

## 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

The screenshot shows the 'Club Profile' page for Glasgow Club. The 'CLUB MEMBERS' tab is highlighted with a red box. The page displays the club's basic details, including its name, address, contact information, and a checklist of completed tasks.

Category	Details
Club Name	Glasgow Club (CL000001)
Club Address	1 O'Connell St, Glasgow, G14 1AA, United Kingdom
Contact Email	admin@glasgowclub.com
Contact Phone	0141 440 9034
Contact Website	www.glasgowclub.com

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.

The screenshot shows the 'Club Members' page for Glasgow Club. It displays a list of club members with their names, contact information, and membership status. The page also includes a search bar, a sort dropdown, and an 'Add New Member' button.

Name	Contact Info	Membership Status
Club Admin	Club Admin@gmail.com, ME000010	No Membership
Sam Anderson	samanderson@gmail.com, ME000020	No Membership
Mandy Barrington	mandy@gmail.com, ME000029	No Membership
Lorna Cole	lornacole@hotmail.com, ME000024	No Membership
Hugh Johnson	hugh@gmail.com, ME000077	No Membership
David Malcom	David@azolve.com, ME000066	Active 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 with the text 'Search ...' and a 'Search' button. Below the search bar, there are statistics for membership: All Members (12), No Membership (10), Adult (1), and Supporter (1). A list of members is shown, 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.

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a search bar and a 'Search' button. Below the search bar, there are four circular gauges representing membership categories: 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). The 'All Members' gauge is highlighted with a red box. Below the gauges, there are two member cards for Sarah Rhodes and Jonty Rhodes, both with 'Inactive' status.

Club Profile – Club Members – Search Results

The full Club Member list will be displayed

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a search bar and a 'Search' button. Below the search bar, there are four circular gauges representing membership categories: 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). The 'All Members' gauge is highlighted with a red box. Below the gauges, there are six member cards: Club Admin, Sam Anderson, Mandy Barrington, Lorna Cole, Hugh Johnson, and David Malcom. Club Admin, Sam Anderson, Mandy Barrington, and Lorna Cole have 'No Membership' status. Hugh Johnson has 'No Membership' status. David Malcom has 'Active Membership' status.

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 query 'Smi\*'. The search results are summarized by membership status: 12 All Members, 10 No Membership, 1 Adult, and 1 Supporter. A detailed view of a member, Jason Smith, is shown with his contact information and a 'No Membership' status.

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

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.

The screenshot shows the 'Club Profile' page for Glasgow Club. The 'Club Members' section is active, and the 'All Members' circle (12) is highlighted with a red box. The search bar contains 'Smi\*'. Below the member count circles, a member card for Jason Smith is visible with 'No Membership' status.

### **Club Profile – Club Members – search results**

The contact cards will refresh and display all members.

The screenshot shows the 'Club Profile' page for Glasgow Club. The 'Club Members' section is active, and the 'All Members' circle (12) is highlighted. The search bar is empty. Below the member count circles, a list of member cards is displayed, including Club Admin, Sam Anderson, Mandy Barrington, Lorna Cole, Hugh Johnson, and David Malcom.

### **Club Profile – Club Members**

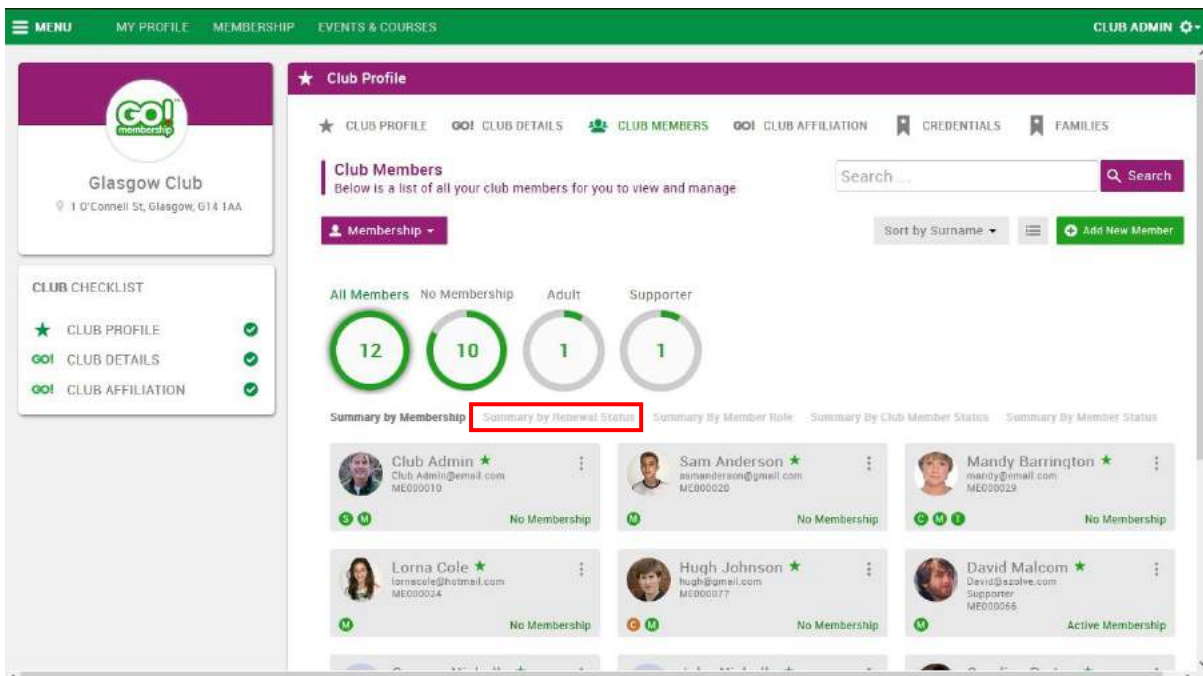
## Can I see my club members' membership status?

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**

Category	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 membership Status using the Sort order box at the top right of the page, this sorts the members in alphabetic status order.

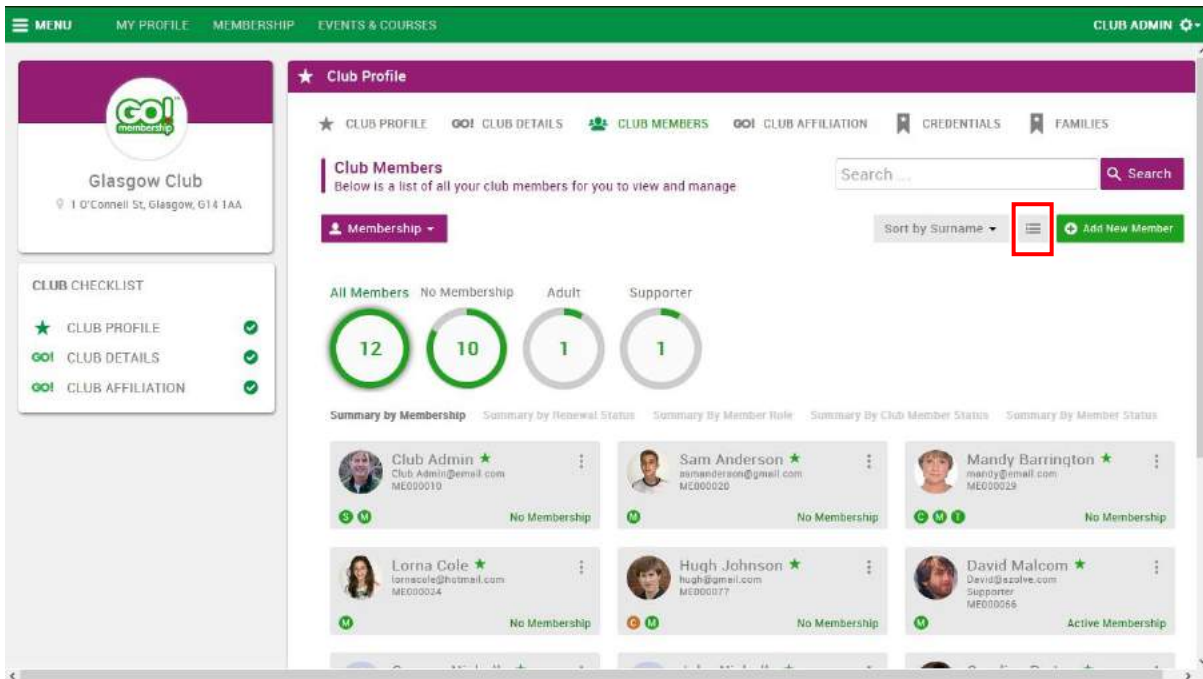
**Club Profile - Club Members**

Category	Count
All Members	12
No Membership	10
Adult	1
Supporter	1

**Club Profile – Club Members**

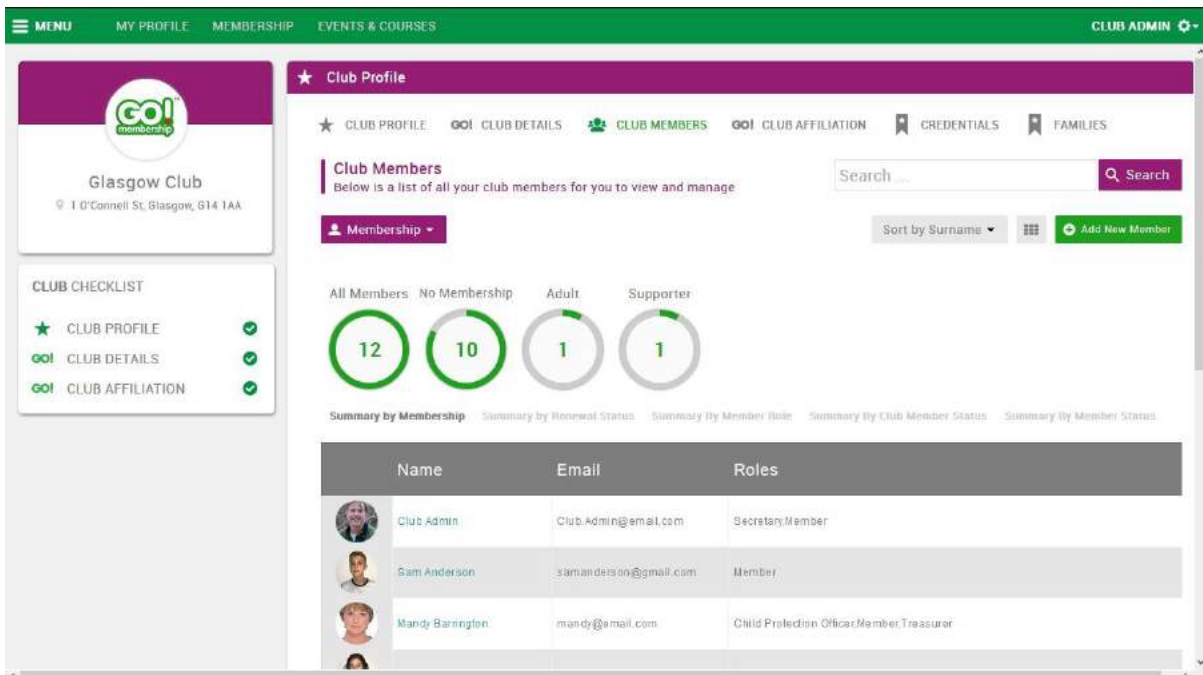
## Can I see my members as a list instead of contact cards?

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?

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

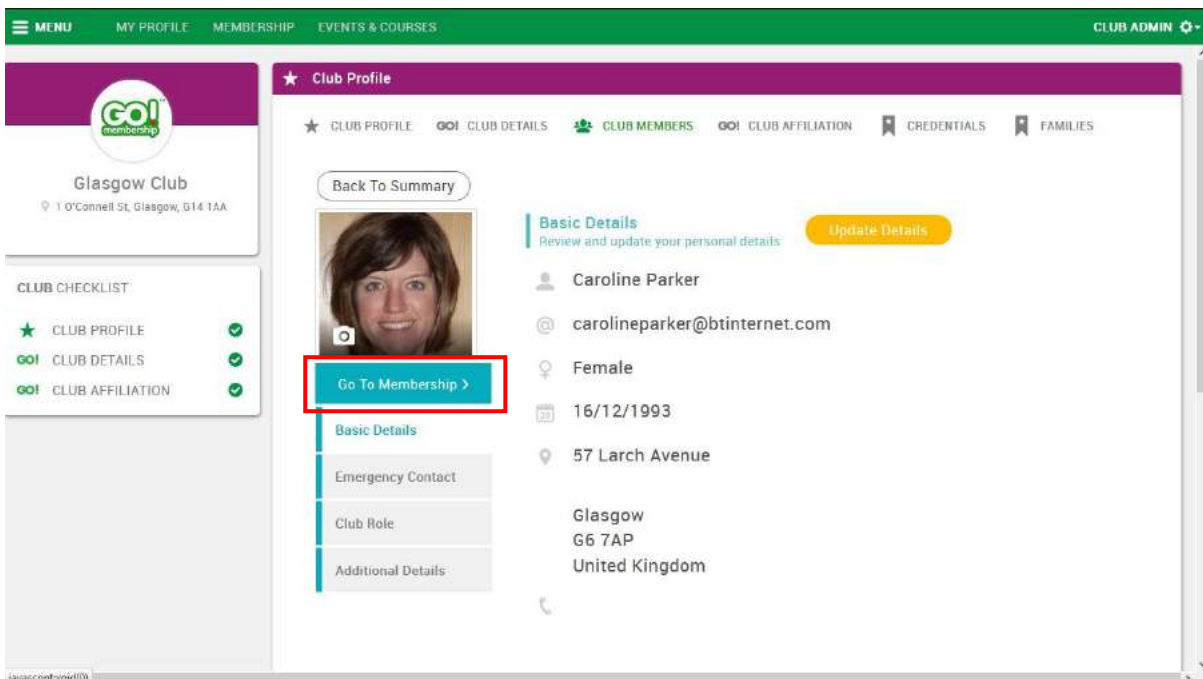
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Renew



Member Card

### Method 2

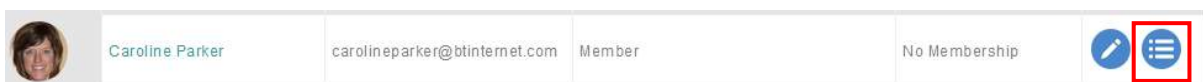
From the Member Profile click Go To Membership



Club Member Profile

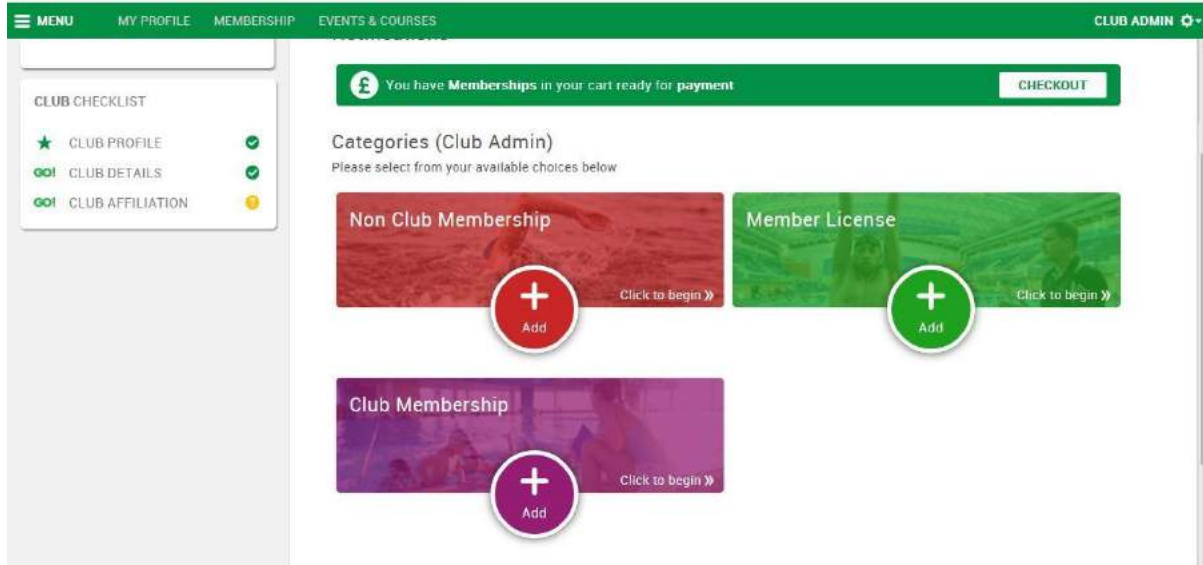
### Method 3

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



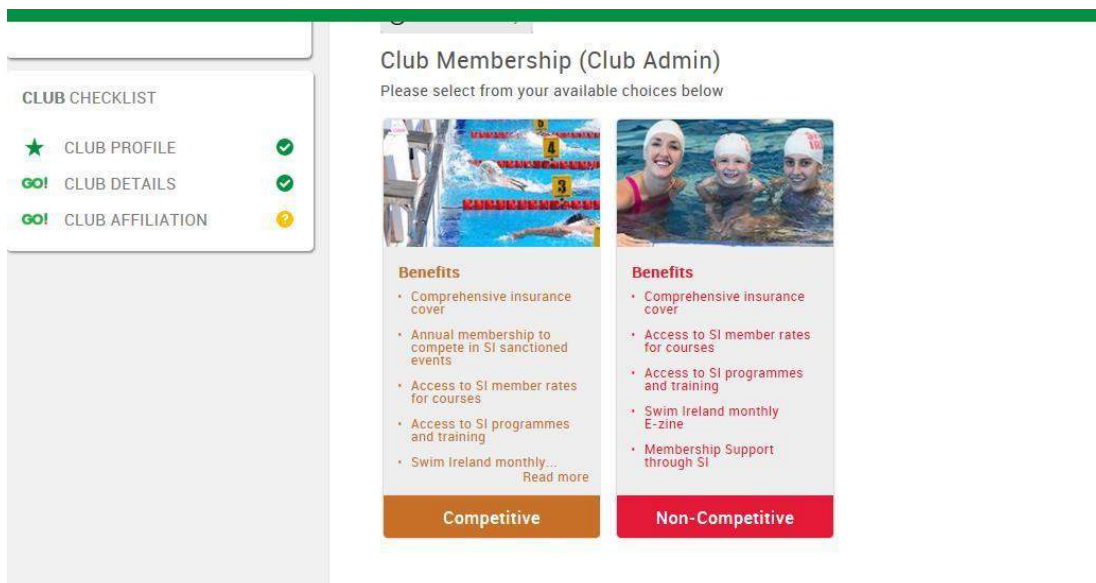
Club Member - List View

Whichever of these three methods chosen will result in you being presented with the Membership(s) that are available.



**Club Member's Membership Selection**

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.




Save and Continue will place the membership 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.

The screenshot shows a checkout page with a green navigation bar at the top containing 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'CLUB ADMIN'. The main content area is titled 'Checkout' and includes a progress indicator with three steps: '1 Confirm Details', '2 Order Review' (which is highlighted), and '3 Confirm Payment'. Below this, a message states: 'Below is a summary of your order, please review and then select an payment option.' There are two payment buttons: 'Pay via Bank' and 'Pay with Card'. The 'Pay with Card' button features logos for VISA, Mastercard, and American Express. On the left, 'Contact Details' are listed: Club Admin, 83 Howgate, Glasgow, G4 3EL, Club Admin@email.com, and 01716925966. The 'Item Summary' section contains a table with the following data:

ITEMS	PRICE	QTY	TOTAL
 <b>Adult (Caroline Parker)</b> Adult Licence In Stock <a href="#">Remove</a>	£50.00	1	£50.00
<b>Sub Total</b>			<b>£50.00</b>

An 'Update' button is located at the bottom right of the item summary table.

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. At the top, there is a navigation bar with 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'CLUB ADMIN'. The main content area is titled 'Club Profile' and includes sub-sections for 'CLUB PROFILE', 'GO! CLUB DETAILS', 'CLUB MEMBERS', 'CLUB AFFILIATION', 'CREDENTIALS', and 'FAMILIES'. The 'CLUB MEMBERS' section is active, showing a search bar and a 'Membership' button highlighted with a red box. Below this, there are four circular statistics: 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). A 'Summary by Membership' section lists members with their names, contact info, and membership status. The members listed are Club Admin (No Membership), Sam Anderson (No Membership), Mandy Barrington (No Membership), Lorna Cole (No Membership), Hugh Johnson (No Membership), and David Malcom (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 | GO! CLUB DETAILS | **CLUB MEMBERS** | GO! CLUB AFFILIATION | CREDENTIALS | FAMILIES

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

Search ...

Bulk Renew

All Members No Membership Adult Supporter

12 10 1 1

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

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"/>
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**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 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 as the previous year.

	Mandy Barrington	mandy@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.
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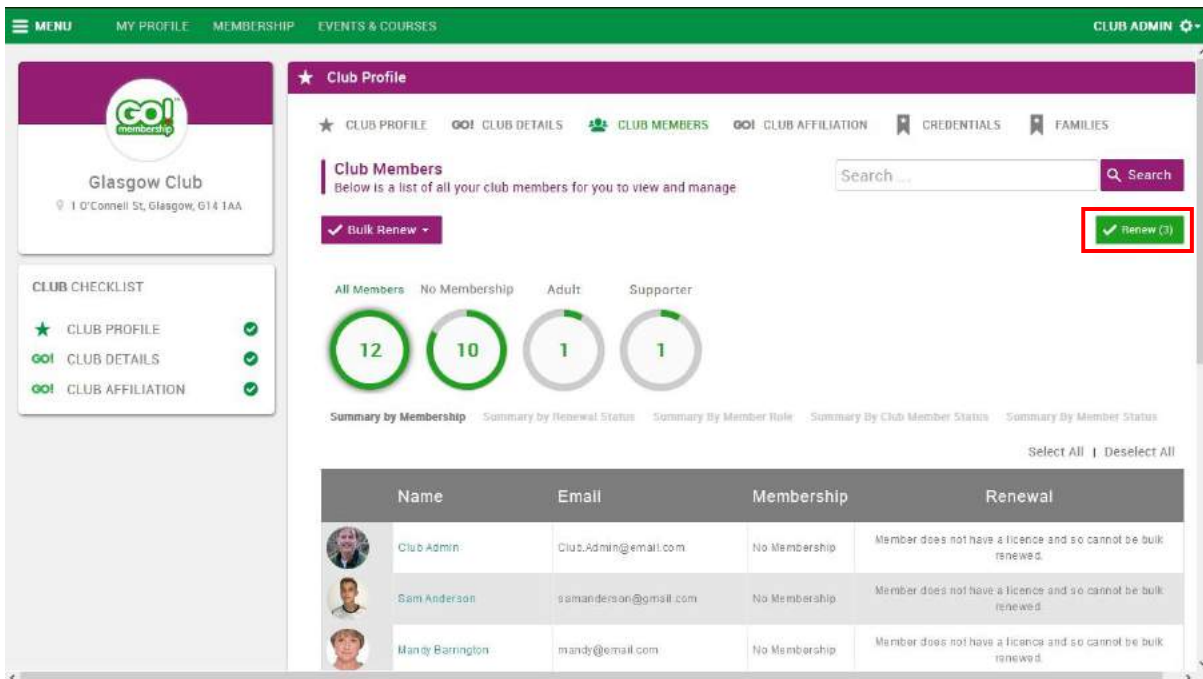
**Club Profile – Club Members – Bulk Renew – Member Not Valid**

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 Renew – 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 Renew – 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 a requirement 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 Swim Ireland 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.

The screenshot displays the 'Club Member Profile' interface. On the left, a sidebar shows the 'Glasgow Club' profile with a checklist: 'CLUB PROFILE' (checked), 'CLUB DETAILS' (checked), and 'CLUB AFFILIATION' (checked). The main content area is titled 'Club Profile' and includes a 'Back To Summary' button, a profile picture of Sarah Rhodes, and a 'Go To Membership' button. The 'Basic Details' section is expanded, showing the following information: Name: Sarah Rhodes; Email: Sarah.Rhodes@email.com; Gender: Female; Date of Birth: 01/01/1985; Address: 7 Fairhill Street, Hamilton, ML3 8RR, United Kingdom. A yellow 'Update Details' button is highlighted with a red border in the top right corner of the details section.

Club Member Profile

**Club Member Profile - Edit Mode**

**Basic Details**  
Review and update your personal details

First Name: Sarah \* Last Name: Rhodes \*

Email Address: Sarah.Rhodes@email.com \*

Date of Birth: 01/01/1985 \* Gender: Female \*

Address: 7 Fairhill Street

Town: Hamilton County: [ ]

Post Code: ML3 8RR Country: United Kingdom

Contact Number: [ ]

User Name: Sarah.Rhodes@email.com \*

**Password Notification**

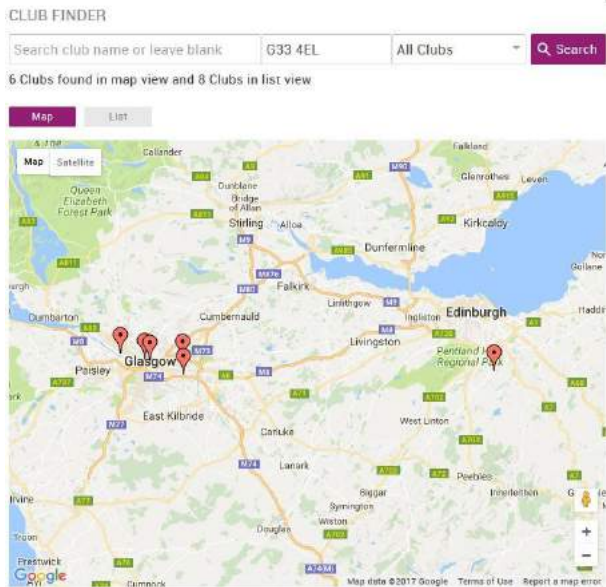
**Club Member Profile- Edit Mode**

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 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. Swim Ireland 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 Hockey Ireland locate and join my club?

If a member of another club, or a direct member of Hockey Ireland 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.

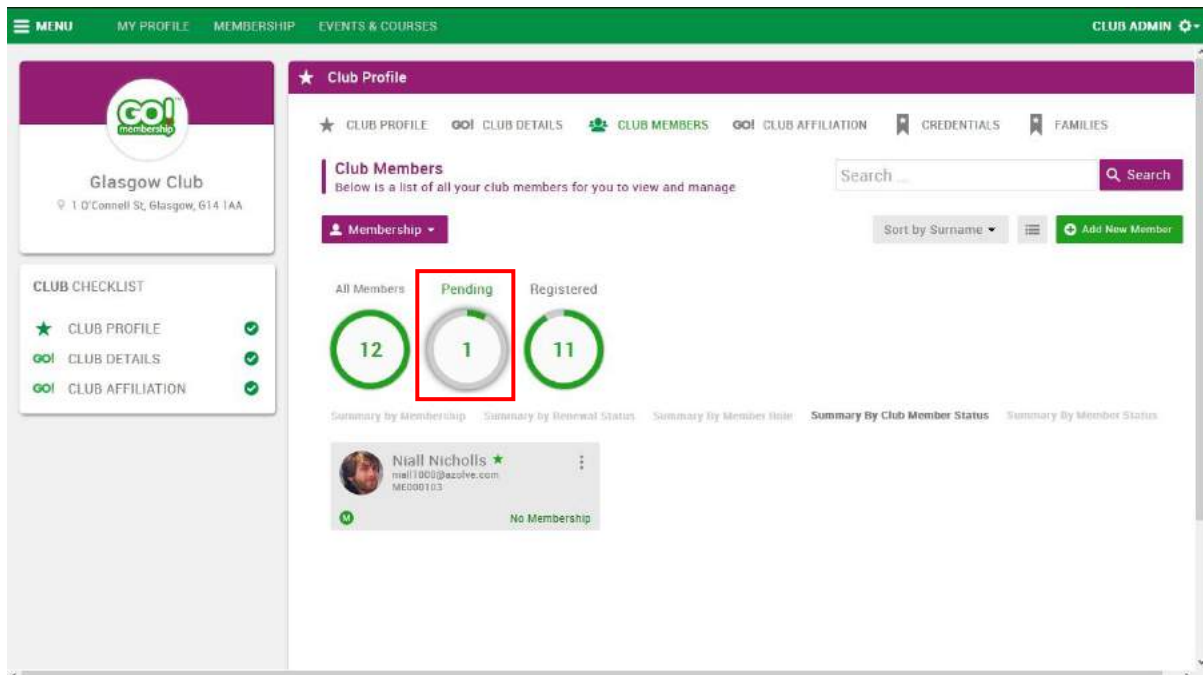


**Club Finder**

The club administrator will need to approve or reject that member being a member of your club.



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.

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a search bar and a 'Membership' dropdown menu. Below the menu are four circular statistics: 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). The 'Summary by Membership' tab is selected and highlighted with a red box. Below the statistics, a list of members is shown with their names, photos, and membership status.

Membership Type	Count
All Members	12
No Membership	10
Adult	1
Supporter	1

Name	Membership Status
Club Admin	No Membership
Sam Anderson	No Membership
Mandy Barrington	No Membership
Lorna Cole	No Membership
Hugh Johnson	No Membership
David Malcom	Active Membership

**Club Profile – Club Members**

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

The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a search bar and a 'Membership' dropdown menu. Below the menu are six circular statistics: 'All Members' (12), 'Child Protection officer' (1), 'Coach' (1), 'Member' (12), 'Secretary' (1), and 'Treasurer' (2). The 'Summary by Member Role' tab is selected and highlighted with a red box. Below the statistics, a list of members is shown with their names, photos, and membership status.

Member Role	Count
All Members	12
Child Protection officer	1
Coach	1
Member	12
Secretary	1
Treasurer	2

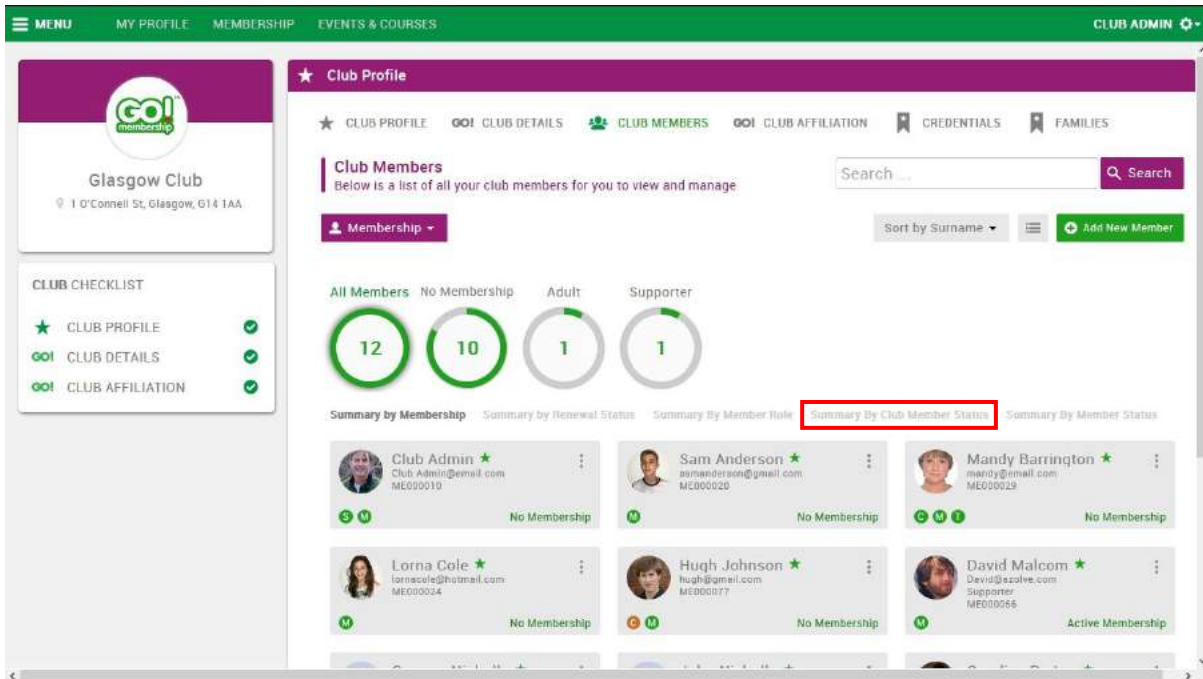
Name	Membership Status
Club Admin	No Membership
Sam Anderson	No Membership
Mandy Barrington	No Membership
Lorna Cole	No Membership
Hugh Johnson	No Membership
David Malcom	Active Membership

**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.

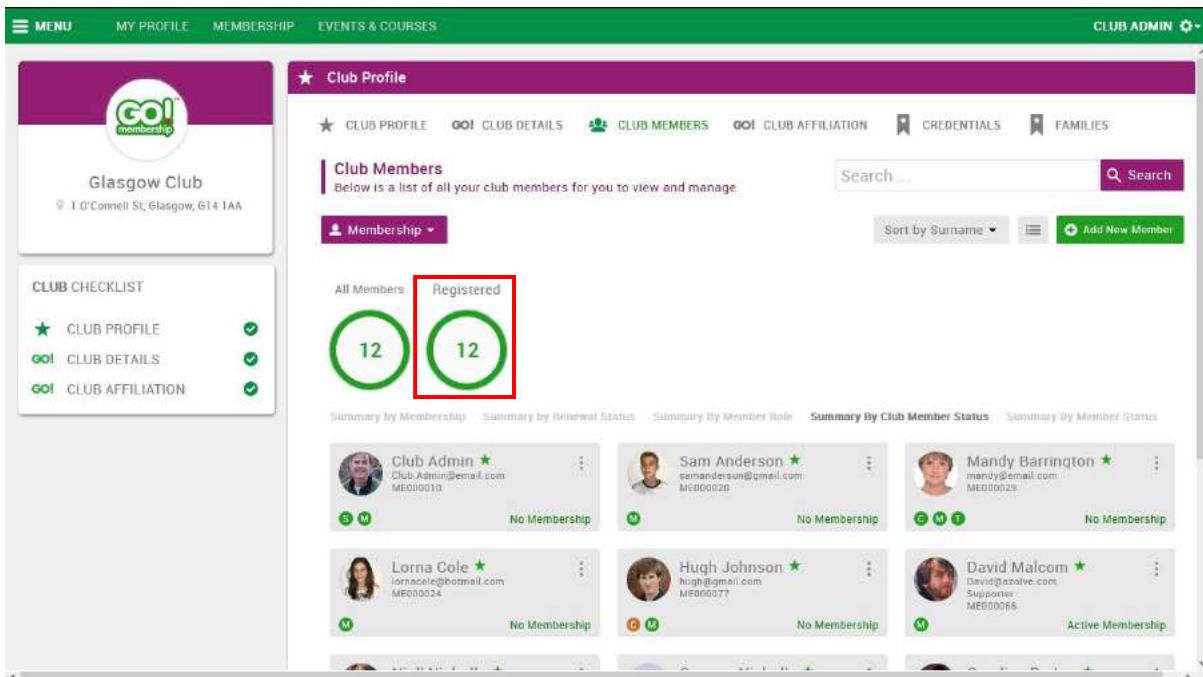
## Can I see my club members grouped by status?

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?

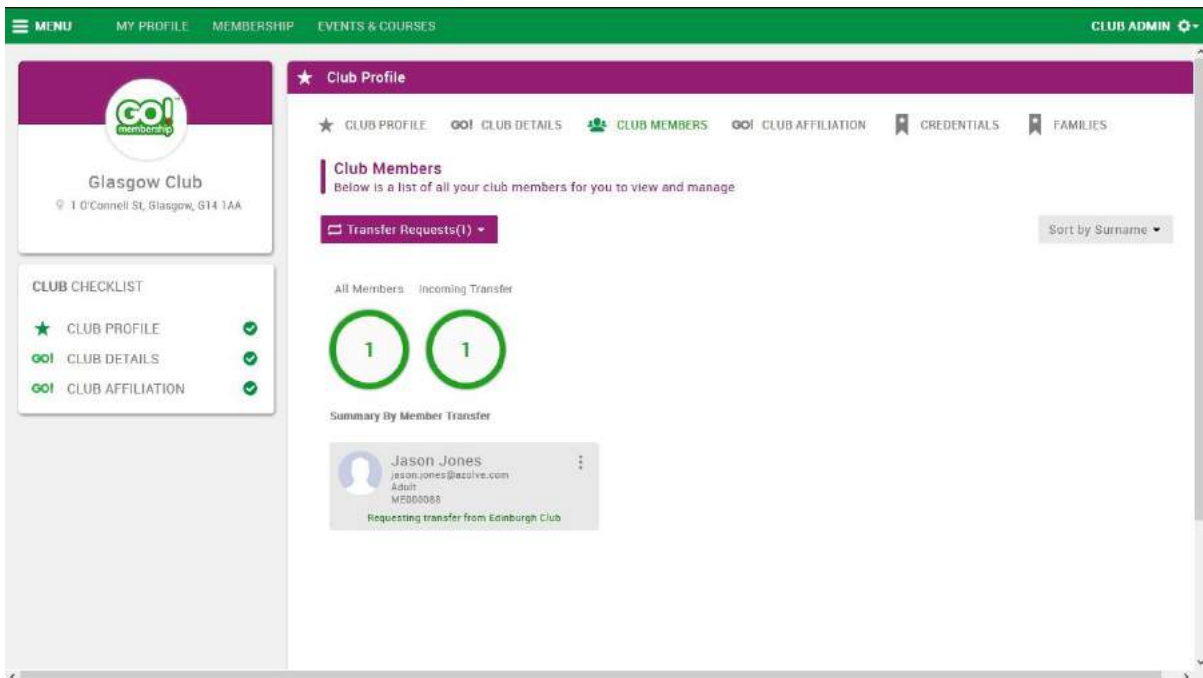
In the Club Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Transfer Requests.

The screenshot shows the 'Club Profile - Club Members' page for Glasgow Club. The 'Membership' button is highlighted with a red box. The page displays a list of club members with their names, emails, and membership status. The 'Membership' button is highlighted with a red box. The page shows a list of club members with their names, emails, and membership status.

Name	Email	Membership Status
Club Admin	Club Admin@email.com	No Membership
Sam Anderson	samanderson@gmail.com	No Membership
Mandy Barrington	mandy@gmail.com	No Membership
Lorna Cole	lornacole@hotmail.com	No Membership
Hugh Johnson	hugh@gmail.com	No Membership
David Malcom	David@azolve.com	Active Membership

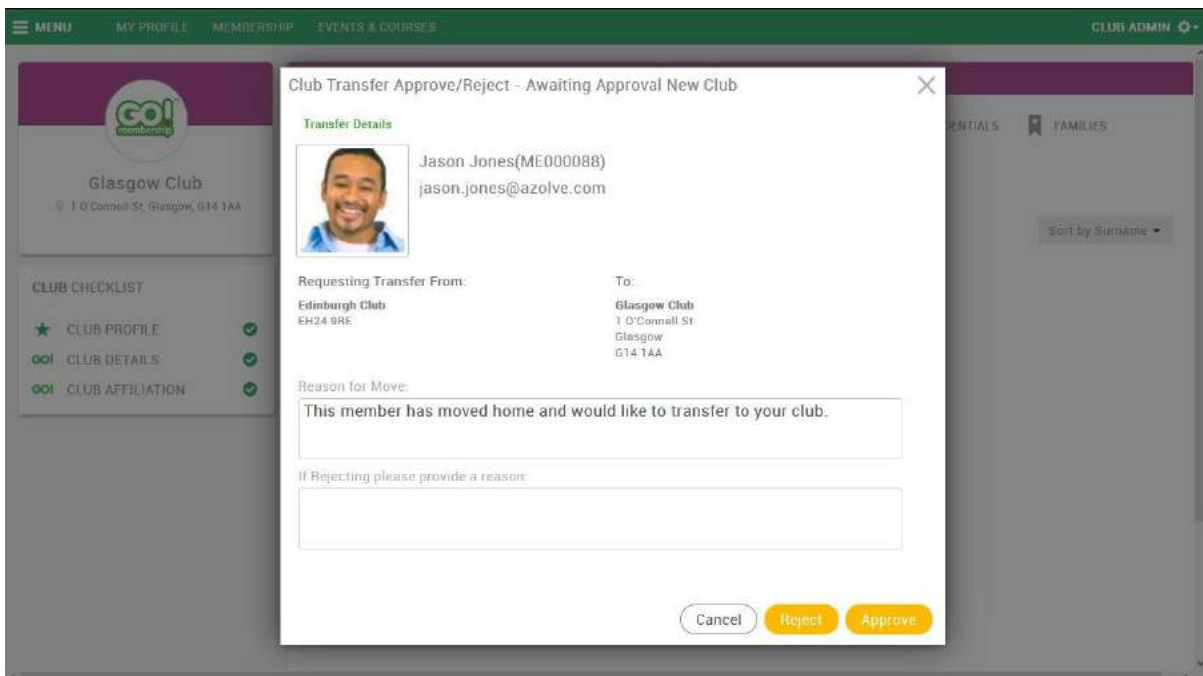
Club Profile – Club Members

By choosing Transfer Requests you will be presented with the members who have made a Transfer Request, either outgoing or incoming.



**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.

Family	Members	Club Member
Rhodes Family	Sarah Rhodes, Jonty Rhodes	Yes
Nicholls Family	Graeme Nicholls + 4 other(s)	Yes
Smith Family	David Malcom, Jason Smith	Yes
Gillan	Hugh Johnson + 2 other(s)	Yes

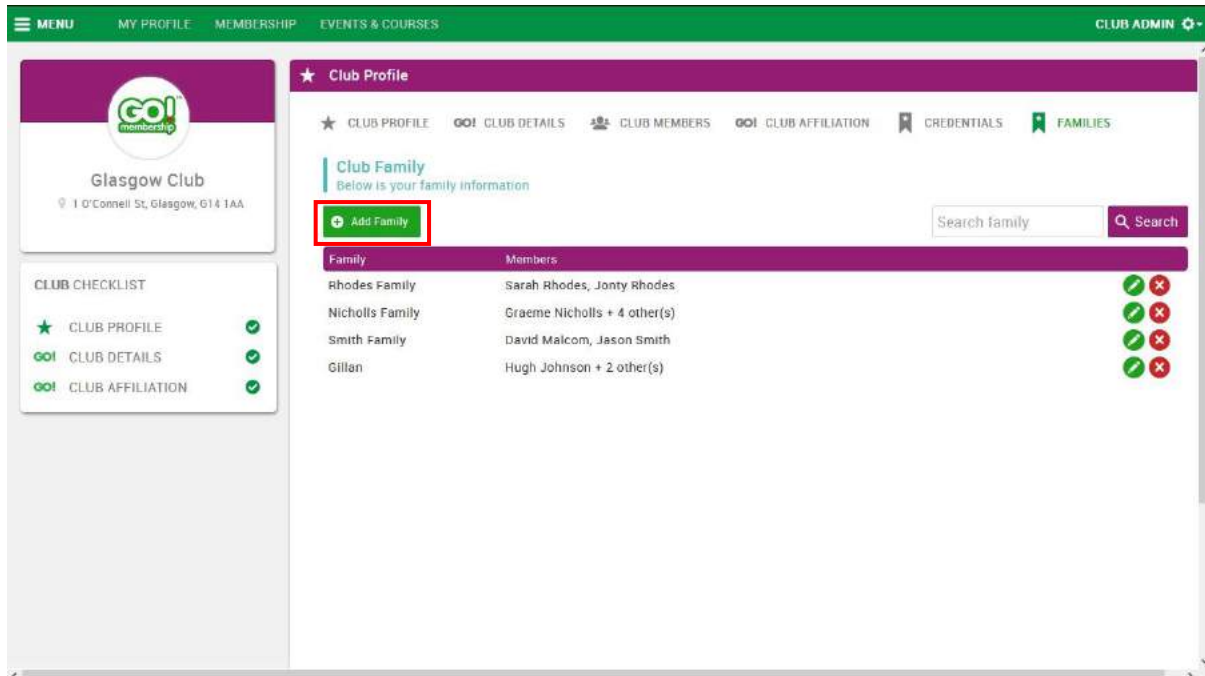
### **Club Profile – Families**

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?

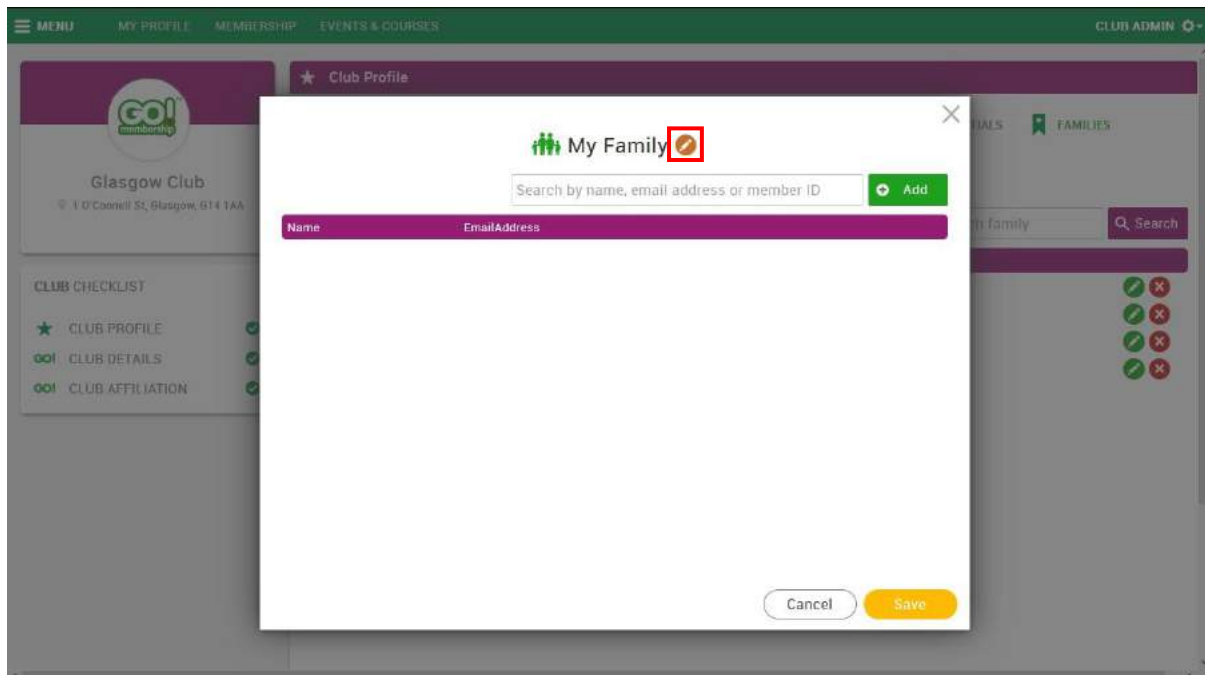
In the Families area you can add a family group using the Add Family button.



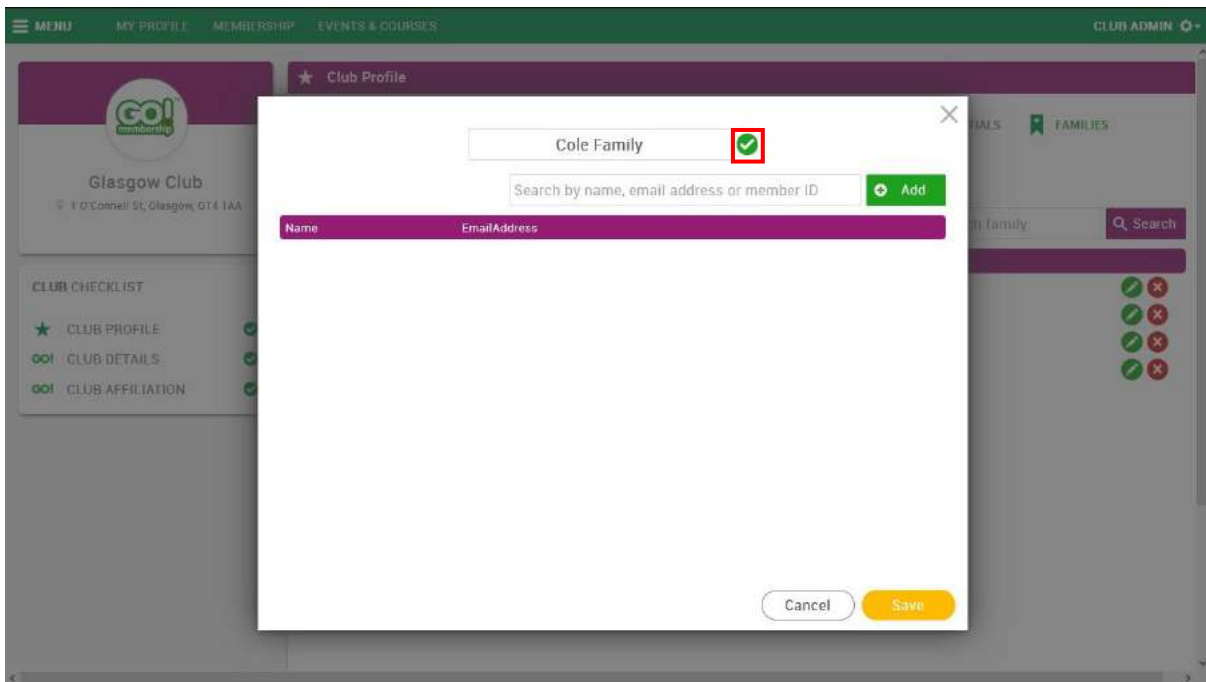
**Club Profile – Families**

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

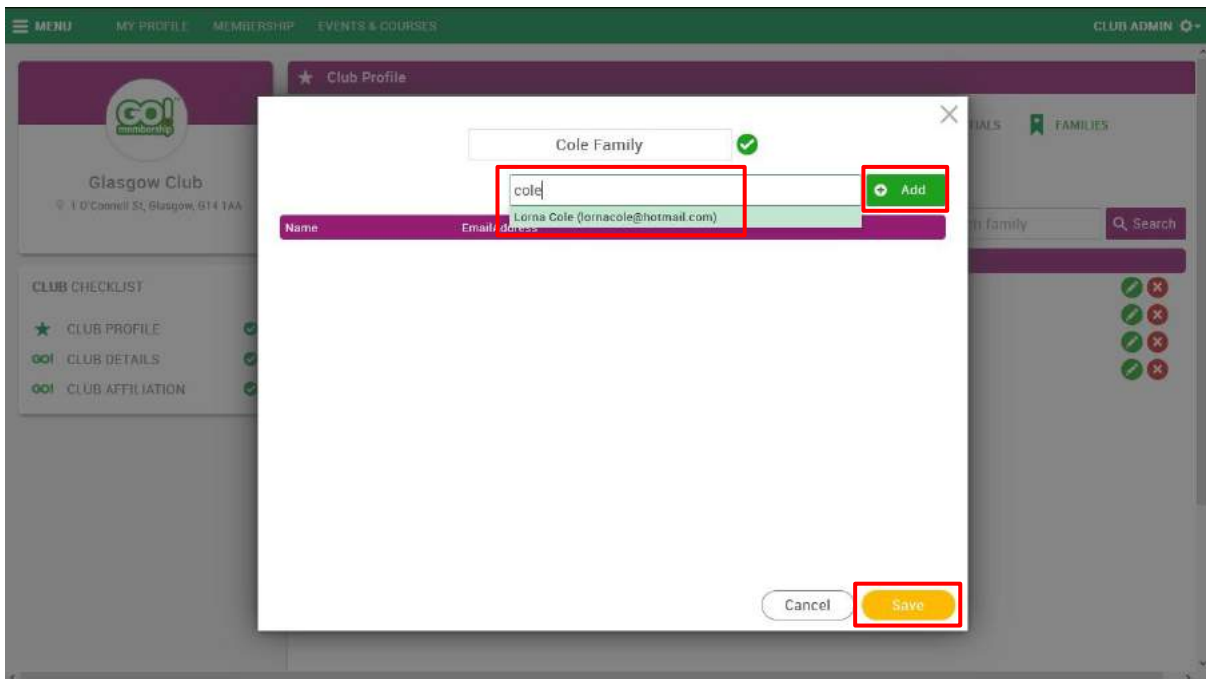
To name the family group click on the edit button beside “My Family”



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?

Hockey Ireland will inform the club administrator/ secretary of the renewal dates

## 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

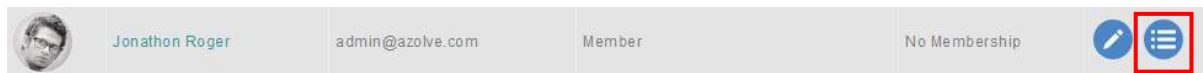
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Remove from Club.



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

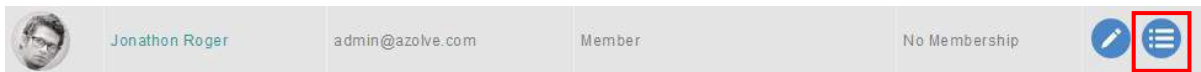
From the contact card, locate the member to be transferred, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Transfer.



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 checklist: 'CLUB PROFILE' (checked), 'CLUB DETAILS' (checked), and 'CLUB AFFILIATION' (checked). The main profile area shows a 'Back To Summary' button, a profile picture, and a 'Go To Membership >' button. The 'Basic Details' section is active, showing a yellow '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.