David@azolve.com | Supporter | <input checked="" type="checkbox"/> |
|--------------|------------------|-----------|-------------------------------------|

Club Profile – Club Members – Bulk Renew – Member Valid Not Selected

Note that you can only use the bulk renewal for renewals, if a member has not held membership or a licence previously you cannot include them in a bulk renewal batch and a message is displayed against those members indicating this. The reason for this is that the first membership bought for a member needs to select the appropriate membership category - bulk renewal works on the assumption that the renewing membership will be the same membership category/licence as the previous year.

| | | | |
|------------------|-----------------|---------------|---|
| Mandy Barrington | mandy@email.com | No Membership | Member does not have a licence and so cannot be bulk renewed. |
|------------------|-----------------|---------------|---|

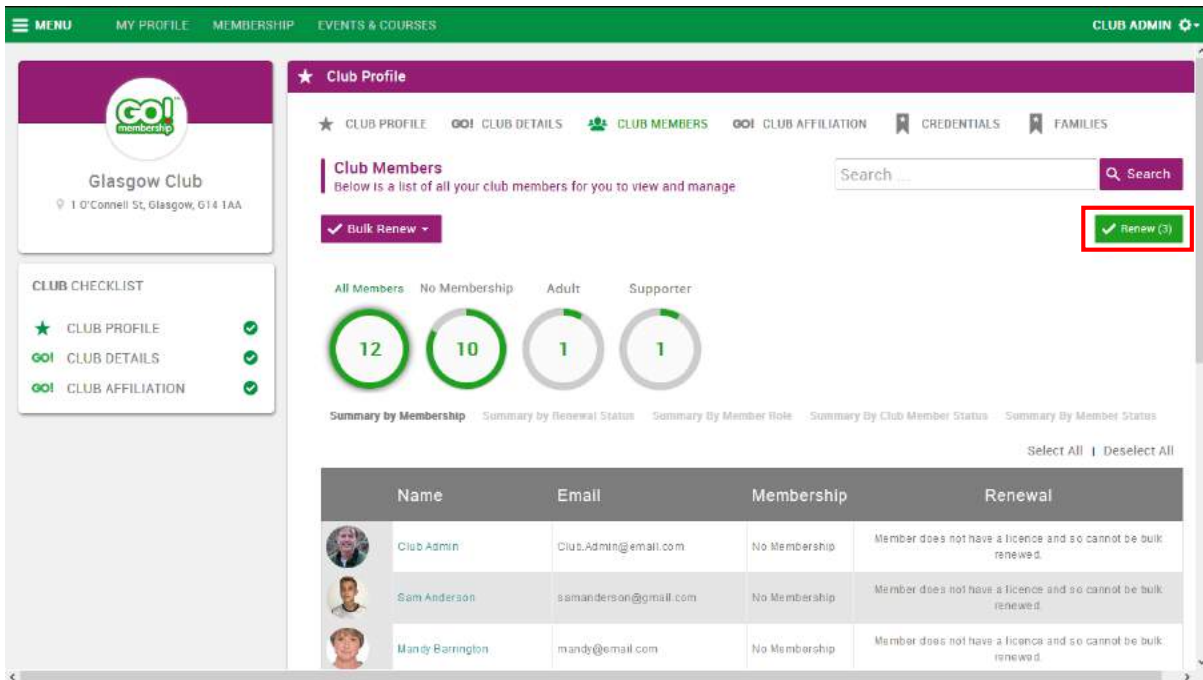
Club Profile – Club Members – Bulk Renew – Member Not Valid

When a member has been selected to be included in a Bulk renewal the tick box changes from grey to green.



Club Profile – Club Members – Bulk Renewal – Member Valid Selected

Once you have selected all the members that you want to include in this bulk renewal, at the top right of the page you will see a Renew button that includes the count of the number of records that will be included in this bulk renewal batch. Click the Renew button to complete the bulk renewal.



Club Profile – Club Members – Bulk Renewal – Members Selected

The appropriate members will be updated and a Cart Updated message is displayed where you can confirm whether you want to proceed to the Checkout or you want to carry on making further updates so that you can make a single Checkout transaction once you have completed all changes required.

Can I add a new member to my club?

In the Club Members area at the top right of the page is an Add New Member button, click this button to open a new member record.

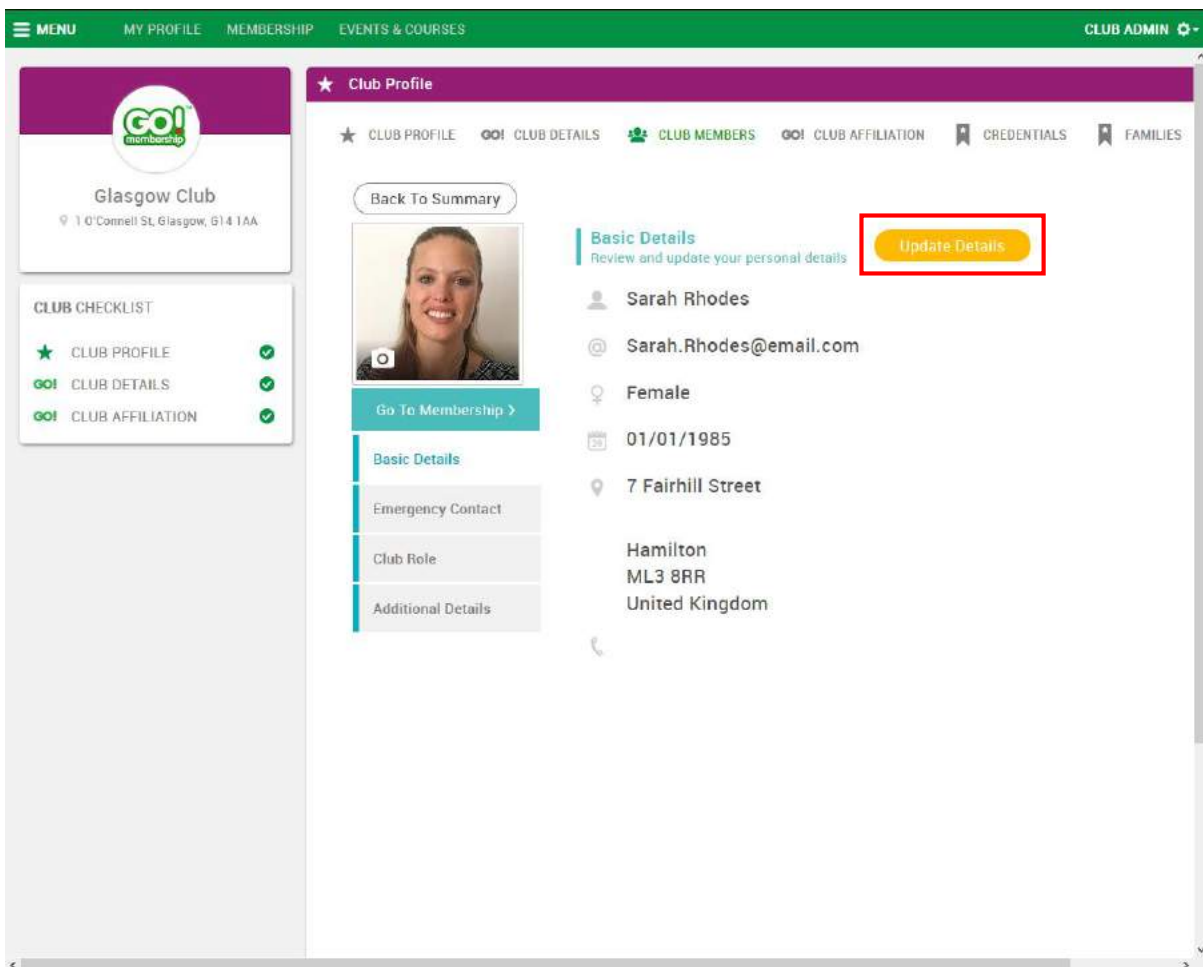
Club Profile – Club Members

The mandatory fields are marked by asterisks.

New Club Member

Complete all the details as appropriate to the new member. By default the user name field will be populated with the email address entered at the top of the form. The email address does not have to be unique however it is recommended to use a valid email address for the member. This is the email address that will be sent all notifications from the GoMembership system in terms of alerts about membership expiry, payment confirmations and any communication emails sent out by the Governing Body to the members. If an incorrect email address or general email address is entered here the member will not be updated with information in relation to their own membership. This is particularly important to bear in mind if a club administrator uses their own email address for multiple members of their club as this would mean the Club Administrator will receive every email intended for their club members.

The user name field must be unique and on entering a user name it will be checked against the system database to ensure it is unique, a member record cannot be saved without a user name. In current version the club administrator needs to initiate the email to be sent to the new club member to advise them of their login details. To do this click Update Details on the member record.



Club Member Profile

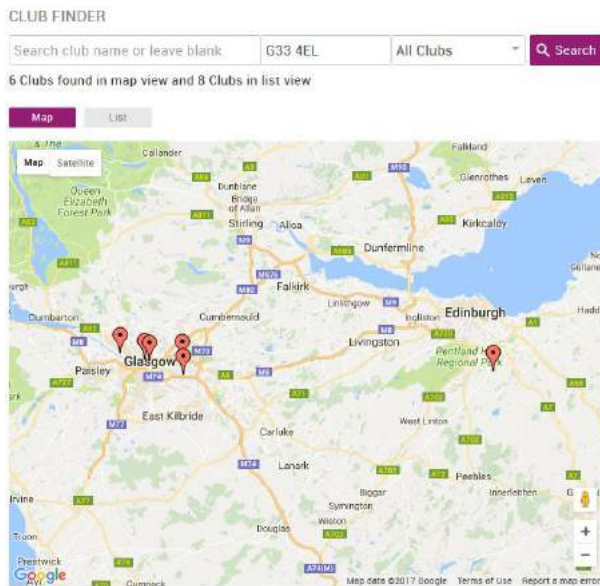
Club Member Profile- Edit Mode

The system will email the member using the email address given advising them their user name for the GoMembership system and give them a password reset link that will allow them to set their own password. From this point the member can self-administer their own Profile, search and book on Courses or Events and make their own payments.

A member record created by or updated by a club administrator will allow Basic Details, Emergency Contact, Club Role and Additional Details (if your Governing Body has asked for additional information) to be updated by the club administrator. The assignment of Club Role is by default ticked as a Member, if the new member has additional roles within the club you can tick those roles too. Your Governing Body can advise which roles from the list available give a person club administration rights as this varies in each organisation.

Can other GoMembership users already registered with the Governing Body locate and join my club?

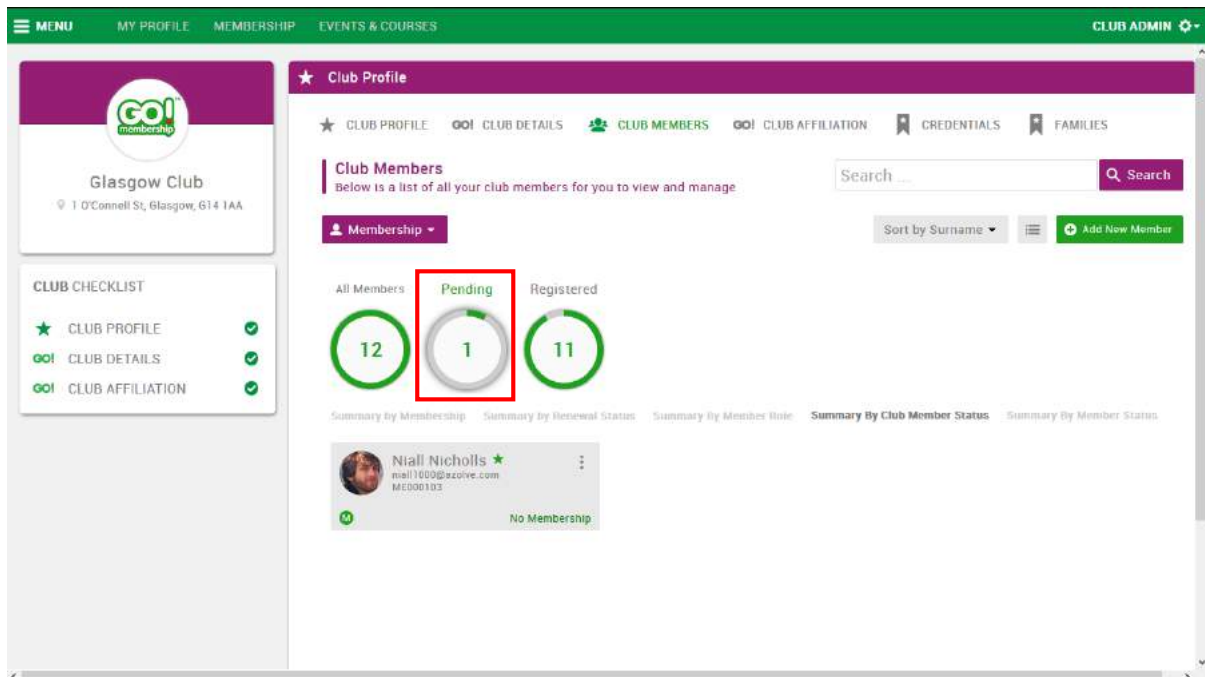
If a member of another club, or a direct member of the Governing Body wants to associate themselves with your club they can search for it and add it to their profile using Club Finder from their My Profile tile.



Club Finder

Each organisation has different rules around approval, therefore take guidance from your organisation on whether approval has been applied or not. If no approval has been applied then the member will be added to your club members. If there is an approval process in place you will need to approve or reject that member being a member of your club.

If an approval process is in place you will see this in the Summary By Club Member Status grouping. By clicking on that circle you will be presented with the member card(s) that are Pending Approval and need you to action.



Club Profile – Club Members – Grouped by Club Member Status

From the contact card, locate the member to be approved/rejected, click the menu at the top right of the contact card (displayed as 3 small circles) and choose the appropriate action (Approve or Reject).



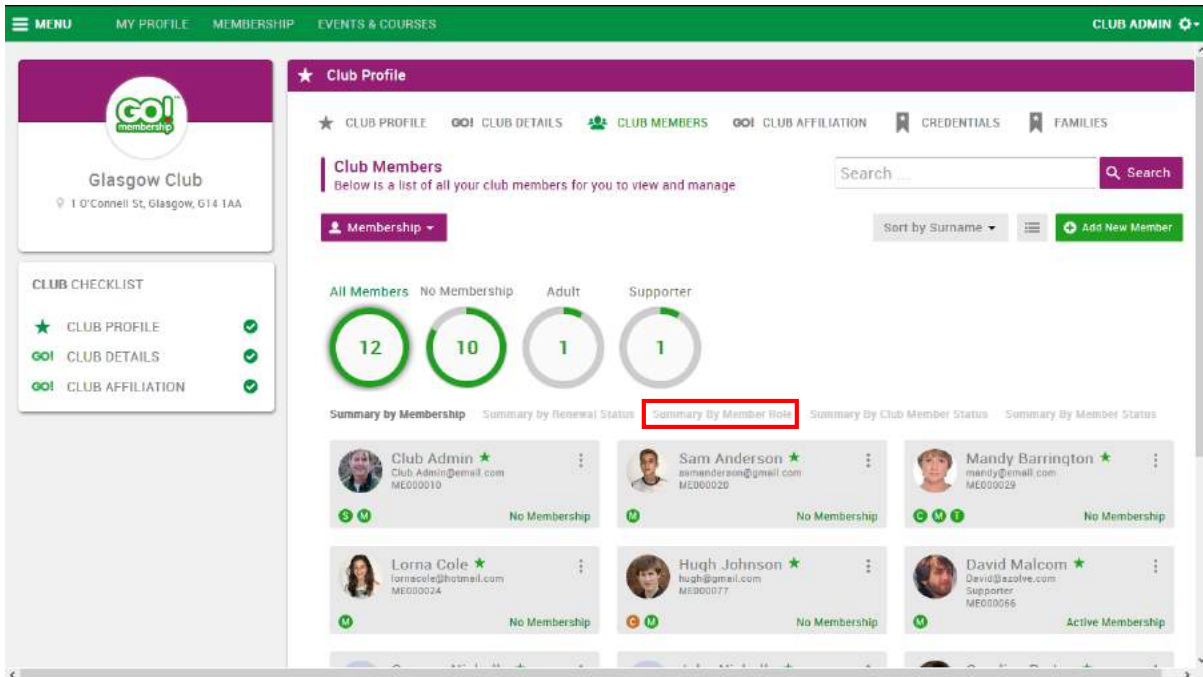
Member Card

If you approve they will be linked to your club as a member.

By becoming a club member they agree to you as the club administrator having access to their member record (with the exception of their Equality data).

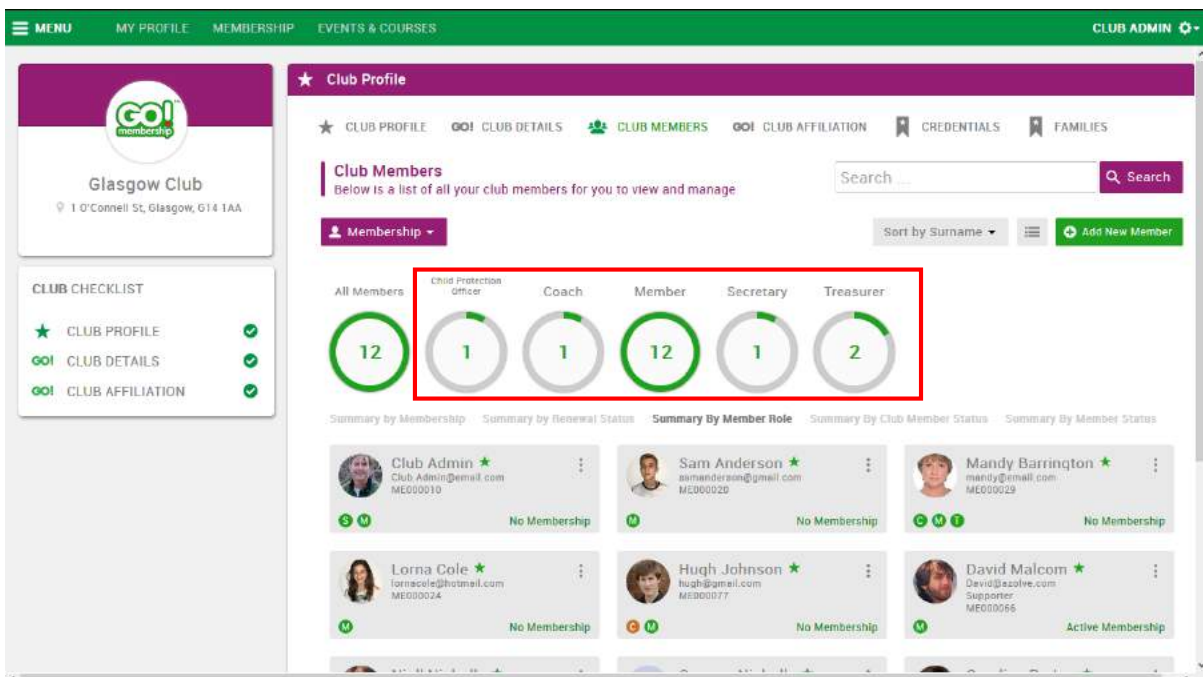
Can I see my club members grouped by role?

In the Club Members area you can click on Summary By Member Role.



Club Profile – Club Members

You can see the All Members maintains the total member count but the statistic circles have changed titles and values

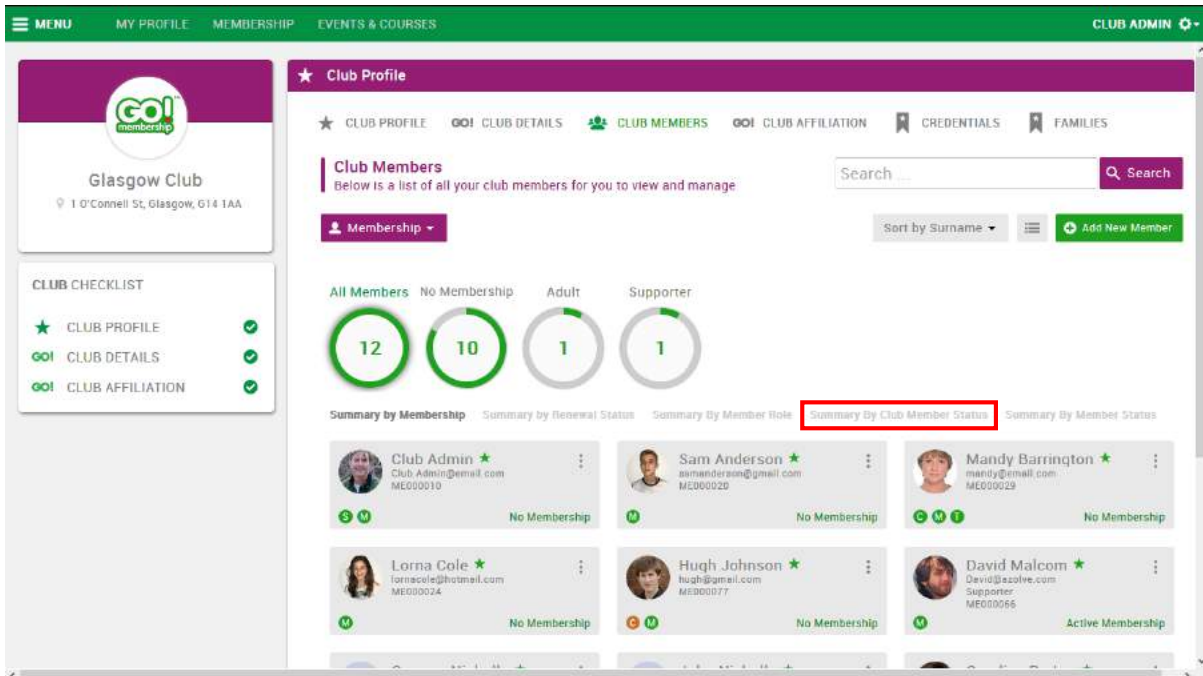


Club Profile – Club Members – Grouped by Member Role

Click on one of the circles to filter the members by that role. Click All Members display all members again.

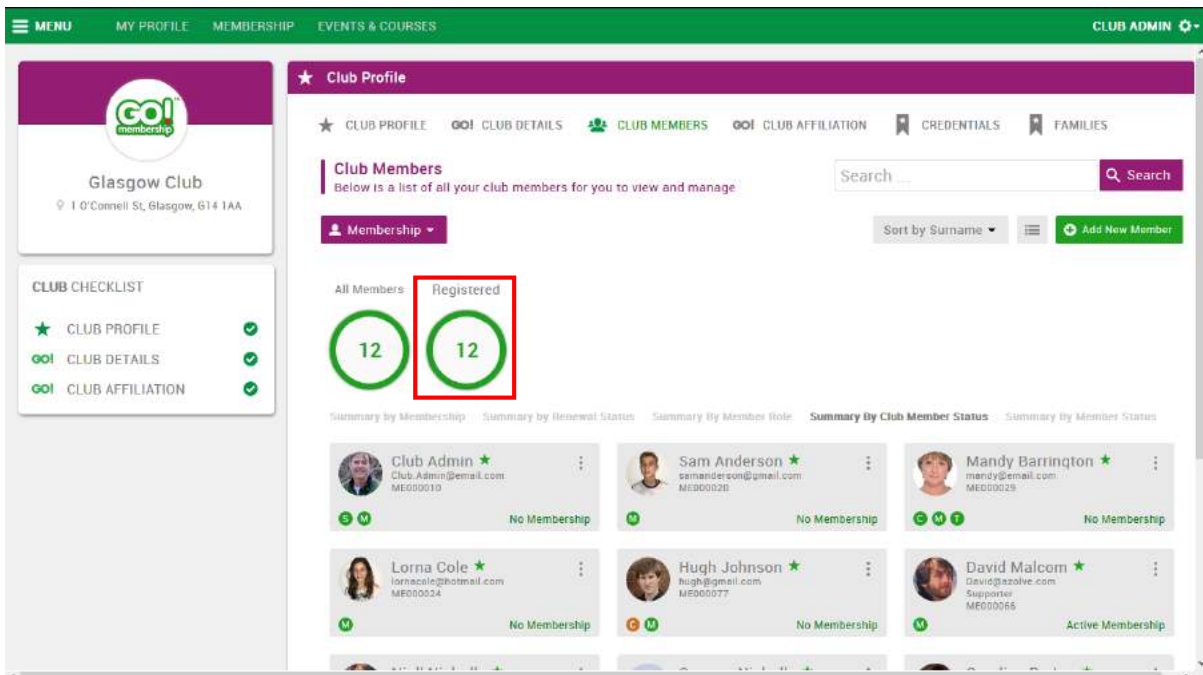
Can I see my club members grouped by status?

In the Club Members area you can click on Summary by Renewal Status



Club Profile – Club Members

You can see the All Members maintains the total member count but the statistic circles have changed titles and values

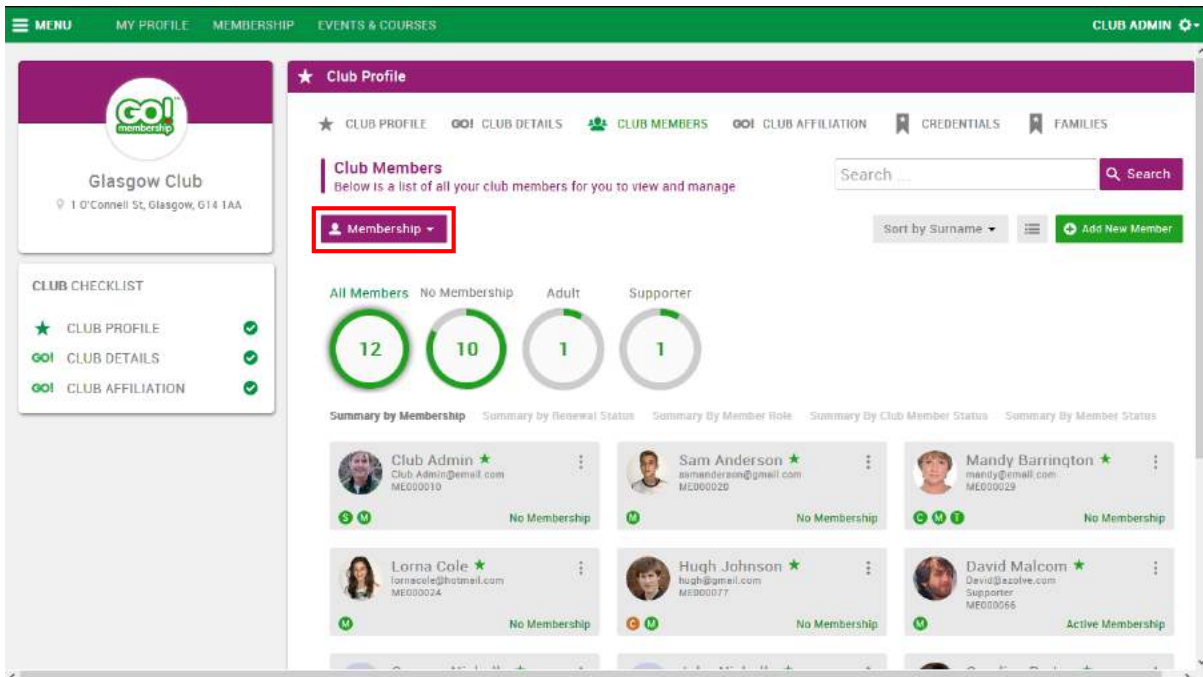


Club Profile – Club Members – Grouped by Member Role

Click on one of the circles to filter the members by that role. Click All Members display all members again.

Can I see transfer requests where another club member wants to transfer to my club?

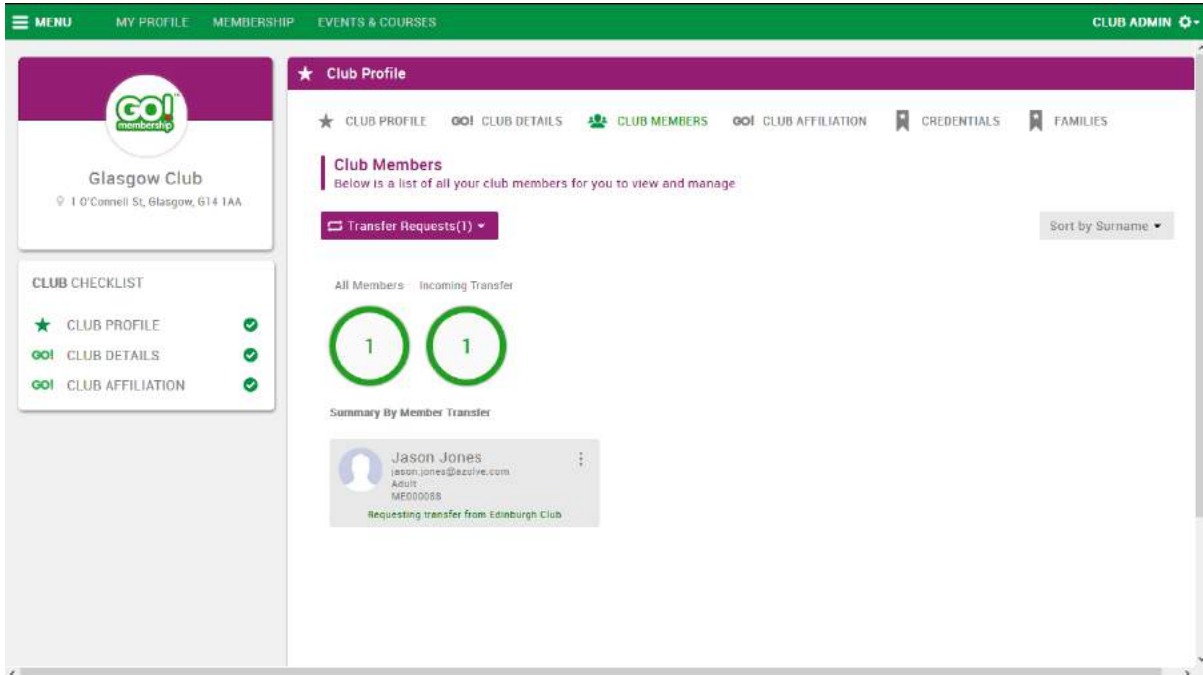
In the Club Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Transfer Requests.



Club Profile – Club Members

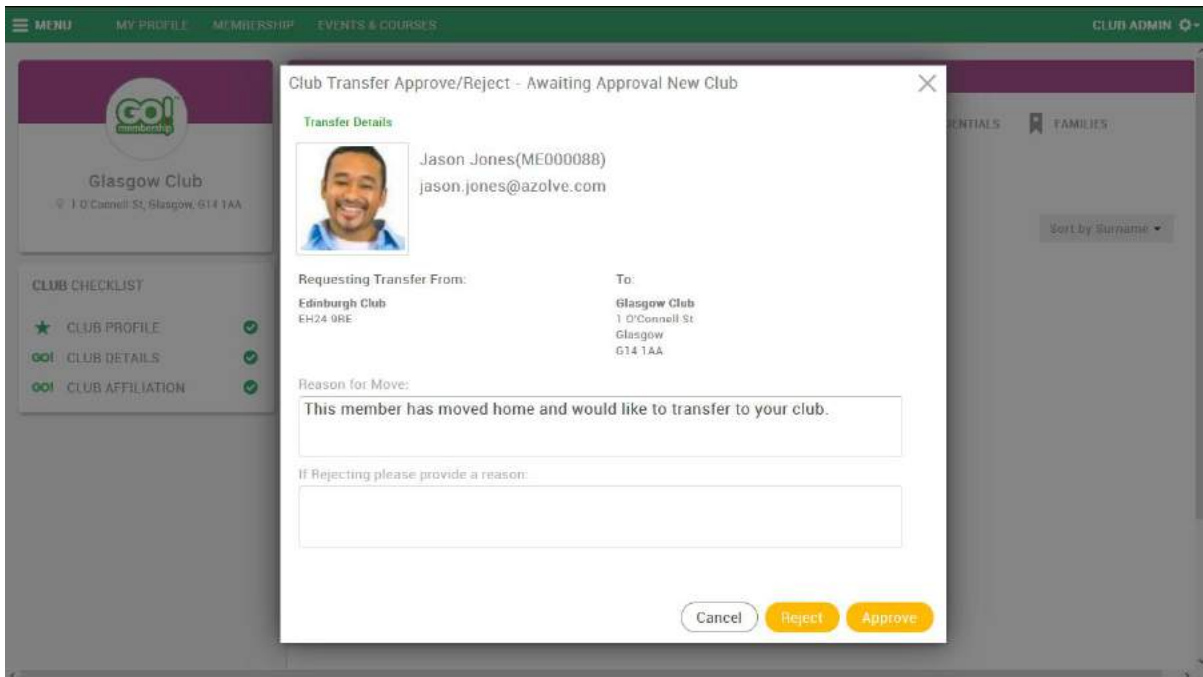
Not all Governing Bodies require a formal transfer process between clubs so the use of this feature may be different depending on your Governing Body's instruction.

By choosing Transfer Requests you will be presented with the members who have made a Transfer Request, either outgoing or incoming (again this depends on your Governing Body and you should confirm the process with them if you are unsure).



Club Profile – Transfer Requests

You can review the Transfer details by clicking on the request card. This will display the club that the transfer would be from, the club that the transfer would be to, the reason the member (or previous club’s club admin) gave for requesting the transfer.



You have the opportunity to Approve or Reject this transfer request. If you reject you must provide a reason so that the member understands why their request was denied.

Can I see family groups who are members of my club?

In the Club Profile at the top of the form choose Families at the far right hand side. This will show a list of any family groups who are linked to your club.

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'FAMILIES' tab is selected and highlighted with a red box. Below the tab, there is a search bar and a table of family groups. The table has two columns: 'Family' and 'Members'. Each row shows a family name, the names of its members, and a set of green checkmarks and red X marks indicating club membership status.

| Family | Members | Club Status |
|-----------------|------------------------------|-------------|
| Rhodes Family | Sarah Rhodes, Jonty Rhodes | ✓ X |
| Nicholls Family | Graeme Nicholls + 4 other(s) | ✓ X |
| Smith Family | David Malcom, Jason Smith | ✓ X |
| Gillan | Hugh Johnson + 2 other(s) | ✓ X |

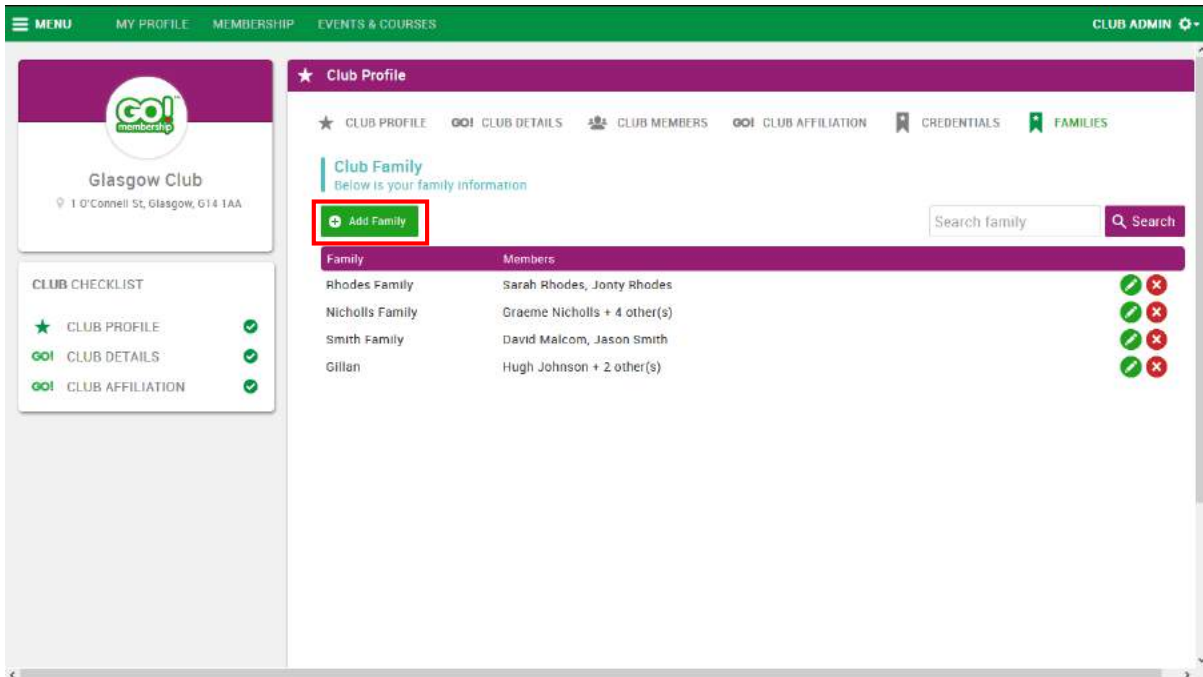
Club Profile – Families

You can only see the names of the family members who are also your club members, for example a family group may consist of 4 people, only 2 are linked to your club and the other 2 are linked to another club. This is because the family group may have been created by one member so that they can administer the membership of their whole family regardless of their club links.

You can only update the member profile of members linked to your club.

Can I create family groups in my club?

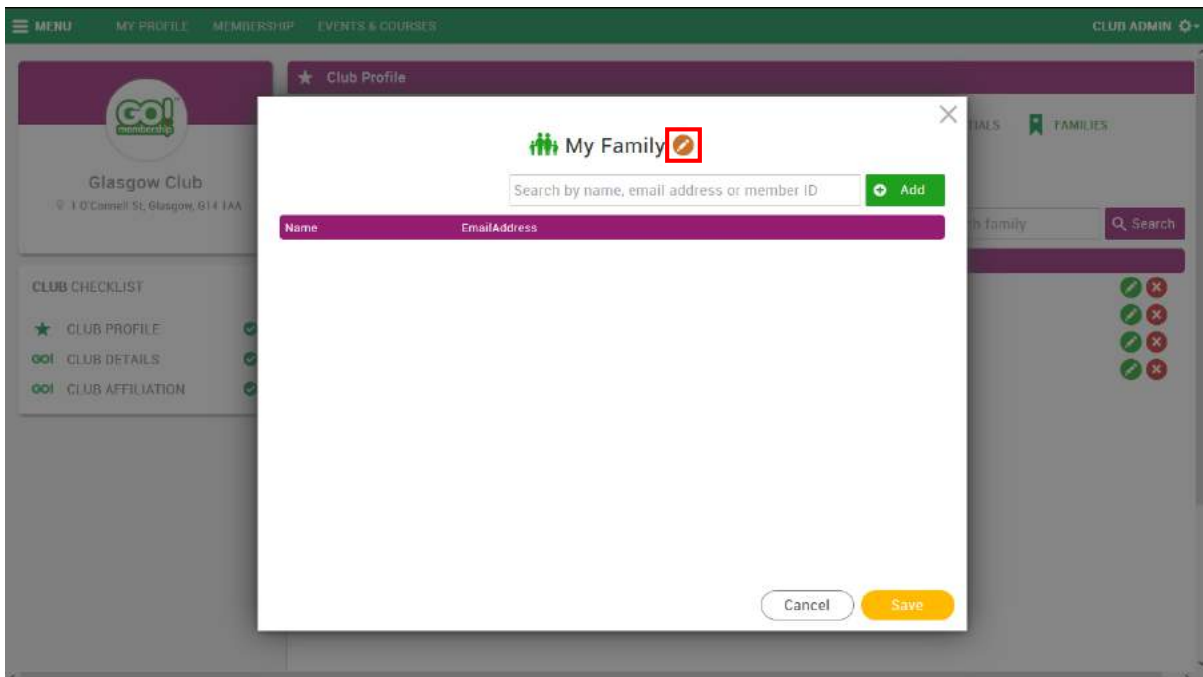
In the Families area you can add a family group using the Add Family button.



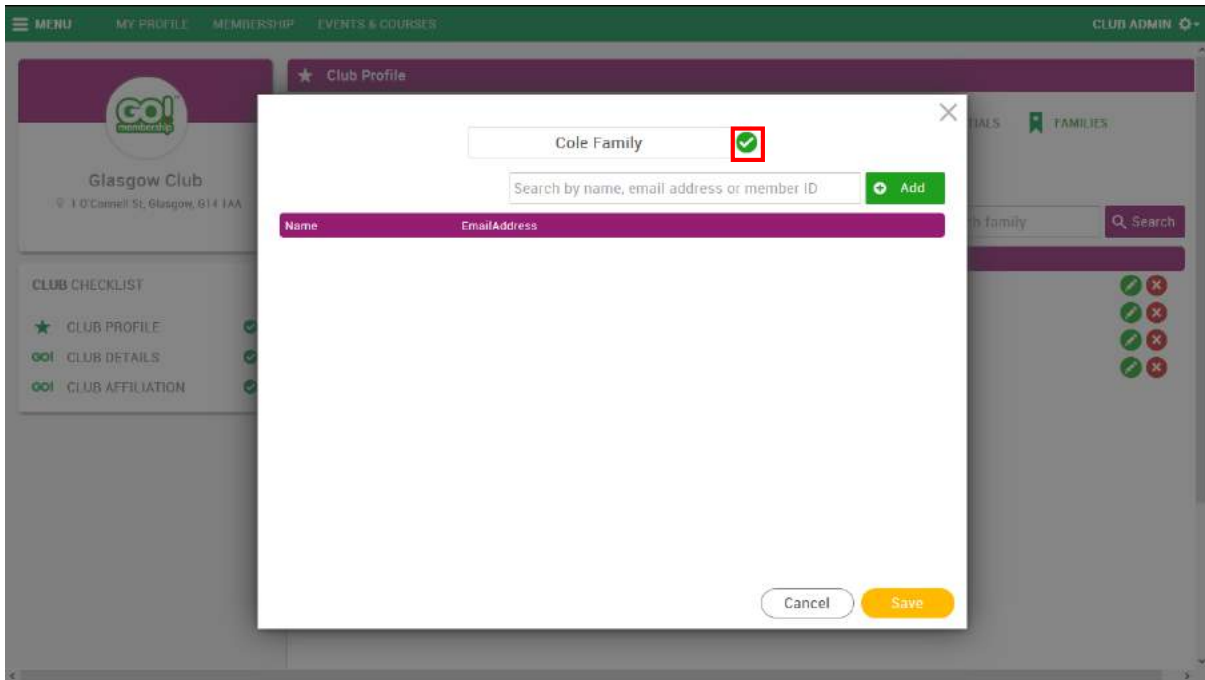
Club Profile – Families

You can name that family group and add members to the group.

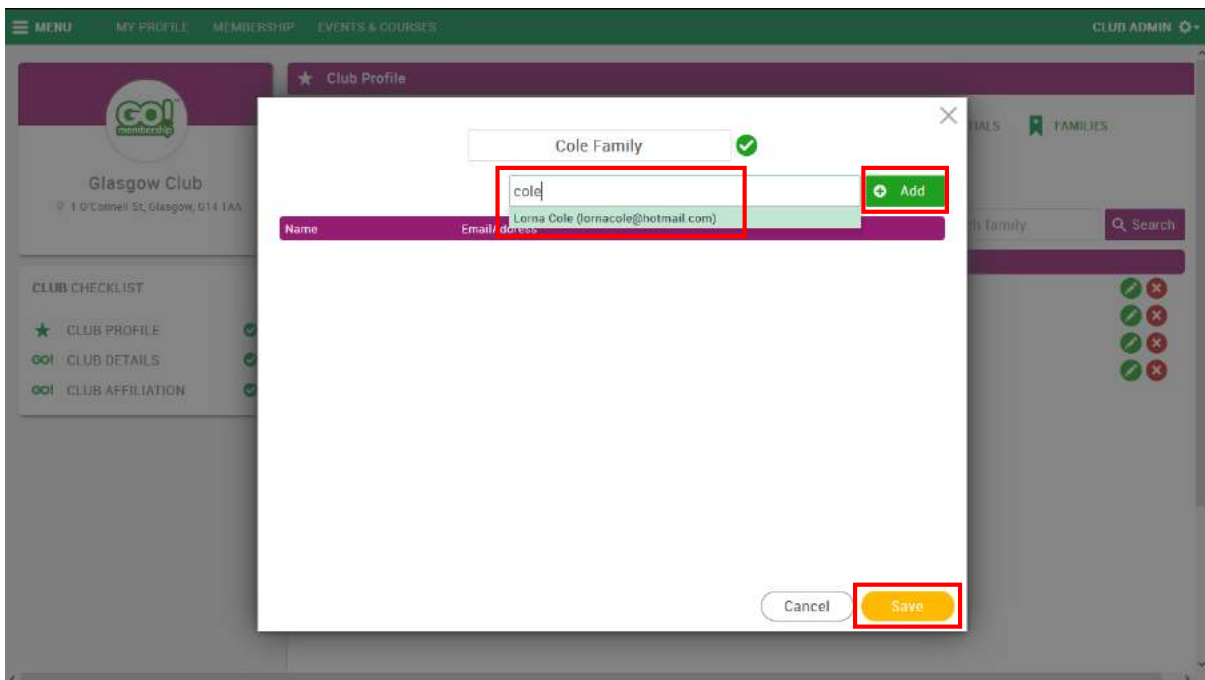
To name the family group click on the edit button beside “My Family”



After naming the family ensure you click the confirmation button



Start typing the name of the family members you want to add to this group and you will be presented with a list of available members. Note, you can only add members who are already members of your club. Click Add and continue searching for and adding members to the family as appropriate and ensure you click Save at the bottom to save this group of people as a family.



Will my club members receive renewal notifications when their membership is due to expire?

GoMembership schedules renewal notifications based on the schedule advised by your Governing Body - if you are unsure of the schedule you should contact your Governing Body to confirm

How do I remove a member from my club?

In the Club Members area on the member record, whether on the contact card view or on the list view, clicking the menu button will give you the option to "Remove from Club". This will unlink the chosen member from your club. They will still have a member record in the system, it is not deleted, simply unlinked. There are two ways to do this.

Method 1

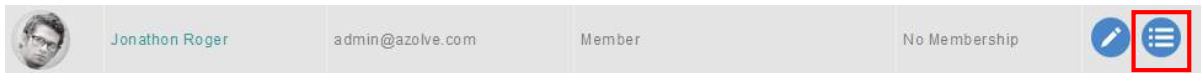
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Remove from Club.



Member Card

Method 2

From the list view, locate the member to be removed, click the menu button at far right of the row and choose Remove from Club



Club Member – List View

Whichever of these methods chosen will result in you being presented with the reason form.

Please Specify a Reason ×

Submit

Club Member – Remove From Club – Reason Form

You are expected to provide a reason for removing this member from your club

How do I transfer a member to another club?

In the Club Members area on the member record. There are two ways to do this.

There are two ways to do this.

Method 1

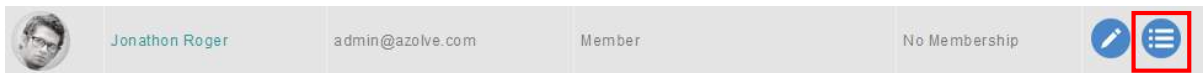
From the contact card, locate the member to be transferred, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Transfer.



Member Card

Method 2

From the list view, locate the member to be transferred, click the menu button at far right of the row and choose Transfer



Club Member – List View

Whichever of these methods chosen will result in you being presented with the Member Transfer form. You can start typing the new club's name in the New Club field and you will be offered a list of clubs that match your text or you can use the Club Finder using the Club Finder button on the right.

Member Transfer ✕

You are initiating a transfer for this member from this club, Please select a new club below:

New Club: Or Use Club Finder

Please provide a reason for your move:

Cancel Save

Club Member – Transfer from Club – Member Transfer Form

You are expected to provide a reason for the transfer request. This is the same process if a club member made the request themselves

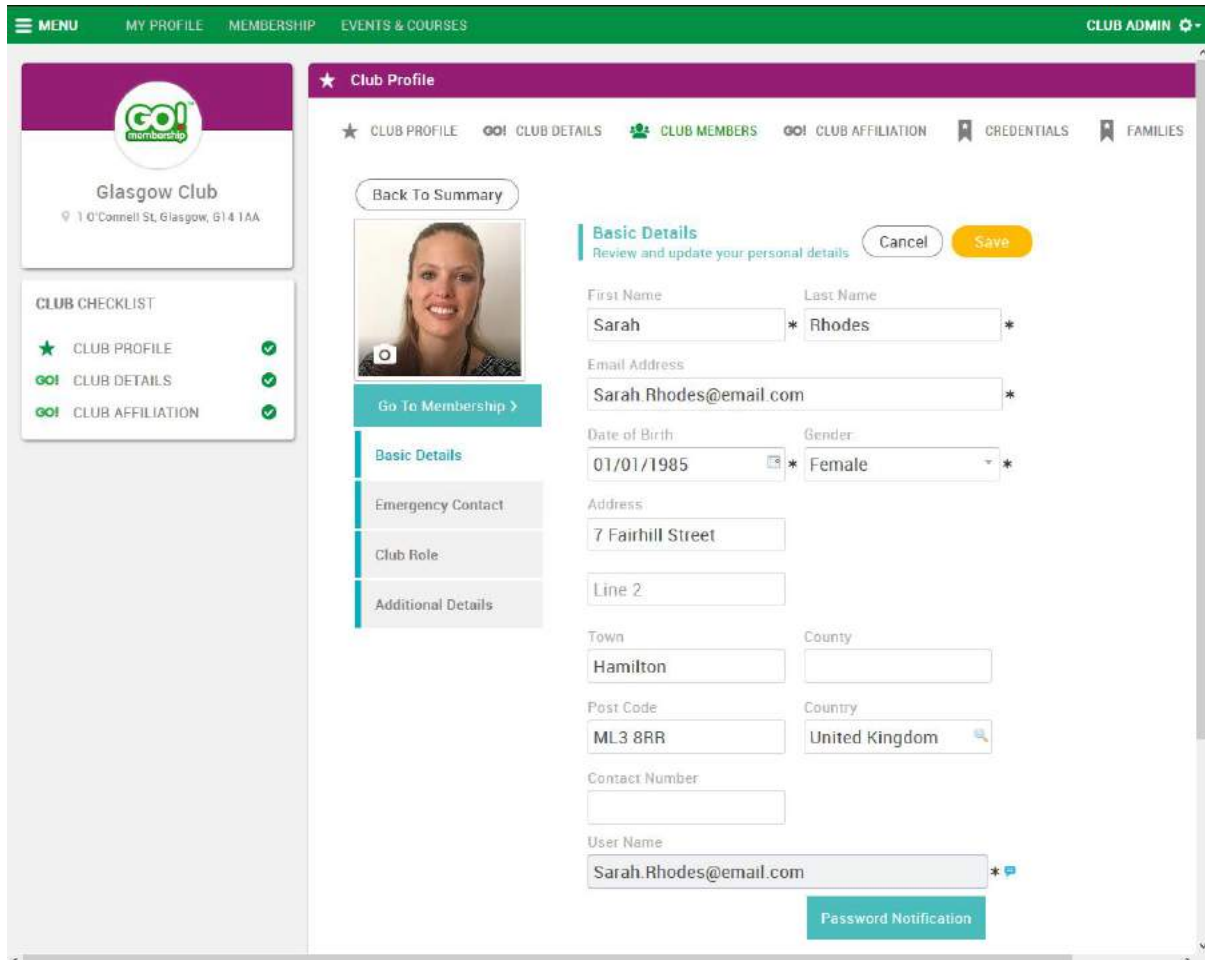
Can I edit my club members' profiles?

In the Club Members area if you click on a member record you are presented with that member's profile. You can update this member's record as appropriate using the Update Details button to make the fields editable.

The screenshot displays the 'Club Member Profile' interface. On the left, there is a sidebar for 'Glasgow Club' with a 'CLUB CHECKLIST' showing 'CLUB PROFILE', 'CLUB DETAILS', and 'CLUB AFFILIATION' all completed. The main profile area shows a 'Basic Details' section with a red box around the 'Update Details' button. The member's information includes: Sarah Rhodes, Sarah.Rhodes@email.com, Female, 01/01/1985, and 7 Fairhill Street, Hamilton, ML3 8RR, United Kingdom.

Club Member Profile

Mandatory fields are marked with an asterisk and are the same mandatory fields if you are creating a new member.



Club Member Profile- Edit Mode

Ensure you click Save to save any changes made.

You have no access to a club member's Equality information, this is restricted so that only the member themselves can provide and view that detail.

[Why are some club members not available for bulk renewal?](#)

A member cannot be included in bulk renewal if they have never held a membership previously or if they have previously held membership but the conditions of the membership have changed. For example if a Junior member has now exceeded the age for Junior membership and now needs to be assigned a Senior membership category this will need to be done individually to ensure the correct membership is assigned.

[Can I import new members instead of manually creating them?](#)

Yes, you can import new members using a specific spreadsheet format. Click on the Data Import tile. You can download a template spreadsheet from the information panel on the right hand side. The Data Import will only work if you follow the instructions in this information panel and use the correct structure in the template.

The file will be validated when added to the upload file container to eliminate incorrect data being added to the GoMembership database.

A separate FAQ gives further information on Data Import.

Can I upload member renewals?

No, renewals are either updated individually or by using bulk renewal - there is no import option for renewing members.